

Fire Rescue Victoria Written Selection Test

Remote Proctoring Information and Step-by-Step Guide

Fire Rescue Victoria (FRV) Written Selection Test (WST)

The test is made up of the following **four** components. You are required to complete all components in the one single sitting (one supervised session booked).

Test Section	Time Allowed	Total Duration
Literacy	35 minutes	2 Hours, 5 minutes (125 minutes)
Abstract Reasoning	35 minutes	
Numeracy	35 minutes	
Mechanical Reasoning	20 minutes	

What is remote proctoring?

Remote proctoring involves sitting the test under **live, human proctored supervision** using your own computer in a suitable location with internet connectivity. A proctor will supervise you via the computer webcam. Please review the online testing tab on this [website](#) for more information about how remote proctoring works.

Remote proctoring services are provided by a third party [ProctorU](#) and is based in the United States. By nominating to sit your FRV test via remote proctoring you will be required to agree for ACER to provide some of your personal information, such as your email address, name and date of birth, to an overseas entity. For further information about how your personal information will be collected, stored and used by ProctorU review the [ACER Privacy Statement](#).

Essential requirements

- You must sit the test in a **private room** (you are not permitted to sit the test in a communal area e.g., family lounge room, kitchen, or a public location such as library)
- **Internet connection, [required bandwidth and speed](#)** (hot spot or Wi-Fi connections are not suitable for test purposes)
- **Desktop computer or laptop** (with power cord plugged in)
- **Desk and chair** (you will not be permitted to start the exam if you are sitting on a couch or a bed, for example)
- **Webcam** (either built-in to your device or externally connected)
- **Admission Ticket** (available to download and print from the ACER Portal prior to your test session)
- A **mirror or similar reflective device** to show your proctor what is around your monitor (or if your webcam can swivel 360 degrees to pan around the room)
- A **small whiteboard and eraser** for any rough workings

REMOTE PROCTORING CHECKLIST

Steps	Tasks
Step 1	Once you receive your ACER registration link, login to the ACER portal. Select Remote Proctoring under the 'Exam Selection' option. Complete the booking process, including purchasing practice materials. Return to the 'Home page' <input data-bbox="1350 398 1382 432" type="checkbox"/>
Step 2	Schedule your preferred exam timeslot with ProctorU using the blue ProctorU link on the homepage. This will open a new tab. It's best to use a PC rather than phone/tablet. 'Refresh' the ACER portal homepage to see your booked time reflected. Once your selected time appears here, your booking is complete. <input data-bbox="1350 584 1382 618" type="checkbox"/>
Step 3	Check that your computer and internet meet the technical requirements You can complete a thorough technical check of your equipment once you select your exam time with ProctorU. <input data-bbox="1350 777 1382 810" type="checkbox"/>
Step 4	Download the Meazure Learning Secure Guardian Browser . This is available from the ProctorU link. It is also available here: https://guardian.meazurelearning.com/ <input data-bbox="1350 949 1382 983" type="checkbox"/>
Step 5	Download ACER online test application and check that it opens on your computer without any issues. Your proctor will advise you when to open the app on test day. See step 7 to connect to a proctor - a must on the day! <input data-bbox="1350 1122 1382 1155" type="checkbox"/>
Step 6	An Admission Ticket email will be sent by ACER. It will advise that your ticket is available to download and print from your ACER portal. <input data-bbox="1350 1263 1382 1296" type="checkbox"/>
Step 7	Test Day – connect to a proctor and your test. Log into the ACER portal at least 10 minutes before your scheduled timeslot. Click on the blue ProctorU link to view a countdown to your exam. Press 'Start Session' button. Don't risk being late and missing your appointment. <input data-bbox="1350 1411 1382 1444" type="checkbox"/>

STEP 1 Register for your test

- Once you receive your login details to register for the test, go to the ACER Portal:



The screenshot shows the login interface for the Fire Rescue Victoria ACER Portal. At the top left is the Fire Rescue Victoria logo, which includes a fire helmet and the text 'FIRE RESCUE VICTORIA'. Below the logo, the text 'Returning users' is displayed. There are two input fields: 'Application ID' and 'Password'. The 'Password' field has a 'Forgot Password' link to its right. A 'Continue' button is located at the bottom of the form.

- Follow the prompts to activate your account and confirm your personal details.
- Please keep a record of your ACER ID number.

! Select the correct time zone when creating your ACER account as this will ensure you are able to select a suitable time within any given exam window. Note the AM and PM option.

Select your exam type as 'Remote Proctor'

- On the '**Step 2 – Exam Booking**' page, please select '**Remote Proctored Exam**' as your preference (Figure 1).

Exam selection

Please select from the options below:

Venue Based Exam Remote Proctored Exam

Figure 1: ACER Booking selection

- Agree to the Terms and conditions of Remote Proctored exam delivery.
NB: If you do not agree, you may select the venue-based exam as an alternative.

Your remote proctoring registration is only **partially complete**. You will select your exact test time after completing the 'Payment' part of your registration.

STEP 2 Select your preferred test date and time with ProctorU.

Click on the blue ProctorU Login link on the ACER Portal homepage (Figure 2). A new 'tab' will open allowing you to choose a date and time. Follow the prompts.

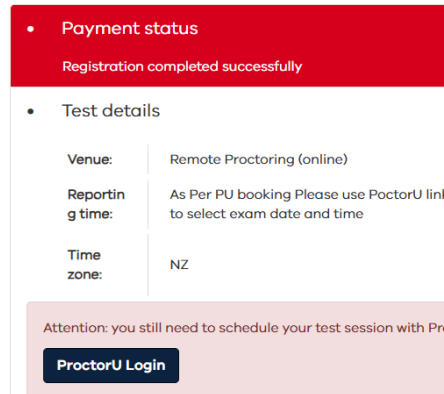


Figure 2

Click on the 'SCHEDULE NEW

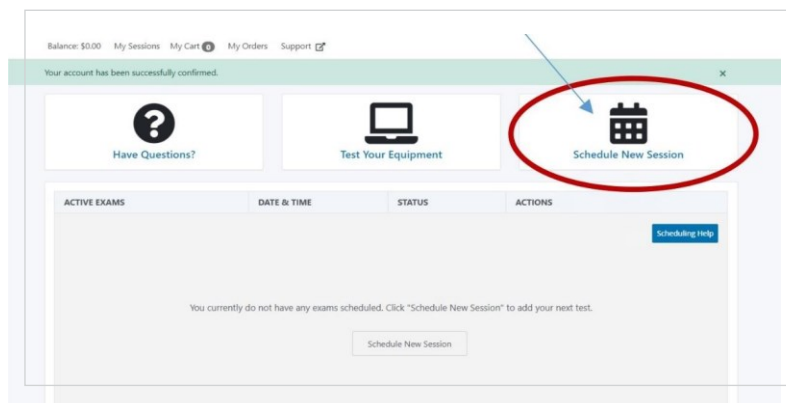


Figure 3

Confirm your institution

Select a term

Select your exam

Figure 4

1. Confirm your exam 'institution' ****FRV-ACER****.
2. Select a term, **for example**, 'FRV 2026'.
3. Select your exam, **for example**, 'FRV July 2026'.

4. Click 'Find Sessions'
5. Select a date and time on the left.
6. Once you have selected your preferred date and time click on 'Find Available Times' button.

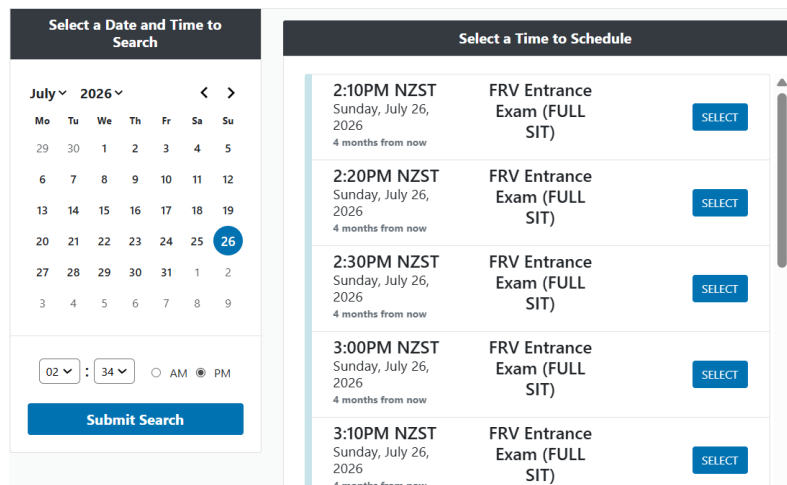


Figure 5: Schedule Session

The available session times closest to your selected time will be shown. To search additional times, change the selections on the left-hand side panel and select 'Find Available Times' again. From the offered range of available times, choose 'Select' on your preferred timeslot.

! Double check the time and date you have selected before confirming the booking. Note that the scheduler defaults to AM. (12.00AM is **midnight**). NB: **AEDT** refers to Australian Eastern Daylight savings time (i.e. Victoria).

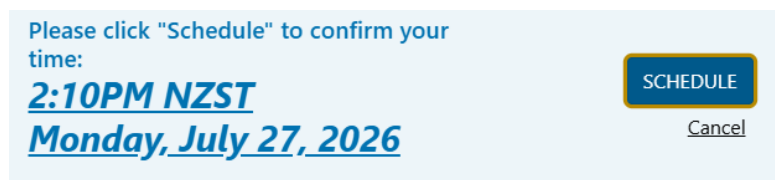


Figure 6: ProctorU confirm booking.

Once you have completed your session selection, return to the ACER portal and 'refresh' the homepage. Your selected ProctorU time will now appear in the ACER Portal. This means your booking is now complete.

Changing selected time

Once you have scheduled your session with ProctorU, you can change your session day/time if required. Exam sessions may be rescheduled up until 10 days before an existing booking without fee.

Changing within 10 days of your booking:

Changes within 10 days of your booking will incur a \$100 late reschedule fee which must be paid before the exam deadline. This fee is required if you are unable to attend due to illness, personal technical issues or other personal issues.

! The session time you schedule is not necessarily the exact time your test will commence. When your session starts, you will join a queue waiting to be connected to an exam proctor who will take you through the welcome process and technical checks.

Your test time will not officially commence until you are viewing the test questions.

The entire process will take approximately 2.5-3 hours, and this should be considered when selecting a session time. Note that this time does not include any additional technical troubleshooting should your computer or internet not meet the requirements.

STEP 3 Technical readiness

To ensure your computer meets all the technical requirements to run the remote proctoring applications. Please complete the below technical readiness steps:

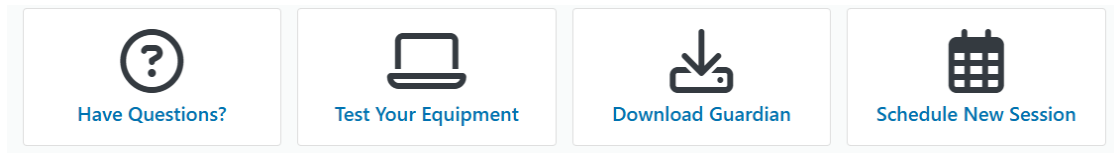


Figure 7

- Go to the [‘test-it-out’](#) page on the ProctorU website to complete the equipment test using the computer you plan to sit the test with at the location from which you will be undertaking the test.
- If your equipment does not pass the automatic test, you can find help by connecting to a live technician (part 2 of the Technical Readiness step) by entering your details into the form at the bottom of the screen. Please also see the ProctorU [support page](#).
- Regardless of whether your computer has passed or failed the first check you **MUST** also ‘connect to a live technician’ once you are logged into your ProctorU account to request a full check of your equipment.
- Click the **‘Allow’** button when a message requesting access to your camera and microphone appears to allow the technician to connect to your computer.

A desktop device with a webcam will usually be a superior option to a laptop. If you decide to use a laptop, it should be one with a 15” screen or larger.

! It is important to complete the equipment checks using the computer you will be using to sit the test and at the intended location.

Network firewalls at public locations, such as your place of work, a university, or a library, are likely to prevent access to ProctorU and the automatic equipment test may not detect the firewalls when you are checking your equipment. Do not plan on sitting your test using work on a computer or networks or public facilities such as at a library.

‘Work’ computers or laptops may also prevent the installation or running of the software needed for remote proctoring. It is best to use a personal device.

It is advised that you sit the test using a personal device connected to your home network.

STEP 4 Download the Guardian Browser

Download the Measure Learning Secure [Guardian Browser](#). This is available from the ProctorU link on the ACER Portal homepage, or via the link above. This is a secure browser that is used for the delivery of your test.

STEP 5 Download the ACER Test Application

To sit the FRV test by remote proctoring, you are required to download and install the secure ACER test application. **The proctor will instruct you when to open it on the day of the test.**



! Please note that you are not required to login to your account via the ACER Test Application until your scheduled test session. You must connect to a proctor via the ACER portal first.

Connect to a proctor via the ACER Portal – see Step 7.

Programs detected by the ACER Test Application may prevent you from commencing your session. Please remove any screen sharing, remote controlling software from your computer (examples such as Microsoft Teams, Team Viewer and VNC)

Click on the correct link for your computer to download (either MAC or Windows for a PC). Once downloaded, click on the application to install it. You will find Windows and Mac versions of the ACER test application below:

For Windows 10 or higher

[Windows](#)

For Mac OS 11 or higher with Intel chip

[Mac with intel chip](#)

For Mac OS 11 or higher with Apple chip

[Mac with apple chip](#)

! You must install the test application onto the computer on which you intend to sit the test. It is important that you download this application prior to your session as you may otherwise not be able to sit your test as scheduled.

STEP 6 Receive your Admission Ticket

You will receive an email prior to the date of your scheduled session confirming that your Admission Ticket is available to download from the ACER portal.

Print your ticket: This Admission Ticket must be presented to your proctor at the beginning of your test.

STEP 7 Sit Your Scheduled Test Session

On the day of your test, approximately **10 minutes before** your scheduled session:

- **Log in** to the **ACER Portal**
- Open the blue **ProctorU link**. You will be re-directed to the ProctorU site.
- Prepare your room and the permitted items.

Permitted items.

- A printed copy of your Admission Ticket (download from your ACER Portal)
- A whiteboard and whiteboard eraser for working out answers.
- You must erase all workings and show the proctor at the conclusion of the test.
- Drink bottle containing water.
- A mirror or similar reflective device to show your proctor what is around your monitor (if you do not have a 360-degree swivel webcam).

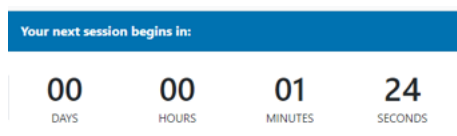
All other items are NOT permitted.

Items and activities NOT permitted during the test.

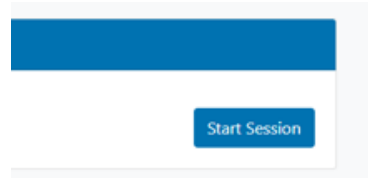
- No personal calculators.
- No mobile phones or smart watches or recording devices such as smart glasses and photo or recording equipment.
- No study notes or test aids.
- No other software programs are permitted (programs such as screen sharing, and remote controlling software will be detected by the ACER Test Application).
- No other websites are to be accessed (the ACER Test Application will also detect these activities, and you will be forced to exit the test).

Starting your test

At your scheduled session time, a button to 'start your session' will appear on the ProctorU page. The countdown timer for the scheduled test session will reach zero.



Click the button to '**Start Session**'. Follow the ProctorU prompts to check your computer settings and admission ticket.



During this process a window will appear asking you to download and install the ProctorU monitoring software. The file will be named 'LMI Rescue' or similar.

Connecting to the live Proctor

To connect to a proctor, open the pre-downloaded [Guardian Browser](#), and download, install and run the ProctorU chat app (Support LogMeIn Rescue). It will be saved to your downloads folder. Ensure that you only download this application once. **Note: If an alert pops up on your computer requesting access to LogMeIn Rescue, select "allow".**

A chat window will appear on your screen for connecting to your proctor. This can sometime take time, so please be patient, **and DO NOT disconnect from your session while waiting**. While waiting for your proctor to connect, you can continue with pre-exam checks by clicking 'Next' on your browser screen. Contact frv@acer.org if you have been waiting longer than 20 minutes to connect to a proctor.

You will then be connected to a proctor who will see you through the pre-exam administrative and technical checks. The setup and checks could take up to 30 minutes to complete depending on your computer settings, and you may get connected with multiple proctors during this time.

There may be times, lasting a few minutes, when the proctors are 'working in the background' and nothing appears to be occurring on your screen. **This is expected and we ask that you do not disconnect from your session during this time. You can use the chat function.**

If you experience technical issues during the pre- examination procedures, and the issues cannot be resolved within 30 minutes, the proctor may advise you to re-schedule to another session time. Contact frv@acer.org immediately.

! To avoid wasting time troubleshooting with ProctorU technicians at the time of your session, it is very important that you complete the [technical checks of your equipment](#) check your internet speed and that you have downloaded and tested the ACER test application before your scheduled session.

Note that extra time needed to troubleshoot will only further delay the commencement.

After the pre- examination procedures have been completed, your proctor will:

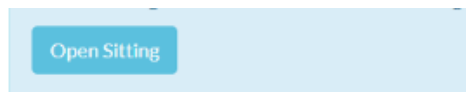
- check your **Admission Ticket** and **ID**
- instruct you to open the **ACER test application** (you have already downloaded).
- Instruct you to **select the FRV tile** on the ACER App.



- Once you click on the FRV tile, the proctor will instruct you to enter your **ID** number. This can also be found on your Admission ticket.

A screenshot of the Fire Rescue Victoria login interface. At the top left is the Fire Rescue Victoria logo. To its right, the text 'FIRE RESCUE VICTORIA' is displayed in white on a dark blue background. Below this is a white login form with the heading 'Returning users'. It contains two input fields: 'Application ID' and 'Password'. There is a 'Forgot Password' link next to the password field and a 'Continue' button at the bottom.

- Your password is the same password you have chosen as your login to your ACER account.
- On the test app, you will see a blue 'Open Sitting' button. Click to open.



Unlocking the tests

- The **Proctor will 'unlock' your tests** from their end. Please prompt the proctor to unlock all tests.
- Before commencing each component, ensure you read the instructions page(s) for each component before clicking the green 'START TEST' button. Once you are ready to start, click the arrow button to access the test instructions. The timer will not start until you click the green 'START TEST' button.

Bathroom Break


- One bathroom break is permitted. If you require a bathroom break, **alert the proctor** before you leave your desk and computer. Wait for between test components.
- Upon return, you will be required to complete **security checks** and a camera pan of the room. If you are detected leaving the room for any reason without seeking permission, the proctor will automatically close the test.
- **No additional time** will be provided if you take a bathroom break in the middle of a test (countdown timer will continue).

Completion

- When you have completed the test, please notify the proctor.

- The proctor will ask you to:
 - erase any whiteboard markings
 - complete a short survey before you close your computer.
- ACER will email you when your results are ready to view and download from the ACER Portal.
- ACER will communicate your results to FRV directly.

Troubleshooting

- To connect to a proctor, see Step 7.
- It is important that you complete the equipment check using the computer that you plan to use for the test, the location where you plan to sit the test; and complete a full equipment check once you are logged into your Proctor U account.
- Work or public computers are not suitable as security firewalls are usually installed which will prevent the download of the ACER Test Application and the LogMeIn (LMI) software required for your supervised test session with ProctorU.
- Use of other software, screen sharing programs and websites during the test will be detected by the **ACER Test Application**. Please ensure that any such programs have been disabled or uninstalled from your computer before you sit the test.
- To connect to a proctor, open the pre-downloaded [Guardian Browser](#), and download, install and run the ProctorU chat app (Support LogMeIn Rescue). It will be saved to your downloads folder. Ensure that you only download this application once. Note: If an alert pops up on your computer requesting access to LogMeIn Rescue, select “allow”. A Chat Window will appear on your screen for connecting to your proctor. This can sometime take time, so please be patient, and do NOT disconnect from your session while waiting.
- You will not be able to continue the test if you leave the room for any reason during your supervised session.
- Be aware that your dedicated proctor may change during your test and you should simply continue working.
- There may be times (lasting a few minutes) when the proctors are ‘working in the background’ and nothing appears to be occurring on your screen. This is expected and we ask that you please do not disconnect from your session during this time.
- If you experience technical difficulties during the test, connect with the proctor by clicking on the ProctorU Support Chat icon  .

! If you have further questions about the remote proctoring process, please contact the ACER FRV Test Office at frv@acer.org .