

# 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 section 3.1. and 3.3.
02 Aug 21	3.0	Updates to section 2.1, 2.2, 2.2.1, 2.2.2, 2.3, 3.1, 3.2, 3.3, 4 and 5.



## 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 2.2.

## 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
- Smartphone or Tablet to download and run the VICTVS V3 application.

***You must run the online theory 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
<b>Operating System</b>	Microsoft Windows 8 and above	iOS 9 and above	Android version 5 and above
<b>Browser</b>	Google Chrome - most recent version	Google Chrome - most recent version	Google Chrome - most recent version
<b>Monitor Resolution</b>	A minimum of 1024 X 768 pixels	Minimum 9.7 inch	Minimum 10-inch screen
<b>Recommended Setting Requirements</b>	Disable lock screens and screen savers	<ol style="list-style-type: none"> <li>Settings &gt; General &gt; Accessibility &gt; Guided Access (Learning) – set to “On”.</li> <li>Settings &gt; Display &amp; Brightness &gt; Auto Lock – set to “Never”.</li> <li>We recommend that you set the device orientation to landscape mode and enable rotation lock.</li> </ol>	<ol style="list-style-type: none"> <li>Settings &gt; Security &amp; Location &gt; Screen Printing – set to “On”.</li> <li>Settings &gt; Display &gt; Advanced &gt; Sleep – set to highest value, usually “30 minutes”.</li> <li>We recommend that you set the device orientation to landscape mode and enable rotation lock.</li> </ol>
<b>Recommended Devices</b>	Minimum of 4GB RAM	<ul style="list-style-type: none"> <li>iPad 2 and above</li> <li>iPad Air and above</li> </ul>	<ul style="list-style-type: none"> <li>1.3GHz quad core processor</li> <li>2GB RAM</li> </ul>
<b>Additional Information</b>	<ul style="list-style-type: none"> <li>Mac computers are not supported and are not suitable for assessments.</li> <li>Devices must have the latest updates installed.</li> <li>All desktops and laptops must have a mouse available (a scroll wheel is recommended).</li> </ul>		

Internet Connection and Network Requirements	
<b>Online Assessment</b>	<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> <p>To test your connection, you can visit <a href="http://www.speedtest.net">www.speedtest.net</a> or an alternative website for your location.</p>
<b>Network</b>	<b>Wired Connection</b> The recommended connection type for online assessments is a wired connection. This is the most reliable type of connection.
	<b>Wi-Fi</b> To run an online assessment using Wi-Fi you must have a consistent connection.
	<b>3G/4G</b> We do not recommend running online assessments 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 Smartphone or Tablet device from the Apple App Store or Google Play.

- Apple iOS: [VICTVS V3 on the App Store \(apple.com\)](#)
- Android: [VICTVS V3 - Apps on Google Play](#)

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.
Additional Requirements	<ul style="list-style-type: none"><li>• Devices must have the latest updates installed.</li><li>• The camera on your device will be required for the invigilator to see you and your surroundings.</li></ul>	<ul style="list-style-type: none"><li>• Devices must have the latest updates installed.</li><li>• The camera on your device will be required for the invigilator to see you and your surroundings.</li></ul>

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.**

### 2.2.1. VICTVS V3 Registration

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

#### Top Tips

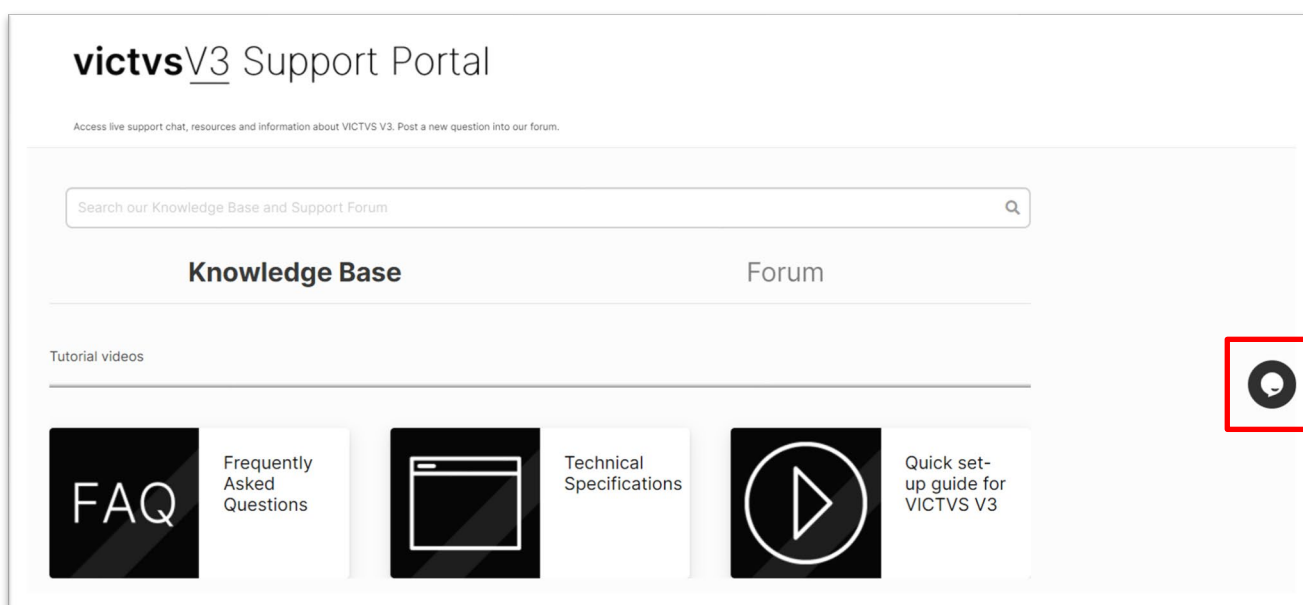
1. You only need to register for a V3 account once, please do not register for more than one account.
2. Register on V3 with your full name as per your identification.
3. Use your unique IWCF Candidate Registration Number (CR) as your username so your registration can be easily identified and assigned to your session – *example CR123456*
4. The username and password you use to register, is the same username and password you will use to login to the V3 application on your assessment date.
5. When you have registered, please check that you can login with your username and password.

You should then visit the V3 support portal at [www.support.victvsv3.com](http://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.

### 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.victvsv3.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. Access to your assessment

To access the FORUM login page to complete your assessment, 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 note, you will not be able to login to your assessment until your assessment date. On the day of your assessment, the invigilator will confirm when you have been granted access to login.

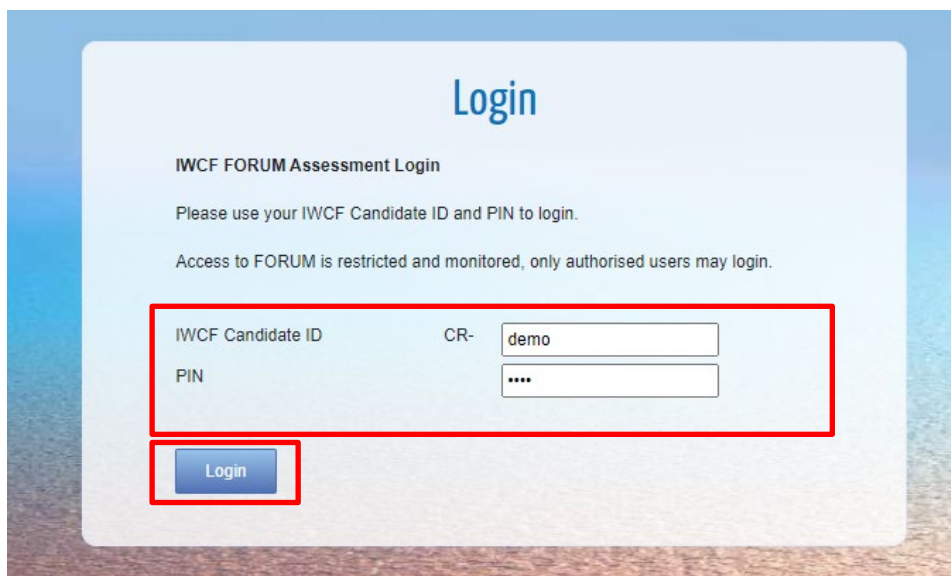
## 2.4. Testing the software

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



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](mailto:testsessions@iwcf.org)). Please make sure you include your full name, candidate registration number (CR number), your assessment date and details of the issues you have experienced.



## 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

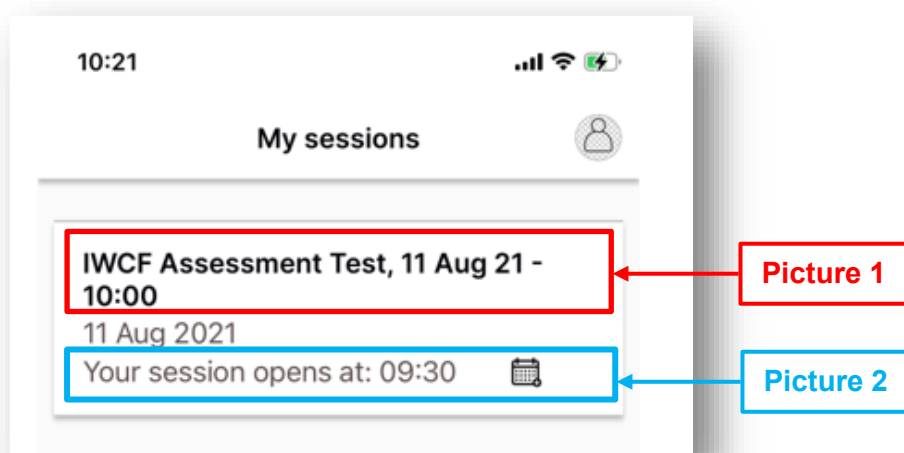
### 3.1. 24 hours before your assessment

#### V3 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 to your main inbox.

It is important that you login to the V3 application 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 your local time at your location (mobile device location). The session opens 30 minutes before your assessment starts - refer to picture 2.

- If you cannot view your V3 session, please contact VICTVS directly 24/7 using the live chat function on their website <https://support.victvsv3.com/>

## FORUM Login Page

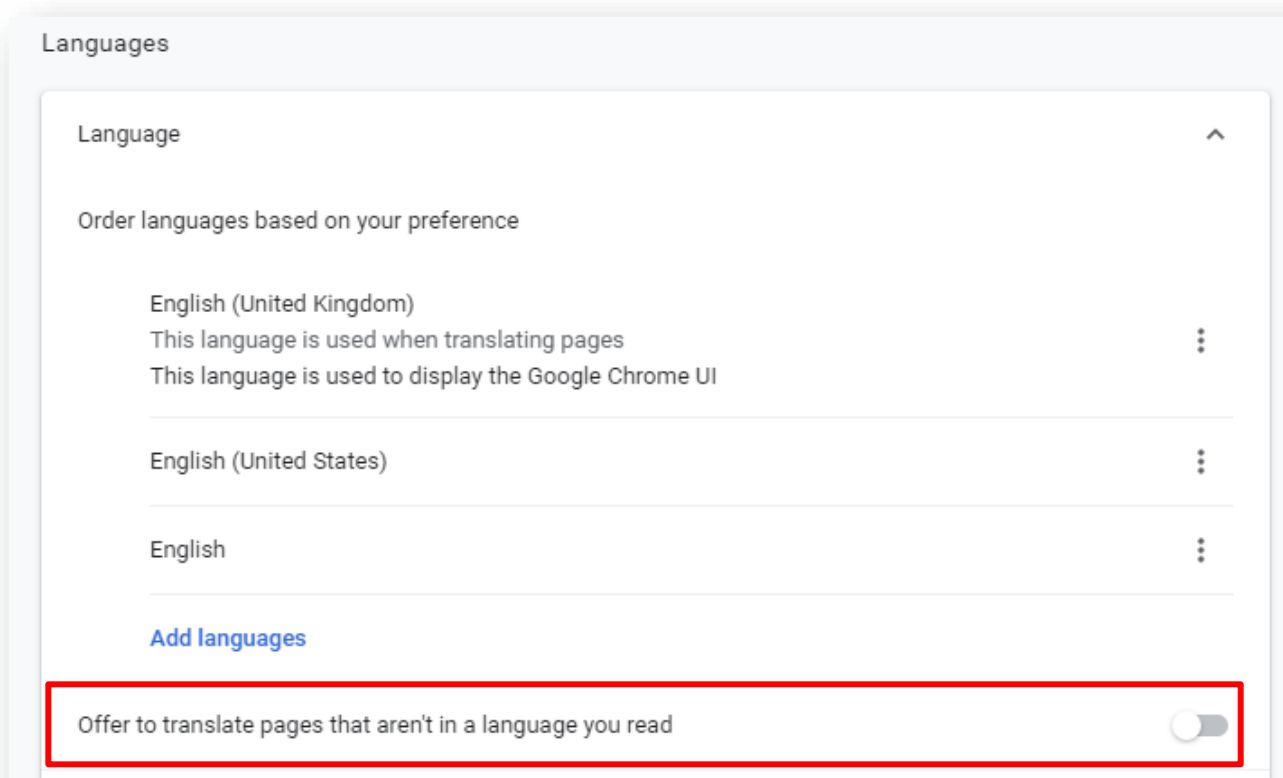
Please check your Google Chrome settings to make sure you have not enabled your browser to automatically translate pages into a different language.

- 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 below steps.

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 to avoid any disruption during your assessment.

## Assessment Reminder

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.

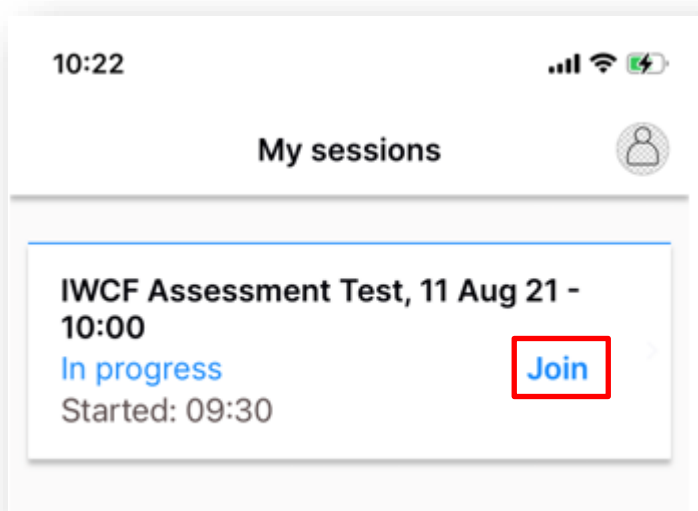
If you have not received the email, the invigilator will give you access to your CR number and PIN on the day of your assessment.

### 3.2. On the day of your assessment

Login to the VICTVS V3 application **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 below instructions.

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



Then on a different device, open the FORUM login page (<https://cdn.iwcf-forum.org/login.aspx>) in your Google Chrome browser.

The VICTVS V3 mobile app will sound an audio alert if the connection to the invigilator is lost. Please ensure your mobile device is **NOT** set to silent for the duration of your assessment.

If you experience any issues with the VICTVS V3 application, please contact VICTVS directly using the live chat function on their website <https://support.victvsv3.com/>

**Note:** The above **must** be completed 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 when to enter your CR number and PIN into the FORUM login page.



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

**Note: If you are late and not connected with the invigilator at your scheduled start time, you will not be permitted to complete your assessments and will be marked as abandoned in the system by the invigilator.**

### 3.3. During your assessment

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

The VICTVS V3 mobile app will sound an audio alert if the connection to the invigilator is lost. Please ensure your mobile device is **NOT** set to silent for the duration of your assessment.

If you experience any technical issues during your assessment, you can communicate directly with the invigilator through the live chat function in the V3 application.

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

### 3.4. After your assessment

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

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.

There are no instant re-sit options available for virtual assessments.

Once you have completed all of your assessments, 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](mailto: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 2.5 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.** No, plugging in an external camera/webcam to a mobile device will not function and is not supported.

**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.

The VICTVS V3 mobile app will sound an audio alert if the connection to the invigilator is lost. Please ensure your mobile device is **NOT** set to silent for the duration of your assessment.

If you experience any issues with the VICTVS V3 application and lose connection with the invigilator, please contact VICTVS directly using the live chat function on their website <https://support.victvsv3.com/>

**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.

**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 username.



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](http://www.support.victvs3.com)



## 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](mailto: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

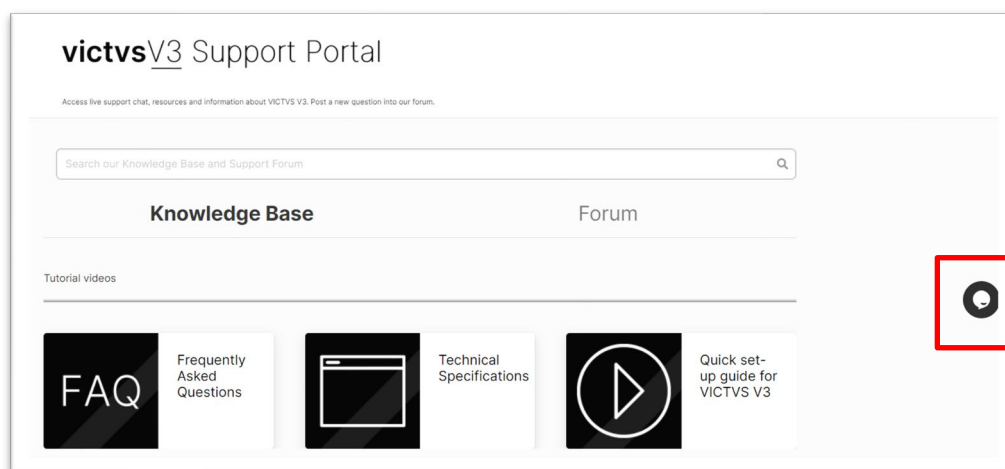
Please note all times are listed in GMT (Greenwich Mean Time).

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

### 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.victvsv3.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.