



Humber Real Estate Education Programs

Examination Policy

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1 Examination Policy

All examinations are proctored and delivered in-person at a testing facility or virtually proctored by a program approved virtual proctoring service. Learners will access and complete their exams online. Examination dates and times are scheduled at testing locations across the province or scheduled at designated timeslots for virtual proctoring. Schedules will vary by location. <See the program website for more details.>

Course examinations measure a learner's knowledge of the learning objectives or performance outcomes of a course and can only be taken after completion of the applicable course(s).

1.1 Examination Day Protocol

1.1.1 Rules of Conduct – Virtual Proctored Exams

- Learners **MUST** have their Proctortrack login credentials to access Proctortrack on their scheduled exam date.
- Learners **MUST** also have their program login credentials (X-number and password) to access the exam through the Learner Portal when prompted.
- Failure to know your username and password will result in a cancellation of your exam. **BE PREPARED**
- Connect with Proctortrack at the scheduled exam time to complete the identification verification, and to secure the testing environment. Note that this process can take up to 45 minutes to complete. The authentication process does not cut into your exam time. The timer on your exam does not start until you begin your exam.
- Learners must present a valid, government issued identification bearing a photograph and signature (e.g., passport, driver's license, permanent resident card). The name on the government issued photo identification must match the Learner Portal. A learner is not allowed to write the exam if the presented identification does not match the name reflected on the learner's program registration.
- Learners taking exams must comply with instructions and rules provided to them by the proctor.
- Proctors should always be able to see the learner. Leaning out or moving out of the camera view is not allowed.
- During an exam, learners can only communicate with the proctors. The proctor cannot provide any guidance or answer questions regarding exam content.
- The allowable time to complete each exam varies from 2 to 3 hours. Please see the exam detail page on the Program website for the allowable time for each exam.
- Wearing of hats/caps that obstruct the view of a learner's face is not allowed. (NOTE: Religious headwear welcomed and excluded from this rule).
- Talking, reading, or mouthing any questions/answers aloud during the exam is not permitted.



- Communicating, publishing, reproducing, or transmitting any part of an examination, in any form or by any means (e.g., verbal, electronic, written, etc.) for any purpose is strictly prohibited.
- Learners are not allowed to open other websites or programs and/or documents on the learner's computer.
- Possessing or accessing any unauthorized materials or devices during an exam may result in the learner's exam being terminated.
- Academic Misconduct or Learner Code of Conduct infractions during an exam may result in the exam being terminated. <See: Learner Misconduct & Disciplinary Policy. >
- No breaks are scheduled during the exam. Learners with approved accommodations that include breaks are the exception.
- Smoking is prohibited.
- Food is not allowed.
- Water in a transparent bottle (label removed) is allowed.

1.1.1.1 Exam Day Virtual Testing Environment

Learners are required to ensure the testing environment is and will remain comfortable, quiet, and free of distractions during the scheduled exam. The following is required and will be confirmed by the proctor:

- An indoor, private, and quiet location (learners will not be permitted to write the exam in a room where a clear glass wall would allow their computer screen to be viewed by another individual).
- Learners must be alone throughout the course of the exam. Learners cannot be in a public location where others are within speaking distance or may be able to walk into the room or where they can be distracted while taking their exam.
- Only one monitor is permitted.
- All watches, tablets, and other electronic devices are required to be turned off and placed away from the learner's workstation for the duration of the exam.
- Earphones are not allowed in either a headphone style or ear bud style.
- Workstations must be free of books, paper and unauthorized electronic devices.
- Learners must be seated so that a blank wall is immediately behind them during testing. Any pictures, artwork or other wall hangings must be removed.
- If there are permanent fixtures that cannot be removed from the wall, the space does not meet the testing space requirements and an alternative must be found.
- If the learner is writing with empty space, or an open room behind them, the space does not meet the testing space requirements and an alternative must be found.
- Blank sheets of paper and a pencil are not allowed during a virtual proctored exam
- Children and pets are not allowed in the room.



- Ensure that all connections to other devices, programs, systems, and/or hardware that are not required for the delivery of the exam are turned off and/or disconnected prior to the exam. This includes but is not limited to connections to any home automation; any Bluetooth or other connections to hardware or any electronics; or any other computer equipment. Only a stand-alone computer/laptop connected to the internet can be used to take the exam. A mobile phone is also required to complete the room scan and to be used as a second camera during the exam. Any other connections detected during the exam may result in the termination of your exam. It is the learner's responsibility to ensure that their system meets these requirements.

Virtual testing spaces that do not meet these requirements will not be approved and you will not be allowed to proceed to write your exam. You will have to reschedule your exam and will incur a rescheduling fee. Furthermore, Humber reserves the right to revoke a learner's virtually proctored exam and/or assessment privileges.

1.1.2 Rules of Conduct – In-Person Test Center Locations

- Learners are required to arrive at the examination location thirty (30) minutes prior to the examination start time. Anyone arriving after the exam has started will NOT be permitted to write the examination.
- The allowable time to complete each exam varies from 2 to 3 hours. Learners should see the exam detail page on the Program website for the allowable time for each exam.
- Learners must present a valid, government issued identification bearing a photograph and signature (e.g., passport, driver's license, permanent resident card). The name on the government issued photo identification must match the Learner Portal. A learner is not allowed to write the examination if the presented identification does not match the name reflected on the learner's program registration.
- Exams are accessed through the Learner Portal. You MUST have your program login credentials (X-number and password) to access the exam.
- No breaks are scheduled during the exam. Learners with approved accommodations that include breaks are the exception. Washroom breaks are monitored. Time missed due to a washroom break cannot be made up.
- Academic Misconduct or Learner Code of Conduct infractions during an examination may result in the examination being terminated. <See: Learner Misconduct & Disciplinary Policy.>
- Learners taking exams must comply with instructions and location rules given to them by the proctor.
- Smoking is prohibited in all exam locations.
- Food is not allowed in all exam locations.
- Electronic devices of any kind are not permitted on the learner's workstation. Cell phones, all watches, tablets and other devices are required to be turned off and placed under the learner's workstation for the duration of the exam.



- Possessing or accessing any unauthorized materials or devices during an exam may result in the learner's examination being terminated.
- Learners are not allowed to open other websites or programs and/or documents on the learner's computer.
- Learners are not allowed to copy, record, or remove examination materials from the examination location.
- Communicating, publishing, reproducing, or transmitting any part of an examination, in any form or by any means (e.g., verbal, electronic, written, etc.) for any purpose is strictly prohibited.
- During an exam, learners can only communicate with the proctors. The proctor cannot give any guidance or answer questions regarding exam content.
- Children are not allowed in the exam location and cannot be left unattended during any exam period.
- Water in a transparent bottle (label removed) is allowed.

1.1.3 Missed Examination

A missed examination is recorded as a no-show and the learner will receive a failing grade of zero. All missed examinations count as an examination attempt for rewrite purposes.

<See: [Examination Rewrites](#)>

1.1.4 Learner Misconduct & Disciplinary Policy

Any behavior during the exam determined to compromise the examination may result in termination of the exam and a failing grade of zero. Any acts of misconduct will be recorded and sent to the Real Estate Program Office to determine if any further disciplinary action is warranted.

<See: Rules and Standards of Conduct and Learner Misconduct Policy>

1.2 Examination Format and Grading

Examination results are reported using a score. Scores below the established passing grade are deemed failures.

- All examinations are delivered in an online format
- The length of time allocated for each examination is listed in the examination description

All program components and grades, including incompletes or failures, are posted to the learner's Education Record and accessible to the learner via the Learner Portal within (3) three days. Examination results are not disclosed by phone, email or in-person.



1.3 Examination Accommodation

Learners with disabilities, permanent or temporary, requesting any accommodation should contact the Real Estate Program Office prior to their enrolment in an examination. For more information, <See: Accessibility and Accommodations Policy>.

1.4 Deferred Examination Policy

Learners may request to defer an examination after the allowable change date has passed under certain circumstances described in the sections below. Learners are encouraged to review the timetable prior to registration for any conflicts that may prevent them from taking any program component. Approved requests are subject to all policies and must meet all requirements including progression time period.

An administrative fee may apply for any approved change. Submission of a request does not constitute an approval.

<See: Registration Changes>

1.4.1 Religious Obligation

Learners who encounter a conflict between a scheduled examination and a religious obligation must request the deferral as soon as it is identified and only online using the Learner Portal.

1.4.2 Medical

Learners who seek examination deferrals for medical reasons must make their request as soon as the reason is identified and only online using the Learner Portal. Supporting documentation is required.

1.4.3 Compassionate Requests

An examination may be deferred for compassionate reasons. Reasons can include bereavement for immediate family members, required court appearances, and other extenuating circumstances. Vacations are not a valid reason to defer an examination. Deferred examination requests based on compassionate reasons or extenuating circumstances are generally known in advance. The request must be made as soon as the reason is identified and online using the Learner Portal.

1.5 Examination Rewrites

1.5.1 Course Examination

Learners are permitted one rewrite of a failed course examination. All rewrites require a learner to register for a new examination and pay an examination fee. A second failure of the same course examination requires a learner to retake the applicable course before attempting the exam again and pay all fees. Rewrites must meet any requirements including progression time period.

A learner's Education Record contains all program component attempts and grades.



1.5.2 Broker Qualifying Examination

Unlimited rewrites are allowed for the Broker Qualifying Examination. All rewrites require a learner to register for a new examination and pay an examination fee. A learner's Education Record contains all attempted examination grades.

1.5.3 Broker Final Examination

Learners are allowed one rewrite of the Real Estate Broker Program Final examination. Rewrites must be taken within the twelve (12) month progression time period. Learners are encouraged to request an examination report review after their first failure before attempting a rewrite. Learners may request an assessment of the learner's knowledge gaps as per the available exam reports.

A failure of a rewrite Final exam will require a learner to retake all Broker courses (1, 2, 3, and 4) including the Wrap Up. All retakes and rewrites require a learner to register and pay all associated fees.

A learner's Education Record contains all attempted program component completions and grades.

1.5.4 Interprovincial Challenge Examination

Unlimited rewrites are allowed for the Interprovincial Challenge Examination. All rewrites require a learner to register for a new examination and pay an examination fee. A learner's Education Record contains all attempted examination grades.

1.6 Examination Report Review

An examination report review allows a learner to understand the results of their exam. Learners may request a review of their examination report with a content specialist. The examination report review provides feedback on learning outcomes that may require additional review or remediation. An examination report review will not result in a grade change.

Requests must be made within five (5) business days of the examination grade being posted and must be made online using the Learner Portal.

1.7 Examination Appeals

Learners may appeal an examination based on the following:

1. Concerns about the accuracy, clarity or applicability of the exam
2. The examination process (i.e., compromised testing environment due to computer failure; disruption during examination; erroneous exam location details)

Learners must submit all appeals using the Examination Appeal Form found on the Learner Portal. Appeals must include supporting details and be submitted within five (5) business days after the examination grade is posted



to the learner's Education Record. The decision is communicated to the learner within ten (10) business days of the submitted Examination Appeal request.

Approved appeals will only grant a no-fee rewrite. The no-fee rewrite must be taken within one (1) month from the time the appeal is granted, or the learner forfeits the opportunity to rewrite the examination without charge. Rewrites must meet all requirements including progression time period. The successfully appealed examination will not count as an examination attempt.

1.7.1 Appeal Challenges

A challenge to an appeal decision must be submitted within five (5) business days after issuance of an appeal decision using the Examination Appeal Form. An appeal challenge application shall be reviewed by Humber's Registrar or designate to determine whether the criteria for an appeal challenge, as defined in Section 1.7.2 below, is met. An appeal challenge is allowable only for the purposes of assuring procedural fairness and propriety. Accordingly, an appeal challenge may lead to one of two outcomes: (i) a finding that the appeal decision shall be upheld; or (ii) a finding that an appeal decision must be reconsidered. In the event the Registrar or designate determines that the appeal challenge should be heard, a panel of appropriate Humber personnel will be appointed to conduct the appeal challenge.

1.7.2 Criteria for Appeal Challenges

An appeal challenge shall only consider the following criteria, one or more of which must be satisfied in order for an appeal challenge to succeed:

- The learner presents additional evidence that was not considered by the Dean during the appeal process;
- The learner presents evidence of procedural error or bias in the process; and/or
- The sanction imposed is not consistent with the nature of the offense.

If an appeal challenge presents none of the above criteria, it may be dismissed summarily.

When requesting an appeal or a challenge to an appeal, a learner must submit the Appeal Form indicating:

1. The conditions/grounds under which the appeal is being made
2. The explanation/reasons that will be used to support the grounds for appealing
3. The requested resolution
4. Any other supplementary documentation/information
5. The names of any support person, if applicable