



**Insolvency Counsellor's Qualification Course (ICQC)  
Final Online Examination**  
Thursday, January 17, 2019

# **PRESIDING OFFICER EXAM INFORMATION PACKAGE**

## **IMPORTANT**

The items below must be reviewed **before you agree to preside over the online exam.**

The enclosed *Agreement to Preside and Confidentiality Statement* must be signed and returned to the CQP office before **November 9, 2018.**

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Date: June 21, 2018  
To: All Presiding Officers  
From: Katie Tsoulis, Educational and Technical Assistant  
**RE: ICQC EXAM – THURSDAY, JANUARY 17, 2019**

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This information package is intended as a guide for Presiding Officers to ensure that the ICQC exam will be administered in a uniform manner at all sites and that the procedures followed will be orderly, efficient and secure. Therefore, please familiarize yourself with the contents of all of the enclosed documents in this package before signing the enclosed *Agreement to Preside and Confidentiality Statement*.

### **ICQC ONLINE EXAM CENTRES**

The ICQC online exam is administered by the Chartered Insolvency and Restructuring Professional Qualification Program (CQP) through Captus Press Inc.

Candidates must set up an exam centre, with a Presiding Officer who has been approved by the CQP Office, in the presiding officer's place of business. **Candidates may not take the exam from home or other locations.** The exam should be taken in an office and not in an open area. However, the Presiding Officer must be able to see the candidate's computer screen at all times.

### **DATE AND TIME OF EXAM**

The exam will be held on Thursday, January 17, 2019. The local exam timings are typically as follows:

**9 a.m. - 11 a.m. in BC, AB, SK, and MB**

**10 a.m. - 12 noon in ON, QC, and ATLANTIC REGION**

Presiding Officers and Candidates should arrive at their exam centre at least 30 minutes prior to the start of the exam.

To login to the online examination site, both candidate and Presiding Officer passcodes are required. **Passcodes will be e-mailed out by the week of January 7<sup>th</sup>.**

It is important for Presiding Officers to keep their confidential passcodes safe to prevent accidental loss or misplacement.

**To avoid any breach of confidentiality, Presiding Officers are reminded that under NO circumstances may they divulge Presiding Officer passcodes to candidates.**

## **EXAM STRUCTURE AND DETAILS**

The exam will be administered via a secure site on the Internet. The exam consists of 75 multiple choice questions, each worth one mark.

- Each question contains four choices, and the candidate is asked to choose the **one** that represents the **best** answer.
- It is to the advantage of the candidate to answer every question since the final score will be based on correct answers only. There is no penalty for guessing.

The exam is divided into sections, with a “Submit” button appearing at the end of every section. Each section has to be submitted separately, in numerical order, by clicking on the “Submit” button.

Please note that the second section will not appear on the screen until the first section has been submitted and so on. Once the last section has been submitted, the page with all the questions and candidate’s answers will appear. Candidates will be able to review their answers before the final submission.

The exam will test the candidate’s knowledge of the current version of the course – the 2010 edition. Copies of previous final exams for the course are not made available for sale or for study purposes.

**Captus Press has been delivering online Internet courses, exams and quizzes to thousands of professional and post secondary clients since 1997 without any breach of user security or transmission of viruses. The examination can be accessed through most of the corporate firewalls. Our examination service employs the simple web operations of signing in with a Candidate ID and a Proctor Code, selecting multiple choice answers by clicking, and clicking a submit button to transmit the answers to the web server. No program is required to be installed on the workstation where the exam is being taken. Normal functions of Internet Explorer or Firefox are all that is needed.**

## **EXAM SECURITY**

It is very important that Presiding Officers recognize the necessity of safeguarding the confidential nature of the exam at all times.

As previously mentioned, the exam should be written in an office and not in an open area. However, the Presiding Officer should be able to see the candidate’s computer screen at all times.

If more than one person in the office is taking the exam, Presiding Officers should be vigilant to prevent any exchange between candidates or other inappropriate activity. Such vigilance should be tempered, however, by a high level of trust that characterizes the behaviour of the candidates in their role as professionals and adults.

## **DELETING THE EXAM**

After the testing session, the Presiding Officer **must DELETE the exam from the computer**. Detailed instructions will be sent to Presiding Officers along with their passcodes by mid-June.

## **RELEASE OF EXAM RESULTS**

**No results will be released until the CQP office receives the “Report of Candidates Writing” form signed by the candidate(s) and the Presiding Officer.** This form will be sent to the Presiding Officer by mid-June along with their passcode and must be returned to the CQP office by the Presiding Officer immediately following the exam.

Candidates will be notified via the ICQC Portal (a password protected website for registered candidates only) when the exam results have been posted (within approx. 15 business days of the exam). Results will be available online only and will be accessible only by using the candidate’s exam passcode.

Results letters (and certificates, if applicable) will be mailed directly to candidates approximately 5 to 6 weeks after the examination date.

Sponsors of the CQP candidates will receive the exam result by email within a week after it has been mailed to candidates.

No results will be given over the telephone or by fax.

## **APPEAL PROCESS**

As the exam is comprised entirely of multiple choice questions, there will be **NO APPEALS**.

## **EXAM DEFERRAL**

New candidates who have registered for and deferred the January 17th ICQC exam will be required to take the new PCIC exam (pre-paid with their course fees) that will replace the ICQC exam starting in summer 2019. Please check the CAIRP website regularly for updated information regarding pricing and course material for the next scheduled PCIC exam.

Katie Tsoulis  
Educational and Technical Assistant 277 Wellington Street West  
Toronto, ON M5V 3H2  
katrina.tsoulis@cairp.ca  
**Fax: (416) 204-3410**

If a candidate defers the January 17 2019 exam, their exam fees (pre-paid with their course fees) **shall be accredited to the next scheduled exam in Summer 2019.**



## EXTERNALITIES

Candidates who are ill or are otherwise unable to write on the day of the examination are advised not to go to the exam centre as this will count as an attempt. Should this occur, the candidate must notify the CQP office within the next two business days or else they will be considered a “no show”. Proper notification shall include a formal letter explaining the reason for the candidate’s absence, signed by the candidate and the Presiding Officer. In case of illness, a doctor’s note will also be required. Candidates must wait until the next scheduled exam, as a supplemental exam will not be offered.

Candidates who are absent from the exam without proper notification (i.e. “no shows”) will be subject to an exam re-take fee if they attempt to register for the new PCIC.

## RE-ATTEMPTS OF THE EXAM

Unsuccessful candidates will be eligible to re-take the exam at the next exam session in Summer 2019. Please check the website for information on new course material fees.

## REVIEW OF IMPORTANT DATES

DATE	ACTIVITY
November 9, 2018	PO’s <i>Agreement to Preside and Confidentiality Statement</i> due
November 9, 2018	Final date for candidates to defer the June 2018 exam
Week of January 7 <sup>th</sup> 2019	Passcodes e-mailed to all candidates and Presiding Officers
January 17, 2019, 2018	ICQC Exam / POs send “Report of Candidates Writing” to CQP
January 22, 2019	Deadline to submit letter of notification if “no show” during exam

For more details about dates, the course and exam, please refer to the ICQC Information Package at the following link: <http://cairp.ca/insolvency-professionals/additional-industry-courses/insolvency-counsellor-s-qualification-course/>.

**Details regarding accessing the exam, etc., will be sent to all candidates and Presiding Officers along with passcodes by the week of January 7<sup>th</sup>.**

Thank you very much for your cooperation and assistance. Please do not hesitate to contact us at the CQP office (CAIRP) should you have any questions.

Yours truly,

Katie Tsoulis, Educational and Technical Assistant  
(416) 204-3439

# Insolvency Counsellor's Qualification Course Final Online Examination

Thursday, January 17, 2019

## PRESIDING OFFICER'S EXAM DAY CHECKLIST

### 30 Minutes Before Start of Exam

- Admit** candidates
  
- Advise** candidates:
  - To deposit books/papers/electronic equipment (including cell phones, cameras, blackberries, etc.) in a designated area;
  - Computers should have no applications running except the browser. Internet Explorer 7 (or later) **or** Firefox 5 (or later) are acceptable.
  - Candidates have **two hours** within which to complete the exam.
  - **Remind candidates that they CANNOT copy, print, transmit or take the examination questions out of the room.**
  - Only one candidate at a time may leave the exam room and only to use the washroom. Candidates must sign out and sign in on the "Sign-Out Sheet" provided by the Presiding Officer (will be sent to PO's mid-June) when they leave and re-enter the room.
  
- Have candidates sign** "Presiding Officer's Report of Candidates Writing".
  
- Distribute** scrap paper for candidate use.
  
- Log on** to the computer, go to the exam website (detailed instructions including site address will be sent separately on the week of January 7<sup>th</sup>) and have candidates type in their confidential passcode.
  
- Type** in your confidential Presiding Officer passcode.

**NOTE: Candidates may start the exam at the appointed time once they receive permission from the Presiding Officer.** If more than one candidate is taking the exam, please ensure that all candidates start the exam at approximately the same time.

### During the exam

- You are urged to **circulate** throughout the exam room (if there is more than one candidate writing) to ensure there are no infractions of the examination rules. **Please remain in the room until the end of the exam.**
- If you obtain clear evidence of any breach of the examination rules, immediately request the candidate(s) involved to leave the exam room. A **report** of this incident must be made to the Registrar, Isabelle Gauthier (phone: 416-204-3242 ext. 3513), setting out full details as to the candidate's name and the circumstances of the breach.

### 10 Minutes Before Completion of Exam

- Announce** that there are 10 minutes remaining.

### Upon Completion of Exam (after 2 Hours)

- Announce** that candidates must stop answering questions. Ensure that candidates submit their exam.
- Close** the browser.
- Collect** all scrap paper from candidates.
- Complete** the "Presiding Officer's Report of Candidates Writing". Any "no shows" are to be indicated beside the candidate's name.
- Dismiss** the candidates.
- Delete** the exam from the computer. Detailed instructions will be sent along with the passcodes mid-June.
- E-mail or Fax** the "Presiding Officer's Report of Candidates Writing" form and the Sign-Out sheet to the CQP office:  
Katrina.tsoulis@cairp.ca  
or 416-204-3410.
- Shred** all scrap paper used by the candidate(s) during the exam.

**Please do not hesitate to call or e-mail Katie Tsoulis at 416-204-3439 or [katrina.tsoulis@cairp.ca](mailto:katrina.tsoulis@cairp.ca), should you have any questions.**



# Insolvency Counsellor's Qualification Course

## Final Online Examination

Thursday, January 17, 2019

### EXAM RULES

1. No candidate shall be permitted to enter the examination room after the first hour from the starting time of the examination.
2. By presenting themselves at the examination centre, candidates are deemed to have attempted the examination and are bound by these rules.
3. A Presiding Officer shall supervise every candidate. **Under no circumstances may a Presiding Officer divulge his/her confidential exam access code to a candidate.**
4. No candidate shall leave the examination room during the course of the examination except with the permission of the Presiding Officer and only for the purpose of using the washroom. The Presiding Officer will keep a record of candidates leaving the room.
5. All Presiding Officers are expected to **remain in the exam room** until the exam is complete. Occasionally a presiding officer may leave the room. These absences must be kept to a minimum and a replacement must be in the room until the presiding officer returns. Should the presiding officer have to leave the examination room at any time during the exam, a report will need to be submitted to the CQP office signed by both the presiding officer and the person who acted as a replacement.
6. Candidates are not permitted to ask questions of the Presiding Officer, except in cases of apparent errors in the exam. **No explanation whatsoever shall be given by the Presiding Officer as to the meaning or purpose of the questions.** If an error in a question is identified, candidates should still answer as best they can. The Presiding Officer will make a note of the error and inform the CQP office.
7. No books or papers will be allowed in the examination room. Use of cell phones, palm pilots and electronic equipment is not permitted. Small noiseless, battery- or solar-powered calculators are permitted. Scrap paper for making calculations is permissible as long as it is provided by the Presiding Officer and is collected and shredded by the Presiding Officer immediately following the examination. Candidates are NOT permitted to bring any paper from outside to the examination room.
8. The candidate is not permitted to keep any other application open on his/her computer, except the Internet browser. Internet Explorer 7 (or later) **or** Firefox 5 (or later) are acceptable.
9. **Exam questions may not, in any way, be copied, printed, transmitted or taken out of the examination room.**
10. During the examination, any candidate who:
  - i) makes use of any books, papers or memoranda;

- ii) speaks or otherwise communicates with other candidates or any other individuals, other than the Presiding Officer, under any circumstances whatsoever;
- iii) willingly exposes their computer screen to the view of other candidates; or
- iv) performs any other similar activities;

shall be subject to dismissal from the examination room and refusal to have their exam accepted.

- 11. Candidates must submit their answers and/ or cease writing at the end of the two (2) hours.
- 12. A grade of 60% is required to pass the exam.
- 13. A supplemental examination is not offered. Candidates who are ill or who are otherwise unable to take the examination (i.e. have registered to take the exam but find themselves incapacitated on the day of examination) must wait until the next scheduled examination period (and will be considered a “no show” unless notification\* is sent to the CQP office within the next two business days).

\*Proper notification shall include a formal letter explaining the reason for the candidate’s absence, signed by the candidate and the Presiding Officer. In case of illness, a doctor’s note will also be required.

Otherwise, candidates who wish to defer must submit, in writing, their intent to defer the examination by **Thursday, November 9, 2018**.

Candidates who were a “no show” during the exam (i.e. absent without proper notification) will be subject to an exam retake fee if they attempt to register for the ICQC again.

- 14. Smoking in the examination room is not permitted. Cell phones must be turned off in the examination room and stowed in a bag or a briefcase.
- 15. Candidates will be notified via the ICQC Portal when the exam results have been posted (within approx. 15 business days). Results will be accessible by candidate passcode only. Certificates and results letters will be mailed directly to candidates approximately **5 to 6 weeks** after the examination date. Sponsors of the CQP candidates will receive the exam result by email within a week after it has been mailed to candidates. **No results will be given over the telephone or by fax.**

***A plea of accident or forgetfulness shall not be accepted, under any circumstances, in the case of any breach of the rules.***

## MEMO

**RE: ONLINE EXAMS**  
**FROM: RANDY HOFFMAN, CAPTUS PRESS INC.**

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Having been on faculty at York University for many years, I have created, coordinated and administered exams for over 100,000 students from class sizes of 15 to common exams for multi-section courses of nearly 1000 students writing on campus, with simultaneous sittings in various remote locations in Canada and in foreign countries. From this accumulated experience, I have learned that the best practices to maintain the integrity of an examination are grounded in the attention to detail that is given to the process throughout all stages, from the time the exam is created, to the invigilation of students writing it. One of the biggest challenges is due to the paper nature of traditional exams, which have to be created in printing shops and then to be guarded carefully until the day it is given. In my experience the paper process is quite a vulnerable one. An equal challenge on the day of the exam is invigilation, as proctors or invigilators are typically chosen from a lightly trained pool of people who will have varying degrees of integrity and attention to duty.

For online examinations, the implementation of proctoring or invigilation carries about same degree of importance as it does for paper based exams, but I am convinced that the other aspects of examination process can be more controlled and secure for online delivery. Following are the key measures that we put into place at Captus:

1. Exam contents are not stored on a database that has direct access from the Internet. They are stored on a server in an MS SQL database that is protected from direct Internet access, is located behind a firewall and is protected by security measures.
2. The directory containing the exam contents is available only to four Captus employees, all of whom have university teaching and exam invigilation experience. No sensitive data is stored in plain text on the server and all data is stored in administrator password protected folders. Captus' office is protected by an alarm system that requires a physical response from the security firm for any alarm where employee verification cannot be immediately obtained. Encrypted off site backups offer redundancy.
3. The connection between the web server and the internal server is via an internal ODBC link, which cannot be accessed externally.
4. When the exam becomes available on the web server at the time of the exam, only a simultaneous sign in by a proctor and the candidate will enable the exam to be accessed. Once answers are submitted by the student to the exam database, they cannot be changed or overwritten.
5. In the case of multiple exams being served to candidates, each candidate will have a pre-selected version stored on the Captus database. This means that if the candidate's workstation fails, the same choice will appear on the replacement workstation.
6. Multiple database backups are kept of the results of all exam sittings.
7. A Captus Exam Administrator oversees the automated process and scrutinizes each step of the exam process.
8. Captus also maintains a corporate edition of Symantec Antivirus that is continually updated and which protects all workstations and servers.

**PRESIDING OFFICER AGREEMENT TO PRESIDE  
& CONFIDENTIALITY STATEMENT**

E-MAIL or FAX to the CQP office  
**by November 9, 2018**  
E-MAIL: [katrina.tsoulis@cairp.ca](mailto:katrina.tsoulis@cairp.ca) ~ FAX: 416-204-3410  
Note : This form is to be signed and submitted by **registered** Presiding Officers **only**.  
Please register first at <http://advance.captus.com/cairp/icqc>.

**The ICQC Online Examination will be held on Thursday, January 17 2019.**

Name: \_\_\_\_\_

Company/Firm Name: \_\_\_\_\_

Business Telephone: \_\_\_\_\_

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Candidate Name: \_\_\_\_\_

Candidate Name: \_\_\_\_\_

Candidate Name: \_\_\_\_\_

By signing I certify that I have read the Presiding Officer Exam Information Package and agree to abide by the rules contained therein.

\_\_\_\_\_  
Initial here

I agree to undertake the responsibilities of a Presiding Officer, as outlined therein and in the 2018/2019 ICQC Information Package.

\_\_\_\_\_  
Initial here

I give my personal undertaking that I will maintain the confidentiality of and safeguard the exam documents provided to me prior to the examination and ***under no circumstances will I divulge my confidential exam access code to the candidate.***

\_\_\_\_\_  
Initial here

***I agree to remain in the exam room until the exam is complete.*** Should I have to leave the examination room at any time during the exam, I will arrange for a replacement and submit a report to the Registrar's office, signed by both myself and the person who acted as my replacement.

\_\_\_\_\_  
Initial here

In the event that I am unable to fulfill my commitment as Presiding Officer, I undertake to find an eligible substitute and to notify the CQP Office immediately so that the appropriate arrangements can be made.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

