# WRITTEN EXAMINATION GUIDELINES FOR APPLICANTS AND PROCTORS

Auditor (EP(EMSLA)/EP(CEA)) applicants that have met the eligibility requirements for certification are required to write an online examination. This document will provide applicants with all the necessary details to schedule, prepare for, and complete their certification exam.

A third-party examination system, called SecureTG, will be used to administer the certification examinations.

## 1       EXAMINATION SOFTWARE – ABOUT SECURETG

The Certification examination is administered with the aid of a program called SecureTG, from Test Generator. SecureTG provides a high-stakes testing environment, treating the screen as a kiosk, disabling the CTRL, ALT, ESC, Print Screen and arrow keys. The test taker can neither minimize nor close the browser window. Essentially, while the test taker is engaged in an examination, no other programs are available on that computer.

Applicants will download and install the SecureTG plug-in and proceed with their examination in the secure browser window. Applicants will require internet connectivity during examinations.

**System Requirements for SecureTG**

 PC Requirements:

- Operating System: Win 2000, XP, Vista or Windows 7
- Browser:  Applicants using IE 7 or above, Firefox, Chrome or Safari will be directed to manually install the software from the website.
- The most recent version of Adobe Reader should be installed on the machine.

Mac Requirements:

- Operating System: Version 10.6 or higher
- Browser: All Mac users will be directed to download and install the SecureTG application from the website.
- The most recent version of Adobe Reader should be installed on the machine.

## 2       EXAMINATION SCHEDULING, DURATION AND LOCATION

Once eligible to write the online examination, applicants will be contacted to establish a date for the examination. Applicants should allow about six (6) weeks in order to ensure adequate time for applicant exam preparation, as well as identification of a suitable proctor. Once set, the applicant will be sent a confirmation notice, as well the URL from which to download the examination software (SecureTG) and login to the test.

Auditor applicants will be allowed two and a half (2.5) hours to complete the online examination. SecureTG will display a real-time clock for applicants to monitor their progress. After the allotted time has elapsed, the system will save and close the exam session.

Exam locations are determined by the applicant, and are often found at the place of work of the applicant. The following should be considered in securing a location:

- Reliable power source and internet connection for the computer/laptop
- A comfortable, private desk or workstation, with nearby sanitary facilities
- Minimum exposure to visual and aural distractions

The Registrar will use discretion in determining whether to grant a special request from an applicant in regards to exam writing conditions. All special requests should be submitted to the Registrar, in writing, at least three (3) weeks prior to the administration of the exam to ensure adequate time for consideration.

Note that, if possible, exams should be scheduled during regular Certification office hours (8:30 am to 4:30 pm MST, Monday to Friday, excluding holidays). This ensures that staff is available to provide assistance during the exam if necessary. If it is not possible to schedule the examination during this time period, please note that Certification staff will not be available to assist with technical difficulties should they arise.

## 3    PREPARING FOR THE EXAMINATION

### 3.1    Applicant Identification of an Examination Proctor, and Proctor Quantifications

Exam proctors are required to ensure the integrity of the exam writing process. The objective of an exam proctor is to verify that exams are completed independently by applicants. Proctors are identified by applicants, according to the following requirements:

- Availability at the time of the examination, for the entire duration of the examination.
- Holds in good standing an appropriate designation with ECO Canada or a similar certified or licensed professional body/association (for example, P. Eng, P.E., QEP, P. Chem, etc).
- Fluency in either French or English, at the preference of the applicant.
- Proctors must not have been involved, within the last two years, in related training activities associated with the applicant. This means that the proctor should not have been directly involved in training the applicant on subject material that occurs within the exam that the applicant is taking (as stated below in the Examination Format section).

Proctors must be identified and submitted to the Registrar at least three (3) weeks prior to the exam. Proctors will be required to accept, sign and return a Confidentiality / Conflict of Interest Agreement, as well as an Evaluation Volunteer/Contractor Acknowledgement Form prior to proctoring the examination. They will then be provided with examination details.

If an applicant encounters difficulty finding an available, suitable proctor, the applicant is welcome to contact EP Certifications (EP@eco.ca) for assistance. Certification staff may be

able to aid in the process of securing a proctor by consulting the membership base in the area where the applicant is located.

### 3.2 Examination Software and Practice Examination

**Installation of Examination Software**

The following steps are needed to acquire SecureTG:

- On the computer upon which the exam is to be written, open the web browser
- Type in or copy the following URL into the address field:

  http://epcertification.mytgweb.com/securetg.html

- At this juncture, the following statement will appear:

  "Windows users, click here to download and install the SecureTG application. Mac users, click here to download and install the SecureTG application."

  - Click on the text required to download the software for your operating system.
  - When a dialog box presents that asks what the user wants to do with securetg.zip, click on "Save As" and save the zipped file to the Desktop
  - Unzip the securetg.zip file
  - Open the SecureTG.exe application file by double clicking on it. This action should present the user with fields to enter their User ID and Password.

- Depending on the type of operating system and the security programs that the applicant has installed on his/her computer, several pop-ups may present themselves, asking if the user is sure that he/she wants to install the software, if the user trusts the content, or if the user wants to allow the website to open web content on the computer. The user should agree to each of these steps.
- Once set-up is complete, the applicant may open the software and enter his/her username and password. The examination may be listed as available at this time, but the User ID and Password provided to the proctor the day of the examination will be required to actually access the examination.

The SecureTG plug-in **should be downloaded on the computer/laptop that will be used to write the exam.** Should unforeseen circumstances cause applicants to use a different computer, please contact Certification staff.

**Practice Examination**

The practice examination is available to all applicants, in order that they may familiarize themselves with the testing environment. The *format* of the questions in the practice exam reflect the *format* of the questions in the actual examination. Please note that the questions in the practice exam are NOT related to the content of the actual exam, rather the practice exam is simply to gain familiarity with the use of the examination software. The practice examination can be written as many time as necessary, and details the functions of all the buttons in the testing environment, as well as the different types of questions.

To access the practice examination, the applicant simply opens the SecureTG.exe file from the saved folder on the desktop.

The applicant can then login with his/her username and password, and then click on 'Take a Test'. The Test name is 'EP Practice Exam' – click the 'Select' button next to this listing and then click on 'Take selected test/survey'.

Of particular interest in the practice examination may be the 'Summary' page, which allows a general overview of all test questions, indicating which ones have been answered and which have not, and the media boxes, which can be resized and relocated on the screen.

### 3.3 Examination Format and Study Guidelines

The certification exam is a closed book exam. Applicants will be presented with a series of multiple choice and short answer questions that test the applicant's knowledge on relevant subject matter.

**Auditor Examination**

The Auditor Certification Exam consists of three (3) parts:

| | |
|---|---|
| **PART 1: Auditing Principles, Concepts and Skills** | **84.0 marks** |
| **PART 2: EMS – Environmental Science & Technology, and Management System Practices** | 33.0 marks |
| **PART 3: Compliance – Legislation, Regulations, Standards and Guidelines** | 28.5 marks |

EP(EMSLA) applicants will write parts 1 and 2, while EP(CEA) applicants will write parts 1 and 3.

- **PART 1** (*all auditor applicants*) will test:

  o Demonstrated knowledge of the nature of and differences between types of environmental auditing, investigations, inspections and assessments.
  o Demonstrated understanding of the concepts, principles, components and skills of auditing, and the process approach to it.
    ▪ Includes detailed understanding of the EP Code of Ethics
  o Demonstrated understanding of effective audit programmes.
  o Demonstrated understanding of the principles and techniques for root cause analysis in order to assess the appropriateness of corrective actions.

  Applicants should have a thorough understanding of ISO 19011:2011 and the EP Code of Ethics, as well as general awareness of the purpose, framework and definitions of ISO 14001 and general knowledge of auditing practices, in order to be successful on the exam.

- **PART 2** (*EP(EMSLA) applicants only*) will test:

  o Demonstrated knowledge in environmental science and technology that enables the auditor to understand the fundamental relationships between human activities, the environment and ecosystems.
  o Demonstrated understanding of the auditee's environmental aspects, their impacts, and techniques to conduct an effective audit.
  o Demonstrated knowledge in environmental management systems, methods and techniques that enable the auditor to generate appropriate audit findings and conclusions. (ISO 14001)
  o Demonstrated knowledge of the nature of other management and operational systems and their relationship to EMS, e.g. ISO 9001 and OHSAS 18001.

  Applicants should have a thorough understanding of ISO 14001, as well as an awareness of relevant ISO standards and guidance documents.

- **PART 3** (*EP(CEA) applicants only*) will test:

  o Demonstrated knowledge of the applicable legislative and regulatory jurisdictions and agencies, and their roles, responsibilities and powers.
  o Demonstrated knowledge of the application of the legislation, regulations, standards and guidelines applicable to the audit.

  Applicants should have an understanding of the jurisdictions and responsible parties for environmental laws and regulations, as well as a thorough understanding of how to apply an environmental regulation within the compliance audit.

## 4    EXAMINATION INFORMATION

A link to pertinent examination information, downloadable from ECO Canada's public website, will be emailed to both the applicant and the proctor prior to the exam date.

The examination information for the applicant includes F009 'Written Examination Guidelines for Applicants and Proctors' and the Environmental Professional (EP) Code of Ethics.

The examination information for the proctor includes the Proctor User ID and examination password (*which will be forwarded to the proctor via email the day of the examination*), F001 'Confidentiality / Conflict of Interest Agreement', F006 'Evaluation Volunteer/Contractor Acknowledgement Form', F008 'Applicant Examination Declaration', F009 'Written Examination Guidelines for Applicants and Proctors' and the Environmental Professional (EP) Code of Ethics. The exam proctor must sign and return the Confidentiality / Conflict of Interest Agreement and the Evaluation Volunteer/Contractor Acknowledgement Form prior to the examination date.

## 5    EXAMINATION ROOM PREPARATION

The Exam Proctor is asked to inspect the exam room prior to the exam to ensure that it can accommodate the needs of the exam and applicant.  In addition, please check for any subject matter regarding ISO 14000, 19011, as well as EMS or SFM protocols, or the EP Code of Ethics.

Any reference material such as this that is found in the exam room should be removed or well covered.

The exam should be administered in a quiet room, private desk or workstation with comfortable seating, and accessibility to a computer or laptop. Washroom facilities and drinking water should be conveniently located near the exam room.

## 6     ADMINISTERING THE EXAM

> ********IMPORTANT INFORMATION FOR EXAMINATION PROCTORS**********
>
> - **EXAMINATION MATERIALS ARE EXTREMELY CONFIDENTIAL**.  It is essential to maintain the tightest security possible.  Failure to do so could seriously degrade the integrity of the certification program.  The guidelines in this document should be followed carefully.
> - **PLEASE READ THIS ENTIRE DOCUMENT PRIOR TO THE EXAMINATION DATE**.

THE EXAMINATION IS A CLOSED BOOK EXAM. Applicants will be given either 2.5 hours to complete the exam.  The Proctor should not answer any questions from the applicants regarding the exam content.

The proctor should observe the applicant throughout the examination process in order to ensure that the applicant does not have access to supplementary information in either hard copy or electronic form.   NOTE that if dual monitors are enabled on the computer to be used to write the examination, only one should be used during the examination.  The other should be turned off, and the proctor should continue to observe that a second monitor is not in use throughout the examination.

The proctor should also be aware that for some portions of the examination, a media reference pop-up window will present itself to the applicant.  If the media in the reference window is in .pdf format, the Adobe toolbar may be present at the bottom of the media window.  **Please instruct the applicant to not attempt to save the media file**, as this may cause the examination to de-stabilize.

If requested of the proctor, applicants may utilize scratch paper during the exam, but it must be blank on both sides, numbered, and provided by the exam proctor.  Note that the exam proctor is responsible for destroying all numbered pages of the scratch paper at the end of the exam session.

No portion of the exam, at any time, may be printed or saved for any manner of use.

Access in and out of the room should be controlled.  With the exception of washroom breaks, applicants will not be permitted to leave the room until they have completed the exam, except in the case of an emergency.   Food and drinks are permitted.

The proctor is required to verify the identity of the applicant - this can be accomplished by checking photo ID.  In addition, the proctor is required to verify that no reference materials are available.

If at any time during the examination, the applicant or the proctor encounters a problem that significantly hinders the applicant's ability to write the exam (technological difficulties, evacuation of the building, a health emergency, etc), the proctor or applicant should, as soon as possible, contact either Test Generator technical support (to resume the exam with an extra allotment of time) or the Registrar (to reschedule the exam).

If the internet connection is lost during the examination, the applicant should be able to reboot his/her computer and open the installed version of SecureTG. If the applicant encounters difficulty with this process, contact Test Generator Technical Support.

## 7      BEGINNING THE EXAM

When an applicant arrives at the exam location, he/she will be seated at the computer upon which they will write the examination. Applicants will have been provided with software and directions as noted above.

When applicants are extremely late due to unforeseen circumstances (i.e. car accident) the proctor can either:

- Suggest to the applicant that he/she defer writing the exam, or;
- Agree to remain with the applicant for the full examination time period, subject to the proctor's time commitments and the availability of the room.

In either case, the circumstances should be documented by the proctor on F008 'Applicant Examination Declaration'. In the case where the applicant has chosen to defer writing the exam, the proctor should instruct the applicant to contact the Registrar as soon as possible for rescheduling.

Once the applicant is seated and comfortable, the proctor should provide a brief verbal explanation of the exam procedure, as per the following example:

> "The exam is a closed book examination and will be two and a half hours in duration. No time extensions will be allowed, and no portion of the exam is to be printed or saved onto a local drive. Food and drink are permitted. Please leave all papers and electronic devices with me during washroom breaks. Please do not attempt to save or print any portion of the examination. If an Adobe toolbar presents at the bottom of a media reference window, please do not attempt to save the media file.
>
> "No talking is permitted during the exam. In addition, I will not answer any questions about the exam. If you have any questions or concerns, please email them to the Registrar.
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> "When you have finished the exam, please report to me and sign the Applicant Examination Declaration, which I will witness for you. We will then fax this declaration to the Registrar."

**Launching the Examination**

- **Computer Setup**

  o Ensure that all cables (i.e. power cord, external mouse and/or keyboard) are securely connected to the computer.
  o Ensure that the power indicator light shows that the computer is receiving power.
  o Turn on the computer.
  o Once the computer boots up, verify it has access to the internet.

- **Launching SecureTG and Accessing the Examination**

  1. Open Internet Explorer
  2. Open the SecureTG.exe application file saved in the SecureTG folder on the desktop.
  3. The Applicant types in his/her User ID and password, as provided by the Registrar.
  4. Click 'Login'
  5. Click 'Take A Test'
  6. Click on the 'Select' button next to the appropriate examination.
  7. Click on 'Take Selected Test/Survey'
  8. When asked if you wish to continue, click on 'OK'
  9. The next screen presented should state that "A test Administrator/Instructor must authorize this test taking session".  The proctor enters the User ID and password provided to them by the Registrar and clicks on 'OK'.
  10. The next screen will state that 2 hours and 30 minutes are allotted to complete the examination.  Click on 'OK'.
  11. The welcome screen will then be displayed, with a summary of the examination.  Click on 'OK' to begin the examination.

**Navigating the Examination**

- The Status bar at the top of the window displays the Examination name, a real-time clock, the question number and the time/date stamp of the local computer.
- The Toolbar contains several buttons used to navigate the examination:
  o 'Back' (to the previous question);
  o 'Next' (to the next question);
  o 'Clear' deletes the answer that is currently submitted for that question;
  o 'Summary' presents a summary of all questions in that section of the examination, stating which questions are answered or unanswered and whether the question has been flagged;
  o 'Media' accesses any reference media for the question, including charts, graphs, calculations or case studies.  Media will pop-up upon initial navigation to a question that contains such information.  Test takers must close the media window to enter an answer for the exam.  If the test taker would like to see the media again, they may simply click on the 'Media' button to access it.  Media windows can be resized and relocated on the screen while they are in use.
  o 'Flag' allows the user to flag the question if they would like to revisit it later in the examination.  The Flag is visible in the Summary page for easy reference.

Any attempt to disable or tamper with SecureTG's security features will be considered a violation of the EP Code of Ethics. It is the applicants' responsibility to familiarize themselves with their equipment and the installation of the SecureTG plug-in prior to the start of the exam. Please allow sufficient time to become familiar with the laptop/computer and the application. Commencement of the exam will not be delayed due to a hardware problem.

## 8    FINISHING THE EXAM

SecureTG will automatically cease the exam after the allotted time for the examination has elapsed. The applicant cannot access the examination again.

If time is remaining in the examination and the applicant reaches the last question, upon clicking 'Next', the Summary page will be displayed, and the applicant will be able to see which questions were answered or not answered, and/or flagged. If the applicant should want to revisit any question, all questions are accessible from the summary page. When the applicant is satisfied with the answers in the examination, he/she may click on 'Finish Taking Test'. With this action, the applicant will be logged out of the examination, and will not be granted access to the examination again.

Upon completion of the exam, the applicant and the proctor must complete F008 'Applicant Examination Declaration'. The applicant must sign the form. The proctor must also sign this declaration, stating that he/she has witnessed the entirety of the exam and that it was completed independently. The proctor must also declare that if scratch paper was utilized by the applicant, it was provided by the proctor, was blank on both sides, and was destroyed immediately after the exam session. Within an hour of the completion of the exam, this form must then be faxed to the Registrar at the number stated on the form.

## 9    PASSING GRADE

EP(EMSLA) applicants must achieve a minimum score of **88 out of 117** marks.

EP(CEA) applicants must achieve a minimum score of **84 out of 112.5** marks.

Applicants will be notified of their exam score within three (3) weeks of completing the exam.

Applicants failing to meet the minimum score for their title must wait a period of three (3) months before they may re-write.

## 10    EXAMINATION EVALUATION

Certification exams will be graded by Certification staff. If required, subject experts will be engaged to review and confirm short answer scores. Certification staff as well as subject experts strictly adhere to confidentiality and conflict of interest procedures.

## 11    CONTACT INFORMATION

SecureTG / Test Generator Technical Support: 480.704.4804 or support@testshop.com

Certifications Support: 403.233.7484 or EP@eco.ca