HUMAN RESOURCE MANAGEMENT
PROFESSIONALS EXAMINATIONS BOARD

ONLINE EXAMINATIONS POLICY

FIRST EDITION, MARCH 2021

APPROVAL AND COMMENCEMENT

The Policy shall be referred to as '*HRMPEB Online Examinations Policy'***;** and shall take effect upon approval by the Board.

This Policy has been approved for implementation by the Chief Executive Officer and the Board.

CS Sharon J. Kisire, CELC   Dr Douglas A. Ogolla, PhD

Board Chairperson   Chief Executive Officer

Signature: _____   Signature: _____

HRMPEB MANDATE, VISION AND MISSION STATEMENTS

Mandate

The mandate of HRMPEB is to develop and prescribe human resource curricula, manage professional examinations and certify qualified candidates.

PREFACE

This first edition of the Online Examinations Policy shall be followed by development of procedures and guidelines to operationalise it. HRMPEB holds great credence to the adoption of technology in all its processes, including online assessment.

This Policy is a pivot document that shall be used in tandem with other policies such as the ODeL Accreditation Policy, the Examinations Security Management Policy Manual, the Exemptions Policy Manual and the Recognition of Previous Learning Policy Manual, among others. These documents are in harmony and they all aim at making HRMPEB a respected professional training and assessment body in the region. The Policy shall guide the entire process of assessment; from test development to certification.

I wish to thank HRMPEB's Senior IT Officer for the immense effort he put to develop this Policy document. HRMPEB shall be the first public examining institution to offer examinations online and we believe this Policy document shall assist us greatly meet the expectations of our candidates in a changing market.

Dr Douglas Ogolla, PhD., MIHRM

Chief Executive Officer

HUMAN RESOURCE MANAGEMENT PROFESSIONALS EXAMINATIONS BOARD.

VISION

Ethical People-Centric Human Resource Professionals.

MISSION

To develop competency in Human Resource practice through curriculum development, conducting professional examinations and certification for a productive workforce and organisational efficiency.

FUNCTIONS OF HRMPEB

The HRMP Act No. 52 of 2012 of the Laws of Kenya, outlines the mandates of the Examinations Board as follows:

(i)   Prescribe and regulate syllabuses of instruction for human resource management professionals' examinations;

(ii)   Prepare and conduct examinations for persons seeking registration under the Act;

(iii)   Make rules with respect to examinations;

(iv)   Prescribe the fees and other charges payable with respect to such examinations;

(v)   Issue professional qualifying certificates and other awards to candidates who have satisfied examination requirements;

(vi)   Investigate and determine cases involving indiscipline by students registered with the Examination Board;

(vii)   Promote recognition of its examinations locally and internationally;

(viii) Remit a proportion of not less than thirty percent of the fees collected under paragraph (d) to the Institute to support continuing human resource professional development; and

(ix)   Do anything incidental or conducive to the performance of any of the preceding functions.

The Board is guided by the following core values:

(i) **Professionalism:** Demonstrate a high level of knowledge, skills and standards as we provide services to our stakeholders.

(ii) **Innovativeness:** Work to find creative and sustainable solutions in a dynamic environment.

(iii) **Ethical:** Maintain the highest ethical standards in our operations while upholding impartiality, fairness, and confidentiality.

(iv) **Customer Focus:** Are customer-centric and are driven by our stakeholder needs in our operations.

(v) **Excellence:** Strive to provide our clients with the best, most efficient service in a timely manner.

ABBREVIATIONS AND ACRONYMS:

CHRP:	Certified Human Resource Professional
CP:	Contracted Professional
EA:	Examinations Administration
HRMPEB:	Human Resource Management Professionals Examinations Board
ODeL:	Open, Distance and e-Learning
TD:	Test Development
WCAG:	Web Content Accessibility Guidelines
PDF:	Portable Data Format
OWASP:	Open Web Application Security Project
LMS:	Learning Management System.

DEFINITION OF TERMS

Accredited Institution:	A training establishment that has been licensed by HRMPEB to offer its curricula and may be authorised to be an Examinations Center.
Belt System:	A method of marking where an examiner marks an assigned section of the script and passes it to another examiner in the team.
Contracted Professional:	A person qualified by profession, expertise or specialist skill who is periodically engaged by HRMPEB to offer certain technical services.
Center Manager:	The person recognised as the head of an accredited institution.
Chief Invigilator	A professional contracted to supervise invigilators in an examinations center.
Examinations Officer	The person recognised by HRMPEB to be in charge of its examinations in an accredited institution.
Examiner:	A professional contracted to mark HRMPEB examination scripts.
Invigilator:	A professional contracted to supervise candidates in an online examination.
Live paper:	A test paper that has been produced, packaged in an encrypted electronic file and scheduled for online administration in any series.
Moderator:	A professional contracted to participate in panels to develop draft HRMPEB examination papers.
Script:	The electronic answer booklet containing a candidate's responses.
Secretariat:	The CEO, management and staff (permanent, casual or interns) of the HRMPEB.
Series:	Any of the two examinations sessions offered by HRMPEB in a year.
Setter:	A professional contracted to compose draft HRMPEB examination papers.
Single Sign On	An authentication method that enables users to securely authenticate with multiple applications and websites by using just one set of credentials.
Sponsor:	The party responsible for paying fees for a HRMPEB CHRP candidate where this party may not be the candidate himself or herself.
Spot Exams:	Examinations, which require identification and short responses or performance of small tasks related to the structures can be administered effectively online, for example, using the Quiz facility in the LMS.

Private Examination Environment:	means the private space where a candidate sits to take the online examination from such as in the home, personal office, or any other private space which is not designated as a Public Examination Center by HRMPEB.
Test Developer:	A professional contracted to participate in the setting, moderation, proofreading or production of the artwork of a draft test paper and marking scheme.
Open Book Examination:	An examination in which candidates are allowed to bring into the examination room reference material, may include access to online materials.
Oral Examination:	An examinations where the examiner and candidate present their work orally for assessment. When standardised, they may be more objective in assessing students' knowledge, application, reasoning and overall performance, competence and critical thinking skills.
Practical Exams:	This is an exam where a candidate is supposed to perform a practical task and present the same online.
Proctored Online Examinations:	Refers to the various methods and services to manage, supervise or monitor an examination in an online environment.

PART ONE: INTRODUCTION.

1.0 POLICY STATEMENT

The core business of HRMPEB is curriculum development, assessment and certification of qualified Human Resource Professionals. Towards this end, the Online Examinations Policy aims at guiding and providing for the procedures of developing and administering tests, marking, grading and certification or results, and all the attendant online services and technologies. It aims at ensuring that HRMPEB offers quality online examinations that are professionally developed and administered with the highest level of integrity and with due regard to information security.

2.0 POLICY OBJECTIVES

The objectives of this Policy are;

2.1 To ensure quality online tests are professionally and securely developed;

2.2 To provide procedures of secure storage of online examinations;

2.3 To guide the administration of the online tests in the most efficient manner;

2.4 To guide the online marking and grading of examination;s

2.5 To ensure adequate Risk Management in all aspects of online examinations and the assessment process;

2.6 To provide guidance on Training and Capacity Building for examiners, candidates and HRMPEB examinations administrators.

3.0 SCOPE

3.1 This Online Examinations Policy applies to the Board, all HRMPEB Secretariat staff, accredited institutions, candidates, sponsors, contracted professionals, field agents and all stakeholders.

3.2 The Policy shall guide all online examinations activities and procedures that constitute the entire assessment process; from test development to administration, marking, grading, release of results and certification.

4.0 GUIDING PRINCIPLES

The implementation of this Online Examinations Policy shall be guided by the following principles:

4.1 Validity and reliability in relation to the form, level of testing and content of online examinations

4.2 Integrity, ethical principles and values shall be the foundation of HRMPEB online examinations.

4.3 Benchmark against online examinations global best practice.

4.4 Clear instructions and quality feedback on online examinations.

4.5 Reliability, consistency, fairness and inclusiveness online examinations management.

5.0 LEGAL AND POLICY FRAMEWORK

This Online Examinations Policy is guided by and anchored in the following laws, guidelines, policies and manuals;

5.1 Constitution of Kenya

5.2 Human Resource Management Professionals Act No. 52 of 2012

5.3 Leadership and Integrity Act, 2012

5.4 Anti-Corruption and Economic Crimes Act No. 3, 2003

5.5 Public Officers Ethics Act, 2003

5.6 Official Secrets Act, CAP. 187

5.7 Access to Information Act, 2016

5.8 Employment Act, 2007

5.9 State Corporations Act CAP. 446

5.10 Access to Information Act No. 31 of 2016

5.11 Data Protection Act No. 24 Of 2019

5.12 Kenya Information and Communications Act No. 2 Of 1998

5.13 Computer Misuse and Cybercrimes Act No. 5 of 2018

5.14 HRMPEB Guidelines on Test Development

5.15 HRMPEB Examination Invigilation Manual

5.16 HRMPEB Workplace Attachment Assessment Guide

5.17 HRMPEB Examination Registration Manual

5.18 HRMPEB Contracted Professionals Payments Matrix

5.19 HRMPEB Service Charter

5.20 HRMPEB Strategic Plan

5.21 HRMPEB Marking Handbook

6.0 CURRICULUM DEVELOPMENT

HRMPEB shall develop necessary curricula for training HRM professionals that ensure sufficient acquisition of knowledge and competences that are responsive to the needs of the HRM industry nationally, regionally and globally, and with the participation of the best intellectual resource available. HRMPEB shall ensure wide distribution of the syllabi to all stakeholders in a manner that ensures easy access at minimum cost. The curricula shall be duly accredited and shall be reviewed every five years or any other shorter period in response to the changing needs of the industry.

7.0 EXAMINATIONS OFFERED

7.1 Board Examinations shall be held in all courses to assess the knowledge, skills and understanding of the subject matter by the candidates. They serve different pedagogical needs and are integral parts of the instructional programme.

7.2 The certification offered by the HRMPEB is Certified Human Resource Management Professional, and is offered in three parts;

(a) CHRP I; The entry level into the HR profession which comprises Levels 1 and 2. It is intended to prepare one for an HR Assistant role.

(b) CHRP II; This is a CHRP level that is structured to accommodate candidates who are already in the HR Profession with relevant qualifications, but need to enhance their skills and knowledge.

(c) CHRP III; CHRP (iii) is a progression from the CHRP (ii) intended to propagate an advanced body of knowledge and skills necessary for middle and top levels of HRM.

7.3 Registration for Examinations; Candidates may present themselves for an examination only if they have been registered and paid the necessary examination fees.

8.0 POLICY IMPLEMENTATION

The purpose of the Online Examinations Policy is to provide a framework for the administration of examinations within the context of the HRMP Act no. 52 of 2012. The Policy focuses on the activities and processes expected before, during and after the administration of online examinations. The Board shall provide oversight over the implementation of the Policy to ensure effective coordination, supervision, quality and security.

The implementation activities for Online Examinations Policy include:

8.1 Development of requisite guidelines and procedure manuals;

8.2 Dissemination of the Policy, guidelines and procedures to all stakeholders;

8.3 Recruitment, training, management and capacity building of necessary contracted personnel;

8.4 Development of automation where necessary to enhance efficiency;

8.5 Development and implementation of the requisite work plans, budgets and procurement plans;

8.6 Any other activity incidental to the implementation of the Policy.

9.0 MONITORING, EVALUATION AND REPORTING

The responsibility of monitoring, evaluation and reporting of the implementation progress of this Policy is vested in the Board. The Board shall have the overall authority in all matters concerning and affecting HRMPEB Online examinations mode of examinations delivery, and shall, therefore, develop and implement a monitoring, evaluation and reporting strategy.

9.0 POLICY REVIEW

This Online Examinations Policy shall be reviewed after THREE (3) years or as need arises following predetermined guidelines. However, minor review may be done earlier if need be.

PART TWO: ONLINE PROCTORING OF EXAMINATIONS

10.0   ACADEMIC INTEGRITY

HRMPEB shall push for academic integrity by making sure Candidates' work and all grades result from the Candidate's own understanding and effort, this shall be achieved through;

10.1 HRMPEB shall put mechanisms in place to ensure academic integrity when students take exams online, and also address such concerns - students taking the exam together, exam questions being broadly shared with future students, and challenges to replicating closed-book exams.

10.2 HRMPEB examinations shall provide Candidates access to Respondus LockDown Browser and Respondus Monitor, which prevents students from navigating away from the LMS while taking the examination.

10.3 Although the Respondus tools provide deterrence to academic integrity violation, they shall not completely eliminate the chances that such violations shall occur. Therefore, HRMPEB shall put in place other strategies to encourage academic integrity during online examinations.

10.4 HRMPEB shall make sure the online proctoring tools do not introduce bias when flagging potential exams of concern, with greater likelihood of flagging students with caretaker status, medical conditions, gender identity, and internet connectivity may also relate to the likelihood of being flagged. At a minimum, the Invigilator must be aware that an exam being flagged may not be, in and of itself, evidence of academic dishonesty. Flagging may simply reflect difficulty identifying the Candidate in the frame, potentially due to bias in facial recognition and detection algorithms, or other factors deemed "atypical" such as loud noises caused by neighbours or roommates nearby or movements related to medical conditions.

10.5 HRMPEB shall make sure that Candidates who opt to take the examinations online are well informed of the;

(a) Technology demands especially the technology needed to run the Respondus programmes and have enough internet connectivity to allow video recording through Monitor.

(b) Space demands, candidates shall have appropriate private space for taking exams, free from roommates or family members, so that they are not flagged by Respondus Monitor.

(c) Balance between privacy and completion of their education, the monitoring tool shall be taking video and recording of the Candidates' private space.

10.6 HRMPEB shall ensure attainment of values of honesty, trust, fairness, respect, and responsibility in-order to promote academic integrity.

10.7 HRMPEB shall endeavour to deter prevalence of cheating in online examinations by promoting integrity by structuring awareness programmes to help Candidates be mindful about academic integrity. The following strategies for maintaining academic integrity online examinations shall be adopted, where HRMPEB shall;

(a) Require each Candidate to fill and complete an integrity pledge.

(b) Tailor questions for the online environment.

(c) Create questions that require objective analysis, not just a final answer.

(d) Have back-up question banks in case of technical issues.

(e) Give clear concise instructions on completing assignments appropriately.

(f) Be clear about what constitutes academic misconduct and plagiarism (give examples for your class).

(g) Develop and man a candidate assistance mechanism and communicate it to candidate along with other ways to get help.

(h) Explore other ways for Candidates to demonstrate their knowledge and mastery of a subject such as case studies, online projects, exploratory worksheets, reflective essays, etc.

(i) Offer questions to Candidates using the following characteristics;

      (i) Randomise Questions with Question Banks

      (ii) Set a Time Limit

      (iii) Show One Question at a Time

      (iv) Set Quiz Availability

(j) Check the originality of a student's writing.

(k) Use back-end data to monitor student activity. For example, was a question completed in an impossibly short time? Were similar-looking questions submitted almost simultaneously?

10.8 HRMPEB shall make use of web conferencing based proctoring as an option of last resort in the event of non-recoverable challenges with Respondus proctoring technology (LockDown Browser and Respondus Monitor)

PART THREE: TEST DEVELOPMENT

11.0 RECRUITMENT, CONTRACTING AND RETIREMENT OF TEST DEVELOPMENT CONTRACTED PROFESSIONALS (TD CPs)

In recruiting TD CPs, HRMPEB shall follow the guidelines and procedures as laid down on the main Examinations Policy

12.0 COMMISSIONING, SETTING AND MODERATION

12.1 Every paper shall have a Table of Specifications developed and reviewed every five years or upon review of the syllabus.

12.2 Commissioning of setters of online examinations shall be done in writing with explicit timelines on delivery.

12.3 HRMPEB shall develop a question bank for all the online examinations offered.

12.4 The setter shall write and deliver an allocated number of questions of the subject paper including the requisite Marking Scheme. Setters shall be required to submit the questions and marking schemes in handwritten form.

12.5 Pre-moderation of the questions shall be carried out by the Subject Specialist, or any other person appointed by the Head of Examinations, to establish the suitability of the questions to proceed to full moderation. Pre-moderation activities shall also include photocopying and packaging of the questions for moderation.

12.6 Moderation shall take a maximum of three days to build a questions bank which can support different sets of papers offered.

12.7 The Constitution of the moderation panel shall consist of four members, inclusive of the setter, and the panel shall reflect diversity in representation.

12.8 The language of all HRMPEB examination papers shall be English (UK), and candidates shall be required to write their responses in English.

12.9 In a case where the internationalisation of the examination becomes a success then the Board shall consider revising the use of English as referenced in 12.8.

13.0   PROOFREADING

Proofreading of typeset papers shall be done by the Subject Specialist. Where the requisite expertise on a paper is absent in HRMPEB, the CEO may appoint a contracted professional to proofread the paper.

14.0   STORAGE

14.1 HRMPEB shall store the primary examination bank questions online in a secure cloud taking cognisance of confidentiality, integrity, security measures and redundant backup. Further, HRMPEB shall store the examination bank questions back up in an encrypted format in a Write-Once CD/DVD ROM or Flash Memory taking cognisance of confidentiality, integrity, security measures and redundant backup.

14.2 HRMPEB shall adopt the necessary technology to minimize human interaction with electronic files of the questions bank.

14.3 Secure storage of electronic files of the questions bank shall be based on ISO/IEC 27040 international standard.

15.0   TEST DEVELOPMENT GUIDELINES

The Head of Examinations shall develop the requisite guidelines for engagement of TD CPs; commissioning, setting, moderation and proofreading of draft test questions; and electronic packaging and storage of electronic files of online examination questions in line with the provisions of this Policy.

PART FOUR: REGISTRATION OF CANDIDATES

16.0   REGISTRATION PERIOD

16.1 HRMPEB shall provide candidates an adequate registration period for the CHRP online examinations. Communication on the start and end of registration shall be communicated to stakeholders on all available media with national/international reach.

16.2 Adequate avenues for verification of registration details shall be provided in good time to both candidates and institutions.

16.3 Identification and authentication of candidates shall be done for online examinations candidates while compiling the final registration list.

17.0   CHARGEABLE EXAMINATION FEES

Chargeable examination fees shall be guided by the HRMPEB Examination Policy, however international Candidates shall be expected to pay applicable fees and taxes in US Dollars or any other currency as advised by HRMPEB.

18.0   EXEMPTIONS

Exemptions shall be granted as per the Exemption Policy and Guidelines.

19.0   POST-REGISTRATION EVENTS

19.1 Deferment of Registered Papers

a. A candidate shall be allowed to defer online examination paper already registered by making an application for deferment at least six (6) weeks before the examination date.

b. Emergency deferment may be granted in case of sickness or bereavement by an immediate family member upon notification of application of such deferment.

c. An application for deferment shall be processed upon payment of the requisite fee.

19.2 Transfer of Candidates between Modes of taking Examination

A candidate may be allowed to transfer from online to a physical Examination Center provided the application for transfer is received at least six (6) weeks before the examination date, and applicable transfer fees may apply.

19.3 REGISTRATION GUIDELINES

The Head of Examinations shall develop the requisite guidelines for registration in line with the provisions of this Policy.

PART FIVE: ONLINE EXAMINATION ADMINISTRATION.

20.0   EXAMINATION RULES

21.0   General Online Examination Rules

(a) Each Candidate must observe the Examination Rules as laid down by the Board.

(b) During the Examination, the conduct of the Candidate and the circumstances

must enable the Board to establish the identity and/or to test the knowledge, understanding and/or skills of the Candidate in an adequate manner.

(c) The Candidate must prove his or her identity prior to the Examination by means of a valid ID, recognised by law;

(d) The Candidate must be present in the examination room in time and at the time mentioned in the notice;

(e) The Candidate must follow the instructions of the Examination Invigilator;

(f) The Candidate must act in accordance with these Rules and Regulations and, in so far as applicable, in accordance with additional stipulations in the general terms and conditions of the Board.

(g) The financial obligations with regards to the Examination must have been met;

(h) During the Examination, only the Examination Material supplied by the Board during the Examination can be used, unless explicitly mentioned otherwise in the Preparation Guide or unless the Board has explicitly consented to such usage. If the use of specific books is explicitly allowed pursuant to the Preparation Guide, only clean physical books without notes or other comments can be used.

21.1   Specific Examination Rules for Online Examination

Without prejudice to the General Examination Rules as described in 20.1 of these Rules and Regulations, a Candidate taking the Examination via online platform provided by the Board must also abide by the following rules;

(a) The Candidate is obliged to show the test environment by making a 360° film of the test environment with the webcam; this film must be suitable to enable the invigilator to check whether the environment is in line with the requirements as laid down in this Policy.

(b) If the use of books during the Examination is explicitly allowed pursuant to the Examination Requirements, the Candidate must show the book by means of a video recording: this video recording must enable the Board to assess whether the requirements under 20.1 (h) have been met. The Candidate must at least show the front and back covers of the book and must browse the book slowly.

(c) Candidates taking a Video Proctored Online Examination must prove their identity prior to the examination by;

(i) Taking a photograph of himself or herself with the webcam (the face must be fully visible) and

(ii) Taking a photograph with the webcam of a valid proof of identity including a closely resembling photograph.

(d) Computer/Webcam setup during the exam: Concerning the requirements for the setup of the computer and webcam that are used during the Examination:

    (i)   No desktop sharing software shall be installed in the examinations computer.

    (ii)   The webcam and microphone are required for the exam and shall be enabled and running in the computer during the examination.

    (iii)   The webcam shall be focused on the candidate taking the Examination at all times.

    (iv)   The Candidate shall be required to directly face the webcam and must be visible throughout the duration of the Examination.

    (v)   Nothing may cover the lens of the webcam at any time during the Examination.

21.2 Loading examinations to Online Examinations System

HRMPEB shall deploy an examinations management system where the Examination's Question Banks shall be populated as per following protocols:

    i.   The CEO shall be the custodian of the storage medium containing the questions to be loaded to the examination management system.

    ii.   The Senior ICT Officer, Examinations Officer and the Chief Invigilator shall be responsible of making sure that each examination has the right question bank with key characteristics;

        1.   General instructions of the examination

        2.   Set time allowed for the examination

        3.   Set release time, when the examination shall be available to Candidates.

    a.   Structure the composition of the examinations as in 20.10 (a)

21.3 Online Examinations Administration Personnel

This Policy identifies the following as the bona fide personnel to be involved in the online administration of HRMPEB examinations:

    (a) HRMPEB's CEO;

    (b) HRMPEB's Examinations Manager;

    (c) HRMPEB's Senior ICT Officer;

    (d) Chief Invigilators;

    (e) Invigilators;

    (f) Student's Support Officers;

    (g) Examination Officers.

HRMPEB shall keep a comprehensive digital database of all the Examinations Administration Personnel contracted from time to time and who can effectively handle online examination offering processes.

21.4   Identification of Candidates

Candidates taking online examinations shall be identified by the invigilation personnel before admission to the online test environment. In addition to the Institution ID, they shall be required to present the National ID, Alien ID or Passport. They shall also be identified by any other identity mechanism as establish by HRMPEB.

21.5 Examination Environment

The private examination room in which a Candidate takes the Online Examination shall bear the following requirements:

    (a) Quiet and tranquil.

    (b) No other persons present.

    (c) A clean word desk with no extra material, gadgets or clatter other than the computer hardware needed for the examinations

    (d) Sufficient "daylight quality" lighting - overhead lighting is preferred, where overhead lighting shall not be possible, the source of light should not be behind the Candidate.

21.6 Examination Dates and Times

The Board shall make all necessary information concerning the online examinations dates and times available, by;

    (a) Shall publish and share with the candidates the timetables and any other general information through the official communication channels including social media applications, website, SMS, newspaper adverts, media announcement etc.

    (b) Distributing the Final Timetable to the candidates at least four (4) weeks before the examinations.

The candidates shall be responsible for their examination attendance and shall be expected to take note and act on all necessary information concerning the online examinations dates and times.

    (a) Candidates shall be expected to start their online examinations at the earliest reasonable time slot in the current residential time zone where the Board is resident.

    (c) Candidates are responsible for correctly noting the dates and times of their examinations and are shall be expected to keep abreast of any exam timetable changes via the Board's official communication channels.

(d) Candidates who do not start exams within thirty minutes after commencement shall be locked out.

21.7 Exam Invigilation and Invigilator Protocols

HRMPEB understands that success of online examinations shall be delivered especially by a successful invigilation regime, where;

(a) HRMPEB shall have mechanisms to invigilate the online exams to ensure they are conducted correctly, and to identify any potential cases of inappropriate behaviour.

(b) Strict adherence to the timetable shall be enforced. Adequate timetable information shall be availed to all Examinations Administration Personnel and students.

(c) Online exams shall be invigilated by means of the camera and microphone on the Candidate's laptop and device.

(d) A remote invigilator shall monitor the camera and microphone activity of the candidates for the duration of the exam and is also on hand to address any potential queries or questions.

(e) Candidates shall not be allowed to sit for the online examinations in cases where the video feed shall not be working, unless prior notice was given to the Examinations Officer and advise given by HRMPEB on how to attend the examination and be invigilated using other compensating mechanisms in lieu of video feed.

(f) The Invigilator for online examinations must sign an electronic declaration confirming they assume responsibility for supervising the candidate(s) for the duration of the examination according to the terms of this Online Examination Policy.

(g) The Invigilator must be present for the duration of the online examination.

(h) The Invigilator must take all reasonable steps to ensure that the candidate undertaking the online examination is the same person who has completed the entry information for the examination.

(i) The Invigilator must position themselves in the room so that the candidate's screen may be viewed and they must not engage in conversation with the candidate once the online examination has commenced.

(j) The Invigilator online examinations must be prepared to receive a phone call from the Board to confirm they were supervising the examination, and whether any breach of this Online Examination Policy was observed.

21.8 Special Needs

The HRMPEB shall ensure that special needs/situations of Candidates are catered for by;

(a) Ensuring that candidates with Special Needs have equitable access to its online examinations by taking the necessary measures to address each particular disability/physical mishap affecting such candidates. *In an event HRMPEB shall not be able to meet those needs the Candidate(s) shall be advised to sit*

for a physical examination paper in the nearest Examination Center.

(b) Making sure websites, portals online systems used for accessing the online examinations are compliant to international accessibility standards such as WCAG and other emerging standards.

(c) Failure to notify HRMPEB within a reasonable timescale may result in the Candidate(s) not being accorded special examination arrangements.

(d) Candidates with approved additional writing time shall have this time automatically added to their exam duration.

(e) For all the approved cases of special arrangements the Board shall furnish affected Candidates with personalised timetables in good time before sitting the exams.

21.9 Before the Exam;

(a) At least 14 days prior to the exam date, HRMPEB shall send all Candidates the guide to Completing Online Exams. Candidate shall also be given access to a test exam online page containing sample HRMPEB Examination paper. In this period, candidates shall also be required to ensure that they are able to meet the requirements referred in 20.2(d).

(b) Any difficulties experienced during the test examination, it shall need to be communicated to the Examinations Officer (info@hrmpeb.or.ke) as soon as possible.

(c) 10 minutes prior to the start of the exam, Candidates shall be required to log into LMS and access the exam page. Here they shall find:

    i. A link to the exam

    ii. A list of examinations rules provided by HRMPEB - Candidates shall be required to carefully review these prior to the beginning of the examination.

    iii. Candidates must make sure the video and audio feeds are working as expected or exempted as per this Policy.

21.10 Admission to the Online Examinations

(a) Candidates must ensure they are accessing their online examination at the earliest reasonable time slot relative to their time zone.

(b) Candidates shall access their online examinations through the online exam link on the LMS.

(c) Candidates must review the detail provided to them on the initial page to ensure they are aware of the timings allocated to them.

(d) When candidates are ready, they must check the tick box to confirm they are intending to start the exam, and then click 'Start Exam' button.

(e) The date and time of when the candidate started the online exams, and the candidate IP address shall be recorded in the system at this time.

(f) The HRMPEB shall deploy infrastructure to support 'live proctoring' (Using Respondus or any other tool) of examinations, where authentication and monitoring of the whole examination is undertaken.

(g) All proctoring services offered by the Board shall offer a Single Sign On with the LMS.

21.11 Beginning the Examination

(a) HRMPEB shall offer the online examination questions in the following part formats as structured below;

    i.   CHRP PART I (level 1 and 2)

        1. Single answer questions

        2. True or false questions

        3. Matching questions

        4. Short answer questions

        5. Short case study scenario

        6. Broad based questions which are application in nature

    ii.   CHRP PART II and CHRP PART III

        1. Matching questions

        2. Short answer questions

        3. Case study analysis

        4. Broad based questions which are application in nature.

(b) In a case where Candidates are required to download the questions and are given time to type the answers in a word processor. The following shall apply;

    i.   Candidates shall be allocated time for downloading/printing the paper along with any additional materials HRMPEB have provided to assist with undertaking the examinations.

    ii.   Candidates shall not begin writing their response until the 'download' time has completed.

    iii.   Once this time has completed, candidates shall have their full exam duration to write their responses. Candidates shall be advised to ensure they are aware of the examinations timings throughout each exam.

(c) For the examinations that don't require downloading, Candidates shall be answering the questions on the examination testing interface provided.

21.12 Conduct During the Examination.

The Candidate's conduct must meet the following requirements:

(a) The Candidate shall not communicate with anyone, or talk out loud (not to him or herself either). Communication shall be allowed only in case of emergency, or for contacting the Helpdesk in case of technical disturbances. Only during "Live Proctored" online examinations, the candidate is allowed to communicate with the Invigilator.

(b) The Candidate shall not leave the test environment after starting the examination.

(c) The Candidate must face the computer screen during the examination.

(d) The Candidate shall not be allowed to take screenshots or photographs during the examination.

(e) During the examination, the Candidate shall not be allowed to use any other applications than the HRMPEB platform for taking the examination and monitoring software made available by HRMPEB.

(f) The Candidate shall not be allowed to surf on the internet and/or to consult digital data or web pages or to have these opened, unless this is explicitly permitted.

(g) Wearing ear plugs or headphones shall not be allowed.

(h) The Candidate must be dressed and behave decently at all times.

(i) Any candidate who believes that an error has been made in the content of an examination question shall report this after their examination sitting to the Examinations Officer via the Online Examinations Helpdesk. The concern shall be noted and registered, however, no amendments or clarifications may be made during the examination and candidates are instructed to complete the examination question as far as they are able with the information provided.

(j) Communication via any known communication channels of examination paper content with other candidates is forbidden before and during the examination.

(k) HRMPEB shall not allow Candidates who log on more than 30 minutes after the beginning of the exam shall not be permitted to sit the exam. Candidates who begin the exam late shall not be awarded additional time.

(l) During the early stages of the exam, the invigilator shall ask Candidates' to show their photographic ID to verify their identity.

(m) If at any point a Candidate requires the assistance of the Invigilator, use of the private chat to raise a query shall be permitted, and the invigilator shall respond as soon as possible.

(n) In the event of any incident occurring that may affect the outcome of

Candidate's examination (e.g., if a Candidate falls ill during the examination, or Candidate's internet connection is interrupted), Candidates shall be expected to communicate their challenge to the Invigilator as soon as possible either through a private Invigilation room chat or by contacting the Helpdesk of HRMPEB using the provided phone number at the start of the examinations.

(o) If a Candidate is unable to continue examinations, the Invigilator shall end the examination attempt and shall make a report of the circumstances surrounding examination interruption.

(p) If, during the examination, the Candidate feels that there are circumstances beyond their control that are affecting their performance in the examination, or that the examination shall not be being conducted correctly, they are encouraged to bring this to the attention of the Invigilator as soon as possible. The Invigilator shall make detailed note of the concerns and, if possible, address these as far as is practicable.

(q) Candidates are free to submit the examination at any time even if they finish the examinations early, they shall need to let the Invigilator know that they are doing so. Once the Invigilator has confirmed that the examination has been submitted, the candidate shall then be able to turn off his or her camera and microphone.

(r) Once examination is submitted, Candidate shall no longer be able to re-join the exam.

(s) The Invigilator shall alert Candidates when there is 15 minutes remaining in examinations. Note that the examination shall automatically close after the end time. The invigilator shall not be able to grant extensions or amend the end time.

(t) Approved additional time allowances shall apply for candidates with special needs, however, prior approval shall have been sought in reference to 20.7 (a).

21.13 Completion of Examination

(a) Candidates must answer their online examination questions in accordance with the instructions on the front page of the examination paper.

(b) Candidates are required to write their answers in English, unless either it is clear from the question that a foreign language is to be used or special arrangements have been made in advance.

(c) Candidates may be required to answer their examination in one or more documents, on a response template provided on the examination testing interface.

(d) At the end of the examination duration, there is a separate time allocation for the collation and upload of the exam submission in a single PDF document – in cases where the examination questions have to be downloaded and answers typed in a word processor.

(e) The upload link requires PDF document(s) to be submitted

(f) Where Candidates upload their submission after the end of the specified upload time, they must provide further information using the online examination platform for the reason of their late submission once they have ended their examination.

(g) Candidates can upload a document multiple times during the examination duration and allocated time for collation and upload.

(h) Once submitted, Candidates must tick the box to advise they are ready to end the exam and then click the provided button on the examination testing interface.

(i) Candidates shall be provided with an opportunity to provide comments of their examination sitting which shall be accessed by HRMPEB to assist in improving the online examinations process.

(j) Candidates should use their Official email account assigned by HRMPEB and have their Board registration number and examination part number in the subject line.

(k) Candidates must specify the reason for the submission being emailed rather than uploaded through the online testing interface.

21.14 Absence from Examinations

(a) The candidate must report absence from an examination due to illness or other circumstances by submitting a communication to the board via the exam's Office email address onlinexams@hrmpeb.or.ke

(b) In the case of any long-term illness or impairment, the candidate is recommended to contact HRMPEB in writing for advice and support.

(c) If a candidate has missed an online examination for whatever reason, the above reporting procedure also applies

PART SIX: PHYSICAL EXAMINATION CENTERS

22.0 EXAMINATION ADMINISTRATION

HRMPEB online examinations shall also be offered through Certified Physical Examination Centers or a partnership with national/global leaders who offer secure exam delivery options. The examination centers shall be equipped with computer labs and other necessary devices for the Candidates to undertake the examinations in line with HRMPEB guidelines on setting up the physical examinations center.

23.0 SETUP OF ONLINE EXAMINATION CENTERS.

23.1 Accreditation of Online Examinations Centers

Accreditation of affiliate institutions to become Online Examinations Centers shall be done in accordance with the HRMPEB Accreditation and Quality Assurance Manual, ODeL Policy Manual and Technology and infrastructure compliant manual to support online examinations undertaking.

23.2 Branding and Signage of online Examinations Centers

HRMPEB shall provide branded signage for accredited Online Examinations Centers to display when the examination series is in session. The signage must be displayed at strategic points during the entire examination session. Such a center shall also be allowed to display accreditation signage for promotional purposes at its premises and during public events.

23.3 Withdrawal of an Online Accreditation of Examinations Centers

Accreditation of an Online Examinations Center may be suspended or withdrawn for violations listed in the Accreditation and Quality Assurance Manual, and shall include:

(a) Examination irregularities as defined in clauses 31.7, 36.8 and 36.10 of the main Examination Policy;

(b) Registration irregularities including non-payment of examination fees;

(c) Failure to maintain online examinations standards required.

23.4 Identification of Candidates

Candidates shall be identified by the invigilation personnel before admission to the examination room for each session. In addition to the Institution ID, they shall be required to present the National ID, Alien ID or Passport. They shall also be identified against the biometric reader and/or the Photo Album.

23.5 Sitting Arrangement in the Online Examination Room

An online examination room shall be required to have the following:

(i) Adequate sitting space to accommodate a minimum of 25 candidates at 1.5 metres distance all round;

(ii) A separate chair and desk for each candidate;

(iii) Adequate natural light;

(iv) Good ventilation;

(v) A synchronised wall clock;

(vi) A chalkboard or whiteboard with a duster and writing material;

(vii) Candidates sitting HRMPEB examinations shall not be mixed with persons sitting institutional assessment or assessment from other bodies.

(viii) Computers installed with the requisite software as per the HRMPEB guideline and the provisions of 20.2 (d) also apply.

(ix) The room to undertake the online examinations need to be set up in line with Technology and infrastructure compliant manual guidelines.

23.6 Timetable

For the online examinations offered through a physical examination center the provisions made in 20.2 shall apply.

24.0 EXAMINATIONS UNDERTAKING

Candidates who seat for the online examinations at the examination center shall be expected to follow all the provisions highlighted on this Policy.

PART SEVEN: MARKING, GRADING AND RELEASE OF RESULTS

25.0 RECRUITMENT, CONTRACTING AND RETIREMENT OF EXAMINERS

The Examiners shall be recruited, contracted and retired as provided for in the main HRMPEB examinations Policy.

26.0 PROMOTION AND RECOGNITION OF EXAMINERS

Promotion and recognition of Online Examiners shall be done as laid out in the main HRMPEB Examinations Policy.

26.1 Duties and Responsibilities of Chief Invigilator

Acting as a consultant and offering advice on matters related to CHRP examinations, the chief examiner shall be responsible for;

(a) Development of online examinations question bank

1. Ensure that test questions are set in accordance with HRMPEB stated guidelines, best practice and also in line with 20.10 a.
2. Attend moderation meetings, where necessary, to ensure consistent and fair moderation meetings.
3. Prepare and submit reports in accordance with the guidance given at the moderation meeting.
4. Attend moderation panels in the subjects of their specialisation and ensure that test papers are moderated in accordance with HRMPEB Policy guidelines.
5. Assess moderation reports from each panel.
6. Participate in proof reading of test bank questions.

7. Identification of test papers for examination alongside the members of the examinations management committee.

8. Coordinate the moderation exercise.

(b) Marking of online CHRP examinations

1. Working closely with HRMPEB on the appointment of team leaders and examiners and ensuring their coordination.

2. Conducting standardisation meetings to ensure that team leaders and examiners understand administrative procedures and the marking Policy guidelines.

3. Ensure that HRMPEB regulations and standards on marking are observed by all the examiners.

4. Ensure all the scripts which need manual marking have been downloaded from the Online Examinations System and printed.

5. Coordinate the distribution and control of scripts and mark sheets.

6. Ensure that all scripts (online and manual) are marked and scores accurately transferred from scripts to mark sheets.

7. Check from time to time the marked scripts from all teams to ensure that the agreed marking standard is maintained.

8. Make recommendations on the behaviour of each examiner in the confidential report.
9. Check the credentials of members of the marking panel(s).
10. Co-coordinating the preparation of the marking schemes to ensure that they are fit for purpose.
11. Supervising the work, monitoring the standards and reporting on the work of the team leaders and /or examiners, and taking steps to ensure accuracy and consistency. The role includes:
    (a) Marking a specified number of scripts as discussed during the standardisation meetings.
    (b) Re-marking samples of scripts from team leaders/examiners.
    (c) Reporting back to the examiners on the consistency of their marking
    (d) Being available to advise team leaders/examiners.
    (e) Recommending scaling of examiners' marking where necessary
    (f) Mentoring new team leaders to ensure that measures are put in place to mentor new examiners.

12. Supervise the checkers to ensure that the recording, addition and transfer of marks have been carried out accurately.

13. Preparing reports on the examination as required for HRMPEB internal use and for publication.

14. Attending moderation award meeting.

15. Co-coordinating re-marking and report writing following result enquiries and appeals.

16. Support training of examiners on how to use the online examinations testing system.

17. Performing all the duties in line with HRMPEB instructions and schedules.

27.0   MARKING AND DATA CAPTURE

27.1 Marking of scripts shall be done at a marking center so designated by HRMPEB. However, the Board shall lay mechanisms and guidelines to support e-marking of examinations by recruiting examiners from the region and across the Globe to tap on a wider pool of experienced and knowledgeable examiners. Examiners shall not be restricted by the need to travel to a central location to sit down and mark, this shall drive up the quality of examiners and reduce the time it gets to get results back.

27.2 Marking activities shall take place between 8.00 am and 6.00 pm each day.

27.3 Marking shall be done using the Belt System where each examiner shall be assigned a specific question or questions to mark/e-mark.

27.4 Prior to commencement of E-marking/Live Marking, the Chief Examiner, the Assistant Chief Examiners and the Team Leaders shall moderate the Marking Schemes and Grading Rubrics to build consensus on admissible responses for each paper.

27.5 As soon as marking of any paper is completed, the marks shall be captured on the Manual Mark Sheet. The marks on the Manual Mark Sheet shall then be keyed-in onto the ICT Data Capture System by the designated Data Entry Personnel.

27.6 Adjudication of captured marks printouts shall be done against the Manual Mark sheets by a team of Checkers. The checkers shall be holders of minimum of Diploma qualifications

27.7 As a final quality check, Dummy Results shall be generated and verified before results can be deemed ready for release.

27.8 The Head of Examinations Administration shall develop, distribute and regularly review a Marking Handbook to guide the entire process of marking online examinations.

27.9 HRMPEB may employ technology to improve the processes in 26.5 and 26.6 by being mindful of data confidentiality and integrity.

28.0   IRREGULARITIES DETECTED DURING OR AFTER MARKING

An irregularity shall be declared where an online examinations candidate presents:

28.1   Written answers that are significantly identical to that of another candidate.

28.2   Written answers that are significantly plagiarised.

28.3 Seeks to improve their performance in an online examination by accessing, or attempting to access, material not listed on the front of the question paper.

28.4 Fails to follow instructions about the conduct of the online exam.

The penalties for such irregularities shall be:

28.5 Cancellation of results for the paper concerned.

28.6 Prohibition from sitting HRMPEB examinations for three (3) consecutive series.

28.7 Where investigations reveal misconduct on the part of the chief invigilator or invigilator, then disciplinary action shall be carried out as per the laid down procedures.

29.0 PASS MARK AND REFERRALS

29.1 Pass mark

The pass mark for ALL HRMPEB papers shall be 50%.

29.2 Referrals

(a) A Candidate who fails to score the pass mark shall be awarded a Referral. Such a candidate shall be eligible to resit the paper for a maximum of three (3) attempts or within five (5) years, whichever comes earlier.

(b) A Candidate who fails a paper after four attempts shall be required to repeat the entire Level.

(c) A Candidate who fails to resit a referral within the prescribed five (5) years shall be required to repeat the entire Level.

(d) A candidate sitting a referral shall score a maximum of 50%.

30.0 RESULTS RELEASE AND CERTIFICATION

The release of results and Certification shall be done following the processes and procedures in the main Examination Policy.

31.0 POST-RELEASE ACTIVITIES

30.1 Remarking

(a) A candidate who feels aggrieved by the grades awarded in a paper or papers may request for remarking. The request shall be made by filling the Request for Remarking Form and submitted to HRMPEB and payment of the requisite fee.

(b) Any request for remarking shall be received within fourteen (14) days of release of the examination results.

30.2 Query Management

    (a) Any query or dispute with the results shall be received by HRMPEB within 90 days of release of the examination results. Any query received after this period shall not be considered.

    (b) Any query or dispute with the Transcript and/or Certificate shall be received by HRMPEB within 30 days of release of the same. Any query received after this period shall attract a Query Management Fee as stipulated in the Matrix of Rates for Chargeable and Paid Services.

32.0 PAID SERVICES IN MARKING

Payment for marking services shall be done by HRMPEB as defined in the main Examinations Policy.

PART EIGHT: ONLINE EXAMINATION RISK MANAGEMENT

33.0 EXAMINATION RISKS

The various aspects of online examination development, administration and post-administration events are all faced with risk. This is the uncertainty brought about by the likelihood of shortcomings that may arise in each function of the examination process. Towards this, the Head of Examinations shall develop, implement and regularly update a comprehensive online Examinations Risk Register to mitigate the examination risks outlined below.

33.1 Test Development

The high-level risks associated with Online Test Development include:

    (a) Plagiarism;

    (b) Leakage;

    (c) Recruitment of unethical CPs;

    (d) Recruitment of unqualified CPs;

    (e) Substandard examination papers;

    (f) Errors in test papers;

    (g) Security breaches leading to hacking of test papers;

    (h) Delayed payment of TD CPs.

33.2 Storage

The high-level risks associated with storage of test papers include:

    (a) Insecure storage of electronic files containing test bank questions.

    (b) Failure of storage medium.

33.3   Registration

The risks associated with registration of online candidates include:

(a) Impersonation;

(b) Incorrect or incomplete registration data;

(c) Non-payment of registration fees;

(d) Registration of unqualified candidates.

33.4   Administration

The risks associated with the Online administration of the examinations include:

(a) Online Examination irregularities;

(b) Poor recruitment of Invigilators Personnel;

(c) Prior access/early exposure of test bank questions to candidates;

(d) Late starts beyond a reasonable period;

(e) Limited visibility of online candidates' environment;

(f) Impersonation;

(g) Delayed payment of Administration Personnel;

(h) Inadequate monitoring of conduct of online examinations.

(i) Inadequate proctoring of conduct of online examinations.

33.5   Marking and Processing

The high-level risks associated with the marking/e-marking of scripts and processing of results include the following:

(a) Recruitment of unethical examiners;

(b) Recruitment of unqualified examiners;

(c) Poor turn out of examiners;

(d) Delayed payment of examiners;

(e) Errors in data entry;

(f) Candidates' missing scores.

33.6   Respondus LockDown Technical Restrictions

The restricting factors of using the proctoring tools includes the following;

(a) Some candidates may have devices that do not meet examinations framework hardware requirements such as CPU, RAM.

(b) The proctoring software does not function mobile devices and only supports windows 7+ and Mac operating systems, users with computing devices running

on other Operating Systems such as Linux, Chromium and Android have to get source for compliant devices.

(c) The proctoring environment does not function with screen readers, users with visual impairment accommodation shall not be able to use the system.

33.7 Energy Challenges

The risk of having a country/region wide electricity blackout during the examination period.

PART NINE: ONLINE EXAMINATIONS SECURITY MANAGEMENT

34.0 EXAMINATIONS SECURITY

HRMPEB shall endeavour to facilitate a secure process of online examinations to ensure that they are valid, reliable, consistent, fair and inclusive. This must be done in a manner that supports the Board's commitment to academic integrity of its curricula. Towards this, the online examinations processes shall be secured as laid out below.

34.1 Test Development

(a) All TD CPs shall be vetted by HRMPEB and sign Non-Disclosure Agreements (NDA).

(b) Moderation shall only be held in HRMPEB premises or at HRMPEB Approved facilities.

(c) During moderation, there shall be no electronic gadgets in the room.

(d) While in active engagement, a CP shall not reveal his or her status as a setter/moderator or use the position to advance personal interests.

34.2 Website Security

HRMPEB shall use a secure online examinations platform to deliver online examinations. This system shall be accessible through a url. The whole entire Online examinations infrastructure shall comply with the OWASP security standard, and other emerging and accepted industry standards.

34.3 Storage of Examination Questions

HRMPEB shall store electronic content containing questions which shall form the test bank in an encrypted format and also comply with the requirements of 14.3. Decryption can only be done by use of public or private keys pair.

34.4 Marking

(a) All examiners both local and international shall be vetted by HRMPEB and sign Non-disclosure Agreements (NDA).

(b) Marking shall only be held in HRMPEB premises or any other premise approved by the Board.

(c) While in HRMPEB Contract, a CP shall not reveal his or her status as an Examiner or use the position to advance personal interests.

(d) An examiner shall not serve as a TD CP at the same time.

35.0 PROHIBITED ITEMS IN THE EXAMINATION TEST ENVIRONMENT

35.1 Candidates shall not be allowed to have or use extra computing gadgets, other than devices required for the examination. Device such as - but not limited to - mobile phones, tablets, laptops, smart watches, body cams, camera pens, earphones and any item with Bluetooth capabilities shall be strictly prphibited;

36.0 MISCONDUCT AT THE EXAMINATION TEST ENVIRONMENT

36.1 Punishable misconduct detected at the online test environment of the Candidate includes:

(a) Noise test environment.

(b) Their test environment has a presence of a person or people.

(c) Having materials on the desk apart from the computer/device used to take the examination.

(d) Having sounds from music, television or any other sounds.

(e) Having other computers or similar devices running in the test environment where the Candidate is taking the examination.

(f) Having a source of light behind the Candidate.

(g) Installing a desktop sharing software and activating it on the computer.

(h) Muting the webcam and microphone.

(i) Focusing away the webcam from the Candidate taking the Examination.

(j) The Candidate's face shall not be positioned in the center of the webcam view and not visible throughout the duration of the Examination.

(k) The lens of the webcam is covered.

(l) Taking photos of the screen.

(m) Impersonation.

(n) Possession of any prohibited item as listed in 31.0 above.

(o) Collusion in the form of:

   i)   Allowing another candidate to copy one's work by sharing screenshots electronically;

ii) Conversing with another candidate or any other person over the phone;

iii) Passing written material to another candidate electronically.

36.2 When found in any suspicion of the any above offenses, the affected candidate shall electronically fill and e-sign the Record of Misconduct at Examination Center Form. Refusal to e-sign the form shall not render it invalid as long as other relevant parties and witnesses e-sign.

37.0 PENALTIES FOR MISCONDUCT AND SANCTIONS

HRMPEB shall carry out penalties and sanctions for cases of examination irregularities, and shall be guided by;

37.1 Deviation or irregularity discovered prior to or during the Examination session the Candidate can be excluded from participating or continuing the Examination. The Board may also decide to nullify, not assess and/or not establish a result for the (partially) completed Examination.

37.2 Deviation or irregularity determined after the Examination session has taken place, HRMPEB may decide to nullify, not assess and/or not establish a result for the Examination. If the Candidate involved has already received an Examination result, any Certificate and/or Diploma awarded on the basis thereof can still be invalidated and reclaimed. During the investigation into such deviations or irregularities, the Board can suspend the effect of a Result Slip or Certificate already awarded.

37.3 Aggravating circumstances of: Fraud, stimulating third parties to commit Fraud, or other cases of serious violation of the Examination Rules as defined by HRMPEB, the HRMPEB may decide to exclude the person involved from participating in future HRMPEB Examinations for a maximum period of 3 consecutive Examination series. In exceptionally serious cases, the individual involved may also be excluded for a longer period of time or for an indefinite period of time from HRMPEB Examinations. In very serious cases other Certificates and Result Slips that were awarded prior to the decision may also be invalided or reclaimed in retrospect. During the investigation into such deviations or irregularities, HRMPEB can suspend the effect of a Result Slip, Certificate that was already awarded.

37.4 HRMPEB has the right to take all necessary legal measures, such as, if appropriate, reporting a case to the police and/or recovering the damage from the person involved.

37.5 HRMPEB Disciplinary Committee shall impose penalties on a case-by-case basis, taking account of the full circumstances of the offense and the guide from other approved policies of HRMPEB.

37.6 Where a Chief Invigilator or Invigilator is found to have been negligent or abetted misconduct, disciplinary action shall be taken against the person concerned including:

a. Being relieved of one's position of Invigilator or Chief invigilator;

b. Getting barred from invigilating future HRMPEB examinations;

c. Removal from the database of Examiners or Setters or Moderators where applicable.

37.7 Decisions taken under this Policy shall be confirmed and announced to the Candidate in writing, stating the grounds.

38.0 APPEAL

A candidate who has been found in misconduct during the online examination may appeal against the penalty of prohibition in 41.0 only.

39.0 SECURITY FEATURES

HRMPEB Transcripts and Certificates shall have the highest level of security features to prevent counterfeiting.

PART TEN: ONLINE EXAMINATIONS QUALITY MANAGEMENT

40.0 QUALITY CONTROL

All online examinations processes, procedures and services offered by HRMPEB shall be subject to quality management, control and continuous improvement.

41.0 MONITORING ADMINISTRATION OF ONLINE EXAMINATIONS

During administration of the online examinations, HRMPEB shall strive to monitor a significant sample of Candidates taking the examinations online to ascertain the rules and regulations as per this Policy are being followed.

42.0 DECLARATION OF INTEREST BY CONTRACTED PROFESSIONALS

The Head of Examination shall ensure that TD CPs and examiners who are tutors of affiliate institutions and are actively engaged to declare their interest before embarking on their respective assignments.

43.0 ONLINE EXAMINATIONS IRREGULARITIES

HRMPEB shall put mechanisms in place to detect, investigate and penalise examination irregularities, where;

43.1 Candidates must ensure that they are familiar with the contents of HRMPEB examinations policies.

43.2 The Head of Examinations shall facilitate the process of detecting, investigating and penalising examination irregularities. A disciplinary Committee shall be appointed by the CEO to investigate cases of irregularities. The disciplinary committee shall be chaired by the CEO. The Head of Examinations shall be the Secretary to the disciplinary committee. Any candidate who is subjected to a disciplinary committee shall have the right of appeal to the Board.

43.3 Staff Malpractices in Exam Processes; Staff malpractices shall include, but not limited to:

(a) Alteration of assessment and grading criteria.

(b) Assisting Candidates in the production of work for assessment.

(c) Facilitating and allowing impersonation.

(d) Failing to keep Candidates computer files secure.

(e) Failing to keep the test bank secure prior to the assessment/examination/test.

(f) Collusion with the Candidates.

The disciplinary process for staff involved in malpractice shall be as per HRMPEB Human Resource Policy of the Board

44.0   DISCIPLINARY PROCEDURE

HRMPEB shall apply fair and strict procedures in dealing with incidents of alleged cheating.

HRMPEB considers the acts of cheating, fabrication, and falsification as academic impropriety.

HRMPEB defines the offence of cheating as:

Acting dishonestly in any way, whether before, during or after an assessment to either obtain or offer to others, an unfair advantage in an assessment.

Candidates who are found to have undertaken a deliberate act of cheating, falsification or fabrication, or to have otherwise acted in a way deemed inappropriate and contrary to responsible academic practice shall have disciplinary actions taken against as outlined in the main Examination Policy.

45.0   APPEALS PROCESS

HRMPEB shall undertake the following process and activities in handling appeals;

(a) Anyone who shall take an Examination conducted by or under the responsibility

of the Board shall have the right to file an Appeal against the assessment of the Examination for reasons concerning the contents of the Examination within two months after the date on which the Result Slip is issued.

(b) The decision of the Disciplinary Committee may be appealed to the Examinations Committee of the Board within two weeks from the date of issue of the decision. The candidate involved in the case may lodge an appeal to the Examinations Committee of the Board.

(c) The Examinations Committee shall receive a report from the Disciplinary Committee and shall deliberate and come up with a final ruling that shall be communicated to the candidate.

(d) By order of HRMPEB Examination Committee an independent assessment advice shall be given by in principle one independent expert in case of Appeals for reasons concerning the contents of the Examination, and in case of oral Examinations by in principle two independent experts. In case of reassessment by two experts, these experts shall reassess those parts of the Examination against which a substantiated Appeal has been filed, independently of each other. To reach joint advice, the scores awarded for each question and the overall scores shall be averaged. If the difference between the total scores is equal to or greater than 10% of the maximum score, or if the total score awarded by one expert is above the pass mark and the score awarded by the other is below the pass mark, the Examination Committee can decide that the two experts must come to a unanimous decision by mutual consent. The Examination Committee, based on the initial assessment and the comments and advice obtained from the experts, make a decision which is binding for the HRMPEB.

(e) The filing of an Appeal does not suspend the decision against which it is made. The handling of the Appeal by the Examination Committee shall take some time, dependent on the date on which the Appeal was filed and the date on which the Examination Committee has scheduled a meeting. During the period in which the appeal is handled, it is up to the Candidate whether to wait for the decision of the Examination Committee or to re-register for an Examination in the meanwhile. The decision of the Examination Committee does not affect a new Examination agreement entered into in any way.

(f) The Appeal is dismissed in case the Candidate's Appeal is partly upheld while the final score after correction remains below the pass mark. If partial award results in a higher score than the initial score, then the higher score shall be awarded. If reassessment results in a lower score, the initial final score shall be maintained.

(g) After an Appeal has been handled, the Candidate shall be informed in writing of the decision taken, including substantiation. If the Appeal is upheld, the written notification shall also make mention of the further handling.

46.0 ASSESSMENT AND PROCESSING OF RESULTS

Assessment and processing of the results shall be done as per the main examinations Policy.

47.0 USE OF TECHNOLOGIES

HRMPEB shall strive to employ the best technology responsive to the assessment industry in the following functions:

47.1 Test Development;

47.2 Registration;

47.3 Administration of E-examinations;

47.4 Production and dissemination of the Timetable;

47.5 Marking/E-marking and data entry;

47.6 Development and management of the database of TD and EA Contracted Professionals and Field Administration Personnel;

47.7 Query Management;

47.8 Accreditation of Training Centers;

47.9 Release of results;

47.10 Any other function incidental to the above.

48.0 RESEARCH AND DEVELOPMENT

HRMPEB shall endeavour to improve its systems, technologies, procedures and service delivery systems continually. The Head of Examinations shall continually interrogate methods and procedures with a view to improve effectiveness, efficiency and the customer experience of HRMPEB services and products.

PART ELEVEN: GENERAL PROVISIONS

49.0 RESPONSIBILITIES

49.1 Candidates

Online examinations candidates shall provide correct personal details and verify the same when required. He or she shall present him or herself on the day of the examination as per the timetable. The candidate shall conduct himself or herself with decorum and dignity, cooperate with supervisors and invigilators, and respect other persons. The candidate shall follow the rules and regulations issued by HRMPEB and commit himself or herself to the same in writing.

49.2   Examination Officers

An Examination Officer shall coordinate all the activities concerned with administration of HRMPEB Online Examinations. He or she shall work under the direction of the Head of Examinations HRMPEB.

49.3   Invigilation Personnel

The Invigilation Personnel shall ensure that the ambiance of the Test taking environment is suitable for hosting the examinations. They shall direct and supervise the activities of the candidates before, during and after the examination papers. They shall ensure adherence to the timetable and examination regulations by the candidates. They shall strive to prevent irregularity, but also handle it - if and when it occurs - in line with the Examination Invigilation Manual.

50.0   EXAMINATIONS HOSTING

50.1   HRMPEB examinations shall be hosted online in the Online Examinations Management System, a secure cloud based information system managed by the HRMPEB.

51.0   HRMPEB EXAMINATIONS CALENDAR OF EVENTS

HRMPEB shall develop an examinations calendar of events for each year. This calendar shall be shared with all stakeholders in an easily accessible form in the quarter preceding the Calendar Year.

52.0   CERTIFYING STATEMENTS REMOVE

Where a candidate loses his or her certificate under various circumstances, he or she can apply for a Certifying Statement that shall be sent to a third party who has requested for the certificate. The service shall rendered within 14 days of application and payment of the requisite fee as outlined in the Service Charter.

53.0   RECORDS MANAGEMENT

53.1   Physical Scripts in cases where the examinations scripts are downloaded from the online examinations management system for marking shall be retained for a minimum of six (6) months after release of the series' results. Within this period, HRMPEB shall scan and store the same for research purposes in soft copy in perpetuity.

53.2   The examination papers which are marked online shall be stored in perpetuity as long as the storage infrastructure is sufficient enough to support the duration.

53.3   Manual Mark Sheets and all records generated during processing of results shall be stored in perpetuity in a format prescribed by the Board.

53.4   HRMPEB shall develop a Record Retention Policy to guide the process.

PART TWELVE: SUPPORT, TRAINING AND LEGAL INTERPRETATION

54.0 USER SUPPORT, CAPACITY BUILDING AND LEGAL INTERPRETATION

54.1 Contingency planning and support pathways, HRMPEB shall put in place mechanisms to address contingencies in case there are problems with online examinations;

(a) It is the responsibility of the Board to consider contingency plans and to be appropriately prepared. Examination guidelines for Candidates shall consider and evaluate software and hardware requirements. Problems can include the following:

1. The examination shall not be accessible and available to the student cohort.

2. In this instance, IT Officer(s) are advised to prepare before the examination is undertaken and to ensure that the settings in the LMS are configured appropriately.

3. Candidates do not have access to the LMS for the duration of the examination (e.g. internet outage).

4. Candidates are unfamiliar with the technology that is used to access the examination.

5. Volume of traffic causing connectivity issues.

6. Internet connection problems at the Candidate end.

7. The examination involves dependencies of third party providers, e.g., publisher material.

8. Time-zone differences that have not been appropriately addressed in the LMS or by the student.

(b) HRMPEB shall notify Candidates in advance of the problems that they may encounter and to provide them with pathways for addressing issues.

(c) HRMPEB has identified the following potential contingency plans:

1. Increasethewindowoftimeduringwhichtheexamination is available.

2. Providetheopportunityformultiplesubmissionattempts.

3. Extend the deadline for 48 hours in the event of issues related to access to the examination.

4. AvailOnlineassistancemechanism(e.g.,ITservicedesk). Before they undertake the examination, Candidates shall need to confirm that they are sitting the examination by completing a declaration.

54.2 HRMPEB shall offer training programs to train and equip all stakeholders (All candidates, HRMPEB staff, Examiners, Chief invigilators and invigilators. Training institutions.) with the necessary skills to successfully deliver online examinations;

(a) HRMPEB shall undertake training for all staff and Candidates on the use of the identified online platform.

(b) HRMPEB shall designate technical staff to offer technical support to the entire process during administration of examinations.

(c) HRMPEB shall ensure that candidates have been provided with resources and are prepared for processes and procedures associated with the type of examination that shall be undertaken.

(d) HRMPEB shall undertake training for staff to make sure they are familiar with the processes and contingencies related to online examinations.

(e) HRMPEB shall continuously evaluate data on the Candidates' experiences of undertaking online examinations and look for opportunities to improve the online examinations offering.

54.3 Force Majeure, Liability.

(a) If HRMPEB is unable to meet its obligations towards the Candidate due to force majeure, the performance of these obligations shall be suspended for the duration of that force majeure. In case of force majeure, HRMPEB shall not be obliged to pay compensation.

(b) Force majeure also includes power interruptions, disruptions of internet service, failures in the Board's Systems, trade embargos, delays caused by the postal system, strikes and business shutdowns

(c) The HRMPEB and subcontractors contracted shall not be liable for any direct or indirect damage or costs of the Candidate or third parties (also including loss of turnover and loss of profit) resulting from the participation in an Examination or from any other cause.

(d) If and in so far as the HRMPEB nevertheless could be held liable to the Candidate, for whatever reason, then this liability shall be limited per incident to no more than the examination fees paid by the Candidate to HRMPEB in respect of which that liability originated.

(e) This section shall not be applicable in case of intent or deliberate recklessness on the part of HRMPEB or its management.

(f) The Policy element expressed in here and all disputes that fall within their scope are exclusively governed by the Kenyan Law.

APPENDICES

APPENDIX (i) – Summary of Examination Irregularities.

Irregularity/ Misconduct	Definition	Execution
1. Impersonation	A person sitting examinations on behalf of a registered candidate.	1. Appearing in the test environment room in person while not a registered candidate. 2. Appearing in the test environment room as a registered candidate and writing the paper, and then inserting the registered candidate's details.
2. Collusion	Cooperating with another party to cheat.	1. Copying from another candidate through electronic sharing of data; 2. Allowing another candidate to copy one's work; 3. Conversing with another candidate via phone, chat or email; 4. Passing electronic material to another candidate; 5. Presenting an answer script with work that is significantly identical to that of another candidate;

3.	Possession of Unauthorised Material	Possession of any prohibited item in the test environment.	1. Possession in the examination test environment:
			2. Electronic gadgets including - but not limited to - mobile phones, tablets, laptops, smart watches, body cams, camera pens, earphones and any item with Bluetooth capabilities;
			3. Written or printed material whether or not related to the paper being sat;
			4. Material written on parts of the body that must be a declared tattoo;
			5. Material written on items of clothing or footwear;
			6. Programmable calculators;
4.	Disobedience	Refusing to follow a properly issued directive by an invigilator.	1. In the test environment having radio, music, TV running during the examination.
			2. Refusing to follow a proper instruction issued by an invigilator.

All online examinations irregularities observed, shall be sanctioned as per the main HRMPEB Examination Policy.

APPENDIX (ii) – Summary of FAQs from Public Participation Events.

Qn.	FAQ	Answer
1	When do you intend to set the ball rolling? (When will the Online Examinations be administered)	The first(apha) series of Online Examinations is set for June 2021. Please familiarise with the timetable share on the website.
2	How will HRMPEB manage issues of use of washroom, challenges of power outage and internet surges during the time of examination?	The candidates are expected to make sure that they have provisions for sufficient power and bandwidth(internet). The examination shall be precisely timed, and the candidate in an event they need to use a washroom they'll alert the invigilator before taking a break on not more than ten minutes to answer their call of nature.
3	Could you please share the policy document for further familiarisation and internalization?	The draft online examinations policy is available on the boards website, you can get under the downloads section
4	Is this mandatory or optional? (Online Examinations) What about those who are not able to get the right tools and requirements for the same? e.g., laptop, internet connectivity, suitable examination environment?	The online examinations are not mandatory. A candidate may choose to sit for physical examinations, that shall be offered in parallel at HRMPEB's Examinations Centers.
5	Would you also consider including a provision for transferring from physical to online examinations at the initial stages of implementing the online examination.	The candidates are encouraged to advise their tuition centers of their preferred mode of examination during the examination booking stage.
6	Will the online and physical paper-based test questions be the same since there seems to be multiple choice question which were never there in the paper questions.	No, The questions and formats for physical and online examinations shall be different. The online examination formats shall be guided by the Online Examinations Setting framework and guidelines as per the Online Examinations Policy. As well the physical Examinations shall be done as per practice outlined in the examination policy. However, both examinations shall have similar weighting and the HRMPEB's grading policy shall be applied.

7	What about candidates who cannot get the internet or a computer or have electricity problems. (*but wish to sit for online examinations*)	HRMPEB will make provision for candidates who wish to sit for online examinations, but lack the requirement by partnering with examination centers that have sufficient and reliable computing facilities needed for the online exam.
8	Can candidates can sit exams from the comfort of their homes.	The essence of providing online examination is to make examinations securely available and accessible remotely. Candidates therefore shall in time be able to sit for examinations online from the comfort of their localities, as long as they have computing requirements necessary for the same. However, the June 2021 online examinations series, the board shall provide an examination center equipped with necessary resources
9	How is HRMPEB encouraging institutions to encourage candidates to opt for online examinations?	HRMPEB training centers have been advised to register candidates interested in taking their examination papers online and submit their details earliest possible for training and capacity building purposes. Further, HRMPEB has accredited ODeL Training Centers that have been offering tuition and formative assessments online via similar technologies to be deployed for the online examinations.
10	For those sitting exams in their houses or offices, how will they be invigilated and supervised?	The board has secured Respondus online examinations proctoring technology comprising of the RESPONDUS LOCKDOWN BROWSER and RESPONDUS MONITOR. The Lockdown browser shall lockdown the computer being used for examination and disallow the candidate from referencing to any resource or program in the computer during the examinations duration. The monitor software works with the lockdown browser to enable the proctors complete view of the examination environment through the candidate's webcam and microphone. The system is also integrated with an antiplagiarism mechanism that allow the examiners detect any plagiarised content during grading.

11	Is there a plan to engage and partner with training centers with the capacity to host the online exams?	Yes, HRMPEB Shall work with accredited partners (Training centers) to offer the online examination environment.
12	If one opts for physical exams, will there be a different timetable or we work with the online timetable?	The online examination timetable and physical examinations timetables shall be implemented in parallel. However, the online examination Timetable and the Physical Examinations Timetable are scheduled differently. You can download examination from the HRMPEB website. : https://hrmpeb.or.ke/sdm_categories/tt/
13	Is it possible to use Apple software i.e., Macbooks?	It is possible to use macbooks with respondus applications, however we are recommending candidates to use window 7+ operating systems for this first series. Further please note that your computer need to have working webcam and microphone installed in your device
14	What will happen in the papers that involve calculations? Where candidates are supposed to do calculations.	The EMS includes a LATEX editor that allow the candidate input Math equations and answers. With a little training, candidates shall be able to tackle examination papers that may involve mathematical equations online. Also, the system can be configured to allow the candidate do the mathematical questions on paper and then scan their submissions, and upload as files.
15	How will one know whether he or she has been booked for online or physical exams to avoid confusion? Will you provide a list prior to exams or how can that be handled?	The candidates who wishes to undertake their assessment online will be required to express their intention and register for online examinations at their respective training centers.