PROFESSIONAL STANDARDS BOARD
For the Planning Profession in Canada

PSB PROFESSIONAL EXAMINATION CANDIATE GUIDE

Please thoroughly review this manual in advance of completing the Practice Test and Professional Examination.

STEP 1: Test Your System Requirements

In order to adhere to public health regulations related to COVID-19, the Fall 2020 sitting of the Professional Examination will take place remotely on **Monday, September 21, 2020,** using Mettl's online proctoring technology. Candidates will sit the Examination in their own home or a location accessible to them using a laptop or computer. **You will be required to have access to a laptop/computer, charger, a web camera for I.D verification and test monitoring purposes and reliable internet connection.** See below instructions to test your system requirements.

The Mettl platform will be proctored which will aid in preventing candidate cheating by monitoring live video and web image feeds of the candidate. The proctor will be monitoring the actions of the candidate via webcam or via alerts should the candidate navigate away from the test window.

Check that your internet connection is at the proper speed to complete the Professional Examination.

- Upload Speed Required for webcam proctored test – Minimum speed: 512 kbps
- You can check your internet speed on one of the following sites:
  - http://bandwidthplace.com/
  - http://www.speedtest.net
- Please ensure that there are no restrictions for Mettl Test on the network as there are some blocks on work computers.

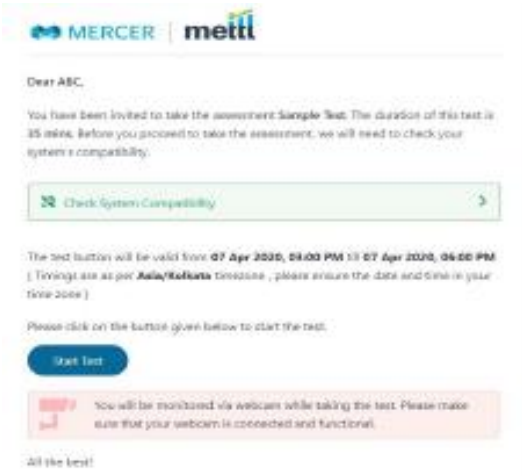
Candidates are advised to use the latest version of Google Chrome and Mozilla Firefox for a seamless experience during the Professional Examination. Ensure you are using one of the following and grant the necessary firewall permissions to allow all requests from all sub-domains of mettl.com. To download the most updated software version, please see here.

- Chrome Version: 63 and above
- Firefox Version: 52 and above

IMPORTANT: Mettl Proctored Assessments are not supported on mobile devices (eg. Cellphones, smartphones or tablets) and are not compatible on Safari and Edge browsers.

For additional information on system requirements, see here.

Click on the 'Check System Compatibility' tab to be redirected to a system check link.



1) If system compatibility is successful, click the "Start Test" tab to get redirected to the test page.
2) If you receive the test link prior to the test start time, you can test your system using the 'Check System Compatibility' option and keep your system ready, Candidates can then start the test at the desired time.
3) See here for steps to follow if an assessment is initiated on a **Google Chrome** browser. See here for steps to follow if an assessment is initiated on a **Mozilla Firefox** browser.

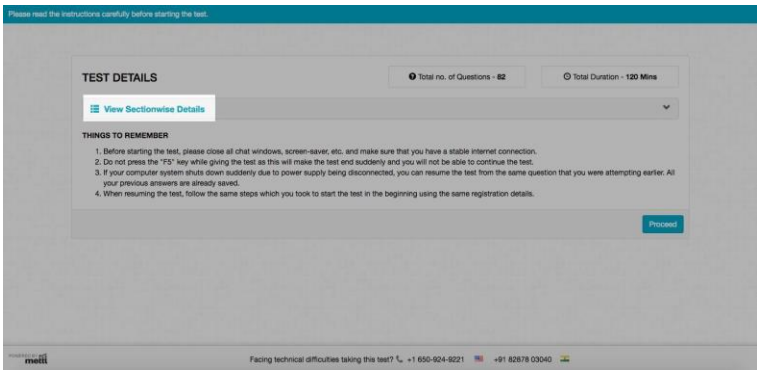
STEP 2: Completing the Practice Test and Instructions for the Professional Examination

PRACTICE TEST

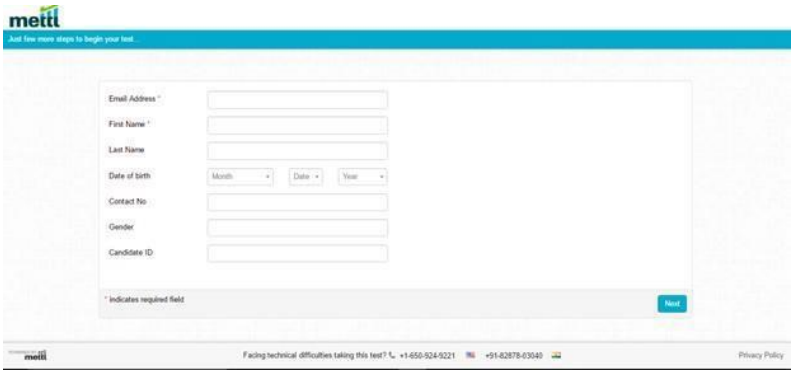
Click the following link to take the practice test:
https://tests.mettl.com/authenticateKey/1zvz8teeww

METTL PROFESSIONAL EXAMINATION SOFTWARE

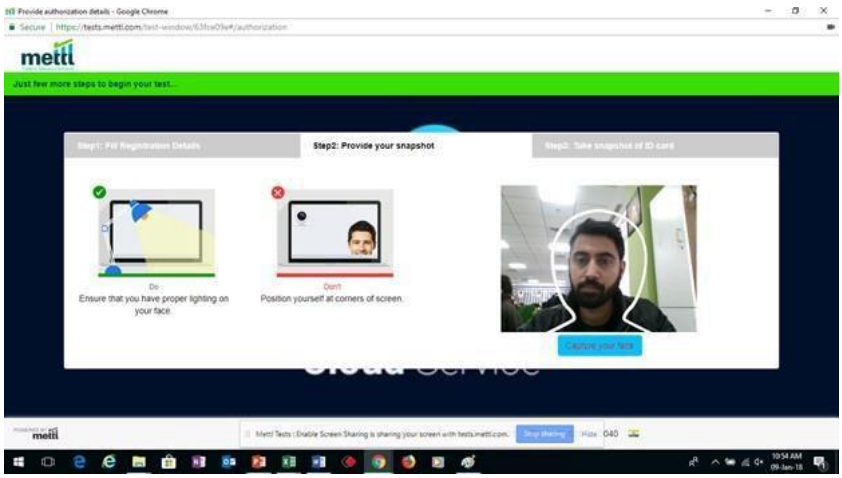
1) Once the systems requirement test is complete, you will see the screen below. Once you click on the 'Next' button, you will be directed to an instructions page. Read carefully and adhere to all the instructions provided, until the completion of the Professional Examination or Practice Test. Click 'Proceed' to be directed to the registration page.

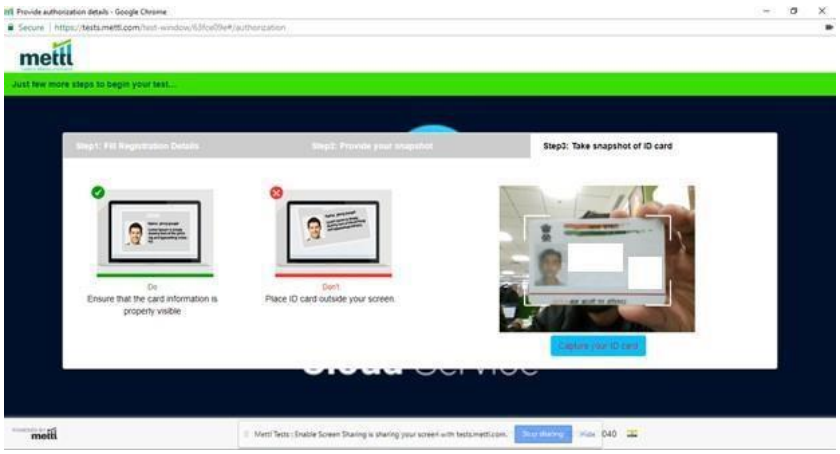


2) Fill in all relevant information below and proceed by clicking 'Next'. Kindly enter the same email ID and full name here, which you used to register for the Professional Examination.

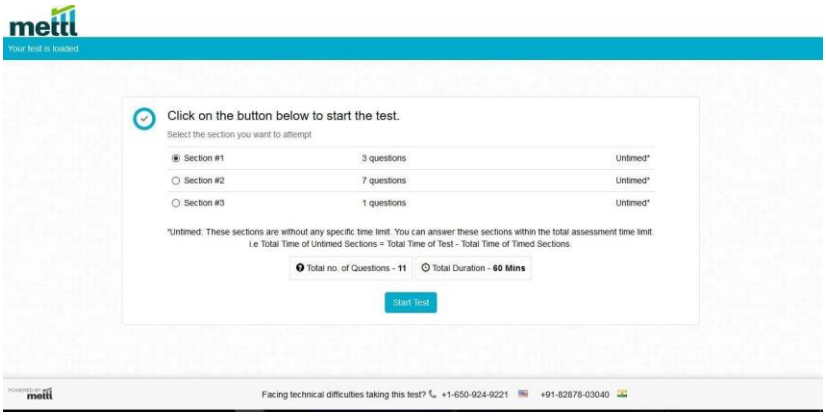


3) You will then be redirected to the snapshot page where a snapshot of your face and ID will be taken.

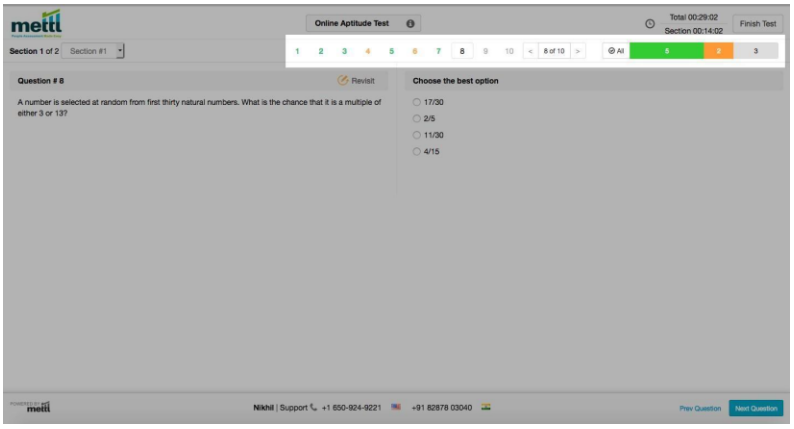




4) After providing the snapshots, you are guided to the 'Session Instructions Page'. Upon reading all of the instructions carefully, you may start the Examination by clicking on the 'Start Test' tab.



5) Once you click on 'Start Test', the main test window will open and you will be able to see the following information:
   a. Time remaining for the test, displayed on the top right corner of the test window.
   b. 'Next Question' tab on the bottom right corner of the test window. You can navigate between questions by clicking on the respective question number as well.
   c. 'Finish Test" tab on the top right corner of the test window.
   d. The 'Revisit' option helps you mark a question that can be reviewed later before finishing the test.
   e. The status of the question can be known according to the color displayed.
      i. Green – question attempted
      ii. Orange – questions marked for review
      iii. Grey – question not attempted



6) Once you are ready to submit your Examination, you can do so by clicking 'Finish Test' at the top right corner of the screen. After clicking 'Finish Test', you will be guided to a 'Test Summary' page. Here you will review all details and either go back by clicking 'Cancel' or proceed to submit the Professional Examination, by clicking on 'Yes, Finish Test"

7) After you click on 'Yes, Finish Test' the screen below will be displayed. We are making sure that all your responses are being saved securely on our servers for processing. After a few seconds, you will get a message on your screen saying; 'Your test has been submitted successfully'.

HOW TO PREPARE
Examination Checklist

BEFORE EXAMINATION DAY

- **Review Examination Manual**: All Candidates must review and sign the last page of this manual by **Wednesday, September 9, 2020 by 5:00pm ET.** If we do not receive a signed agreement, your registration will be deemed incomplete. Please submit your signed agreement and any questions to info@psb-planningcanada.ca. We cannot guarantee your question will be answered after this deadline.

- **Review the Examination Preparation Package**: We have developed a new, comprehensive Examination Preparation Package, which we hope you will find useful – it discusses the types of questions you will find on the Examination, tips from other Candidates, and sample questions to help you prepare. On our website you can download the following:
  - **New Study Guide**
  - **Additional Readings** to supplement the study materials
  - You should be familiar with the **CIP Code of Professional Conduct** and may find it helpful to review the material in the Ethics & Professionalism course (including the questions and cases at the end of each module).
  - We have made **supplementary material on Public Interest** available as well.
  - In responding to Examination questions, it is useful to consider CIP's identified **competencies** (particularly the enabling competencies) as well. Please note a hard copy of the CIP Code of Professional Conduct and CIP's identified competencies will be provided to all Candidates during the Examination. Invigilators will provide these documents as well to those writing

the Examination outside of Ontario.

- **Familiarize Yourself with The Professional Examination Software**: Be sure to log in to your Professional Examination account and take the Practice Test by **Wednesday, September 9, 2020 by 5:00pm ET**. This is to ensure that you are fully comfortable with the Examination software before the Professional Examination date. If you have any trouble logging in to your account, please let info@psb-planningcanada.ca know before **Wednesday, September 9, 2020 by 5:00pm ET** The practice test will be removed after this date, so be sure to complete it beforehand!

EXAMINATION DAY – MONDAY, SEPTEMBER 21, 2020

All candidates of 2020 Fall Sitting of the Professional Examination will sit the Examination in their own home or a location accessible to them using a laptop or computer. **A link to access the Professional Examination will be sent via email the day before the Professional Examination.** Please contact us immediately if you do not receive the link one hour before the Examination. Before you start, you will need:

- **Laptop/Computer with a Working Web Camera**: You will be required to laptop/computer in order to complete the Professional Examination. If you require assistance obtaining the right technical requirements, you must let info@psb-planningcanada.ca know by **Friday, September 4, 2020 by 5:00pm ET**.
- **Power Cord**: Make sure you have AC power to your machine. DO NOT RUN OFF BATTERY POWER!
- **Reliable Internet Connection**
- **A valid government issued ID**: Photo identification may include any one of the following, as long as it contains a photo and a signature: An up-to-date Passport (any country) OR current Driver's License (any country) OR current Canadian health card (any province or territory).

During the Professional Examination, you must follow all instructions. The Mettl platform will be proctored by a live proctor which will aid in preventing cheating by monitoring live video and web image feeds of the candidate. There will also be a chat window at the bottom of the window where you will be able to interact with the proctor. The proctor will be monitoring the actions of the candidate via webcam or via alerts should the candidate navigate away from the test window. Any rules broken will result in a FAILED session and require you to re-register for the Professional Examination. If integrity issued are identified with your Examination, you will receive an email with further instructions.

OTHER IMPORTANT INFORMATION

EXAMINATION FEEDBACK

Candidates **will not** receive specific feedback on their Examination. Candidates will be informed which sections of the Examination they passed or failed. **You can expect to receive your results 2 weeks following the Professional Examination.**

APPEALS

You may appeal on procedural or compassionate grounds only. Procedural or compassionate grounds would include inadequate notice, failure to accommodate a Candidate's special needs, or unforeseen family or personal emergency reported to the PSB within five (5) business days of the Professional Examination date. This does not include technical difficulties independent of the Examination space, such as personal laptop issues or with poor internet connection.

CANCELLATIONS/MISSED EXAMINATIONS

As soon as you know that you will miss the Examination date, please contact the Operations Manager at operations@psb-planningcanada.ca or by phone at 647.317.6924. If you advise us by 3:30 PM ET two business days prior to the Examination date, there will be no adverse consequences. We can either refund your fee (please allow up to 30 days) or retain it and register you for the next sitting. If you miss this deadline, you will be considered to have chosen not to write the Examination and to have used one of your attempts; your fee will not be refunded. Please note that, if you had a health or business/personal/family emergency after the cancellation deadline, you **must** contact the PSB office within five (5) business days of the Examination date to be eligible to file an appeal on compassionate grounds. An appeal panel will review your case to determine whether your attempt will be voided and if you are eligible for a refund or credit towards your next sitting. In the event of an appeal, you will be asked to provide proof (such as a doctor's note, letter from your employer, etc.) of the emergency.

PROFESSIONAL STANDARDS BOARD
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PSB PROFESSIONAL EXAMINATION
Rules for Conduct

- No other person should be in the room in which you are completing the Professional Examination
- Candidates should proceed to the Examination link that will be sent via email the day before the Examination, at least 20 minutes before the commencement of the Examination.
- Candidates shall have their photo identification (signed Photo ID) ready to show during the verification stage of the Professional Examination. Photo identification may include any one of the following, as long as it contains a photo and a signature: An up-to-date Passport (any country) OR current Driver's License (any country) OR current Canadian health card (any province or territory).
- There should be no notes, books, pencil cases or cell phones present during the Professional Examination.
- Unauthorized materials include, but are not limited to: books, class notes, or aid sheets. Unauthorized electronic devices include, but are not limited to: cellular telephones, calculators, MP3 players (such as an iPod), Personal Digital Assistants ("PDA" such as a Palm Pilot or Blackberry), pagers, electronic dictionaries, Compact Disc Players, Mini Disc Players, Smart Watches and Smart Glasses.
- Candidates who fall ill or feel that they cannot continue the Examination should report this operations@psb-planningcanada.ca and follow the steps below. The PSB Office will complete an incident report, which will be placed in the Candidate's file. The Candidate must immediately consult a recognized medical authority and obtain a medical note. The Candidate must submit the medical note, the next day or as soon as possible, to the Professional Standards Board at operations@psb-planningcanada.ca.
- During the Examination, if there are any emergencies, including health issues that require an ambulance, or security-related issues, 911 should be called first. If a fire alarm sounds, evacuate immediately. Please contact the office at operations@psb-planningcanada.ca to discuss and confirm resuming the Examination.
- If you are late for the Examination, we WILL NOT DELAY THE START OT THE EXAMINATION to help you set up.

THE PROFESSIONAL STANDARDS BOARD IS NOT RESPONSIBLE FOR UNSTABLE INTERNET CONNECTIONS.

PSB
PROFESSIONAL STANDARDS BOARD
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PSB PROFESSIONAL EXAMINATION

Professional Examination Practice Test Completion & Cheating Procedures Sign Off

Cheating, as defined by the Professional Standards Board, includes any of the following offences:

- Detecting materials (phones, tablets, additional computers, study aids), other than those permitted for the Examination, on a Candidate during the Examination. This includes viewing unauthorized webpages on the computer used to complete the Professional Examination;
- Removal of Examination questions from the examination room;
- Any attempt to gain access to questions or information by deceit, fraud or trickery, or by some act contrary to the rules of the Examination;
- Impersonation or attempted impersonation of a Candidate, including aiding and abetting someone to do so;

If someone is caught cheating, the following process will be followed:

- The Candidate's Examination will be reviewed and the Candidate will immediately receive a mark of zero;
- An Incident Report Form will be completed;
- The PSB will then contact the Candidate's PTIA. The PTIA will outline the next steps for the Candidate and status of their membership.

The proctor has the sole discretion to determine whether a Candidate has committed an offence meeting the definition of cheating.

By signing below, I am confirming that I understand the instructions as outlined in the Examination Guide and completed the Practice Test. I understand that if I have a question or concern regarding the Professional Examination Software or the process in which the Professional Examination is administered, I must email info@psb-planningcanada.ca by **Wednesday, September 9, 2020 by 5:00pm ET**

Name: **Date:**

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