

Frequently asked questions: Sitting the National Psychology Exam during 2022

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About the format of the NPE exam

All four sittings of the National Psychology Exam (NPE) in 2022 will be offered by dual delivery. This means that you will have the option to complete the exam through online proctoring (OLP), or in a designated test centre.

OLP allows for secure delivery of the exam via the internet in your home or workplace. You register to sit the OLP exam at a specific date and time just as you would if sitting the exam in a test centre, however, you will be responsible for organising a suitable exam environment in your home or workplace. You will need to sit your exam in a room on your own that is free from any distraction. You will also need to be equipped with a computer that has a webcam (in-built or external). Your exam will be proctored (supervised) via live webcam.

Registering for exam

Login to the [exam portal](#) and make a booking during the exam registration period. . The exam dates and registration period are on the [National Psychology Exam](#) page of the Board's website.

Can I sit an in-person exam or an online proctored exam?

You will be able to choose whether to sit an OLP exam or an in-person exam at any of the available test centres across Australia. You will be able to change your registration from sitting in a test centre to OLP (and vice versa) if circumstances change anytime during the registration period.

How can I change my booking?

- Step 1: Log into Webassessor Account
- Step 2: Click on My Assessments
- Step 3: Click on "Upcoming" exam
- Step 4: Click on Cancel exam – you will automatically receive a refund (this may take up to 5 days).
- Step 5: Register and pay for preferred exam.

Will future exams be delivered in test centres or via online proctoring?

OLP is a temporary response to the COVID-19 pandemic. Due to the unpredictability of the pandemic, the Board has decided that all exams in 2022 will be offered by dual delivery. We will update you about the plans for exams in 2023 at a later date.

While the Board aims to have test centres available in all major cities in Australia, test centres are privately run and make their own business decisions on whether they can supply the exam. Due to various reasons (COVID-19 outbreaks, public health orders, natural disasters such as floods) test centres may close at short notice. If this occurs, you will need to decide whether you will undertake the OLP exam or wait until the test centre is open at another exam sitting.

How do I decide whether I should sit the online proctored exam or sit the exam in a test centre?

This is a very personal choice. We understand that some people have never sat an OLP exam before and are hesitant, while others prefer OLP exams. We encourage you to consider your own circumstances and seek advice from your supervisor before making your decision.

You may wish to consider the following in making your decision:

- preferred timing to apply for general registration - do you want to apply for general registration sooner, or can you wait until a test centre is open in your area?
- If there is no test centre open in your area are you prepared to pivot to the OLP exam, or would you prefer to wait to sit the exam in a test centre?
- do you have access to the required equipment to undertake the OLP exam – e.g. computer, webcam, adequate internet bandwidth? (The before exam checklist in the appendix will help you decide this)
- availability of a suitable OLP exam testing environment (clean, quiet, no interruptions)
- whether you can manage the rules for online proctoring (the FAQ for what to expect during the exam will help you decide this)
- your level of comfort and skill with the technology required to run the OLP exam.

What if I decide to sit the exam in a test centre?

Please refer to the [Exam candidate manual](#) for further instructions and information on what to expect when sitting an exam in a test centre.

What if I decide to sit the exam through OLP?

This document has specific instructions on how to prepare for and sit the OLP exam. It is expected you refer to other documents available on [the Board's website](#) for information about the content of the exam.

Why is it important to book an exam early in the exam period?

It is recommended that candidates sit the OLP exam early in the exam period. There are fewer candidates sitting the exam earlier in the exam period and this can improve the proctor's responsiveness to resolving technical issues and avoid delays.

In rare cases when an exam needs to be re-scheduled, an early exam sitting will allow candidates to re-schedule the exam within the same exam period rather than being required to re-sit after the exam period or in the next exam sitting.

Preparing to sit the online proctored exam

What is online proctoring?

OLP is a secure way that exams can be offered remotely via the internet in your home or workplace. The Board's test administrator for the NPE is called Kryterion.

Instead of sitting the exam and being monitored by proctors (invigilators) in a designated test centre, Kryterion delivers the exam directly to your computer and you sit the exam in your home or workplace. Kryterion uses certified proctors to monitor and assist candidates in real-time by using video and audio monitoring of the exam as you complete it.

Can I still apply for special accommodation for the online proctored exam?

Yes. Candidates with a documented health condition, mental health condition or disability can request support to provide appropriate assistance to allow them to sit the exam.

Applications for special accommodation

Special accommodation requests need to be made in writing to the National Psychology Exam Coordinator (nationalpsychologyexam@ahpra.gov.au) in writing a **minimum of thirty days in advance** of the intended exam date. Your written request must include:

1. the reason for your request for special accommodation
2. information about your condition (e.g. a diagnosis)
3. information about current functional limitations that are likely to affect your ability to take the exam under standard conditions, and
4. the special accommodations that you are requesting (e.g. longer breaks), including a specific rationale for each adjustment.

Relevant documentary evidence (e.g. medical certificate) must be attached to the application and address the above four requirements. Documentation must be signed and dated by the evaluator (e.g. doctor) and must be relevant to your current situation (i.e. not an aged/old assessment).

Possible outcome of an application for special accommodation

Candidates with special accommodation needs will be provided with facilities to support the following:

- **Mobility condition:** all exam centres have wide passages, wheelchair access, accessible toilets and adjustable desks.

- **Visual impairment:** the exam can be delivered with larger fonts and higher contrasting colour, and reader assistance.
- **Hearing impairment:** site support can be provided to ensure that exam supervisors can communicate instructions in a satisfactory manner.
- **Other mental or physical health conditions:** other conditions supported by appropriate documentation are addressed case-by-case.

The request will be determined by the National Psychology Exam Coordinator.

How should I prepare my equipment to sit the online proctored exam?

It is essential that you meet the basic technical requirements and have all the required equipment to sit the OLP exam. If not properly followed, you will not be able to access the exam.

For specific information the technical and equipment requirements please refer to:

- the Before OLP exam checklist (at the appendix of this document)
- Kryterion's [guidance on online testing requirements](#)

You will also receive an email from Kryterion with instructions on how to set up your testing environment after you have registered for the exam prior to sitting the exam.

During the examination

What is the role of a proctor during online proctored exams?

The role of the proctor is to ensure the testing environment is secure, to ensure there is a standard testing environment for all candidates, and to ensure that you are not engaging in any non-standard or unauthorised behaviour throughout the exam.

Kryterion uses certified proctors to:

- monitor you and your movements through live video and audio as you sit the exam
- conduct necessary ID checks to confirm your identity
- communicate with you using onscreen messaging, and;
- issue warnings, suspend, or in cases where they believe intentional unauthorised exam behaviour is taking place, can terminate your exam.

What are the ID checks that may happen before or during the exam?

OLP uses multiple authentication methods to verify your identity. You may need to complete ID checks in one or more of the following ways:

- **A photo ID will need to be shown to the camera prior to taking the exam.**
- Keystroke recognition. You will be asked to type a phrase/press certain keys. You will receive specific instructions at the time of sitting the exam to complete this.
- Facial recognition. You will be asked to look at the camera, similar to taking a photo. You will receive specific instructions at the time of sitting the exam to complete this.

These can occur before or after the exam has commenced. If conducted during the exam, the proctor will pause your exam whilst checking your ID so you will not be penalised time wise. Some candidates may find this interruption distracting; however, it is necessary for the delivery of online exams.

How do I contact Kryterion if I have a technical issue during the online proctored exam?

Occasionally technical issues have occurred during OLP exams, which have been due to one of the following causes:

- Difficulty launching the exam because the technical specifications to run the exam have not been met by the candidate
- Connection disruptions because of the candidate's equipment

- Connection disruptions because the candidate's internet connection is unstable.
- Connection disruptions from Kryterion's servers.

If a technical issue occurs while you are sitting an OLP exam, support staff from Kryterion will be available to you on the day to assist in resolving your issue. You will be able to contact Kryterion through [online chat](#) via the 'chat with an expert' feature (this feature is directly answered by Kryterion's technical support team)

Kryterion's support team is available at any time that you have registered to sit your exam.

Sometimes a phone number will appear on the screen during your exam. **DO NOT** phone Kryterion on this number as it is a generic number and it is not specific to your exam nor your proctor. Kryterion's head office is based in the USA and you will incur hefty international phone charges while waiting to be directed to an exam proctor.

Can I contact the Ahpra Exam team for assistance during my online proctored exam?

Yes. You can contact the Exam team by emailing nationalpsychologyexam@ahpra.gov.au.

The Ahpra Exam team can only respond to emails during office hours (Monday – Friday, 9am-5pm, AEST/ADST Melbourne). If you think you might need Ahpra support during your exam, be sure to schedule it during these hours.

The Ahpra Exam team can assist you with the following:

- Reconnecting you with your Kryterion proctor if you are having difficulty contacting them
- Re-joining the exam if you have been locked out due to a technical issue or a terminated exam.

What are the rules and requirements of the Online Proctored Exam?

During the exam you are permitted to:

- Have one toilet break (maximum of 5 minutes),
- communicate with your proctor ***only via onscreen messaging*** during the exam if you wish to go to the toilet, if you are having technical difficulties with the exam delivery, or if you need to terminate the exam due to ill health or an emergency (e.g. fire alarm). The proctor will only communicate with exam candidates using onscreen messaging. And;
- have a clear bottle of water with you during the exam.

The Proctor can pause the exam/ask you before the exam to:

- Fix any visual problems. This includes asking you to reposition yourself or the camera, to fix the lighting or refocus the camera (you are required to be in view of the camera at all times)
- fix an audio problem (the proctor will advise you accordingly depending on the issue)
- conduct checks if they have a security concern at any time, or;
- warn you if you do something that is not permitted during the exam.

Please note you will not lose time on your exam if the proctor pauses the exam or you cannot access the exam due to technical issues. All candidates will have the full 3 hours and 30 minutes made available to them to sit the exam.

Your exam will not be paused for a toilet break and this will count as part of your exam time.

You are not permitted to do the following during the exam and the proctor may issue you a warning or suspend or terminate your exam if you:

- Leave the designated area without permission from your proctor
- leave your exam for longer than five minutes during a permitted toilet break
- lean out of view of the camera
- talk during the exam (for exam or non-exam related questions, either to the proctor, to yourself or to anyone else)

- read out loud
- are interrupted by or have anyone else be in the same room as you during the exam (this includes; colleagues, children or pets)
- don't have a desk/testing area completely clear of paper, pens/pencils and any other clutter (including post it notes, a notepad, other devices, etc.). You are not permitted to have any learning aids in the exam.
- wear noise cancelling headphones during the testing. This is because the proctor is unable to monitor if someone is communicating with you via the headset.

Conduct and behaviour requirements:

- You are required to exhibit professional behaviour at all times, according to the usual rules of ethical and professional conduct.
- Candidates are expected to comply with any rules or instructions by an exam proctor or supervisor, adhere to the rules of OLP exams and interact with staff in a professional manner.
- You are not permitted to photograph, record, copy or write down any of the test items or questions, or to talk about the content of the exam (e.g. exam questions) with anybody (including the proctor) during or after the exam. You will be asked to sign a declaration agreeing to keep the exam content (questions and answers) confidential when you sit the exam.
- The Board regards misconduct during an exam as a serious matter. Falsifying results, fraudulent or dishonest conduct in connection with an exam or breaching security rules have the potential for practitioners who are not qualified or not otherwise competent and safe to practise to be improperly registered. Breaches of exam rules may lead to exclusion from the exam, failure of the exam, or disciplinary action. Expectations for professional conduct are outlined in this document, the [Exam candidate manual](#) and the [Code of Ethics](#).

Other requirements you must follow related to the exam:

- If you wear eyeglasses, you will be asked to remove your glasses and show them to the camera before commencing the exam.
- Before your exam starts you will be asked to pan the room with your camera/ laptop so the area can be checked. This may occur again during the exam if the proctor has any security concerns. Your exam may be terminated if you are found to have any unauthorised materials in the room. A minimum area of 30 centimetres on either side of the keyboard must be clear.

After the exam

Will I be able to provide feedback to the Board about my experience sitting the online proctored exam?

Yes. There will be a candidate survey after the exam where you can provide us feedback.

What do I do if my exam was suspended or terminated?

Please write to the nationalpsychologyexam@ahpra.gov.au inbox immediately if your exam was suspended or terminated. A member of the Ahpra exams team will contact you and review the circumstances that prompted the suspension or termination of your exam. [The Ahpra Exam team respond to emails during office hours \(Monday – Friday, 9am-5pm, AEST/ADST Melbourne\)](#).

If your exam was suspended or terminated due to technical difficulties (e.g. a problem with your audio or video signal) or ended because you were feeling unwell during the exam, you will be able to re-sit the exam at the end of the exam period.

If your exam was suspended or terminated because you did not observe the rules and requirements of the testing environment, and the online proctor reports that you engaged in non-standard and/or unauthorised behaviour during the exam, you will need approval from the Board before being able to re-sit the exam.

When will I receive my results?

Candidates will receive their exam results by email within four weeks of the close of the exam period. Results will state whether you passed or failed. No further detail about results will be provided.

I have further questions about my exam.

Please email nationalpsychologyexam@ahpra.gov.au.

When a question is asked that would benefit all candidates, we will add the question and answer to these FAQ's.

Appendix

Before OLP exam checklist

Have I...	Yes	Hints
Made sure I have the basic technology to sit the exam through OLP (desktop computer or laptop, a reliable internet connection, a USB webcam OR inbuilt webcam and speakers, a compatible internet browser)?	<input type="checkbox"/>	All exams must be delivered through Safari, Google Chrome or Firefox web browsers. Google Chrome is the recommended browser for the exam.
Made sure my computer meets the specific software and hardware system requirements, as per Kryterion's information on online testing requirements .	<input type="checkbox"/>	If you are not confident with technology, it is recommended that you find someone to help you with the setup and confirm you are able to sit the OLP (technical issues occur when these instructions are not followed adequately). This is especially important if you intend to use a computer at your workplace as most workplaces don't give permission to disable these features. You will not be able to access the exam if you do not complete these requirements.
Disabled all software that could interfere with my online proctored exam session (this includes, but is not limited to, pop-up blockers, antivirus software, firewalls, VMWare/Bootcamp, Skype, Photobooth and TeamViewer)?	<input type="checkbox"/>	
Contacted Kryterion if I have any specific questions about the technological requirements?	<input type="checkbox"/>	
If applying for special accommodation, contacted the national exam team (nationalpsychologyexam@ahpra.gov.au) in writing at least 30 days before the exam to seek adequate arrangements?	<input type="checkbox"/>	Candidates with a documented health condition, mental health condition or disability can request appropriate assistance to allow them to sit the exam. More information on special accommodation is in the national psychology exam candidate manual .
Allowed for 4 hours to sit the exam (3 hours and 30 minutes for the exam itself, approximately half an hour for set up and ID checks)?	<input type="checkbox"/>	If you experience technical difficulties you will not lose time from your exam, however it may extend the period that you are at your computer while Kryterion support assists you to remedy the issue.
Made sure that I will be in a quiet environment where I will not be interrupted by anyone or anything (including children and pets) during the exam?	<input type="checkbox"/>	
Made sure my desk and the testing area are completely clear of paper, pens/pencils and any other clutter?	<input type="checkbox"/>	This includes notepads and post-it notes.
Turned off or removed from the room other electronic devices in addition to my computer (e.g. phone, ipad)?	<input type="checkbox"/>	
Made sure I can pan the camera/computer around the room?	<input type="checkbox"/>	The proctor may ask you to show them your surroundings before/during the exam.
Made sure the lighting where I plan to take the exam is adequate so I can be seen during the exam?	<input type="checkbox"/>	
Read the emails from Kryterion about how to set up and launch the exam and read the FAQs on dual delivery and OLP requirements?	<input type="checkbox"/>	