

RIBO Requirements and Rules for Writing an Examination – Registered Insurance Brokers of Ontario (RIBO)

As an overarching principle, all students must abide by the Insurance Institute of Canada's (IIC's) Academic Integrity Policy. [Academic integrity](#) refers to principles of honesty and ethical conduct that apply to academic activities including examinations.

Students are required to follow all examination directives provided in writing by the Institute and verbally by personnel administering the examination, including Institute staff and proctors.

The following requirements apply to all students/candidates writing Institute examinations.

1. EXAMINATION ELIGIBILITY REQUIREMENTS

- 1.1. Students will be permitted to write examinations only for exams in which they have registered with The Insurance Institute of Canada and at the date and time scheduled.
- 1.2. Students are responsible for ensuring they are registered for and receive the correct examination.
- 1.3. Students must present original, valid (non-expired) government-issued photo identification (e.g. passport, driver's license, health card, Canadian Permanent Resident card) for identity verification before they can write their exam. The following ID formats are not permitted: IDs without a photo, digital/electronic, paper, photocopies, images, laminated, IDs without any security features. Proctors have the right to reject any government-issued photo identification if authenticity cannot be verified. Students without original, valid government-issued photo identification on exam day will not be permitted to write their examination and will be required to reschedule within the same examination administration period. A rescheduling fee of \$50 will apply.
- 1.4. The name on the government-issued photo identification must match the name the student used to register for the course/examination (the name in the Insurance Institute Member account), otherwise the student will not be permitted to write the examination and will be required to reschedule. A rescheduling fee of \$50 will apply.

The following rules are intended to ensure that all students are given an equal opportunity to demonstrate their knowledge of exam content. IIC maintains strict examination security before, during and after the examination. All examination materials are protected by copyright and property rights law.

Students will be presented with the *Requirements and Rules for Writing an Examination* at the start of the examination. Students must read and agree to the Requirements and Rules for Writing an Examination before starting the examination.

IMPORTANT!

Examinations are routinely reviewed for irregularities and/or breaches of examination rules. Candidates whose examinations indicate irregularities and/or breaches of examination rules may have their exam nullified by the Insurance Institute of Canada. If the exam is determined to be null and void, the examination fee will automatically be forfeited.

Further, examination irregularities and/or breaches of examination rules may result in suspension of examination privileges, refusal of the individual's registration application, a suspension of the registration, a review by the Qualification & Registration Committee which may result in the individual's licence being revoked, and/or legal action taken against the candidate.

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2. RULES FOR IN-PERSON AND VIRTUALLY PROCTORED EXAMINATIONS

- 2.1. Only the student registered for the examination is allowed to take the examination.
- 2.2. Students are prohibited from accessing books, notes, cell phones, or electronic devices such as smart watches, tablets, headphones, or any technology that can be used to transmit information during the examination including during a break.
- 2.3. Students may not record or copy examination content including copying and pasting, taking screen shots, photos, or recordings of questions and answers.
- 2.4. Students are prohibited from sharing information about the content of the examination with anyone including other IIC students, colleagues, employers, family members, friends, etc. This includes talking about the examination before, during or after the examination, and copying, sharing, or posting examination content online or in person.
- 2.5. Students may not use any tools other than those provided within the examination interface. The examination interface includes a section where students can type their notes and access an online calculator during the examination.
- 2.6. Students may not communicate either verbally or non-verbally with anyone other than authorized personnel (such as the proctor) during the examination.
- 2.7. Students are prohibited from hiding, placing, or arranging to hide or place any prohibited material that may be accessed by themselves or others during an examination.
- 2.8. Students may not read or attempt to read or copy any information from any other person.
- 2.9. Students may not consume food in the vicinity of the examination or access food. Students are permitted water at their desk in a clear, transparent bottle or container without any solid writing, logos, pictures, etc. and all labels removed. For In-person exams, the bottle or container must have a lid which may be non-transparent.
- 2.10. Students must remove and place out of reach any head coverings that are not deemed essential for their identity or self-expression (e.g., religion, cultural identity) such as hats, watches, sunglasses, and other head coverings.
- 2.11. Students may not leave the examination area without permission from the proctor.
- 2.12. Students are not permitted to be rude, discourteous, or behave unprofessionally with the proctor.
- 2.13. Students must comply with proctor instructions or warnings.

3. RULES FOR IN-PERSON PROCTORED EXAMINATIONS ONLY

- 3.1. Students must arrive in the examination room no later than 15 minutes before the scheduled examination start time.
- 3.2. Students who arrive less than 30 minutes after the exam start time will be able to write their examination with no additional time given. Students who arrive 30 minutes or more after the exam start time may not write the examination. They will be marked as absent and will be required to retake the course.
- 3.3. Students may not leave the examination room within the first 30 minutes of the exam.
- 3.4. Students must turn off their cell phones, smart watches, headphones, tablets, and any other transmission devices and put them in a designated area.

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- 3.5. All personal belongings including coats/jackets, bags and purses must be placed in the designated area. IIC and the examination centre are not responsible for lost, damaged or stolen personal belongings.
 - 3.6. If a student needs help or to speak to the proctor, they must raise their hand and wait until the proctor approaches them. Students must speak discreetly and quietly, or outside the room, to avoid disturbing the other students.
 - 3.7. Students must not begin their examination until advised to do so by the proctor.
 - 3.8. Students may only leave the examination room for a short break (for example, to go to the washroom) if accompanied by a proctor, or after their examination has been submitted. The examination timer will continue to count down while on a washroom break.
 - 3.9. Students must stop typing when the scheduled examination session time has expired.
 - 3.10. No persons other than the proctors and students eligible to take the examination shall be present during the examination session.
 - 3.11. All materials supplied by IIC or the exam centre must remain in the room or be returned at the end of the examination.
 - 3.12. Students are required to comply with any health, safety and security screening procedures as posted in the exam centre or stated by the proctor or examination staff.
4. RULES FOR VIRTUALLY PROCTORED EXAMINATIONS ONLY
- 4.1. Students must ensure that their examination area does not contain any prohibited materials including books, notes, cell phones, or electronic devices such as smart watches, tablets, headphones, or any technology that can be used to transmit information. This applies for the duration of the examination including during a washroom break. If a cellphone is used to conduct a room scan, it must be placed in another room or out of reach and within the proctor's view, once the room scan is complete. Students must follow the Proctor's instructions during the room scan, including to remove any items from the examination area.
 - 4.2. Students are not permitted to have multiple monitors or TV screens anywhere in the vicinity of the examination area.
 - 4.3. Students must avoid actions which could be interpreted as an attempt to communicate with others or an attempt to consult unauthorised resources, including, but not limited to:
 - 4.3.1. Repeatedly/excessively looking off screen
 - 4.3.2. Obstructing their face with anything such as papers or hands
 - 4.3.3. Speaking to someone else in the room
 - 4.3.4. Speaking, whispering, or singing in any language
 - 4.3.5. Moving outside of camera view, turning off their camera, or turning off their microphone
 - 4.3.6. Interacting with another person, other than the proctor, in any way
 - 4.3.7. Accessing any content, software applications, or websites during the examination other than the examination platform
 - 4.3.8. Excessive noise in the environment or playing music
 - 4.4. Students are permitted one short break during the examination. Students must ask the proctor before they can take a break and must inform the proctor when they return from the break. The examination timer will continue to count down during the break.

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The Registered Insurance Brokers of Ontario (RIBO) examinations and examination questions are the property of RIBO. Possession, use, or distribution of RIBO examinations or examination questions outside of the environment used for writing the examination is an offense and will result in suspension, loss of licence and/or legal and financial penalties.

Please note, information such as your name, ID and video recording may be shared with relevant third parties, such as regulatory bodies, institute partners, or third-party investigators, in situations of suspected examination breaches.