

IWCF Operations Limited



Virtual Assessment Guidance for Candidates

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Document Revisions

Date	Version Number	Document Changes
02 Oct 20	1.0	New document to align with Virtual Assessments



1. Introduction

This user guide is for candidates who are completing virtual IWCF theory assessments online, using a Laptop, Desktop, or Tablet device.

The assessments are monitored by remote invigilators, through our global invigilation provider, VICTVS Ltd. The monitoring will be conducted by a live person (an invigilator, also referred to as a proctor) in real time and will be recorded for auditing purposes.

The IWCF online administration system, FORUM will be used to run the virtual online assessments. The VICTVS V3 application will be used by invigilators to monitor assessments.

You will be required to download the VICTVS V3 application onto your device from the Apple App Store or Google Play as detailed in section 2.4.

2. Virtual Assessment Software Requirements

Please work through the steps detailed in the EX-0119 Virtual Assessment Candidate Checklist in advance of your assessment. This must be completed 10 working days before your scheduled assessment date to ensure you meet the requirements to run virtual assessments. The completed checklist must be returned to the training centre.

Please make sure that you have the following equipment available to complete a virtual online assessment.

- Internet Connection
- Laptop, Desktop, or Tablet device to complete the online assessment, and
- Smartphone or Tablet to download and run the VICTVS V3 application.

You must run the online assessment and VICTVS V3 application on different devices.

In addition to the above, you will also need the following items to complete your assessment.

- Photographic Identification (ID) for verification checks. This must be the same ID that is registered in your IWCF FORUM candidate account.
- Access to a printer to print your IWCF formula sheet and blank kill sheet.
- Non-programmable calculator, pencil, pen, and ruler.
- Blank paper for rough workings.



2.1. Online assessment requirements

The table below explains the software and internet requirements for each device type. Please note, different iOS and Android versions may have slightly different settings and may vary from the below.

Software Requirements	Laptop/Desktop	iPad Tablet	Android Tablet
Operating System	Microsoft Windows 8 and above	iOS 9 and above	Android version 5 and above
Browser	Google Chrome	Google Chrome	Google Chrome
Monitor Resolution	A minimum of 1024 X 768 pixels	Minimum 9.7 inch	Minimum 10-inch screen
Recommended Setting Requirements	Disable lock screens and screen savers	<ol style="list-style-type: none"> Settings > General > Accessibility > Guided Access (Learning) – set to “On”. Settings > Display & Brightness > Auto Lock – set to “Never”. We recommend that you set the device orientation to landscape mode and enable rotation lock. 	<ol style="list-style-type: none"> Settings > Security & Location > Screen Printing – set to “On”. Settings > Display > Advanced > Sleep – set to highest value, usually “30 minutes”. We recommend that you set the device orientation to landscape mode and enable rotation lock.
Recommended Devices	Minimum of 4GB RAM	<ul style="list-style-type: none"> iPad 2 and above iPad Air and above 	<ul style="list-style-type: none"> 1.3GHz quad core processor 2GB RAM
Internet Connection and Network Requirements			
Online Assessment	<p>To achieve the best possible experience, a minimum bandwidth of 4Mbps (500kB/s) per assessment device (laptop, desktop, or tablet) is required.</p> <p>If the internet connection just meets the minimum requirements you may experience a slower connection.</p>		
Network	Wired Connection	The recommended connection type for online assessments is a wired connection. This is the most reliable type of connection.	
	Wi-Fi	To run an online assessment using Wi-Fi you must have a consistent connection.	
	3G/4G	We do not recommend running online assessments using 3G, however a stable 4G connection is acceptable.	

All desktops and laptops must have a mouse available (a mouse with a scroll wheel is recommended).



2.2. VICTVS V3 application

The table below explains the software requirements for the remote invigilation application. Please download the application to your Smartphone or Tablet device.

The camera on your device will be required for the invigilator to see you and your surroundings.

Software Requirements	iPhone or iPad Tablet	Android Phone or Tablet
Operating System	iOS 13.4 and above	Android 8 and above
Internet Connection	A steady internet connection will be required for mobile streaming.	A steady internet connection will be required for mobile streaming.

Please note, the application may download onto unsupported devices with out of date operating systems, however it will not work correctly and will not be suitable for virtual assessments.

If you do not have access to the equipment or do not meet the software requirements, please contact the accredited centre where you booked your course and the Examinations Team at IWCF (testsessions@iwcf.org).

Please make sure you include your full name, candidate registration number (CR number) and your assessment date when contacting IWCF.

2.3. Accessing the software

To access the FORUM login page to complete your assessment(s), please copy and paste the following link into the Google Chrome browser on your Laptop, Desktop, or Tablet device.

- URL: <https://cdn.iwcf-forum.org/login.aspx>

Please download the VICTVS V3 application to your Smartphone or Tablet device from the Apple App Store or Google Play.

You can find the application at:

- Apple iOS: <https://apps.apple.com/gb/app/victvs-v3/id1517808719>
- Android: <https://play.google.com/store/apps/details?id=com.victvs.v3&hl=en>

Once you have downloaded the VICTVS V3 application, please register for an account. This must be completed before your assessment date as your account needs to be approved. Please allow 48 hours for new accounts to be approved.

When your account has been approved, you will receive a notification to confirm your registration is complete.



2.4. Testing the software

It is essential that you test your devices and internet connection ahead of your assessment date.

If you do not complete a test, there may be delays to the start of your assessment or you may not be permitted to take the assessment if your software and internet do not meet the requirements.

Demo Online Assessment

1. To open the FORUM login page, copy and paste the following link into the Google Chrome browser on your Laptop, Desktop, or Tablet device - <https://cdn.iwcf-forum.org/login.aspx>
2. To login, enter **demo** (lowercase) for both the IWCF Candidate ID and PIN fields.
3. Select the **Login** button

Login

IWCF FORUM Assessment Login

Please use your IWCF Candidate ID and PIN to login.

Access to FORUM is restricted and monitored, only authorised users may login.

IWCF Candidate ID CR- demo

PIN ****

Login

4. Please allow 2-3 minutes for the demo assessment to download
5. Select the available assessment on screen
6. Select the **Start Exam** button to begin
7. Navigate your way through the 10 assessment questions to make sure you are able to:
 - a. Select and unselect answers (*to change an answer, please unselect your original answer before choosing another option*)
 - b. Move to the next question
 - c. View the countdown timer (*top right-hand corner of your screen*)
8. Once you have completed the assessment, select **Finish Assessment**, and close the browser.

If you experience any issues with accessing or completing the demo assessment, please contact the Examinations Team at IWCF (testsessions@iwcf.org).

Please make sure you include your full name, candidate registration number (CR number) and your assessment date when contacting IWCF.



VICTVS V3 application

When your VICTVS V3 registration is approved, you will receive a link to view a video that will show you how the application operates. We recommend you watch this video ahead of your assessment date to avoid any delays to the start of your assessment.

If you experience any issues with the application, there is a live chat feature available using the following link www.support.victvs3.com

2.5. Learning resources

To access our formula sheets, kill sheets and other study materials to help you prepare for your assessment, please use the following link: <https://www.iwcf.org/learning-resources/>. You will be directed to the IWCF website.

Please print the appropriate formula sheet and kill sheet* that is relevant to your nominated programme, level, BOP, language, and units of measurement. You will need these documents on the assessment day to complete your assessment.

**Kill sheets are applicable to the Drilling Well Control Programme only.*

2.5.1. Online Assessment Sample

There is an online assessment sample available in your FORUM account (<https://www.iwcf-forum.org/>).

The sample assessment is available for both programmes, Drilling Well Control and Well Intervention Pressure Control.

The sample assessment will allow you to use the digital assessment interface, open and zoom on images and learn how the kill sheet* section will work during an online assessment. A small sample of data will be given to allow you to complete the following calculations:

- Formation strength calculations
- Drill string volume calculations
- Kill calculations (not the step-down schedule of graph).

We would encourage you to complete the sample assessment to understand how the assessment will run on the day. You can access this under the Mock Assessment section in FORUM.

**Kill sheets are applicable to the Drilling Well Control Programme only.*



2.6. Virtual assessment environment

On the day of your assessment you will be required to conduct a floor-to-ceiling scan of the whole room, desk, and workspace, so that the invigilator is satisfied the environment will not compromise the integrity of the assessment. Your device with the VICTVS V3 application must be used to complete the scan.

Please use the following guidance to make sure the environment for completing your assessment, is set up correctly.

1. Your room is well lit

You should always be clearly visible. Make sure the lighting is sufficient and no backlighting.

2. You are alone

You should be the only one taking the assessment(s), 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.

3. The camera is positioned correctly

On your Smartphone or Tablet camera, the invigilator will need to see you, the screen of the device you will be completing your assessment on, and your surroundings.

Do not vape or smoke as this may affect the visibility in the room.

4. No additional devices

You are not allowed to use additional devices such as second screen or phones/tablets.

5. No headphones

No headphones are to be used or connected to any device.

6. No other programmes running

Apart from the FORUM webpage and VICTVS V3 application, you should have no other programmes or webpages open.

7. Clear desk

The only items on your desk should be:

- Device for completing your assessment
- Non-programmable calculator, pencil, pen, and ruler
- IWCF formula sheet
- Blank IWCF and/or pre-approved centre kill sheet
- Photographic Identification
- Blank paper for rough workings

Do not have any material displayed or notes around the room that may help you in the assessment.



8. Devices are fully charged

Each laptop, smartphone and/or tablet must be fully charged and have an adapter and charging port available.

9. No talking

Any noise and talking will be analysed for suspicious behaviour, so make sure you are in a quiet environment and that you refrain from talking out loud unless you are speaking directly to the invigilator.

3. Virtual Assessment Day

3.1. Before your assessment

Please login to the VICTVS V3 application on your device and open the FORUM login page (<https://cdn.iwcf-forum.org/login.aspx>) in your Google Chrome browser **15 minutes** before your scheduled start time. If you are late, you may not be permitted to complete the assessment.

We recommend that if you need to visit the restroom you do this before you login to your assessment. If you need to use the restroom during your assessment, the assessment time will not be stopped, and will continue to countdown.

An email will be sent to you 48 hours before your assessment, which contains your login details (CR number and PIN) to access your assessment. This will be sent to the email address stored in your FORUM account. Please check your junk or clutter folder if the email has not been received to your main inbox. If you have not received the email, the invigilator will have access to your CR number and PIN to avoid any delay to the assessment start time.

Please do not enter your login details at this point, the invigilator will confirm when to enter your CR number and PIN into the FORUM login page. This should be completed after the invigilator performs the required assessment checks and gives a brief introduction on the assessment rules.

3.2. During your assessment

There will be a short break between assessments. The length of the break will be confirmed by the invigilator.

If you experience any technical issues during your assessment, you can communicate directly with the invigilator through the VICTVS V3 application. There is also a live chat feature available using the following link www.support.victvsv3.com

3.3. After your assessment

Your assessments will be marked automatically by the system once you have finished each module. If you are eligible for an instant re-sit, the invigilator will make you aware of your re-sit options.

Please contact the accredited centre you booked your course through to confirm your results. The invigilator is not permitted to issue results directly to candidates.

Once you have completed all of your assessments (including any instant re-sits) and your results have been confirmed by the accredited centre, please close the Google Chrome browser and logout of the VICTVS V3 application.



4. Frequently Asked Questions (FAQs)

Q. I don't have access to devices and/or internet?

A. If you do not meet the software and internet requirements as detailed in section 2 of this document, you will not be eligible to complete your virtual assessments. You will be required to attend an IWCF accredited centre to complete your assessments.

Q. How long will the recording of my assessment be on file for?

A. The recording of your assessment will be retained for 2 years from your assessment date.

Q. I can't login to my IWCF FORUM candidate account to update my photographic identification and/or complete the sample assessment?

If you have forgotten your password, select the **Forgotten your password** using the following link <https://www.iwcf-forum.org/>.

Enter the email address you registered with in FORUM. The system will send an e-mail containing a hyperlink to a password reset page, where you can enter a new password. Please note that the hyperlink will only remain valid for ten minutes.

If you no longer have access to the email address you registered with when your FORUM account was created, please contact forum.help@iwcf.org to request an update to your account. Please include your full name, date of birth and CR number when contacting IWCF.

Q. Can I use a blank kill sheet provided by an accredited centre?

A. On the day of your assessment, the invigilator will check to make sure the blank kill sheet has been pre-approved by IWCF. If this is not an approved kill sheet, you will be required to use the IWCF blank kill sheet as detailed in section 2.6 of this procedure. Please make sure you print a copy of the IWCF blank kill sheet before your assessment date.

Q. Will I be able to review my answers throughout the assessment?

A. Yes, you will be able to review your answers during your assessment. Once you are confident with your answers you can select 'Finish Assessment'. Once you have finished your assessment you will not be able to change your answers.

Throughout your assessment, you will be able to flag questions for review and provide feedback at the end of each module.

Q. What if I have internet connection issues during my assessment?

A. If you have an internet connection issue, please reload the FORUM page and re-open the VICTVS V3 application when the internet is working. You will be required to login to your assessment and your previous progress will be saved.



Q. What will happen if there is an emergency during my assessment?

A. In the event of an unforeseen emergency (e.g. fire alarm) that requires you to leave your assessment, your safety is priority. If you are evacuated or an emergency occurs during your assessment, you will have to re-take any incomplete assessments.

Please note there is no guarantee you will be able to re-take incomplete assessments on the same day.

Q. Where can I access my eCert?

A. If successful in your course and assessment, you will receive a temporary eCert which is valid for 90 days. Your permanent eCert will be issued during the 90-day period. Your eCert can always be accessed and downloaded from your FORUM account and you will be notified by email when an eCert is issued.

5. Contact Information

If you experience any issues or have any queries, please do not hesitate to contact IWCF.

Our UK operational hours are:

- Monday 08:30 - 16:30
- Tuesday – Thursday 08:30 - 17:00
- Friday 08:30 - 15:00

Email: testsessions@iwcf.org

Telephone: (+44) 01674 678120

Please find below the details for our out of hours service to help with any emergency issues out with normal IWCF head office hours. The telephone service will be available 7 days a week and can be used for any urgent problems.

- Monday – Friday 06:30 - 08:30
- Monday 16:30 - 19:00
- Tuesday – Thursday 17:00 - 19:00
- Friday 15:00 - 19:00
- Saturday – Sunday 09:00 - 17:00

Please note all times are listed in GMT (Greenwich Mean Time).

To use this service, you should dial the main landline number and you will be diverted to a member of the team.