

Rules during the LLQP exam

The LLQP exams are certification exams and therefore subject to a number of policies and rules. These rules have been developed over time to ensure a fair and equal treatment of all candidates as well as the security and integrity of the exam process. It is critical that you follow these rules.

Failure to follow these rules may result in your exam being invalidated.

1. Do **NOT** open the exam package until instructed to do so.
2. Be courteous to everyone. Do not rustle papers or make any unnecessary noise.
3. You must use the pencil to fill in the bubble-sheet, and can either use the non-programmable calculator provided to you, or the tablet calculator. No other calculator is permitted to be used.
4. No lingering in the hallway between examinations. The waiting room is on the 5th floor – Room 544 (one floor up) right beside the elevators, and is open all day for exam applicants. The room is **not** monitored so please don't leave any of your belongings in there. The ICM will not be responsible for lost items.
5. The following will result in an **immediate shut down** of your exam:
 - The use of a phone or external contacting devices for any reason.
 - Any attempt at compromising the test integrity.
 - Attempting to talk to another person during the exam.
 - Taking an unpermitted break.
 - Standing up and/or walking around your desk or room.
 - Using any exam materials except the approved reference material **The Life Licence Qualification Program (LLQP) Exam Preparation manual, published by CISRO**, is the only approved reference material allowed for this exam. The use of your course provider's "Study Notes" or any other resource is NOT permitted.
6. **None of the exam material may be copied, transcribed or removed from the exam room.** If a candidate does not follow this rule, their course provider will be notified. In addition, the candidate will face a suspension from writing the exam.
7. **Appropriate identification:** government issued photo-identification **must be shown each time an exam module is written.**
8. Cell phones, PDA's, Pagers, watch alarms, etc. **must be turned off** during the exam. Even on "vibrate", the noise will be distracting to the other candidates. All items must be stored away with the candidate's personal belongings.
9. All watches must be removed and stored away with the candidate's personal belongings.
10. No food or drink of any kind is permitted at the desk at any time.
11. Once the exam begins, **there are no breaks allowed.** This includes washroom breaks. If the candidate has a documented medical issue that requires breaks during the exam, they must provide written proof of the condition to the ICM prior to writing the exam.
12. No manuals or notes are permitted at the desks during the exam. Only the test centre supplied tablets will be permitted in the exam room.
13. **The invigilators/proctors overseeing the exam have the authority to terminate an exam** in the event the candidate is not following the rules for the exam or is causing a disturbance to other candidates. In the event an exam needs to be terminated, the candidate forfeits their exam fee and will score a zero on the exam module. In addition, the course provider may be notified of the candidate's actions.

EXAM PACKAGE - TIME LIMIT and RESULTS

1. Modules are 75 minutes long, with a short break following the exam.
2. Once you are instructed to open your examination package by our proctor:
 - You will have an exam booklet and bubble sheet.
 - Please check the cover page of your exam booklet and make sure that you have the correct exam.
 - All answer selections **MUST** be “bubbled in” on the Scantron form by the candidate before the session time ends. Any answers not transferred by that time will receive a mark of zero.
 - Any bubbles that are not fully colored in will not be recognized by the scanner. If you make a change to an answer you have already recorded on the bubble sheet, erase it completely. Any questions with multiple marks will be marked incorrect.
 - Use the exam booklet or envelope that your exam came in for scrap paper. Additional scrap paper is **NOT** allowed in the exam room, and if used would be grounds to forfeit your examination. Your bubble-sheet **cannot** be used for scrap paper.
3. There is a *comments page* at the back of your exam, which can be used to report any comments or concerns you may have. Do not use this as scrap paper.
4. As of Sep 1/18, 5 Pilot questions were included in the examinations, however the ICM is unaware of the position of the pilot questions and has no further information about the pilot questions. These questions **are not** counted towards your final mark. The Canadian Insurance Services Regulatory Organizations (CISRO) has made sure that the presence of these questions will have no ill effect on your overall performance. You can use the comments page to share whatever questions or concerns you may have regarding this initiative.
5. Examination results are available within 10 business days **online only** and will not be given over the phone. To access the results, you need to log in to the link that was provided with your initial confirmation email, and enter your USER ID also provided in that initial email. To allow our staff to be as efficient as possible, we ask that you do not contact the ICM office unless your marks have not been entered online within 10 business days following the examination.
6. Please ensure you take all of your belongings with you when you leave.
7. In an emergency, such as a fire alarm, our office will collect all individuals still in the exam room. If you are in the waiting room or elsewhere in the building, you must exit down the nearest stairwell (there are 3 stairwells in the building) and out of the building.