

Remotely Proctored Knowledge Exam Instructions

You are not allowed to leave the remotely proctored knowledge test event until finished with your exam. Please remember to use the restroom before signing in to your remotely proctored knowledge exam.

With the exception of the cell phone and tablet/laptop/desktop you are using for your remotely proctored knowledge exam, all other electronic and Blue-tooth connected devices (cell phones, smart watches, fitness monitors, tablets/laptops/desktops, etc.) usage is not allowed and these items are not allowed in the testing area or allowed to be near or on your person (in pocket, on wrist, etc.) during testing. Anyone using any other electronic or Blue-tooth connected device of any kind during testing (texting, Google searching, email, etc.) or navigating away from the remotely proctored knowledge exam during testing, will have their exam stopped, will have their exam scored as a failed attempt, will forfeit all testing fees and will be reported to their training program, D&SDT-Headmaster and the Arkansas Department of Human Services.

All Testing Policies and Security measures are adhered to during the remotely proctored knowledge exam. Please refer to those sections in the Candidate Handbook for information.

- The 'video conferencing app' (example; Zoom, etc.) link must be maintained during the entire knowledge exam.
 - If the 'video conferencing app' (example; Zoom, etc.) connection is lost, you must immediately reconnect or be subject to being exited from the test event by the remote Proctor and your exam scored as a failed attempt.
- Your device **must not be muted** during testing so that the remote Proctor can hear if there are any distractions or other interruptions during your exam. **REMEMBER:** *You need to test in a distraction and interruption free area just like you would if you were sitting in the knowledge test room at a test site.*

The questions will be presented to you, one at a time, on the computer screen. You will have a maximum of **60 minutes** to select answer A, B, C or D for each of the questions. You are able to navigate through the exam questions with the previous and next buttons.

Please refer to the time at the top of the screen for time remaining. The remote Proctor will announce when there are 15 minutes remaining.

The Knowledge Exam is available in English and Spanish. Please see the Arkansas Candidate Handbook for information on how to toggle to the Spanish version of the knowledge exam.

- If needed, you may do math calculations on a piece of scratch paper and use a basic calculator. You will be asked to show both sides of the scratch paper and calculator to the remote Proctor **before** starting your exam.
 - At the end of your exam, you will be asked to show both sides of the scratch paper and the calculator to the remote Proctor **again**. You will then be told you must tear up the scratch paper in view of the remote Proctor and to mute your phone before tearing up the scratch paper.
- Published foreign language word-for-word translation dictionaries **are allowed**.
 - You will need to show the remote Proctor the dictionary during sign in.
 - *Electronic, non-approved language translators or dictionaries that contain writing or definitions are not allowed.*
- If you have requested (and paid for) an AUDIO version of the Knowledge Exam, only the first 67 questions will be read orally, the remaining 8 questions will have to be answered without oral assistance to assess English reading comprehension.
 - **Note:** If you have requested and paid for an Audio version of the Knowledge Exam, you will need to have wired headphones/earbuds (Bluetooth-connected devices are not allowed) that plug into the computer.

If you have any issues with the computer, please let the remote Proctor know.

When you believe you are finished with your exam, double check all your answers. Then quietly alert the remote Proctor that you are finished. You will click the **End Exam** button. If you have any remaining questions, you will be notified via a pop-up and will be able to go back to answer any remaining questions, provided there is time remaining.

Do you have any questions?