

# Victoria Police Entrance Exam Remote Proctoring Information and Step-by-Step Guide

# Victoria Police Entrance Examination

ACER provides the option for candidates to complete the Victoria Police Entrance Examination via remote proctoring. This guide is designed to assist you to register and sit the Examination via remote proctoring.

The exam 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	30 minutes	2 Hours (120 minutes)
Abstract Reasoning	20 minutes	
Report Writing	35 minutes	
Numeracy	35 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 exam in a **private room** (you are not permitted to sit the exam 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 exam 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 three days prior to your exam 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)
- **One piece of blank A4 paper** for any rough workings OR **a small whiteboard and eraser**.

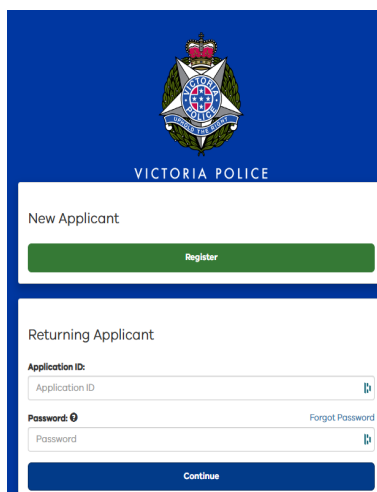
# REMOTE PROCTORING CHECKLIST

Steps	Tasks	
<a href="#">Step 1</a>	Book your Victoria Police Entrance exam via the <a href="#">ACER portal</a> Select <b>Remote Proctoring</b> under the 'Exam Selection' option. Complete the booking process, including purchasing practice materials. Return to the 'Home page'	<input type="checkbox"/>
<a href="#">Step 2</a>	Schedule your preferred exam timeslot with ProctorU using the link on the homepage. This will open a new tab. It's best to use a PC rather than phone/tablet. <b>'Refresh'</b> the ACER portal homepage to see your booked time reflected. Once your selected time appears here, your booking is complete.	<input type="checkbox"/>
<a href="#">Step 3</a>	Check that your computer and internet meet the <a href="#">technical requirements</a> You can complete a thorough technical check of your equipment once you select your exam time with ProctorU.	<input type="checkbox"/>
<a href="#">Step 4</a>	Download the Measure Learning Secure <b>Guardian Browser</b> . This is available from the ProctorU link. It is also available here: <a href="https://guardian.meazurelearning.com/">https://guardian.meazurelearning.com/</a>	<input type="checkbox"/>
<a href="#">Step 5</a>	Download <b>ACER online test application</b> and <b>check</b> that it opens on your computer without any issues. Your proctor will advise you to open the app on test day. <b>See step 7 to connect to a proctor - a must on exam day!</b>	<input type="checkbox"/>
<a href="#">Step 6</a>	An <b>Admission Ticket</b> email will be sent by ACER <b>72 hours prior</b> to your scheduled time. It will advise that your ticket is available to download and print from your ACER portal.	<input type="checkbox"/>
<a href="#">Step 7</a>	<b>Exam Day – connect to a proctor and your exam</b> Log into the ACER portal at least <b>10 minutes</b> before your scheduled timeslot. Click on the blue <b>ProctorU link</b> to view a countdown to your exam. Press <b>'Start Session'</b> button. Don't risk being late and missing your appointment.	<input type="checkbox"/>

## STEP 1 Book your Entrance Exam.

### Creating an ACER account as a 'New Applicant'

- Once you receive your ID number from the recruitment team, go to the ACER Portal.



- Click the green 'Register' button under 'New Applicant.'
- Follow the prompts to activate your account and enter your personal details.
- Keep a record of your ACER ID number. If you already have an account but have forgotten your password, you can use the 'Forgot Password' link on the website.

**!** 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.

## Already have an existing ACER booking

If you have an existing booking at the venue, you can change your booking to remote proctoring before the registration closing date (72 hours prior to your scheduled examination session). Log into your ACER Portal as a **'returning applicant'** with your ID number.

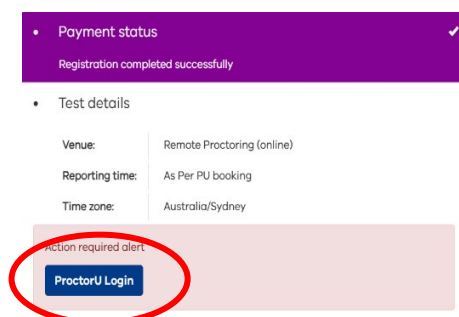
1. Click on the **'Change session'** tab on the left-hand side.
2. Select **'Remote Proctoring'** from the 'Exam Booking' page.
3. Return to the homepage and use the link to select your exam time.
4. Refresh the ACER Portal homepage to see your selected exam time.

Please contact [vicpol@acer.org](mailto:vicpol@acer.org) if you have any questions regarding your remote proctoring booking.

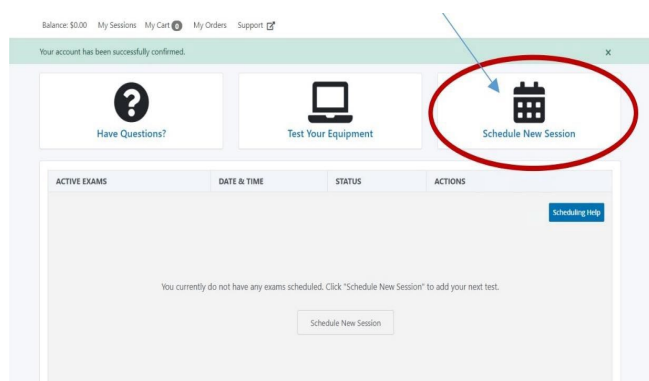
## STEP 2 Select your preferred exam date and time with ProctorU.

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.

A new 'tab' will open allowing you to choose a date and time that suits your needs. Dates are generally available for the first 3 weeks of each month.



Click on the 'SCHEDULE NEW



Confirm your institution

Select a term

Select your exam

1. Confirm your exam 'institution' **\*\*VicPol-ACER\*\***.
2. Select a term, **for example**, 'VicPol Entrance Exam'.
3. Select your exam, **for example**, 'VicPol Full sit' or 'VicPol RE-SIT'.
4. Click 'Find Sessions'
5. Select a date and time on the left. See the example shown in Figure 6: Schedule Session.
6. Once you have selected your preferred date and time click on 'Find Available Times' button.

Figure 6: 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).

**Best Match** Please click "Schedule" to confirm your time: **10:00AM**  
**AEDT**

Figure 7: 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 72 hours before an existing booking without fee.

### Changing within 72 hours of your booking:

Changes within 72 hours of your booking will incur a \$104 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.

After your booked exam time, any attempt to change will require a second payment of the full exam fee (\$275.00). Failure to pay the fee will result in cancellation of your registration with ACER. Contact the ACER VICPOL team for further information [vicpol@acer.org](mailto:vicpol@acer.org)

**!** The session time you schedule is not necessarily the exact time your examination 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 examination items.

The entire exam process will take approximately 2 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:

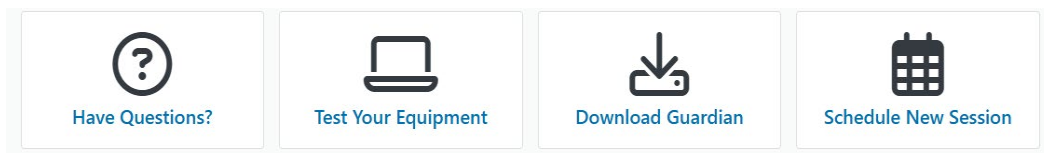


Figure 7

- 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.

## If you do not pass the technical checks

If your equipment does not pass the technical readiness checks and the issues cannot be resolved by a ProctorU live technician, you have two options:

- You can source another exam location and/or equipment and complete the technical readiness checks again. If you can meet the technical requirements, you may proceed to sit the exam by remote proctoring.

**OR**

- You can register and book to sit the exam at a venue.

**!** It is important to complete the equipment checks using the computer you will be using to sit the examination 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 exam 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 exam 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 exam.

## STEP 5 Download the ACER Test Application

To sit the Victoria Police Entrance Exam by remote proctoring, you are required to download and install the secure ACER test application. This test app is what you will use on the day to access the examination. Once you login, please ensure you click on the correct ACER test application for the VicPol Exam. See below thumbnail.

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 exam. It is important that you download this application prior to your session as you may otherwise not be able to sit your examination as scheduled.

Once you open the exam application you will see a selection of tests to choose from. Click on the **VicPol Entrance Exam** thumbnail as shown below in Figure 8.

You will need to launch the ACER secure exam application at the time of your scheduled examination session with ProctorU.



Figure 8: ACER secure exam application – list of available tests

**!** Please note that you are not required to login to your account via the ACER Test Application until your scheduled exam session. A blue '**open sitting**' button will appear when you are connected to your proctor at the time of your session.

#### **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)

## 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 Exam Session

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

- **Log in** to the **ACER Portal** and
- Open the **ProctorU link**.
- Prepare your room and the permitted items.

### Permitted items.

- A printed copy of your Admission Ticket (downloadable from your ACER Portal)

- A blank sheet of paper, pencil, and eraser.
- One pencil, eraser (you must erase all workings and show the proctor at the conclusion of the exam before shredding it).
- 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 exam.

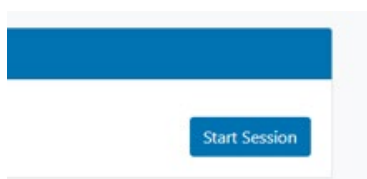
- No personal calculators.
- No mobile phones or smart watches.
- No study notes or test aids.
- No other software programs are permitted (programs such as screen sharing, and remote controlling software will be detected by the ACER Test Application).
- No other websites are to be accessed (the ACER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

## Starting your exam

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

You will then be connected to an exam proctor who will see you through the pre-exam administrative and technical checks. The exam 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 [vicpol@acer.org](mailto:vicpol@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 of your examination.

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

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

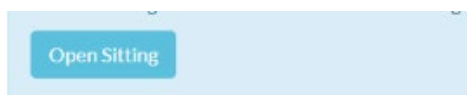


- Instruct you to enter your **ID** number in the '**returning Applicant**' field. This can also be found on your Admission ticket.

A screenshot of a login form titled "Returning Applicant". It contains two input fields: "ACER ID:" and "Password:". The "ACER ID:" field has a placeholder text "ACER ID". The "Password:" field has a placeholder text "Password" and a "Forgot Password" link to its right. Below the fields is a blue button labeled "Continue".

- 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 exam.
- **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 examination, please notify the proctor.
- The proctor will ask you to:
  - erase rough workings and/or tear up the scratch paper.
  - 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 the Victoria Police 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 exam, the location where you plan to sit the exam; and also 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 exam session with ProctorU.
- Use of other software, screen sharing programs and websites during the exam 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 exam.

- 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 examination if you leave the room for any reason during your supervised session.
- Be aware that your dedicated proctor may change during your examination 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 exam, 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 Victoria Police Entrance Examination Office at [vicpol@acer.org](mailto:vicpol@acer.org) .

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