

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.
22 Dec 20	2.0	Updates to sections 3.1. and 3.3.
02 Aug 21	3.0	Updates to sections 2.1, 2.2, 2.2.1, 2.2.2, 2.3, 3.1, 3.2, 3.3, 4 and 5.
30 Jul 22	4.0	Updates to sections 2.2, 2.2.1, 3.2.1, 3.2.2 and 3.4.
03 Aug 23	5.0	Update to section 2.2
22 Feb 24	6.0	Updates made to include details on Multi-Mode Monitoring – sections 2.1, 2.5 note 6, 3.2.2, 4. Minor clarifications – sections 2.2.1, 3.1.3, 3.2.1, 3.3 and FAQs.



1. Introduction

This user guide is for candidates who are completing IWCF virtual online assessments.

The assessments are monitored by remote invigilators. 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.

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 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
- Mobile device to download and run the VICTVS V3 application.

You must run the online assessment and VICTVS V3 mobile 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. Virtual 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 - most recent version	Google Chrome - most recent version	Google Chrome - most recent version
Monitor Resolution	A minimum of 1024 X 768 pixels	Minimum 9.7 inch	Minimum 10-inch screen
Recommended Requirements	Disable lock screens and screen savers.	Disable lock screens and screen savers. We recommend that you set the device orientation to landscape mode and enable rotation lock.	Disable lock screens and screen savers. 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
Additional Information	<ul style="list-style-type: none"> Mac computers are not supported and are not suitable for assessments. Devices must have the latest updates installed. All desktops and laptops must have a mouse available (a scroll wheel is recommended). If you have a webcam built-in or plugged into your assessment device, you will be required to enable multi-mode monitoring to allow the invigilator to view your assessment screen – refer to section 3.2.2. 		

Internet Connection and Network Requirements

To achieve the best possible experience, a minimum bandwidth of 4Mbps (500kB/s) per assessment device (laptop, desktop or tablet) is required.

If the internet connection just meets the minimum requirements, you may experience a slower connection. To test your connection, you can visit www.speedtest.net or an alternative website for your location.

Wired Connection	The recommended connection type for online assessments is a wired connection. This is the most reliable type of connection.
Wi-Fi	You must have a consistent connection.
3G/4G	We do not recommend using 3G, however, a stable 4G connection is acceptable.

2.2. VICTVS V3 Application Requirements

The table below explains the software requirements for the remote invigilation application.

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

- Apple iOS: [VICTVS V3 on the App Store \(apple.com\)](https://apps.apple.com/au/app/victvs-v3/id1488888888)
- Android: [VICTVS V3 - Apps on Google Play](https://play.google.com/store/apps/details?id=com.victvs.v3)



Software Requirements	iPhone or iPad Tablet	Android Phone or Tablet
Operating System	iOS 15 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.
Additional Requirements	<ul style="list-style-type: none">• Devices must have the latest updates installed.• The camera on your device will be required for the invigilator to see you and your surroundings.• The microphone on your device will be required for you to communicate with the invigilator.	<ul style="list-style-type: none">• Devices must have the latest updates installed.• The camera on your device will be required for the invigilator to see you and your surroundings.• The microphone on your device will be required for you to communicate with the invigilator.

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.

2.2.1. VICTVS V3 Registration

When you have downloaded the VICTVS V3 application on your mobile device, please register for an account. An account **must** be created at least **5 days** before your assessment date.

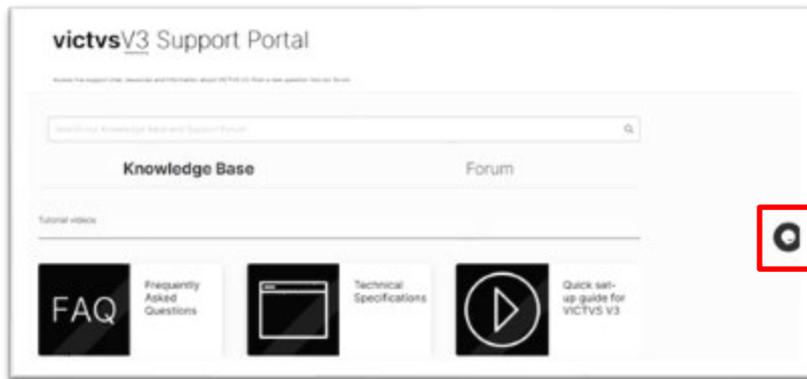
Important Information

1. You only need to register for a V3 account once, please do not register for more than one account.
 2. Use your unique IWCF Candidate Registration Number (CR) as your Candidate ID so your registration can be easily identified and assigned to your session – *example CR123456*.
 3. Register on V3 with your full name as per your identification.
 4. When you have registered, check that you can log in with your Candidate ID and password.
 5. Please make sure you allow access to your camera and microphone. This is to ensure the invigilator can see your surroundings and you can communicate with the invigilator on the day.
 6. You will not see your V3 session immediately. Please refer to section 3.1 for further information on when your V3 session will appear in the V3 application.
 7. You should then visit the V3 support portal at www.support.victvsv3.com to watch the [quick set-up guide video](#). The video will show you how to set up the V3 app, upload your ID, start your session and more. The video also includes subtitles in different languages. You can access these by clicking the CC button located next to the volume button.
- **If you do not register for a V3 account and do not use your CR number as your Candidate ID, you will not be permitted to complete your virtual assessment on the scheduled date.**

2.2.2. VICTVS V3 Support

If you experience any issues or have any questions about the V3 application, please contact VICTVS directly using the live chat function on their website <https://support.victvs3.com/>.

The service is available **24 hours a day** and can be accessed by clicking on the speech bubble on the right side of the screen as shown in the screenshot below.



Note: The support portal widget requires a valid email address to be used. If an incorrect email address is entered (mistyped) or if the email address is not valid, a warning message will appear, and you will not be able to proceed until a valid email address is entered.

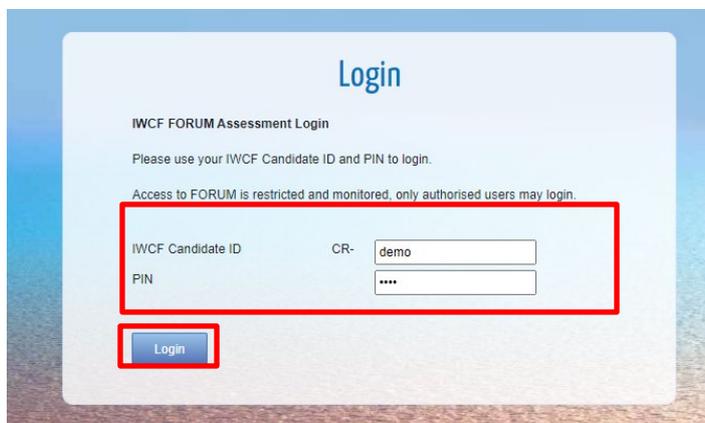
2.3. Testing the Software

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.

2.3.1. 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 and select the **Login** button.





3. Select the available assessment on the screen and press **Start Exam**.
4. Navigate your way through the 10 assessment questions to make sure you can:
 - 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*).
5. 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).

2.4. 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.*

2.4.1. 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.

We 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.*



2.5. 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 there is 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

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 a 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/webpage, 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

All devices 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

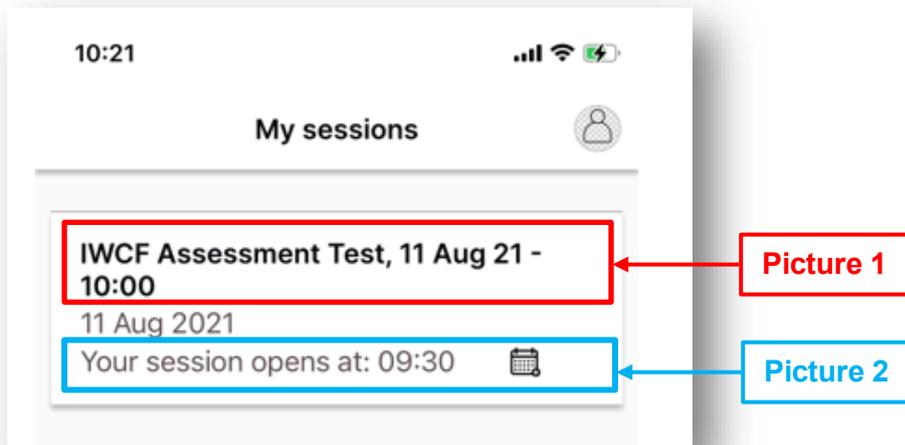
3.1. 24 Hours Before Your Assessment

3.1.1. VICTVS V3 Mobile Application

You will be assigned to your V3 session 24 hours before your assessments are due to take place. An email will be sent to your registered email address when you have been added to your session.

Please check your junk or clutter folder if the email has not been received in your main inbox.

It is important that you log in to the V3 application on your mobile device to make sure you can view your session on the home screen as shown below.



Your session will not be live at this point as it opens 30 minutes before your scheduled start time.

Where it displays the accredited centre name, date and time, this is the time your assessment is due to start based on the local time at the accredited centre location – refer to picture 1.

Where it displays the time for '**Your session opens at**', this is the time you are due to join the session to connect with the invigilator. The time is based on the local time at your location (mobile device location) - refer to picture 2.

- If you cannot view your V3 session, contact VICTVS immediately using the live chat function on their website <https://support.victvsv3.com/>.

3.1.2. Google Chrome Settings

Please check your Google Chrome settings to make sure you have not enabled your browser to automatically translate pages into a different language.

- For example, if you are completing your theory assessments in English but your browser language is set to French, your browser will automatically translate the assessment pages to French, and this will cause issues when completing your assessment.

To check or update your settings, please follow the steps below:

1. At the top right of your browser go to your **Settings**.
2. Select **Advanced**.
3. Select **Languages**.
4. Under the Language settings, **turn off** the following setting - **Offer to translate pages that aren't in a language you read**.

Please note, different Google Chrome versions may have slightly different settings and may vary from the above. It is strongly recommended that you check your language settings and perform any system updates to avoid any disruption during your assessment.

3.1.3. FORUM Assessment Reminder

An automated assessment reminder email will be sent to you by IWCF 48 hours before your assessment. The email 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 in your main inbox.

The PIN to access your assessment will be provided to you by the invigilator on the assessment date.

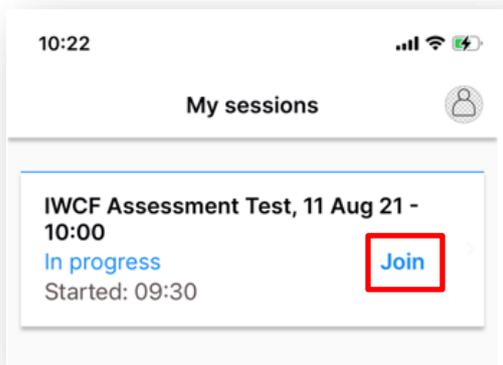
3.2. On the Day of Your Assessment

3.2.1. VICTVS V3 Application – Mobile Device

Log in to the VICTVS V3 application on your mobile device **30 minutes** before your assessment start time to access your session.

You **must** then enter your session that is displayed on the home screen. To do this, please follow the instructions below:

1. Open the session by clicking on it.
2. Press **Join** to connect to the invigilator.



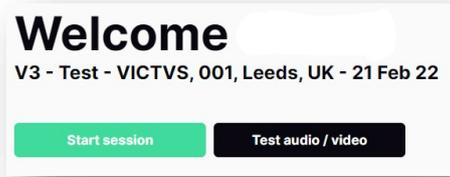
3.2.2. Virtual Assessment Device – Laptop, Desktop or Tablet

Open the FORUM login page (<https://cdn.iwcf-forum.org/login.aspx>) in your Google Chrome browser.

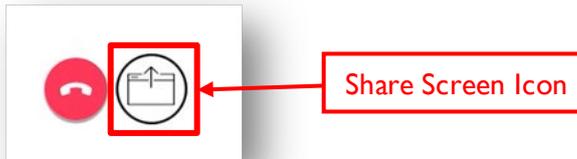
On the same device, open the VICTVS V3 webpage in a new tab <https://www.victvsv3.com/login>.

Log in to the VICTVS V3 webpage using the same username and password that you used to log into the VICTVS V3 App (mobile device). This is to enable multi-mode monitoring.

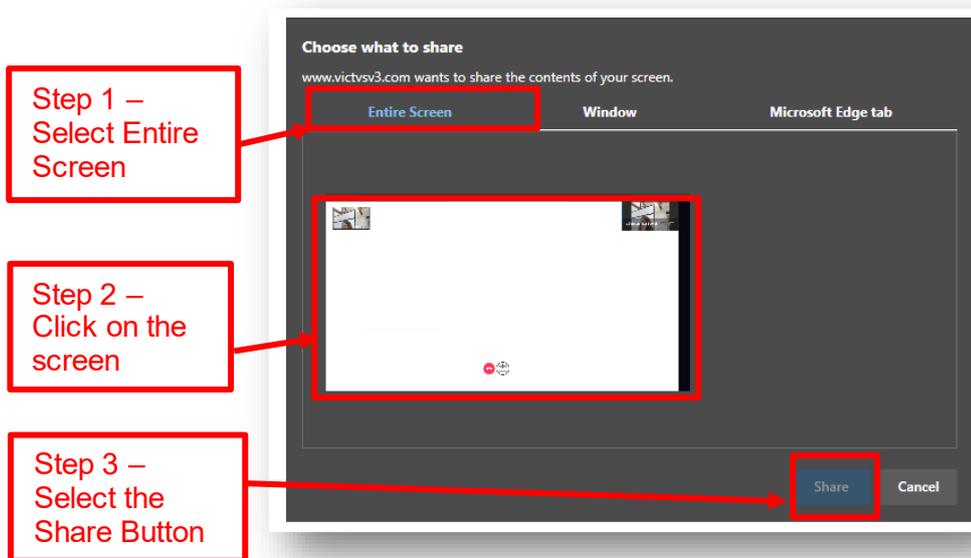
- On the home page, locate and select your session.
 - The title for your session will be displayed in the same way as on your VICTVS V3 App (mobile device).
- Select **Test Audio/Video** to ensure your webcam is displaying correctly.
- Select **Start Session**.



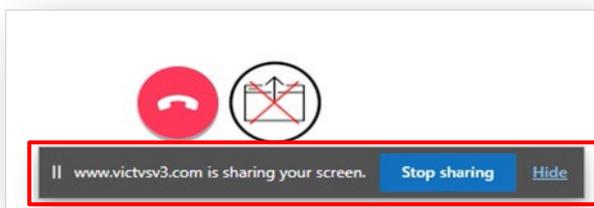
- Locate the Share Screen icon and select.



- Select **Entire Screen**, then click on the white screen within this tab. The blue **Share** button will then highlight for you to select.



- Once you have selected **Share**, the Share Screen icon will show that you are successfully sharing your screen with the invigilator through VICTVS V3.



3.2.2.1. Pre-Assessment Checks

You must be connected with the invigilator no later than **15 minutes** before your assessment start time.



When connected with the invigilator, the required assessment checks will be performed along with a brief introduction on the assessment rules. Once completed, the invigilator will confirm your log in details to access your assessment(s).

Important Information

- If you are late and not connected with the invigilator on time, you will not be permitted to complete your assessments and will be marked as abandoned in the system.
- It is your responsibility to ensure that you follow all instructions provided to you by the invigilator. Any malpractice will result in your assessment(s) being made void.
- The VICTVS V3 mobile app will sound an audio alert if the connection to the invigilator is lost or if a message is sent to you by the invigilator. Please ensure your mobile device is **NOT** set to silent for the duration of your assessment.

3.3. During Your Assessment

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

If you lose connection with the invigilator and cannot reconnect, contact VICTVS immediately using the live chat function on their website <https://support.victvsv3.com/> to request support.

3.4. After Your Assessment

Your assessments will be marked automatically by the system once you have finished each module.

The invigilator is not permitted to issue results directly to candidates, however, the invigilator will confirm if you are entitled to complete an instant re-sit.

If you are eligible and agree to complete an instant re-sit, there will be a short break before your re-sit starts. The length of the break and instructions for returning will be confirmed by the invigilator.

Once you have completed all your assessments, please let your invigilator know so that they can complete the final assessment checks. Once these are completed, close the Google Chrome browser and log out of the VICTVS V3 application.

Please contact the accredited centre you booked your course through to confirm your results.

4. Frequently Asked Questions (FAQs)

Q. What if I don't have access to devices and/or the 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. What should I do if I have registered for more than one V3 account or I haven't used my CR number as my candidate ID?

A. If you have registered for more than one V3 account and/or haven't used your CR number as your candidate ID, contact VICTVS immediately using the live chat function on their website <https://support.victvsv3.com/> to request support on how to resolve the issue ahead of your assessment date.



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 2.4 of this procedure. Please make sure you print a copy of the IWCF blank kill sheet before your assessment date.

Q. Can I use an external camera/webcam for the VICTVS V3 application?

A. Plugging in an external camera/webcam to a mobile device will not function and is not supported. However, an external camera plugged into your desktop/laptop to enable multi-mode monitoring is permitted.

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 on your mobile device, re-open the VICTVS V3 application when the internet is working. This will allow you to connect to the invigilator again.

Once connected with the invigilator, open your Google Chrome browser, and follow the steps in 3.2.2. When you have logged into your assessment your previous progress will be saved.

Note: If you lose connection with the invigilator and do not attempt to reconnect immediately or contact VICTVS support directly (<https://support.victvsv3.com/>), your results may be invalidated.

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. Are there any useful tips that will help me prepare for my assessment?

A. Please see below the candidate tips that will help you prepare for your upcoming virtual assessment:

VIRTUAL ASSESSMENT - CANDIDATE TIPS

-  Candidates must register for an account on the V3 app at least 5 days before their assessment. Candidates should use their Candidate Registration (CR) number as their Candidate ID number.
-  Candidates only need to register for one V3 account. This is the username and password the candidates will use to access the app on their assessment day.
-  V3 sessions will be added to candidate accounts 24 hours before assessments are due to take place. Please contact VICTVS if you cannot see your session 24 hours before it is due to take place.
-  The session will open 30 minutes before the assessment start time. Candidates must be logged on to the V3 app at least 15 minutes before their assessment begins.
-  For any urgent technical support on assessment day, candidates can contact the VICTVS team using the live chat feature in the support site: www.support.victvs3.com



5. Contact Information

5.1. IWCF - UK Operational Hours

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

5.2. IWCF - Out of Hours Service

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 redirected to a member of the team.



5.3. VICTVS V3 - 24/7 Support

If you experience any issues or have any questions about the V3 application, please contact VICTVS directly using the live chat function on their website <https://support.victvs3.com/>. The service is available **24 hours a day**.