INVIGILATOR GUIDE

Guidelines for Invigilation of the
Canadian College of Health Information Management
National Certification Examination

2017

READ THIS GUIDE IN FULL BEFORE SIGNING
THE AGREEMENT TO INVIGILATE FORM
# Table of Contents

INTRODUCTION.................................................................................................................. 3

INVIGILATOR REQUIREMENTS.......................................................................................... 3

EXAMINATION CENTRE REQUIREMENTS......................................................................... 3

COMPUTER REQUIREMENTS............................................................................................. 4

POLICY AND PROCEDURES FOR PROFESSIONAL CONDUCT DURING THE CHIMA
EXAMINATION PERIOD ........................................................................................................ 5
INTRODUCTION

This document is intended to assist invigilators with the administration of the online CCHIM National Certification Examination. The purpose of this guide is to ensure that the examination will be fully supervised and administered in a consistent manner at all sites and that the procedures used will be orderly, efficient and secure.

INVIGILATOR REQUIREMENTS

In order to meet CCHIM invigilator requirements, the person must meet at least one of the following criteria and cannot be a relative:

- Director/manager/supervisor of HIM department, or
- Director/manager/supervisor of other department, or
- Test centre invigilator
- All exam candidates must inform potential invigilators that the exam candidate cannot be left alone at all for any period of time during the exam. If an invigilator must leave the room for any reason, a temporary replacement must be brought in for the duration (e.g., bathroom break). Should the invigilator have to leave and is not able come back, the replacement invigilator must note this incident on the Incident Form.

EXAMINATION CENTRE REQUIREMENTS

It is the responsibility of each exam candidate to find a testing centre that meets all CCHIM requirements as outlined below. Some examination sites may charge you an examination sitting fee.

Examination writing centres for the CCHIM examination should adhere to the following specifications:

- single computer table or arrangements for candidate(s) to sit singly and well-spaced
- quiet room
- good lighting
- computer

The following locations meet CCHIM examination centre requirements:

- any college or university computerized examination writing centre assigned for examination
- healthcare facility (or place of employment) secure/private office
• Academy of Learning – Note: Not all Academy of Learning sites accommodate online examinations

CCHIM reserves the right to refuse permission to a particular examination site.

COMPUTER REQUIREMENTS

The candidate must have access to a computer with a connection to the Internet and 
**Internet Explorer 7.0 or later installed, or Firefox 3.0** or later installed. No additional or 
special software is needed. The computer must be in a secure, quiet room such as a 
classroom, private office, or exam centre. The exam is accessed by going to the Captus 
Press website. Prior to the exam, you should test the computer to ensure you can access 
the website. To ensure the computer you will be using can access the national exam, please 
go to the demo exam site:  

The test codes are available on the website. If the computer cannot access the exam 
website, you will need to make other arrangements.

EXAMINATION SECURITY

It is very important that invigilators recognize the necessity of safeguarding the confidential 
nature of the Examination during and after administration.

The examination should be fully supervised to mitigate the potential issue of a candidate 
cheating or any other rule breaking. It should be administered in an office or computer lab, 
behind closed doors and not in an open area. During a group sitting, invigilators should be 
vigilant to prevent any conversation, exchange of written or electronic information, or any 
other inappropriate activity by and between candidates. Such vigilance should be 
tempered, however, by a level of trust that characterizes the behavior of the candidates in 
their role as professionals and adults.

PRIOR TO THE EXAM

Please do a test on a computer with Internet connection to ensure you can access the 
website. To test your computer's ability to access the exam website, go to the URL demo 
exam site. The test codes are available on the website. 
**PLEASE NOTE: This is the DEMO site only**  
POLICY AND PROCEDURES FOR PROFESSIONAL CONDUCT DURING THE CHIMA EXAMINATION PERIOD

Policy Statement
All candidates, invigilators and other persons associated with the CCHIM national examinations will comply with the policies and procedures, rules and regulations and the professional Code of Ethics in the period leading up to, during and following the CCHIM national examinations.

Supporting Policies
1. The examination will remain unopened until the day of the examination.

2. All materials contained in the examination package will be stored securely by the invigilator until the material can be returned to Executive Office on the next business day immediately following the examination day.

3. Candidates must not be left alone for any period of time. If an invigilator must leave the room for any reason, a temporary replacement must be brought in for the duration (e.g., bathroom break). Should the invigilator have to leave and not come back, the replacement invigilator must note this incident on the Incident Form.

4. Candidates will not take materials which constitute as illegal aids into the examination room. Illegal aids are any item other than what is acceptable as stated in CCHIM Rules and Regulations, unless the item is approved by CCHIM prior to the commencement of the examination.

5. Candidates will not communicate with any other candidate during the examination nor will the candidates discuss the examination questions with anyone following the examination. All scrap paper will be left in the examination room for destruction by the invigilator.

6. If a candidate is demonstrating disruptive behaviour, the invigilator will warn the candidate. If the candidate continues to disrupt the examination process, the invigilator may have the candidate escorted from the examination room. All disruptive behaviour and invigilator action must be clearly documented as per item 6.4 in this policy.
7. If the invigilator should witness or suspect behaviour which contravenes the CCHIM rules and regulations and policies, or which constitutes the use of an illegal aid the invigilator will:

7.5 Place a written note outlining the witnessed or suspected act on the desk in front of the appropriate candidate and remove the "aid", if applicable, then allow the student to complete the examination uninterrupted.

7.6 Document the allegation clearly (including such particulars as the examination part number, time of misconduct, student response, any witnesses, full description of misconduct) and enclose this documentation with the examination materials to be returned to Executive Office.

7.7 Phone Executive Office during the examination or immediately following to notify the Registrar of the incident.

7.8 Inform the candidate of the action to be taken at the completion of the examination part.

7.9 Reference the incident on the Verification of Examination Administration form.

8. Upon receipt of an allegation from an invigilator during the examination process the Registrar, in consultation with legal counsel, will:

8.5 Ensure that marking of the candidate's examination is withheld.

8.6 Notify the candidate of the allegation in writing indicating that the candidate has 30 days in which to make an appeal to the allegation by presenting facts.

8.7 Review the evidence from the invigilator and the candidate and determine if:

8.7.1 The allegation will not be upheld and the candidate's examination will be marked.

8.7.2 The allegation will be upheld.

9. If any person involved in or associated with the national examination should witness or suspect behaviour which contravenes the CCHIM rules and regulations and policies before or after the national examinations, the person will:

9.5 Notify the CCHIM Registrar immediately.

9.6 Upon such notification the Registrar, in consultation with legal counsel, may:
9.6.1 withhold the writing of the examination

9.6.2 withhold marking of the examination and notify the affected candidates

9.6.3 conduct a full investigation and make recommendations to the appropriate body

10. If any allegation is upheld, the Registrar reserves all rights to reissue the examination or to disqualify the candidate and refuse entry to the Canadian College of Health Information Management or to present the circumstance to the Professional Conduct Committee. Should a candidate be disqualified by the Registrar, the candidate will have no privileges to challenge the national examination at any other time.

11. The Registrar will notify the candidate/person(s) involved of the results of the misconduct determination and action in writing.

Approved: CHIMA Board of Directors, April 1995.

INVIGILATOR PROCEDURE ON THE DAY OF THE EXAMINATION

The website for the actual exam day is https://secure.captus.com/exams/chima/exam/

CANDIDATE REGISTRATION

1. The invigilator must arrive at the examination room at least 30 minutes prior to start time. Candidates are not allowed into the exam room more than 15 minutes prior to the exam start time.

<table>
<thead>
<tr>
<th>Time Interval – BC, AB, SK, MB, ON, QC, YT, NT, NU</th>
<th>Time Interval – NB, NS, PE (NL)</th>
<th>Event</th>
<th>Time Allotted</th>
</tr>
</thead>
<tbody>
<tr>
<td>0850 to 0900</td>
<td>0950 to 1000 (1020 to 1030)</td>
<td>Review Instructions</td>
<td>10 minutes</td>
</tr>
<tr>
<td>0900 to 1100</td>
<td>1000 to 1200 (1030 to 1230)</td>
<td>Part A</td>
<td>120 minutes</td>
</tr>
<tr>
<td>1100 to 1130</td>
<td>1200 to 1230 (1230 to 1300)</td>
<td>Break</td>
<td>30 minutes</td>
</tr>
<tr>
<td>1130 to 1300</td>
<td>1230 to 1400 (1300 to 1430)</td>
<td>Part B</td>
<td>90 minutes</td>
</tr>
</tbody>
</table>
2. Ensure that all workstations are ready for use, and that the browser is displaying the instruction page https://secure.captus.com/exams/chima/exam/ (If there are a large number of candidates at your examination centre, you may wish to write this on the board, if available, and have each candidate type it in themselves.)

3. Students must not access any other websites or other document within 10 minutes prior to and during the entire exam (including break time).

4. As the candidates arrive, check and verify their identification. They must present a photo ID along with their approval email with candidate code. Give both of these back to the candidate for use during the exam.

5. Have each candidate sign their name on the Examination Registration List under the column “Part A” (this list will be sent to you in advance). Once the candidates have registered, they should take a seat at a workstation. If you permit them to leave the room prior to the start of the Examination, you will need to ensure their identity again.

6. Ten minutes prior to the start of the exam, all candidates should be sitting at their workstations. Their photo ID card and their approval email with candidate code should be on their desk in view.

   Cellphones, flash drives, electronic devices, notebooks, study papers, dictionaries, briefcases, purses and coats etc. will not be allowed into the examination area. They will be left in an area designated by the invigilator(s). Candidates may bring pencils, blank scrap paper and battery-operated non-programmable, non-scientific calculators into the examination, (i.e. those with basic arithmetic functions). Calculators may not be shared. All scrap paper must be left in the exam room to be collected and destroyed by the exam invigilator.

7. The lead invigilator then introduces him/herself, and the other invigilators, if there are any, and proceeds to read aloud the following “Opening Remarks”:

   “The CCHIM certification process is intended to recognize and strengthen the standards of practice in the field of health information management in Canada. The Examination you take today is the culmination of an intensive effort on your part.

   The Examination consists of two parts, with a 30-minute break in between. You will be given two hours to complete Part A and one-and-a-half hours to complete Part B. Part A contains 4 of 7 pages and Part B contains the remaining 3 pages.”
Part A tests four of the seven content areas in health information management: 1) biomedical sciences, 2) health information science, 3) health information analysis and presentation, and 4) technology and health information. Part B tests the remaining three competencies: 1) access and security, 2) ethics and practice, and 3) the healthcare system in Canada. There are 22 questions testing each of these seven competency areas; therefore, 154 questions in total.

Each question contains four choices, and you are asked to choose the one that represents the best answer. The best answers have been validated by a group of experts. Although some responses may be partly correct, only one response is completely correct.

It is to your advantage to answer each question, since your final score will be based on correct answers only. You are able to change your answer as long as you are still in the same competency area or “page”. Once you have answered all 22 questions in a competency area, you must submit this page before proceeding to the next competency area. Once you submit the page, you will not be able to return to a previous competency area (page). On average, you should allow yourself half an hour per page.

During the Examination, if you have a technical question regarding the on-line writing process, raise your hand and I will try to answer it or find the answer. I am not permitted to answer any questions related to the content of the Examination itself. Good Luck!”

LOG IN INSTRUCTIONS

1. Each candidate will be given a code on their approval email; instruct them to enter it in the field labeled “Candidate Code”.

2. You will be given two codes, one for Part A and one for Part B (sent to you under separate cover, as explained in Section 5). Enter the appropriate code in the field labeled “Proctor Code”.

3. After logging in, the candidates should see a single button with the text “Your information has been confirmed. Click here to start the exam.” In a multiple candidate scenario, it is suggested that all log-in steps be performed 5-10 minutes prior to the start time, on the head invigilator’s signal. Perhaps, as the head invigilator is reading the Opening Remarks, the other invigilator(s) could be going among the workstations, entering their proctor code. Instruct all candidates to wait until you have announced the time to begin. The log-in steps should take only a few minutes, and the candidates should be ready to begin the Examination at the appropriate time listed for your province/territory (as noted on page 3).
Please make sure that the candidates are aware of the following information. It is in their exam guide and on the opening page of the exam; however, it is important to re-iterate:

There are seven (7) pages throughout the entire examination. Four (4) are in Part A and three (3) are in Part B. The candidates have, on average, approximately half an hour per page. Once a page is submitted, the candidate cannot go back to that page.

When it is time for the exam candidate to submit the page, they must check the box FIRST and then hit the “Submit Answers” button. If they do not do this, they may be bumped out of the page. If this does occur, ask them to hit the Back button. If this does not restore the page, you must contact Captus Press to confirm whether or not the page was submitted properly. If it wasn’t, the candidate will have to complete the page again. Please adjust the time accordingly (for the complete page to be re-done, the candidate will get an additional half hour). If for some reason a candidate is bumped out prior to submitting, they will have to start the page over. Find out what number question the candidate was on and allow an additional 1.4 minutes per question.

4. Allow two full hours, but no longer, to complete Part A. Then factor in 30 minutes for a break. Tell candidates what time they need to be back to repeat the registration and log-in procedures prior to beginning Part B. If all candidates would prefer to decrease the length of the break or eliminate it completely, this may be done. The break cannot be extended.
DURING THE EXAMINATION

1. You are responsible for maintaining the examination integrity. Quietly walk about the room, checking to see that candidates are working on the Examination and not experiencing technical difficulties. Check to ensure the candidates are not accessing any additional applications or web pages. Check to ensure they do not have other applications open on their taskbar.

2. If a wall clock is not available, notify the candidates of the time at the end of the first hour and every 15 minutes in the last hour.

3. If a candidate completes Part A in less than two hours, direct them to leave the room quietly, without causing a disruption to the other candidates still working. Allow 2.0 hours for Part A but no longer.

4. Collect the candidates’ admission forms after they have logged in to Part B. Allow 1.5 hours for Part B but no longer.

PROTOCOL FOR EXAMINATION DELAY DUE TO EMERGENCY

If the examination is substantially interrupted due to an emergency (e.g. fire alarm, etc.) the invigilator should take the following action:

1. Instruct candidates to leave their computers and advise them that communication about the examination is not permitted at any time. Instruct them to exit the room immediately. No personal articles can be removed and taken with candidates. The invigilator will be the last to leave the room. They will close the door and note the time of departure. The invigilator will request the assistance of the other invigilator or emergency assistant in supervising the candidates while outside of the examination room.

2. In the case of a fire, follow emergency evacuation procedures as per the institution. In the case of a health emergency, instruct the other invigilator or emergency assistant to supervise the candidates while they are outside of the examination room.

3. When it is possible to return to the room, the invigilator will calculate the amount of time that has lapsed. The invigilator will:

   a) instruct candidates to return to their designated seat (as per their identification).
b) the invigilator will check all computers to see if they are still connected to Captus. If they are not connected, the invigilator will call Captus to see about starting from the last page and carrying on with the examination.

c) inform candidates that the start and completion times of the examination will be shifted to accurately reflect the period of delay.

d) instruct candidates to continue with the examination. If the computer has shut a candidate out, contact Captus for further instruction.

e) thoroughly document the occurrence on the back of the Verification of Examination Administration form following the examination.

Should the invigilator consider that the rules and regulations have been compromised by the delay they should do the following:

- In the instance where an invigilator suspects an individual, or individuals, have contravened the rules and regulations they should implement the protocol as per the Rules and Regulations for Professional Conduct during CCHIM Examination Period.

- In the instance where the rules and regulations are contravened before re-entering the room, the invigilator should contact the CCHIM Executive Office before allowing candidates to return to the examination room. It may be recommended to void the opened part of the examination and schedule a rewrite of that part. The remaining unopened, part, if applicable, will be completed with the times changed accordingly.

- In the instance where the rules and regulations are contravened after re-entering the room the invigilator should proceed to instruct candidates to complete the examination part. The invigilator will contact the CCHIM Executive Office at the break and report the incident. Executive Office will note the details and determine if that part will be considered void. The remaining, unopened part, if applicable, will be completed with the time changed accordingly.

CANCELLATION OF THE EXAMINATION

In the event of any weather or other occurrence beyond the control of CCHIM, the examination may, at the sole discretion of CCHIM, be cancelled, postponed, or, administered at a different site or on an alternate date. Every effort will be made to notify candidates by telephone or email of a cancellation or change of date or designated site. All efforts will be made to hold the examination as scheduled. Only CCHIM can cancel the administration of the examination.
TECHNICAL SUPPORT

For technical support during the CCHIM Examination, call 416.736.5537, or toll free 1.866.348.7888, or email Captus Press at Support@captus.com

For non-technical questions during the Examination period, you can contact Jennifer Crook at the CCHIM Executive Office at 519.438.6700 ext. 224 or toll free 1.877.332.4462 ext. 224.

HANDLING IRREGULARITIES

**Missing Admission Form:** The admission form is the approval email that the candidates receive from Captus with their candidate code on it. If an exam candidate forgets their admission form, please contact Jennifer Crook at 1-519-438-6700 ext. 224. Email: jen.crook@echima.ca

**Missing Invigilator Codes:** If you forget your invigilator code, please contact Jennifer Crook at 1-519-438-6700 ext. 224. Email: jen.crook@echima.ca

**Illness:** If a candidate becomes ill, encourage them to leave the Examination. Close the Examination screen and notify the CCHIM Executive Office as soon as possible.

**Errors in Questions:** If an error in a question is identified, the candidates should still be encouraged to answer it as best they can. Make note of the error and tell the candidates that the CCHIM Executive Office will be advised of this.

**Cheating:** Should you suspect a candidate of cheating; proceed to stand close to the candidate so that he/she knows that you are observing them. If this does not resolve the situation, make note of the candidate’s name and ID number, and complete the Verification of Examination Administration form. (This form will be sent to you as an email attachment.) Detailed procedures for handling such misconduct are found on page 25 of the Examination Guide ([https://www.echima.ca/cchim](https://www.echima.ca/cchim)). If the situation does not resolve itself, place another invigilator in charge of the exam and leave the room to notify CCHIM immediately.