

FAQ GMP+ Digital Examination

General information

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General information

1. Where can I find more information regarding the examination process?

For more information a dedicated area on our [website](#) is available for you, where you can find information regarding the digital examination. You can find the following information: [the Exam Regulation 2021](#), [FAQ documents](#), [year planning for exams](#) and [knowledge levels](#).

2. What does Remote Proctoring examination mean?

Remote proctored exams are online exams that you can take while a remote proctor monitors your computer's desktop and webcam. Detailed [Proctor information](#) is available on our [website](#).

3. Is there a demo to know how the digital examination works and where can I find it?

Yes there is an [online exam test module](#). Here you can experience the look and feel of the examination platform and which type of questions can be displayed. Please note that the questions shown in this test module are not related to the GMP+ FC scheme. There is also an [instruction video](#) about exam taking available.

4. Is the exam General Part a mandatory exam?

Yes, the exam General Part is a mandatory exam. The GMP+ scope exams will be valid only in combination with a valid general part exam. For the scope Inland waterway transport and short sea shipping of feed (IW) the general part is not applicable.

5. Is the exam Inland waterway transport and short sea shipping of feed (IW) a standalone exam?

Yes, it is. For the exam- *Inland waterway transport and short sea shipping of feed (IW)* applicants do not need to make the exam General Part.

6. If I do not pass the exam General Part, does this influence my existing acceptations?

No, it does not. If you still have a valid exam for a scope(s) based on the non-digital exams and you do not pass the exam General Part this has no influence on the existing exams/acceptations.

7. Who has to apply for my exam?

The coordinator of your Certification Body applies for the candidate(s) using the [application form](#).

The following information is needed for this application:

- Your full name (as stated on your legal identification document (e.g. ID card or passport))
- Date of birth
- The e-mail address (which will be used to send you your exam access links)
- The language you want to take the exam
- Type of exam (see exam regulation)
- The day and time you would like to have the exam(s)
- The scope(s) of examination

8. What are the differences between live remote proctoring and recorded remote proctoring?

- a. Live remote proctoring examination is available within office hours 09.00 - 17.00 hours (CE(S)T equals UTC +1).
 - The starting time you select is the mandatory starting time;
 - Chat function to communicate with the proctor (no content related questions).
 - Technical support to be addressed through chat function TAWK;
- b. Recorded remote proctoring examination is available only on the date you select (local date and local time from 00:00 to 23:59). For the applicable time zone the candidate is participating click on the link in the application form.
 - Technical support to be addressed through chat function TAWK.

Please be aware that in the below indicated time blocks in your time zone no examination can be done. So before these time blocks you will have to finish your exam, or start the exam after the time block.

Timezone	City	Time difference in hours	Start time stop exam making in CET	End time stop exam making CET	Start time stop exam making in timezone	End time stop exam making in timezone
AKST - Alaska Standard Time		-9	23:30	04:00	14:30	19:00
PST - Pacific Standard Time	Los Angeles	-8	23:30	04:00	15:30	20:00
MST - Mountain Standard Time	Denver	-7	23:30	04:00	16:30	21:00
CST - Central Standard Time	Chicago	-6	23:30	04:00	17:30	22:00
EST - Eastern Standard Time	New York	-5	23:30	04:00	18:30	23:00
GMT -Greenwich Mean Time	London	-1	23:30	04:00	22:30	03:00
EET - Eastern Europ Time	Athene	1	23:30	04:00	00:30	05:00
IST -Indian Standard Time	New Deli	5,5	23:30	04:00	05:00	09:30
AWST - Australian Western Standard Time	Perth	8	23:30	04:00	07:30	12:00
ACST - Australian Central Standard Time	Darwin	9,5	23:30	04:00	09:00	13:30
AEST - Australian Eastern Standard Time	Sydney	10	23:30	04:00	09:30	14:00

9. How do I determine in which time zone I am making the recorded remote proctoring exam?

By using the [link](#) you can determine in which time zone you live. Just look on the world map and look up your country (the UTC time zones are indicated by vertical lines).

10. How many exams can I take in one day?

It is advised to take maximum 5 exams per day, depending on the duration of an exam. For the duration of the exams see the Exam regulation.

11. How many times I can participate in an exam?

You can participate in an exam for the same scope 3 times per calendar year.

12. In which languages is the GMP+ Digital examination available?

The digital examination is available in six languages: English, Dutch, German, French, Polish and Spanish. It is not possible to request other languages.

13. Can I still receive an examination in two languages?

No, because this is a digital system the examination can only be offered in the language requested.

14. In which language can I answer to my exam(s)?

Answers to open questions must be written in one of the six languages mentioned under 11, otherwise the question involved will be declared invalid. GMP+ International will pass the translation fees of the answers to the involved Certification Body (Dutch, German and English excluded).

15. How do I know if I'm scheduled for the examination?

When your coordinator applies for digital examination, the Monday before the exam week you will receive an e-mail from no-reply@telettoets.nl as confirmation of the registration.

When you applied for live remote proctoring or recorded remote proctoring examination, you will receive an second e-mail on the same day from the proctoring platform (exams@proctorexam.com) to do the system check. Only if you finalize the system check you will receive a third email with the link to the exam. So please check your spam box or unwanted e-mails if you did not receive them.

Before and during the exam:

16. What do I need to do in preparation to the exam ?

Information about the knowledge tested during the exams can be found in the [Knowledge levels](#) as published on the GMP+ website. These knowledge levels provide an overview of required knowledge per exam as well as the number and type of questions. The Knowledge levels are offered in the English, German, Dutch and Polish language.

17. How can I check if the remote proctoring can be operated on my laptop before the exam?

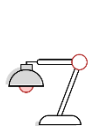
You will receive an e-mail on the Monday before the exam week from the proctoring platform (exams@proctorexam.com) to carry out the system check. The system check must be done at least 48 hours (including weekends) prior to the exam date applied for on the same device you will take the exam. Only after a successful system check you will receive an e-mail with your exam link. An [Instruction video](#) on how to perform a system check is published on our website.

18. What to do when I can't proceed in the system check?

If you face issues in proceeding in the system check, contact the tech support via the chat window available in the bottom-right corner of the page.

19. What to do when I have problems with my microphone and camera?

Click [here](#) for a guide on setting up your microphone and camera.

20. How to setup your environment

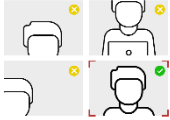
- **Your room must be well lit.**

You should be clearly visible at all times. Through the setup process, you will be able to see what your webcam is sharing. Make sure that lighting is sufficient and no backlighting.



✘ **Make sure you are alone in the room.**

You should be the only one taking the exam, having someone else in the room is a serious violation. Make sure to cover any irrelevant private information you would not like to show, such as pictures or private objects.



✘ **Make sure your webcam is positioned right.**

Your webcam camera needs to be able to show you and your surroundings well. Check the video feeds which are presented on your screen once you start your exam, they will show you exactly what is recorded and how.

21. What you should avoid



✘ **No extra devices**

By default, you're not allowed to use additional devices such as second screens or phones/tablets.



✘ **No headphones**

The proctor needs to be able to hear what you are hearing in order for the exam to be valid.



✘ **No talking (or singing)**

Any noise and talking will be analyzed for suspicious behavior, so make sure you are in a quiet environment and that you refrain from talking out loud.

For the full list of things you should avoid during the exam see the exam regulation article 2.4

22. If I come across technical issues during the remote proctoring exam, to whom I can ask for help?

For technical issues you can use the chat function TAWK during live remote proctoring exams and recorded remote proctoring exams. For any other questions (not content related) during the live remote proctoring exams only you can use the chat function with the proctor also available during the exam.

If during the exam the candidate has questions which cannot be answered by the technical support and/or proctor the helpdesk of Explain can be contacted within office hours CE(S)T by phone (+31 33 7501042) the contact details can also be found in the email for confirmation of registration.

23. Am I allowed to use books, paper during the examination?

Yes, you are allowed to consult your notes, books or other papers during the exams. Electronical devices, other than your laptop, are not allowed. See also the exam regulation. For making notes only the note tool of the exam platform can be used.

24. Am I going to receive a confirmation that I finish my exam?

Yes, immediately after you finish the exam, you will receive a confirmation that you have completed your exam.

25. When I am using the Exam platform to do my exam, can I visit other websites for consultation?

Yes, you can but only in the same browser (Chrome) you use to do your exam. Therefore be aware that in case you close the tab of the Exam platform you will have to re-enter into the exam by using the link in the e-mail received. Therefore it is advised to keep the tab of the exam platform open until the moment you finalize the exam.

Other information:

26. Some of the auditors have participated in the pilot, what did GMP+ International do with the feedback?

The feedback received has been used for:

- reducing the number of question per examination,
- extend the exam duration per examination,
- streamline the GMP+ terminology,
- some information was processed and included in the Exam Regulation.

27. Can GMP+ International provide additional examination moments with physical proctoring (by an employee of GMP+ International)?

Yes, but the following conditions apply:

- The involved CB's must apply at the latest in December prior to the new year. The examination date will be established in collaboration with the involved CB's.
- GMP+ International is responsible for further organizing the exam.
- The costs (location cost, traveling cost, hotel cost, etc.) are passed by GMP+ International to the involved CB's.
- A minimum of 15 candidates must participate.
- If the location of the exam will be at the office of the CB. The CB is responsible for good IT – Internet conditions.
- The candidates are signed up by the CB as a group. The candidates follow the log-in procedure as a group and start their exam at the same time. After a candidate completes the exam(s), he or she reports to the available proctor and leaves the exam room. Physical surveillance will be performed by GMP+ International.

28. Which are the technical requirements for a digital exam?

Please always consult the Annex (Technical conditions for digital examination) of the Exam regulation but in general you need:

- To have a camera integrated in your laptop or USB camera for your digital exam.
- To have good internet connection (suggested to use internet cable) during your exam. For minimum required internet speed see Exam regulation.
- To use the same laptop on which you carry out the system check for your exam.

29. Do I need to download any software on my computer?

No software installation is needed. Proctor Exam's services are completely web-based. However, you need a Google Chrome extension, which will activate the screen sharing function.

30. Who is responsible for a good internet connection/IT-conditions?

The candidate is responsible for good internet connections and IT conditions.

If you still have questions you can contact GMP+ International for more information.

At GMP+ International, we believe everybody, no matter who they are or where they live, should have access to safe food.

GMP+ International

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