



Area: Operational
Policy Title: Proctoring
Policy Number: OP- 22

Initial Policy Approval Date: November 14, 2024
Last Review:
Year of next review: 2027

POLICY STATEMENT AND RATIONALE: The purpose of this policy is to provide a statement of philosophy and identify key objectives respecting the Library's commitment to the concept of lifelong learning through the provision of proctoring and invigilation services.

POLICY, PROCEDURE AND IMPLEMENTATION:

1.0 Responsibility

1.1 The CEO is responsible for implementing the appropriate procedures to ensure that Library Staff understand and adhere to the intent of the policy.

1.2 Examination proctoring is subject to the availability of staff and resources and will be provided when the conditions set by the examining institution can be met without undue disruption to the Library's operations. It is the responsibility of the CEO, or designate, to make this determination.

2.0 Requirements

2.1 A minimum of one week's notice, in advance, is required before any test will be proctored.

2.2 All examinations must take place during the Library's regular operating hours with a maximum 3-hour booking.

2.3 All exams must be completed 30 minutes prior to branch closing.

2.4 The proctoring and invigilation service is subject to library staff availability.

2.5 All computer software, and technical requirements concerning access for online testing, must be provided one week in advance.

2.6 Computers used for exam purposes are public computers and the Library accepts no responsibility for security. No additional software can be added to these computers.

3.0 Charges

3.1 The Library charges a flat fee of \$20.00 (HST inclusive) for proctoring and invigilation services. The fee is the same for both library cardholders and non-cardholders.

3.2 When an educational institution offers to pay the proctoring fee, it will be accepted.

3.3 Payment of the proctoring fee to be made on arrival to write the exam. The Library accepts no responsibility for any additional charges involved in proctoring (e.g. postal charges or photocopying). Any associated costs are the responsibility of the student and the testing institution.

3.4 The Library may charge a \$5.00 rescheduling or cancellation fee if notice is provided less than 3 days before the exam. If notice is received with more than 3 days' notice, no rescheduling or cancellation fee will be charged.

4.0 Liability

4.1 Students who wish to take examinations at the Library are responsible for ensuring that all of the examination requirements imposed by their testing institution have been met.

4.2 The Library will take all reasonable steps to ensure that examinations are returned to the testing institutions. However, the Library does not assume any responsibility for completed exams that arrive late, are lost or go astray.

5.0 Privacy and Confidentiality

5.1 Any information obtained about an individual who uses the Library's proctoring and invigilation services will be subject to the Freedom of Information and Protection of Privacy Act and the Library's Privacy Policy.

Related Documents

Ontario - Freedom of Information and Protection of Privacy Act

Hastings Highlands Public Library – Privacy Policy