ONLINE EXAM INFORMATION

Students who cannot attend a metropolitan exam venue due to distance, work commitments or medical reasons can register for the online exam option. Students who register will be sent an email in week 9, containing

- approval of their registration
- instructions about how to create an account with the supervision service
- how to book into an exam time

Exams will be open for a 24-hour window, running from midnight (AEDT) on the scheduled examination day until 11.59pm (AEDT) of the exam day. The exam will be held through Blackboard.

Technical requirements:

**Operating system: PC Users**
- Windows XP, Windows Vista, Windows 7 or Windows 8
- Internet Explorer 8 or newer

**Operating system: Mac Users**
- Mac OS 10.6 or newer
- Safari 5 or newer

**Web Camera**
- Either built in to the computer (most recent laptops already have this), or attached externally. NB: if your camera is built in, you will need to be able to rotate your computer a full 360 degrees on the examination day.
- Minimum 640x480 resolution, ideally 1024x768 or better

**Microphone**
- Either built in to the computer (most recent laptops already have this), or attached externally

**Additional Web Browser**
- Google Chrome or Mozilla Firefox (a recent version that works well with Blackboard)

**Broadband Internet Connectivity**
- upload speed 350kbps or better
- download speed 768kbps or better (this can easily be checked at www.speedtest.net)

**Plugins – ability to install some of the below if needed:**
- Adobe Flash Player
- Adobe Shockwave Player
A quiet room to take the exam

- You will need access to a quiet, private room with a table and chair where you will take the exam. The table your computer rests on should be clear of all items (e.g. books, sheets of paper, electronic devices) except anything specifically permitted for the exam.
- No other people can be present in the room for the duration of the exam. Please note that for your own benefit and concentration, if you have children, they are not permitted to be in the room during your exam.

FREQUENTLY ASKED QUESTIONS

Can anyone take their exam online?
At this stage, online exams are restricted to students who cannot attend a metropolitan exam venue due to distance, work commitments or medical reasons. If a student within 100km of a venue registers to sit an exam online, supporting documentation may be requested.

Can I sit the online exam with a Mac?
Yes, the system is compatible with Macs. The operating requirements can be found above.

Can I sit the online exam with Linux?
Unfortunately not, the system is not compatible with any Linux operating systems such as Chrome OS, Ubuntu or Fedora.

Can I sit the online exam with a smart phone or tablet?
Unfortunately not, the system is not compatible with either tablet devices or smart phones.

I don’t live in Australia, can I sit the exam online?
Yes, the supervision provider is open 24 hours, and you can sit the online exams anywhere in the world if you meet the above technical requirements. You can schedule to your exam at any time within the 24-hour window that the exam paper is open.

When you create an account with the provider, you’ll be asked to choose your time zone. It’s important to choose the correct zone, as the exam booking dates and times will then be transferred into your local time.

Can I copy and paste the exam questions into Microsoft Word to draft a response?
No. When the exam session begins, you will not be able to access any other programs, including other internet browser tabs.
If the exam is run through Blackboard, can I access the exam paper myself?
No, the online exam paper requires a secure password. The supervisor will login to the exam paper when your exam session commences.

Will I be required to pay anything?
The operating cost of the online exam will be paid by Swinburne Online, regardless of your distance from a metropolitan venue.

If an examination session is booked with the provider less than 72 hours from the scheduled exam day, there is a USD$5 late booking fee. This cost must be paid by the student, and cannot be reimbursed by Swinburne Online.

If you need to purchase additional equipment, such as a microphone or webcam, this cannot be reimbursed by Swinburne Online.

Will the remote supervisor be able to access the personal folders on my computer?
No, the provider cannot access your personal files without your knowledge.

With permission from the test taker, supervisors have the ability to view the screen and move the mouse and keyboard as if he or she were sitting next to the test taker. Once the test starts, the supervisor will monitor everything but can no longer move the test taker’s mouse and keyboard. During the entire process, a chat box is running on the test taker’s computer, and they can see what permissions the supervisor currently has at any time. The entire chat session log is saved, and there is a permanent record of what actions the proctor took while accessing the test taker’s computer.

Is the exam the same as the paper version?
Yes, the format and content will be the same as the paper version of the exam.

Apart from my computer, what else do I need on the exam day?
In addition to your computer, webcam and microphone, you will also need:

- Any materials permitted for your exam (e.g. calculator), which will be advised via email in week 11
- Photo ID
- A small mirror, or a reflective surface like a CD or DVD

Can I take breaks during the exam?
Reasonable bathroom breaks are permitted throughout the exam.

Rest breaks are only permitted if you have a previously arranged Accessibility Action Plan, which permits breaks for medical reasons.
What if I need to cancel an exam?
Contact the supervision provider at least 24 hours prior to the scheduled appointment time. If you fail to show up to your exam without cancelling your session, Swinburne Online will still have to pay for your session, and this cost may be charged back to you.

Can I bring in food and drink?
Standard examination rules still apply to the online exams, and this includes food restrictions. You can still bring in a bottle of water. Food and other beverages are only permitted if you have an Accessibility Action Plan that specifies these items.

Can my children sit in the room while I do my exam?
No. For your own benefit and concentration during the exam, children and other people are not permitted in the exam room during the session. The supervisor will not allow the exam session to start if other people are in the room.

Do I need to clear all the paintings and photos out of my room?
Things like paintings or photographs that are hung on the walls in your room can stay in place. If an item is in a frame on your desk, it will need to be removed for the exam session.

If you have things like study notes, charts, calculations or maps on the walls or on your desk, these will need to be removed before your exam session starts. The supervisor will ask you to rotate your webcam a full 360 degrees prior to the exam starting, and will ask you to remove anything that might be considered in breach of the exam rules.

Can I use my phone or tablet during the exam?
No. Standard exam rules still apply to online exams, and additional devices are not permitted. If the supervisor sees either a phone or tablet during the pre-exam check, they will ask you to remove the device before starting the exam.

If you are perceived to be using a device during the exam, the supervisor will pause the session and issue a warning.

What happens if my computer crashes, or my internet drops out during the exam?
You will not be penalised for working time if your computer or internet drop out during the exam. Don’t panic; just re-start your computer or re-connect to the internet and open up the provider website. Login again and click the “start exam” button. The supervisor will re-verify your identity and the exam room, and then you can continue your exam from where the dropout occurred.

We recommend plugging your computer directly into the modem with an Ethernet cable to increase the strength of your internet connection.
I have a current Accessibility Action Plan, which allows additional provisions for medical reasons.  

Can I still sit the exam online?

Yes, you can sit the exam online if you have pre-approved medical provisions. Supervisors will be advised in advance of individual provisions such as additional working time, additional reading time, rest time, and any specialty equipment that can be used during the exam (e.g. blood testing equipment). Supervisors will not be advised of the medical reasons for your provisions.

If you do not have an approved Accessibility Action Plan, you cannot request additional time or provisions from the supervisor on the exam day. If you have a medical condition that requires additional provisions, please email exams@swinburneonline.com prior to week 9 to request the application documents.

What happens if I miss my exam session?

If you miss your exam due to unforeseen circumstances, such as hospitalisation, you can apply to sit your exam in the special consideration period. Further information about special consideration, and the online application form, can be found here. Supporting evidence (e.g. a hospital admittance record, medical certificate) must be provided in the application form.

If you miss your exam due to personal error, such as misreading the scheduled exam day, you can still apply for special consideration using the above form. However, as this application is subject to approval, the form will still require supporting evidence and an explanation as to why the exam session was missed.