QPS Entrance Assessment
Remote Proctoring Information and Step-by-Step Guide

ACER

QPS Entrance Assessment

ACER provides the option for candidates to complete the QPS Entrance Assessment (the 'QPSea') via remote proctoring. This guide is designed to assist you to register and sit the QPSea via remote proctoring.

The QPSea is made up of the following **three** components. You are required to complete all components in the one single sitting (one supervised session booked).

Test Section	Time Allowed	Total Duration
Online Writing Assessment	35 minutes	1 hour, 45minutes (105 minutes)
Abstract reasoning	35 minutes	
Literacy	35 minutes	

What is remote proctoring?

Remote proctoring involves sitting the exam under **live, human proctored supervision** using your own computer in a suitable location with internet connectivity. An invigilator (proctor) will supervise you via the computer webcam while you sit the exam. Please watch this short video for more information about how remote proctoring works.

Remote proctoring services are provided by a third party ProctorU. ProctorU is based in the United States and provides online proctoring on behalf of educational institutions globally. By nominating to sit your QPSea via remote proctoring you will be required to agree for ACER to provide some of your personal information, such as your email address, name and date of birth, to an overseas entity. For further information about how your Personal Information will be collected, stored and used by ProctorU please review the QPS Entrance Assessment Privacy Statement.

If you have concerns about your personal information being stored outside of Australia for a limited period, you can opt to sit the QPSea in person at our Brisbane testing centre.
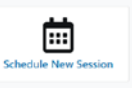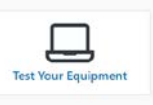
How to prepare

This section will guide you through the steps you will need to complete in order to sit your assessment via remote proctoring. There are eight preparation tasks listed at each step below. Completing each task is essential to ensure your online proctored session runs as smoothly as possible on the day.

Use the checklist below to ensure you have completed all steps before your scheduled assessment date.

Essential requirements

- You must sit the exam in a **private room** (you are not permitted to sit the exam in a communal area e.g., family lounge room, kitchen, or a public location)
- **Internet connection** with [required bandwidth and speed](#) (hot spot or Wi-Fi connections are not suitable for exam purposes)
- **Desktop computer** or **laptop** (with power cord plugged in)
- **Desk and chair** (you will not be permitted to start the exam if you are sitting on a couch or a bed, for example)
- **Webcam** (either built-in to your device or externally connected)
- **Printed Admission Ticket** (available to download from the ACER Portal three days prior to your exam session)
- An approved **current photo-bearing identification document** (no photocopies will be accepted).
- A **mirror or similar reflective device** to show your proctor what is around your monitor (or if your webcam can swivel 360 degrees to pan around the room)
- **One piece of blank A4 paper** for any rough workings (or use the back of your printed Admission Ticket)
- **Pencil** and an **eraser**

REMOTE PROCTORING CHECKLIST

Steps	Tasks	
Step 1	Book your QPSea via the **ACER portal** Select **Remote Proctoring** under the 'Exam Selection' option. Complete the booking process, including purchasing practice materials. Return to the 'Home page'	☐
Step 2	Schedule your preferred exam timeslot with ProctorU using the link on the homepage. This will open a new tab. **'Refresh'** the ACER portal homepage to see your booked time reflected. Once your selected time appears here, your booking is complete.	☐
Step 3	Check that your computer and internet meet the technical requirements. You can complete a thorough technical check of your equipment once you select your exam time with ProctorU.	☐
Step 4	Download the Meazure Learning Secure **Guardian Browser.** This is available from the ProctorU link. It is also available here: https://guardian.meazurelearning.com/	☐
Step 5	Download **ACER online test application** and **check** that it opens on your computer without any issues.	☐
Step 6	An **Admission Ticket** email will be sent by ACER **72 hours prior** to your scheduled supervised timeslot. It will advise that your ticket is available to download and print from your ACER portal. Check the details carefully.	☐
Step 7	**Exam Day** Log into your ACER portal at least **10 minutes** before your scheduled timeslot. Use the **ProctorU link** to view a countdown to your exam. Press **'Start Session'** button. Don't risk being late and missing your appointment.	☐

STEP 1 Book your QPSea.

You can register for the QPSea through your online ACER portal. If you are entitled to a voucher from QPS, please ensure you have this before starting your ACER account. For information regarding vouchers and QPS sponsorship, please refer to [QPS recruitment](#).

Creating an ACER account as a 'New User'

If you are registering for the assessment for the first time and do not have an ACER account, please create an account.

- Go to the ACER Portal https://qpsreg.acer.org

- Click the green 'Register' button under 'New users.'

- Follow the prompts to activate your account and enter your personal details.

- You will be issued with an **ACER ID number** in the account activation email.
    NB: This ACER ID number is your unique username needed to log into your online ACER portal. Please keep a record of your ACER ID number.

    If you already have an account but have forgotten your password, you can use the 'Forgot Password' link on the website.

> **!** Select the correct time zone when creating your ACER QPSea account as this will ensure you are able to select a suitable time within any given exam window.

Select your exam type as 'Remote Proctor'

- On the '***Step 2 – Exam Booking'*** page, please select ***'Remote Proctored Exam'*** as your preference (Figure 1).
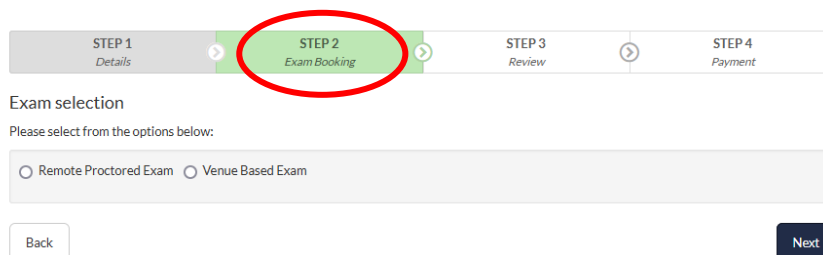

Figure 1: *ACER Exam Booking selection*

- Agree to the Terms and conditions of Remote Proctored exam delivery.
    NB: If you do not agree, you may select the Brisbane venue-based option as an alternative.

Your remote proctoring registration is only ***partially complete***. You will select your exact exam time after completing the 'Payment' part of your registration.

Bookings close three (3) days before any remote proctoring window as advertised on the qps@acer.org website. Your assessment will not be set up for you if you do not complete both Step 1 and Step 2 of the booking process properly by the registration closing date for your selected window.

Already have an existing ACER booking

If you have an existing booking at the Brisbane venue, you can change your booking to remote proctoring before the registration closing date (three business days prior to your scheduled assessment session). Log into your ACER Portal as a **'returning user'** with your ACER ID number.

1. Click on the ***'Change session'*** tab on the left-hand side.
2. Select ***'Remote Proctoring'*** from the 'Exam Booking' page.
3. Return to the homepage and use the link to select your exam time.
4. Refresh the ACER Portal homepage to see your selected exam time.

Please contact qps@acer.org if you have any questions regarding your remote proctoring booking.

STEP 2 Select your preferred exam date and time with ProctorU.

Click on the Proctor Booking link on the ACER Portal homepage (Figure 2).

A new 'tab' will open allowing you to choose a date and time that suits your needs. Dates are generally available for the first 3 weeks of each month and are subject to availability. Exam sessions are available on a 'first in' basis and it is therefore recommended that you complete this step as early as possible.
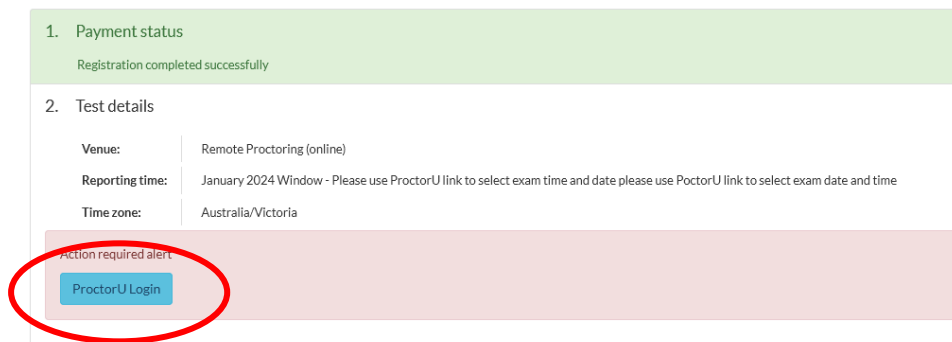

Figure 2

1. Answer the question regarding whether you are an EU citizen.
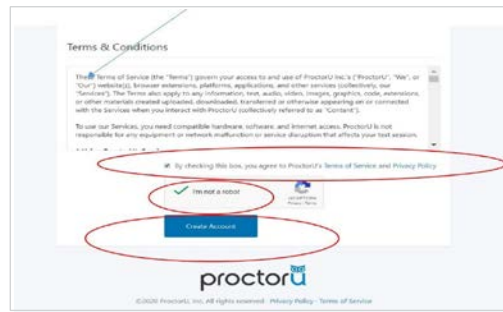2. Agree to the ProctorU terms and conditions.
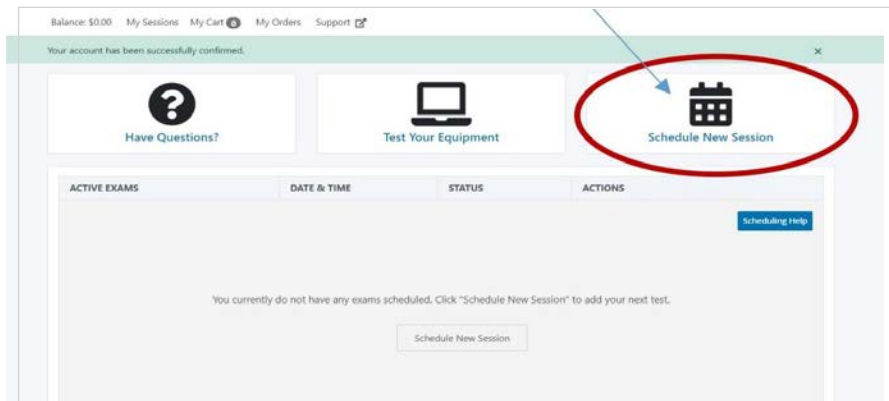
Figure 3

Click on the 'SCHEDULE NEW SESSION'

Figure 4

3. Confirm your exam 'institution' **QPS-ACER** (see Figure 5).

4. Select a term, *for example*, 'QPS Entrance Assessment 2024'.

5. Select your exam, *for example*, 'QPSea 2024 FULL-SIT' or 'QPSea 2024 RE-SIT'.

6. Click 'Find Sessions'

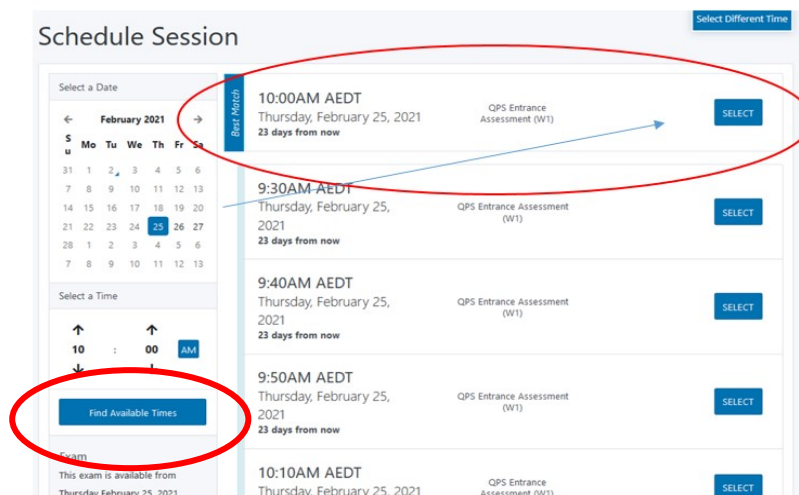Figure 5: *Confirm your institution, term, and exam.*

Figure 6: *Schedule Session*

7. Select a date and time on the left. See the example shown in Figure 6: Schedule Session.

8. Once you have selected your preferred date and time click on 'Find Available Times' button.

The available session times closest to your selected time will be shown. To search additional times, change the selections on the left-hand side panel and select 'Find Available Times' again. From the offered range of available times, choose 'Select' on your preferred timeslot.

! Double check the time and date you have selected before confirming the booking. Note that the scheduler defaults to AM. (12.00AM is **midnight**). NB: **AEDT** refers to Australian Eastern Daylight savings time (i.e. Victoria).
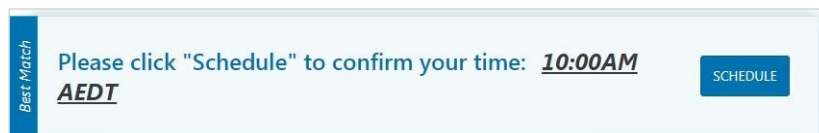

Figure 7: *ProctorU confirm booking.*

Once you have completed your session selection, return to the ACER portal and 'refresh' the homepage. Your selected ProctorU time will now appear in the ACER Portal. This means your booking is now complete.

Changing selected time

Once you have scheduled your session with ProctorU, you can change your session day/time if required. Exam sessions may be rescheduled up until 72 hours before an existing booking without fee.

Changing within 72 hours of your booking:
Changes within 72 hours of your booking will incur a $100 late reschedule fee which must be paid before the exam deadline. This fee is required if you are unable to attend due to illness, personal technical issues or other personal issues.

After your booked exam time, any attempt to change will require a second payment of the full exam fee ($285.00). Failure to pay the fee will result in cancellation of your registration with ACER. Contact the ACER QPS team for further information qps@acer.org

> **!** The session time you schedule is not necessarily the exact time your assessment will commence. When your session starts, you will join a queue waiting to be connected to an exam proctor who will take you through the welcome process and technical checks.
>
> Your test time will not officially commence until you are viewing the assessment items.
>
> The entire exam process will take approximately three (3) hours, and this should be considered when selecting a session time. Note that this time does not include any additional technical troubleshooting should your computer or internet not meet the requirements.

STEP 3 Technical readiness

To ensure your computer meets all the technical requirements to run the remote proctoring applications. Please complete the below technical readiness steps:
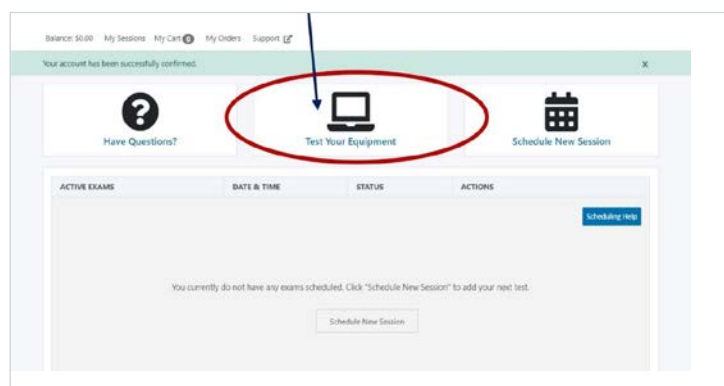

Figure 9

- Go to the 'test-it-out' page on the ProctorU website to complete the equipment test using the computer you plan to sit the exam with at the location from which you will be undertaking the exam.

- If your equipment does not pass the automatic test, you can find help by connecting to a live technician (part 2 of the Technical Readiness step) by entering your details into the form at the bottom of the screen. Please also see the ProctorU support page.

- Regardless of whether your computer has passed or failed the first check you MUST also 'connect to a live technician' once you are logged into your ProctorU account to request a full check of your equipment.

- Click the '**Allow'** button when a message requesting access to your camera and microphone appears to allow the technician to connect to your computer.

A desktop device with a webcam will usually be a superior option to a laptop. If you decide to use a laptop, it should be one with a 15" screen or larger.

If you do not pass the technical checks

If your equipment does not pass the technical readiness checks and the issues cannot be resolved by a ProctorU live technician, you have two options:

- You can source another exam location and/or equipment and complete the technical readiness checks again. If you can meet the technical requirements, you may proceed to sit the exam by remote proctoring.

OR

- You can register and book to sit the QPSea at the Brisbane venue.

> **!** It is important to complete the equipment checks using the computer you will be using to sit the assessment and at the intended location.
>
> **Network firewalls** at public locations, such as your place of work, a university, or a library, are likely to prevent access to ProctorU and the automatic equipment test may not detect the firewalls when you are checking your equipment. Do not plan on sitting your exam using work on a computer or networks or public facilities such as at a library.
>
> 'Work' computers or laptops may also prevent the installation or running of the software needed for remote proctoring. It is best to use a personal device.
>
> **It is advised that you sit the exam using a personal device connected to your home network.**

STEP 4 Download the Guardian Browser

Download Guardian Browser

Download the Meazure Learning Secure Guardian Browser. This is available from the ProctorU link on the ACER Portal homepage, or via the link above. This is a secure browser that is used for the delivery of your exam.

STEP 5 Download the ACER Test Application

To sit the QPSea by remote proctoring, you are required to download and install the secure ACER test application. This test app is what you will use on the day to access the assessment. Once you login, please ensure you click on the correct ACER test application for the QPSea. See below thumbnail.

Click on the correct link for your computer to download (either MAC or Windows for a PC). Once downloaded, click on the application to install it. You will find Windows and Mac versions of the ACER test application below:

For Windows 7 or higher:
  ➢ Windows
For Mac OS X 10.10 or higher with Intel chip (most common):
  ➢ Mac
For Mac OS x 10.10 or higher with Apple chip:
  ➢ Mac

> **!** You must install the test application onto the computer on which you intend to sit the exam. It is important that you download this application prior to your session as you may otherwise not be able to sit your assessment as scheduled.

Once you open the exam application you will see a selection of assessments to choose from. Click on the **QPS Entrance Assessment** thumbnail as shown below in Figure 8.

You will need to launch the ACER secure exam application at the time of your scheduled exam session with ProctorU.
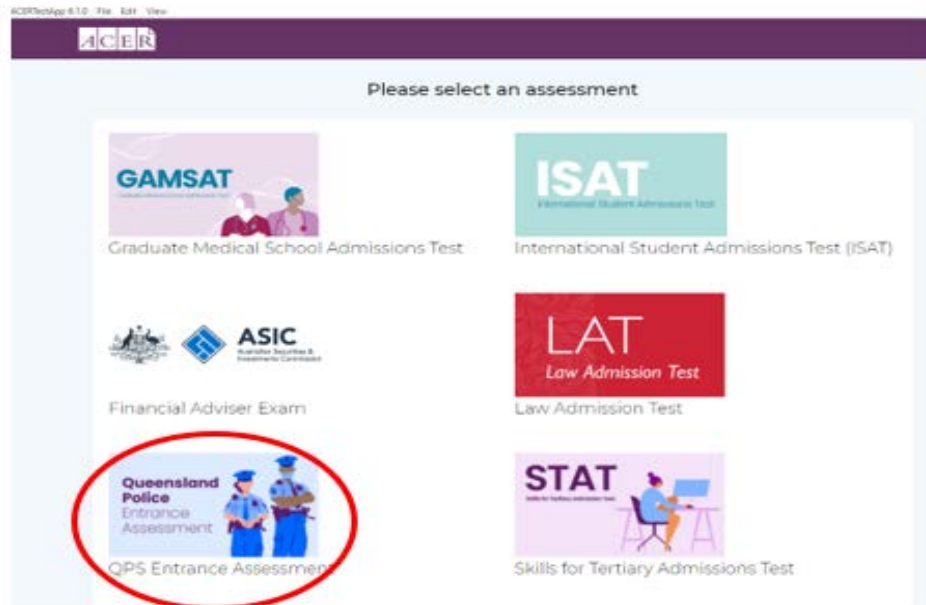

Figure 8: *ACER secure exam application – list of available assessments*

! Please note that you are not required to login to your account via the ACER Test Application until your scheduled exam session. A blue '***open sitting'*** button will appear when you are connected to your proctor at the time of your session.

Programs detected by the ACER Test Application may prevent you from commencing your session. Please remove any screen sharing, remote controlling software from your computer (examples such as Microsoft Teams, Team Viewer and VNC)

STEP 6 Receive your Admission Ticket

You will receive an email prior to the date of your scheduled session confirming that your Admission Ticket is available to download from the ACER Portal. This will be approximately 72 hours before your exam booking.

1. **Print your ticket:** This Admission Ticket must be presented to your proctor at the beginning of your session. If you do not present a copy of the Admission Ticket, you may not be able to commence the assessment.
2. Check you have completed the steps detailed in this document.
3. Familiarise yourself with the process of sitting the exam via remote proctoring and the ID checks by watching this short video:

If you are unable to download your ticket it is your responsibility to advise the ACER, QPS Entrance Assessment team at qps@acer.org.

STEP 7 Sit Your Scheduled Exam Session

On the day of your assessment, approximately **10 minutes before** your scheduled session, please:

- **Log in** to the **ACER Portal** and
- Open the **ProctorU link.**
- Prepare your room and the permitted items**.**

Permitted items.

- A printed copy of your Admission Ticket (downloadable from your ACER Portal)

- Current passport from country of origin *OR*

- Current photo-bearing Driver Licence (from country of origin)

- A blank sheet of paper, pencil, and eraser.

- One pencil, eraser (you must erase all workings and show the proctor at the conclusion of the exam before shredding it).

- Drink bottle containing water.

- A mirror or similar reflective device to show your proctor what is around your monitor (if you do not have a 360-degree swivel webcam).

All other items are NOT permitted.

## Items and activities NOT permitted during the exam.

- No personal calculators.

- No mobile phones or smart watches.

- No study notes or test aids.

- No other software programs are permitted (programs such as screen sharing, and remote controlling software will be detected by the ACER Test Application).

- No other websites are to be accessed (the ACER Test Application will also detect these activities, and you will be forced to exit the exam).

Starting your exam

At your scheduled session time, a button to 'start your session' will appear on the ProctorU page. The countdown timer for the scheduled exam session will reach zero.
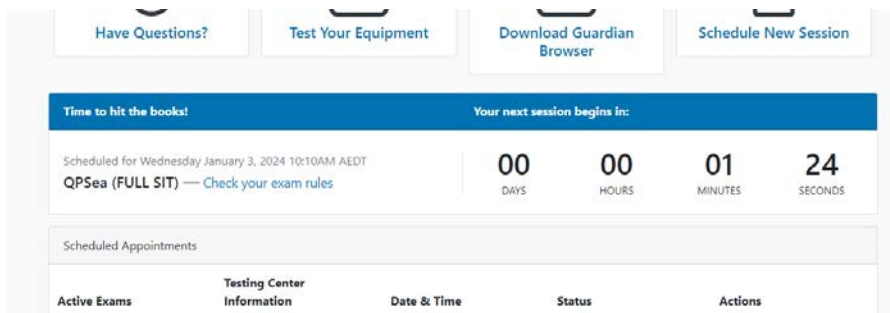
Click the button to '**Start Session**'. Follow the ProctorU prompts to check your computer settings, watch a short video, and take a photo of your ID and yourself.
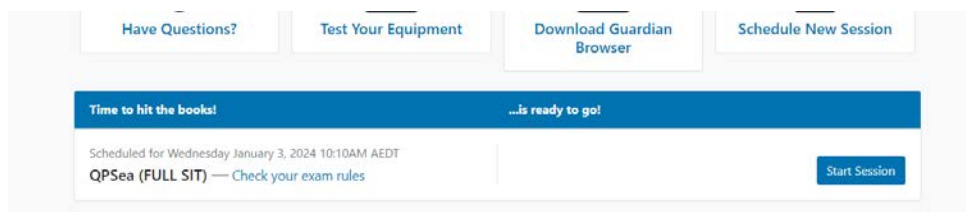
During this process a window will appear asking you to download and install the ProctorU monitoring software. The file will be named 'LMI Rescue' or similar.

Connecting to the live Proctor

To connect to a proctor, open the pre-downloaded Guardian Browser, and download, install and run the ProctorU chat app (Support LogMeIn Rescue). It will be saved to your downloads folder. Ensure that you only download this application once. Note: If an alert pops up on your computer requesting access to LogMeIn Rescue, select "allow".

A chat window will appear on your screen for connecting to your proctor. This can sometime take time, so please be patient, and do NOT disconnect from your session while waiting. While waiting for your proctor to connect, you can continue with pre-exam checks by clicking 'Next' on your browser screen.

You will then be connected to an exam proctor who will see you through the pre-exam administrative and technical checks. The exam setup and checks could take up to 30 minutes to complete depending on your computer settings, and you may get connected with multiple proctors during this time.

There may be times, lasting a few minutes, when the proctors are 'working in the background' and nothing appears to be occurring on your screen. **This is expected and we ask that you do not disconnect from your session during this time.**

If you experience technical issues during the pre-assessment procedures, and the issues cannot be resolved within 30 minutes, the proctor may advise you to re-schedule to another session time**.**

> **!** To avoid wasting time troubleshooting with ProctorU technicians at the time of your session, it is very important that you complete the technical checks of your equipment, check your internet speed and that you have downloaded and tested the ACER test application before your scheduled session.
>
> Note that extra time needed to troubleshoot will only further delay the commencement of your assessment.

After the pre-assessment procedures have been completed, your proctor will:

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- check your **Admission Ticket**

- check your photo-bearing **identification document**.

- instruct you to open the **ACER test application** (you have already downloaded).

    NB: You may not be able to sit your assessment if you do not have the ACER test application installed on your computer or if your computer is unable to run the application.

- Instruct you to **select the QPSea link** on the ACER App.

- Instruct you to enter your eight-digit **ACER ID** number in the '**returning user'** field. This can also be found on your Admission ticket.

- Your password is the <u>same</u> password you have chosen as your login to your ACER candidate account.

- On the ACER homepage of your account, you will see a blue **'Open Sitting'** button as per below:

- Once you are connected to your proctor, and you have logged in as above, click on the 'Open sitting' button.

Unlocking the tests

- **The QPSea test menu** will be visible but each test will be **'locked'.**

- The **Proctor will 'unlock' your tests** from their end. All tests will be 'unlocked' and can be completed in any order.

- Before commencing each component, ensure you read the instructions page(s) for each component before clicking the green 'START TEST 'button. Once you are ready to start, click the arrow button to access the test instructions. The timer will not start until you click the green 'START TEST' button.

Bathroom Break

- One bathroom break is permitted. If you require a bathroom break, please ensure you **alert the proctor** before you leave your desk and computer.

- Upon return, you will be required to complete **security checks** and a camera pan of the room. If you are detected leaving the room for any reason without seeking permission, the proctor will automatically close the exam.

- **No additional time** will be provided if you take a bathroom break in the middle of a test (countdown timer will continue).

Completion

- When you have completed the assessment, please notify the proctor.

- The proctor will ask you to:

    o erase any rough workings and tear up the scratch paper.

    o complete a short survey before you close your computer.

- ACER will email you when your results are ready to view and download from the ACER Portal.

- ACER will communicate your results to Queensland Police directly.

Troubleshooting

- It is important that you complete the equipment check using the computer that you plan to use for the exam, the location where you plan to sit the exam; and also complete a full equipment check once you are logged into your Proctor U account.

- Work or public computers are not suitable as security firewalls are usually installed which will prevent the download of the ACER Test Application and the LogMeIn (LMI) software required for your supervised exam session with ProctorU.

- Use of other software, screen sharing programs and websites during the exam will be detected by the **ACER Test Application**. Please ensure that any such programs have been disabled or uninstalled from your computer before you sit the exam.

- To connect to a proctor, open the pre-downloaded [Guardian Browser](#), and download, install and run the ProctorU chat app (Support LogMeIn Rescue). It will be saved to your downloads folder. Ensure that you only download this application once. Note: If an alert pops up on your computer requesting access to LogMeIn Rescue, select "allow". A Chat Window will appear on your screen for connecting to your proctor. This can sometime take time, so please be patient, and do NOT disconnect from your session while waiting.

- You will not be able to continue the assessment if you leave the room for any reason during your supervised session.

- Be aware that your dedicated proctor may change during the course of your assessment, you should simply continue working.

- There may be times (lasting a few minutes) when the proctors are 'working in the background' and nothing appears to be occurring on your screen. This is expected and we ask that you please do not

disconnect from your session during this time.

- If you experience technical difficulties during the exam, connect with the proctor by clicking on the ProctorU Support Chat icon on bottom right corner of the screen.

! If you have further questions about the remote proctoring process, please contact the ACER QPSea Office at qps@acer.org .

Good luck for your QPSea!

Document last updated 18/12/2024