



The professional
excellence pathway

Booking and Sitting your Exam Guide

General Information

As part of your enrolment, you will be provided with access to book and manage your exam through the FINSIA website. Your exam will be conducted through the Janison assessment platform.

This pack has been designed to guide you through the process to complete your exam booking and access your results.

This student guide may be modified by FINSIA at any time. This guide includes, but is not limited to, booking your exam, rescheduling your exam, completing a re-sit of your exam and completing onboarding for your exam.

If you experience any difficulties throughout this process, please contact FINSIA via +61 2 9275 7922 (Australia) or +64 4 887 6622 (New Zealand). Alternatively, you may email FINSIA at assessment@finsia.com.

Booking your exam

Once you have successfully completed your learning through FINSIA's learning management system you are ready to book your exam. Exams are booked via the FINSIA website.

When are exams available?

Exams are available on Tuesdays and Thursdays with alternating days of Wednesdays and Fridays for the following week.

Exam sessions are available on:

Tuesday and Wednesday	10am, 2pm and 6pm <i>The exam times listed in the calendar are based on AEST or AEDT. If you are based in another state or New Zealand, the time zone will be updated when added to your calendar.</i>
Thursday and Friday	8.30am, 11am and 4pm <i>The exam times listed in the calendar are based on AEST or AEDT. If you are based in another state or New Zealand, the time zone will be updated when added to your calendar.</i>

Step 1: Log into the FINSIA website

Access the exam booking platform through the FINSIA website www.finsia.com.

Click 'Log In' and follow the prompts. If you don't know your password, click 'forgotten password' and follow the prompts.



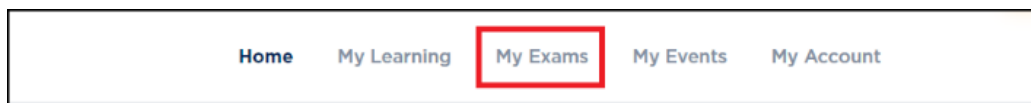
Important: Once you have logged in, ensure your name is registered correctly and matches the ID you plan to use for your onboarding.

If you need to **update your details**, navigate to the 'About Me' section of your dashboard and follow the prompts to update your details.

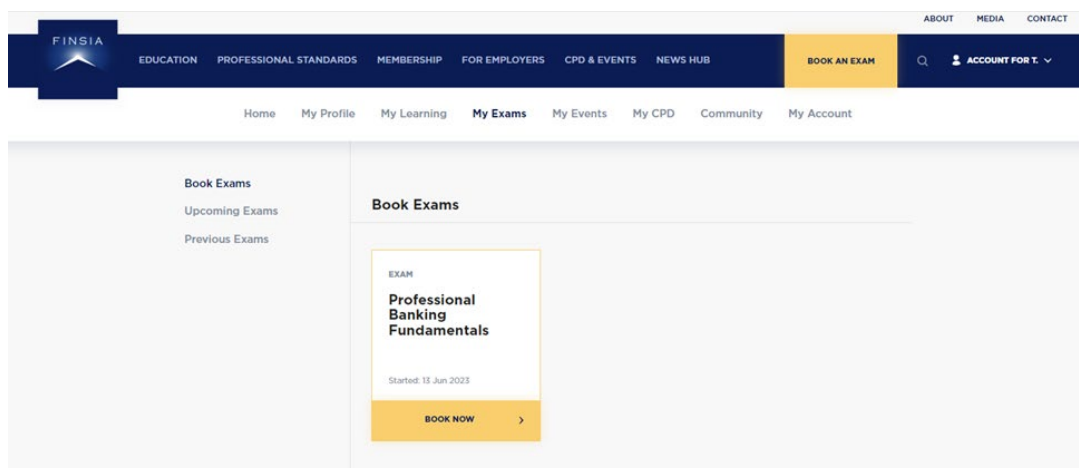
Step 2: Book your online exam

Once you have logged in, the site will navigate to your dashboard.

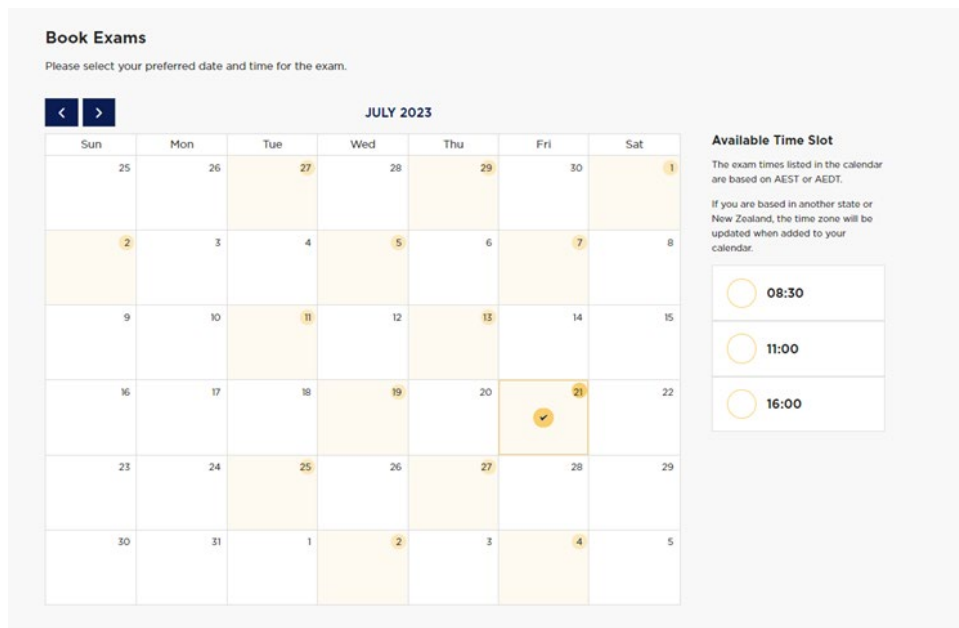
Select 'My Exams' under the relevant course.



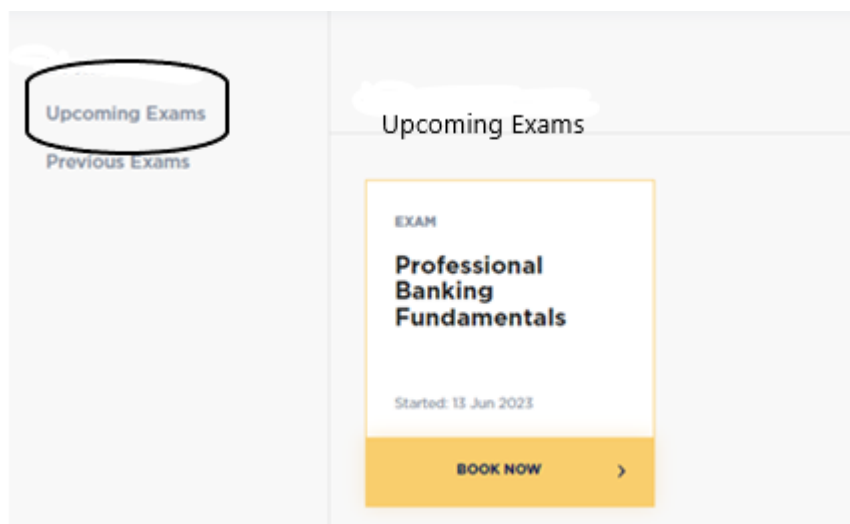
Select 'Book Now'.



View the available session times and select your preferred session, then follow the prompts on the screen to complete your booking.



Once your booking has been completed it will be visible on your dashboard in 'Upcoming Exams'.



Your onboarding test will become available to you within 1 business day of your booking.

- Please note that you will not be able to book an exam within 10 days of the current date due to onboarding requirements.
- Once your booking has been completed, it will be visible on your dashboard in 'Upcoming Exams'. You will receive a confirmation email from FINSIA with your exam booking and onboarding details.
- You can add your exam to your calendar in your preferred time zone. Please check your spam/junk inbox if you haven't received the email.

If you need to change your exam booking (date or time):

- Navigate to the FINSIA website: <https://members.finsia.com/login/password>
- Log in and navigate to your dashboard.
- Select 'My exams' at the top of the screen.

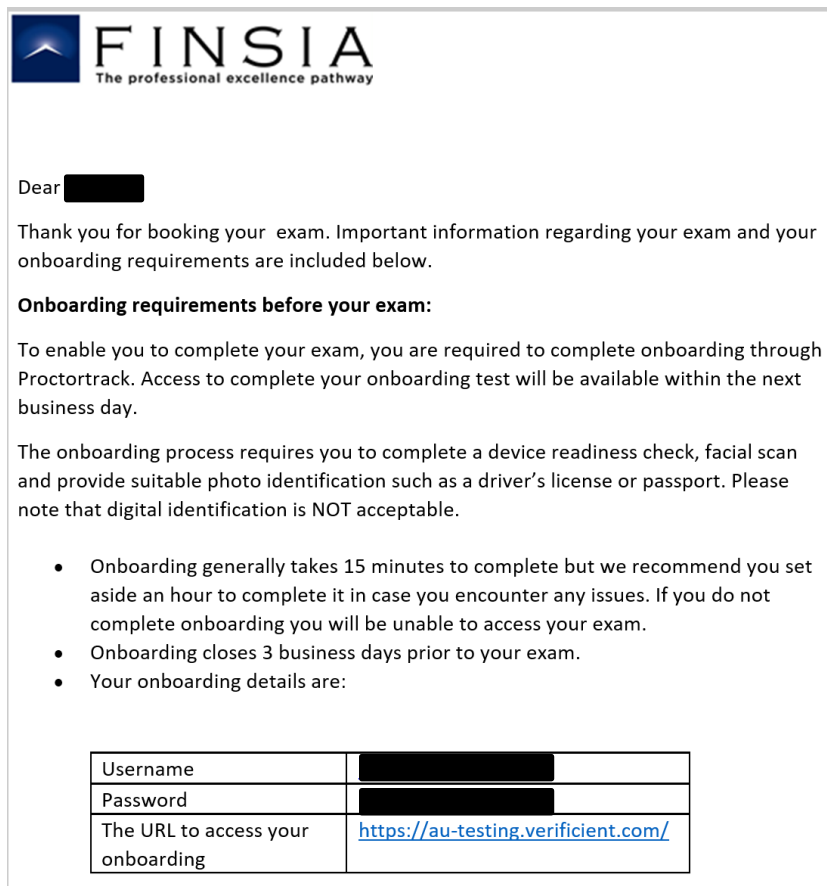
- Click 'Upcoming Exams' on the left-hand side.
- Cancel your existing booking.
- Complete a new booking by going back to Step 2 of this guide.

Step 3: Email Confirmation

A confirmation email will be sent by FINSIA. This will include additional information required for your exam booking.

The email will contain:

- The website link to access your onboarding.
- Steps on how to complete your onboarding.
- The website link to access your exam.
- Your exam booking details.
- Login details for your exam.



Step 4: Completing your onboarding

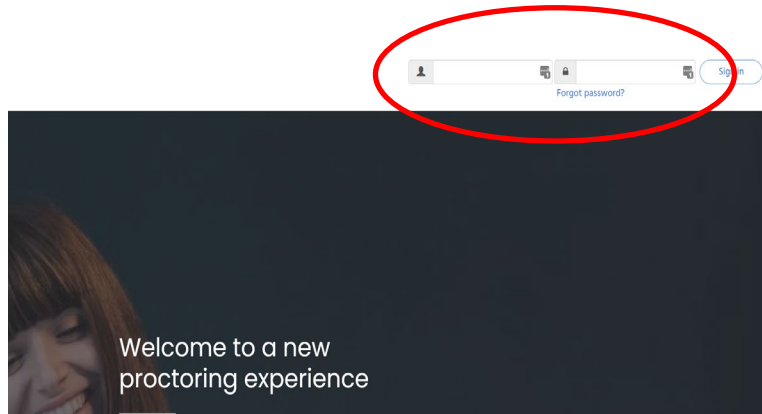
When you book your exam, you will receive an email from FINSIA with instructions on how to complete onboarding. Onboarding will become available 1 business day after your exam booking is made.

Navigate to: <https://au-testing.verificient.com/>

Log in using the below details:

- Username: Your email address
- Password: Your FINSIA member ID (you will be prompted to update this password on your first login).

Once logged in, you will see your test dashboard.



Important: If you do not complete your onboarding in the required timeframe, you will be unable to sit your exam.

Step 5: Onboarding – Login

Once you have logged in you will see your dashboard. This will display your onboarding test.

Click on 'Go to Test' for the **onboarding** test option.

A screenshot of a test dashboard. At the top left, it shows 'Total Tests: 2' with a progress indicator for 'Uploaded 0', 'Upload Failed 0', and 'Not Attempted 2'. Below this is a large grey arc representing 0% completion. To the right, a 'Baseline Status: Not completed' box states that the onboarding test must be completed at least 4-8 hours before the exam and provides a link to attempt it. Below the status box is another large grey arc representing 'No Data'. At the bottom, there is a table with columns for Test Name, Instructor, Start Date, End Date, Duration, Status, and Test. The 'FINSIA Onboarding' test is highlighted with a blue circle around its 'Go To Test' button.

Test Name	Instructor	Start Date	End Date	Duration	Status	Test
FINSIA Exam	Andrea Lo	06-14-2023, 02:00 PM	06-14-2023, 03:30 PM	90 Minutes		Go To Test
FINSIA Onboarding Test	Peter Smith	11-28-2022, 03:00 PM	11-29-2023, 05:00 PM	30 Minutes		Go To Test

Step 6: Onboarding – T&Cs

A 'Let's Get Started' screen will appear which shows the exam guidelines that you will need to adhere to for your exam.

Review the required environment conditions, then tick the checkbox to confirm that you have read and

understood the conditions.

Click 'Go to Next Step'.

Let's Get Started
Set Up a Proper Testing Environment for a High Integrity Score.

- USE A PRIVATE TESTING AREA**
Sit upright in an area where other people won't talk and cannot pass behind you.
- TURN OFF ALL NOISE-MAKING DEVICES**
Mobile phones set to vibrate emit detectable sound and any sound from a mobile device is flagged as a violation.
- ENSURE YOUR FACE IS CLEARLY VISIBLE**
Hair, sunglasses, hats or anything that covers your face can cause test to be flagged for low integrity. Eyeglasses are accepted.

Step 7: Onboarding – Downloading Proctortrack

You will be prompted to either download Proctortrack or open Proctortrack if you have previously installed it.

- If you already have Proctortrack installed on your device, the app will launch automatically.
- If this is your first time downloading Proctortrack, follow the on-screen prompts to download Proctortrack and connect to your onboarding session.

Proctortrack
by Verificient

English

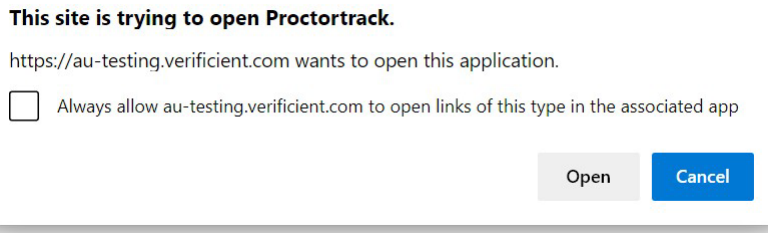
Please do not close this browser tab. This page will auto-forward to actual exam after you have completed verification scans in Proctortrack app.

1
Click the button below to download the most updated version of the Proctortrack.

Download Proctortrack

2
Screenshot of a file explorer showing Proctortrack.exe with an 'Open' button highlighted.

If your browser is seeking confirmation to open Proctortrack, allow it to do so by clicking Open.



After launching the Proctortrack app, you will be redirected to the Agreement Policy.

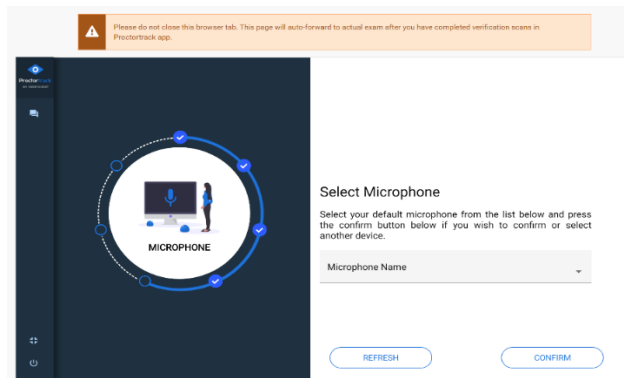
Step 8a: Onboarding – System Check

Click on the **Agreement policy** for the system check, then review and accept the conditions.

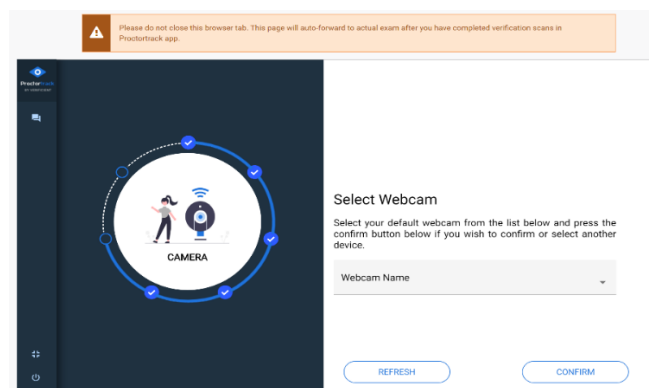
Click **start system check**. A 7-point system check will run to verify that the system is ready.

You will be prompted to **identify your device's microphone** that will be used for the exam. Select the applicable device from the drop down and click confirm.

Note: use of headphones is not permitted.

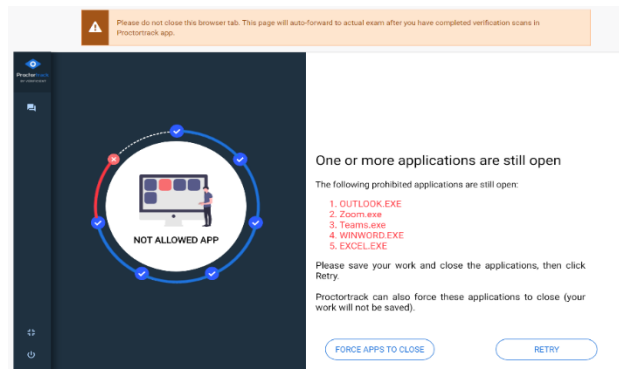


You will be prompted to **identify your device's webcam** that will be used for the exam. Select the applicable device from the drop down and click confirm.



Note: if you are unable to select a webcam, open Task Manager and end all background tasks before reattempting onboarding.

The check will also identify all restricted apps that may still be running in the background. Click **Force Apps to Close**.

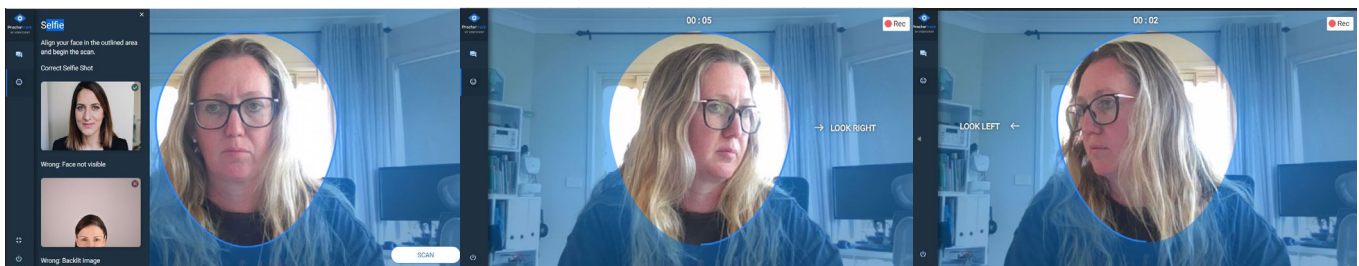


Step 8b: Onboarding – Face and ID scan

Once the Proctortrack software is installed and the system check completed, you will need to complete a face scan and ID scan. These scans will be used to verify your identity.

You will be asked to complete a face scan.

- Select **scan**.
- Ensure that you are in a well-lit room and your face is clearly visible.
- Position your **face in the oval** and follow the prompts.
- You will be prompted to look left and then right.
- Click **next** to proceed.



If the face scan is blurry, click retake to redo the scan. You can perform the face scan as many times as needed.

Once the face scan is captured, click next to proceed.

Step 8c: Onboarding – ID Scan

Complete a photo ID scan by following the onscreen prompts.

- Hold your ID card up to your webcam as closely as possible so that the entire card is visible within the frame.
- Ensure that the ID is presented in front of the camera and not on an angle pointing down/away from the camera.
- Check to ensure that there is no light directly on the ID – if there is, complete another scan to ensure the ID is visible.
- Hold the card steady so that the text is clearly legible. Ensure that there is no light shining directly on the card.
- Ensure that your fingers do not cover your name or any important information on the card and that the text is clearly readable.

- Ensure that your webcam is clean with no fingerprints on it.



Review your ID scan before submitting. If the ID is not readable after scanning, redo the scan by clicking retake. You can perform the ID scan as many times as needed.

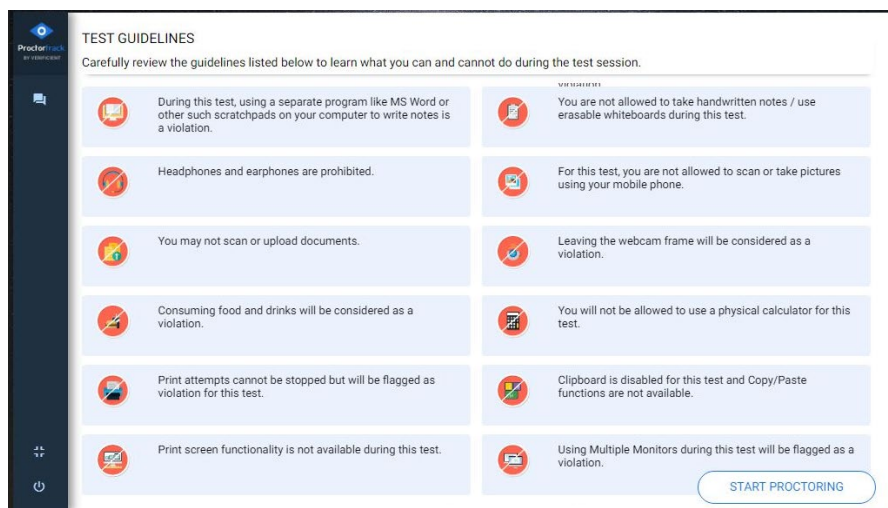
Click next to proceed.

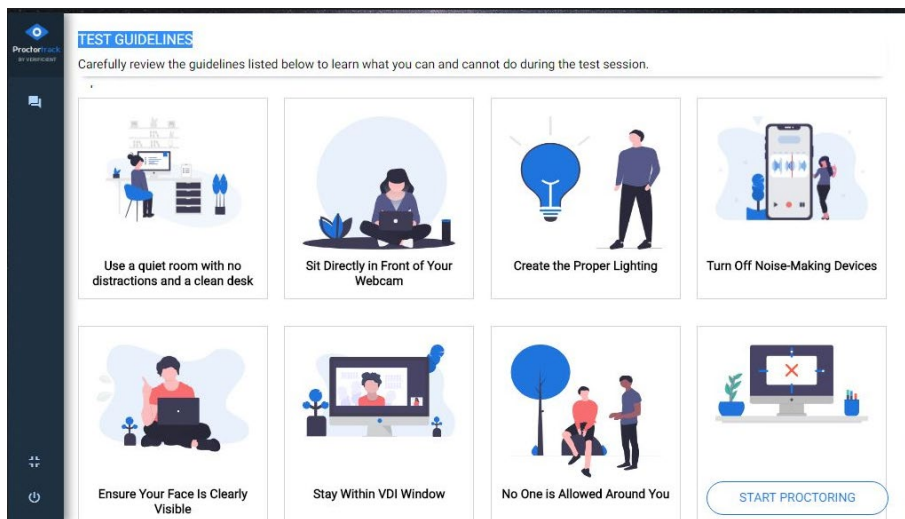
Important: You must provide a physical ID card with a photo. Digital IDs will not be accepted.

Acceptable forms of ID include your passport and driver's license.

Step 8d: Onboarding – Starting and ending proctoring

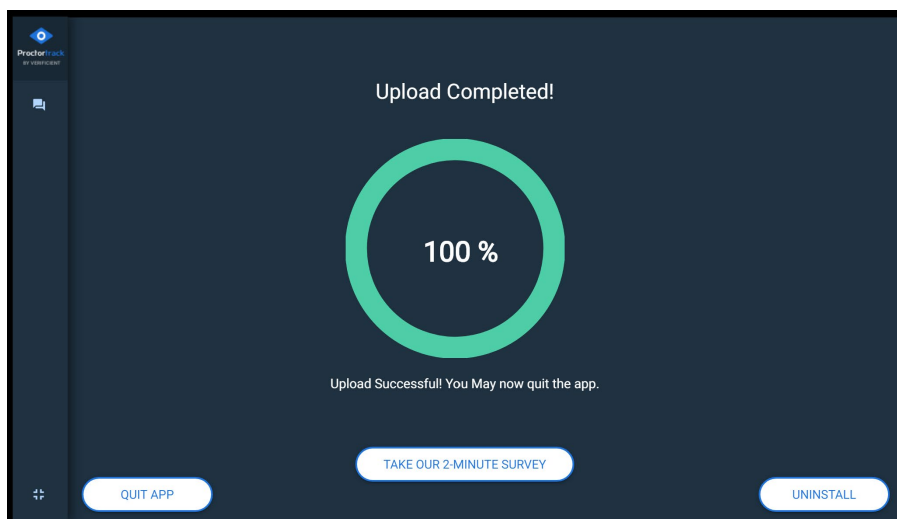
Once you have completed the facial and ID scans, you will be prompted to review the test guidelines and Start Proctoring. This will automatically direct you to the FINSIA homepage.





When you are able to see the FINSIA homepage, you may End Proctoring and close the Proctortrack app. This will mark the completion of your onboarding session.

Please ensure data upload reaches 100% before closing the app.



What happens if your onboarding is rejected?

It will take up to 48 hours to analyse your onboarding facial scan and identification provided.

If your onboarding is not successful, you will receive an automated email from Proctortrack outlining the issue. You will need to address the specified issue and re-attempt onboarding.

It is important that you check your junk emails in addition to your primary inbox over this 48-hour period. An example of this email is included below.

YOUR ONBOARDING QUIZ PROFILE HAS BEEN REJECTED!

Hi Sheej,

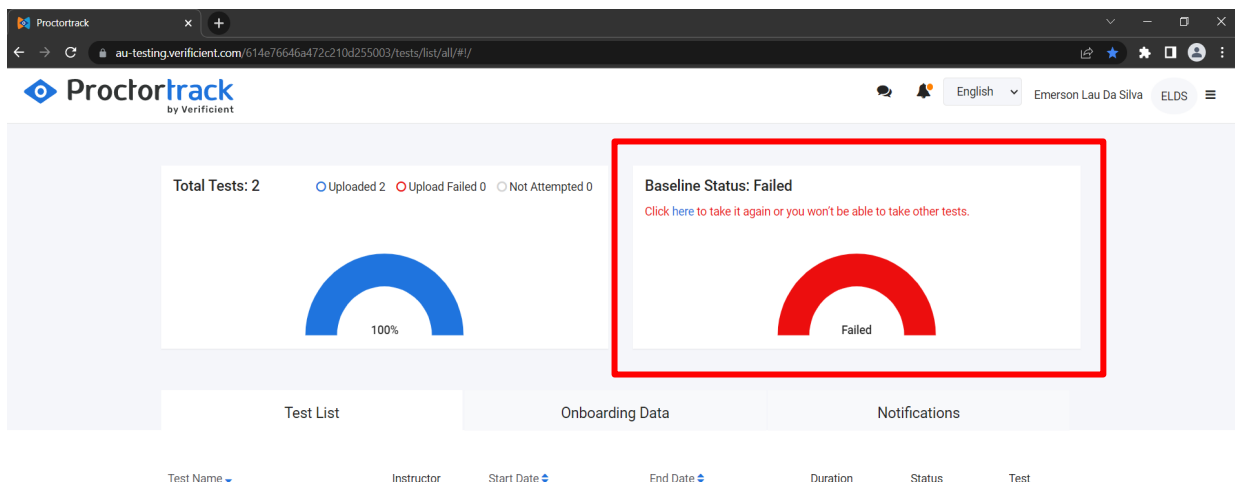
We're sorry to inform you that your Proctortrack onboarding profile was not approved . Our system rejected the session for the following reason(s):

- **Photo ID scan not captured**

You must log back into the LMS and re-take the Onboarding Test.
Please make sure to perform all the scans for ID verification again.
Please ensure there is proper room lighting and that each of the identity

If needed, you can complete your onboarding again by following the same onboarding instructions provided in your booking confirmation email. It is important that you action this feedback as quickly as possible as onboarding is closed 3 business days prior to your exam commencing.

You can confirm the status of your onboarding by logging into your Proctortrack profile and checking your Baseline Status.



This next section of the guide assumes that your exam has been booked and onboarding has been successfully completed.

On the day of your exam, it is strongly recommended that you are logged into Proctortrack 15 minutes prior to your exam time. This will allow you to go through the same system check, face and ID verification that occurred as part of onboarding. More information regarding these steps is outlined from Step 14 in this guide.

You will also be required to complete a room scan to ensure your room meets the required room conditions.

These scans and system checks ensures that the same person and device is being used as per the onboarding completion.

Step 10: Preparing for your exam

When completing your room scan it is critical that you show a 360-degree of your room, including your desk, walls and under your desk. There are instructions included on the Proctortrack screen on how to complete this.

After your exam, FINSIA will complete a review of your room scan to ensure your desk is clean, there are no study aids visible and there is no one in the room with you.

It is important to note that during your exam:

- You are not permitted to take breaks of any kind, unless previously approved by FINSIA.
- You must use the same identification that you used for your onboarding profile.
- You must use the same device that you used for onboarding. This ensures that previously completed system checks run smoothly on exam day.
- Mobile phones must be turned off or placed on silent. Your mobile phone (if in the same room) must be turned face down.
- Your device should be fully charged or connected to a laptop charger. You are not permitted to leave your seat once your exam has started.

Once all system checks, facial and room scans have been completed your device will automatically be prepared for your exam.

You may need to refresh your browser to access your test at the scheduled time.

If this takes more than 15 minutes, call FINSIA on +61 2 9275 7922 (Australia) or +64 4 887 6622 (New Zealand).

Step 11: Logging in and launching your exam

Your profile will show two test options.

Click on Go to Test for your **exam** (not the onboarding test).

If required, refresh your screen by clicking the refresh button at the exam time.

Total Tests: 2 ○ Uploaded 0 ○ Upload Failed 0 ○ Not Attempted 2

Baseline Status: Not completed
 Onboarding Test must be completed at least 4-8 hours before your exam.
 Click [here](#) to attempt the Onboarding.

0% No Data

Test List Onboarding Data Notifications

Test Name	Instructor	Start Date	End Date	Duration	Status	Test
FINSIA Exam	Andrea Lo	06-14-2023, 02:00 PM	06-14-2023, 03:30 PM	90 Minutes		Go To Test
FINSIA Onboarding Test Onboarding	Peter Smith	11-28-2022, 03:00 PM	11-29-2023, 05:00 PM	30 Minutes		Go To Test

Follow the steps outlined on the previous page to launch your exam. It is important to note that it may take some time to complete the system checks and identification, face scan and room scan.

Once you have successfully completed your checks through the Proctortrack system it will automatically download the test to your device. This can take up to 15 minutes to download.

If it takes longer, please contact FINSIA via +61 2 9275 7922 (Australia) or +64 4 887 6622 (New Zealand).

Important: Completing the pre-exam system checks, scans and loading of your exam may take some time to be completed. Your exam time starts from when you begin Question 1 of the exam.


Step 12: Completing your exam – T&Cs

A Let's Get Started screen will appear showing all the exam conditions that students will need to adhere to for their exam.


Review the required environmental guidelines, then click that you have read and understood the conditions.

Click 'Go to next Step'.


Let's Get Started
 Set Up a Proper Testing Environment for a High Integrity Score.






USE A PRIVATE TESTING AREA
 Sit upright in an area where other people won't talk and cannot pass behind you.

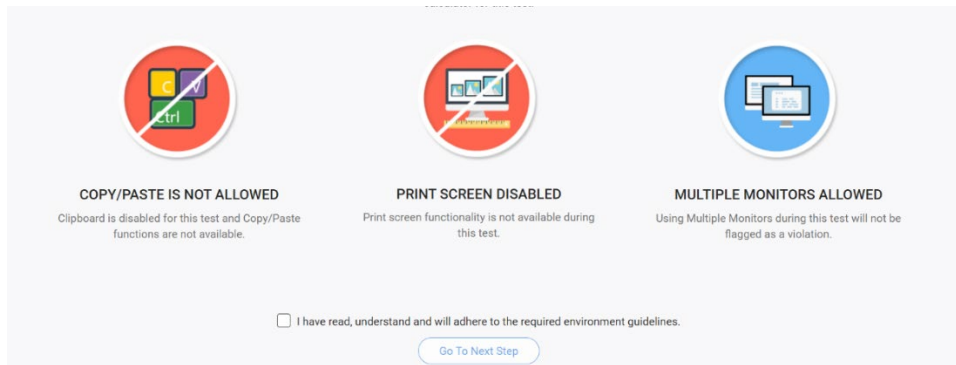


TURN OFF ALL NOISE-MAKING DEVICES
 Mobile phones set to vibrate emit detectable sound and any sound from a mobile device is flagged as a violation.



ENSURE YOUR FACE IS CLEARLY VISIBLE
 Hair, sunglasses, hats or anything that covers your face can cause test to be flagged for low integrity. Eyeglasses are accepted.



Important: If you do not comply with these conditions during your exam it may result in a violation and/or automatic disqualification.

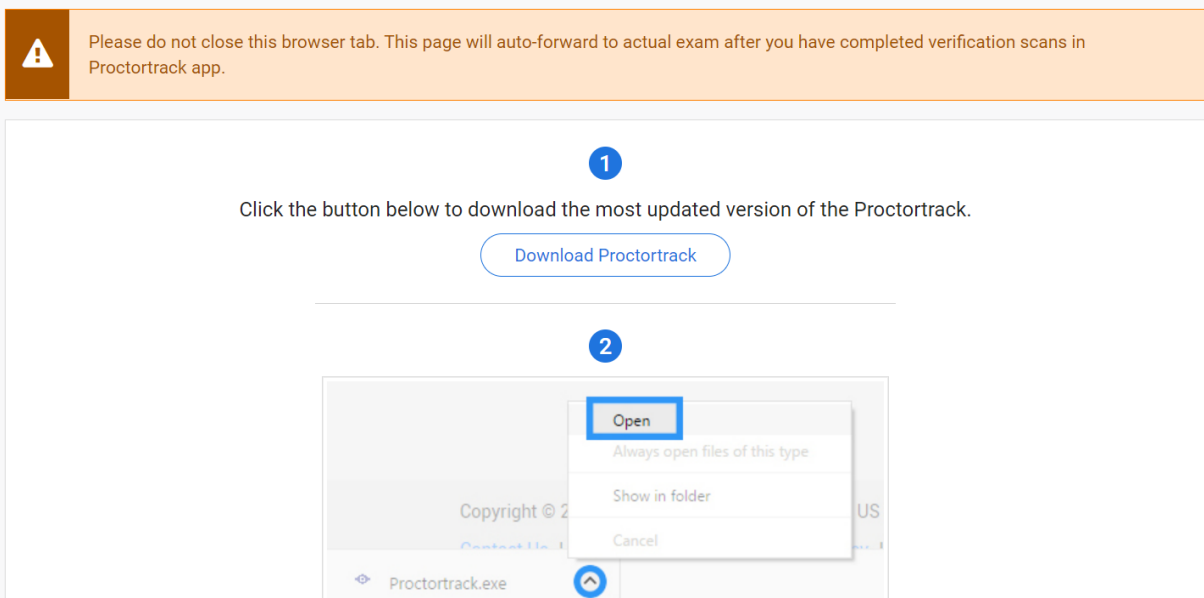
Step 13: Completing your exam – Opening Proctortrack

You should already have Proctortrack installed on your device from when you completed onboarding. If this is the case, the app will open automatically.

If you chose to uninstall the app after onboarding, click '**Download Proctortrack**' to reinstall the app and follow the on-screen installation instructions.



English ⌵ ⏻



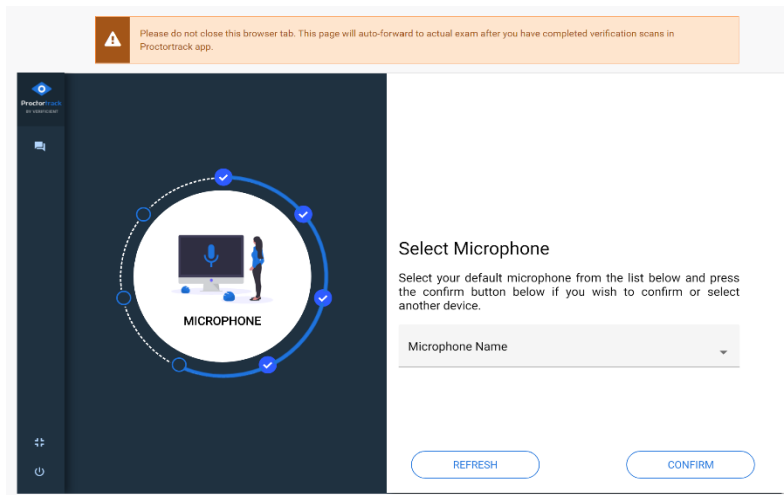
Step 14: Completing your exam – System Check

Click the **agreement conditions** for the system check, then review and accept the conditions.

Click **start system check**. A 7-point system check will run to verify that the system is ready.

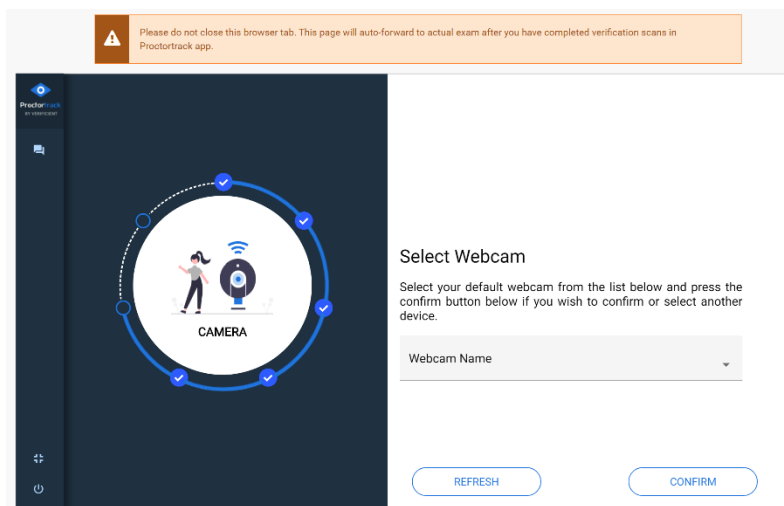
You will be prompted to **identify your device's microphone** that will be used for the exam. Select the

applicable device from the drop down and **click confirm**.

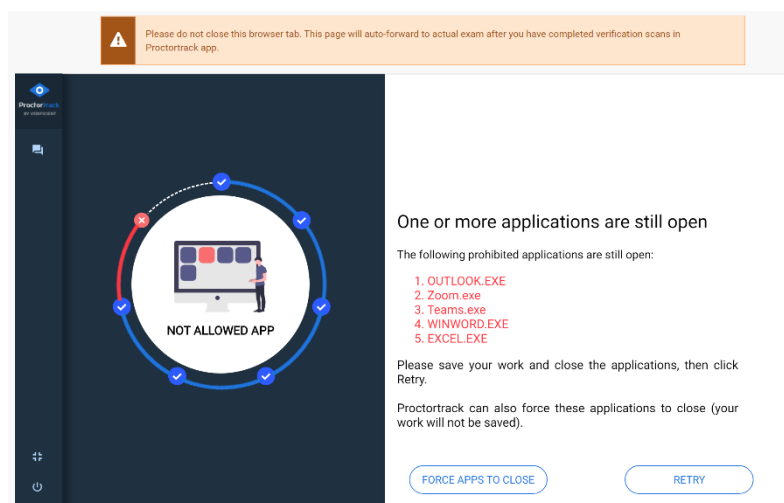


You will be prompted to **identify your device's webcam** that will be used for the exam. Select the applicable device from the drop down and click confirm.

If you are unable to select a webcam, open Task Manager and end all background tasks before reattempting to access your exam.

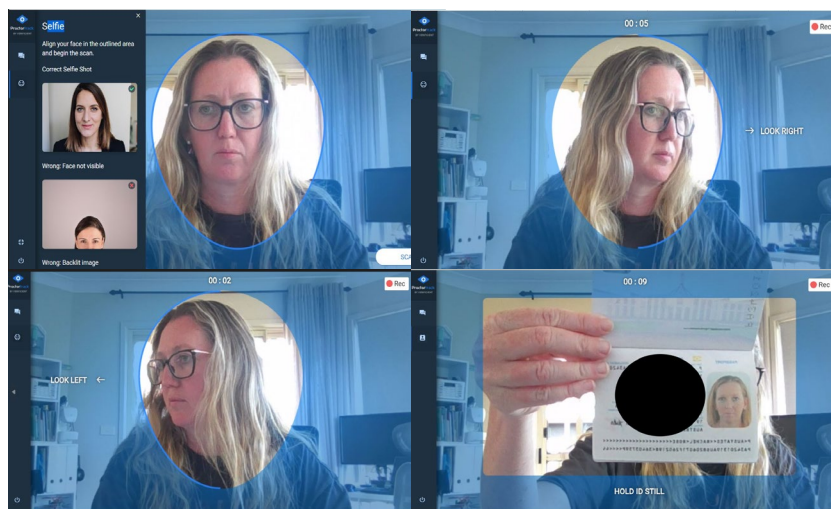


The check will also identify all restricted apps that may still be running in the background. Save your work and click **Force Apps to Close**.



Step 15: Completing your exam – Face and ID Scan

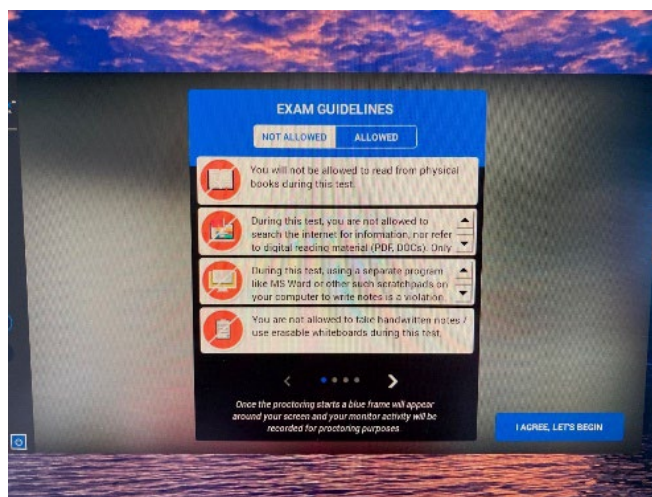
You will be asked to repeat the same scans and checks you initially completed during onboarding. Follow the on-screen prompts to progress through the device readiness check, facial scan and ID scan.



Remember to use the same ID you provided at the time of onboarding. A reminder that digital IDs are not accepted.

You will also be required to complete a room scan. Please follow the prompts in the Proctortrack application to ensure this is completed correctly.

Once the scan is complete and the exam guidelines are accepted, the app will automatically redirect you to your proctored exam.



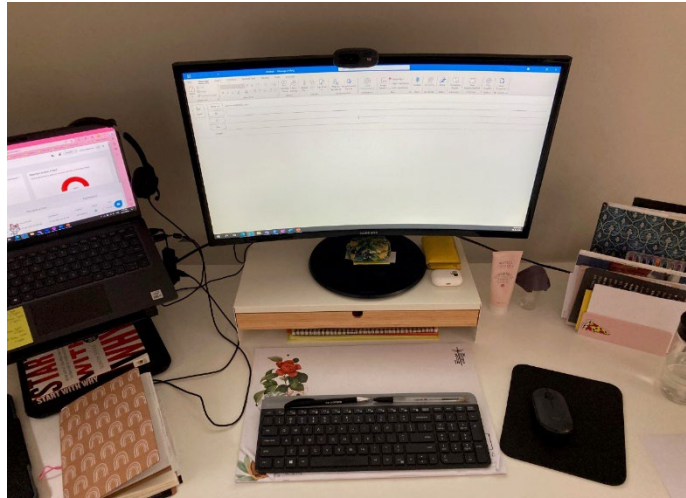
Step 16: Completing your room scan

You will be asked to complete a room scan prior to launching your exam.

You will be required to move your laptop or camera to show a 360-degree scan of your exam area.

When completing the room scan it is critical to show your desk surface, underneath your desk and a 360-degree scan of your exam area.

An acceptable still image of an exam area and unacceptable still image of exam area is included for reference on this page.



✘ Unacceptable room scan and exam area.



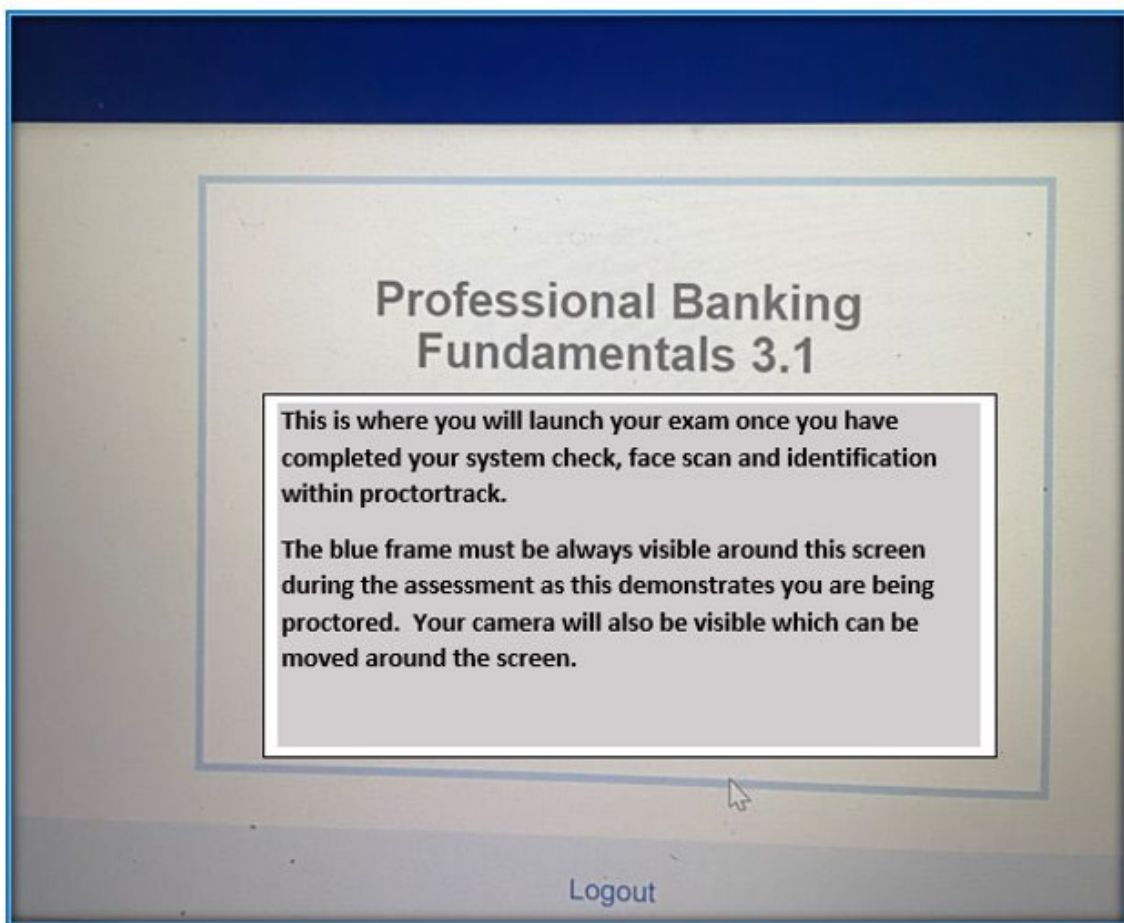
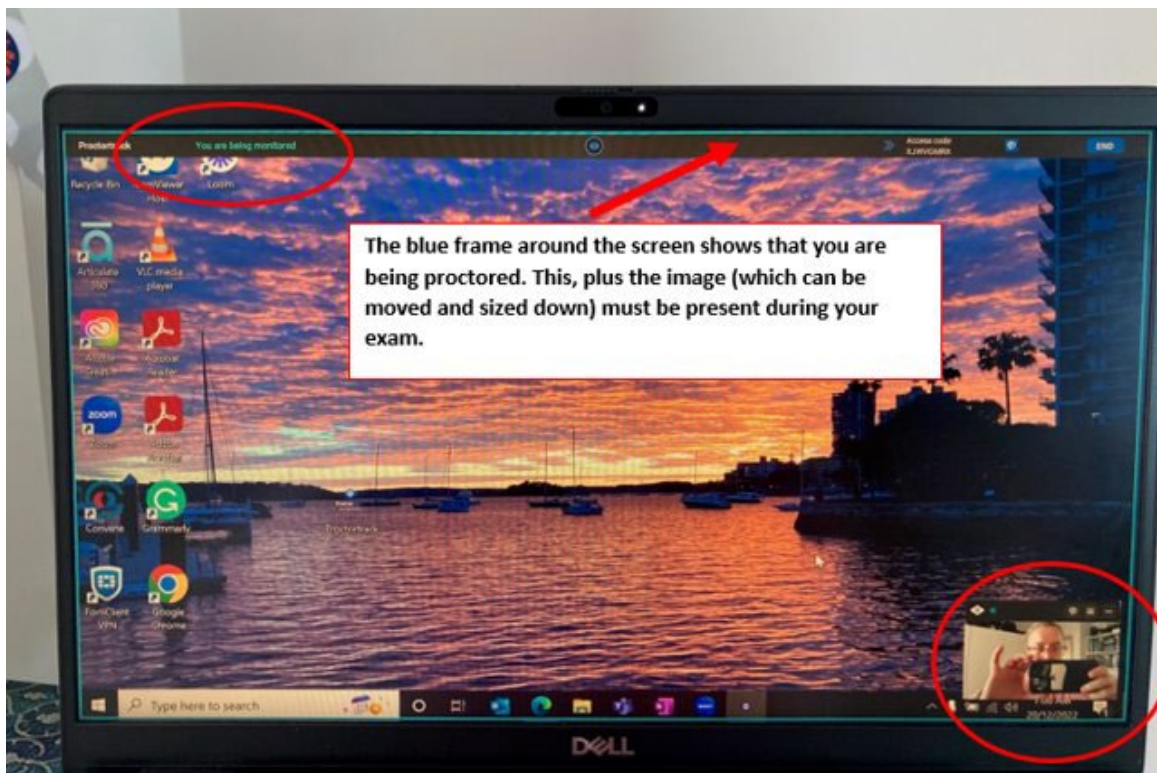
✔ Acceptable room scan and exam area.

Step 17: Keeping Proctortrack open

It is critical to ensure that you leave the Proctortrack system open as this allows the exam session to be invigilated. This is a mandatory requirement and part of the assessment conditions.

If Proctortrack is closed and we are unable to retrieve your proctored session, you will not be able to pass your exam and you will need to pay a resit fee and complete the exam again.

Examples are included below of the blue screen that needs to be visible throughout your exam.



How do I know if I have Proctortrack open?

Once you have completed your system checks, click **Start Proctoring** to start your exam.

There will be a blue frame around your screen once the exam launches. This indicates that proctoring is occurring.

You will also see a video of yourself. This can be freely moved around the screen and minimised to suit your preference.

Important: You must ensure the blue frame is visible throughout your exam. If this is not visible you will not be able to pass your exam and you will need to pay a resit fee and complete the exam again.

What do I do if I need support?

If you are unable to launch your exam or have launched your exam and are experiencing issues, please contact FINSIA via phone on +61 2 9275 7922 (Australia) or +64 4 887 6622 (New Zealand).


FINSIA's assessment inbox will not be monitored during exam hours. Contacting us via the above numbers is critical to ensure you receive timely assistance from our team.

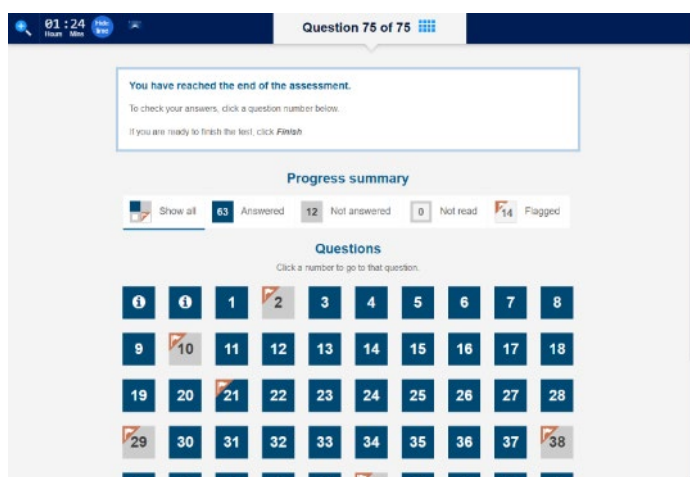
Step 18: Flagging Questions

You can flag questions to review before submitting your exam.

At the bottom of the screen, click the flag  button.

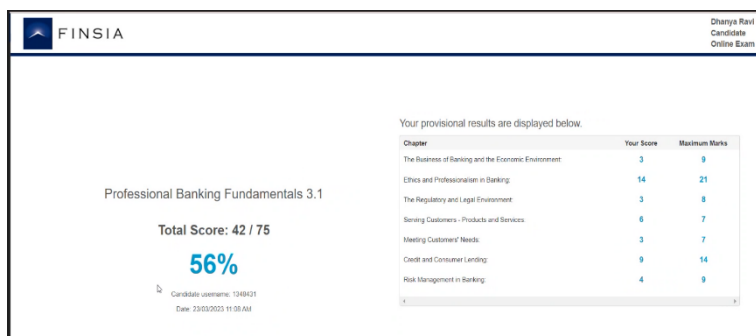
Once you have reached the end of your exam, if there is time permitting, you can review your flagged questions.

- Under Questions, click one of the flagged questions to go back to it. This will take you back to the flagged question where you can select your answer.
- If you have flagged multiple questions, click the number pad  icon at the top of the screen to return to the summary page. Then select the next flagged question. This will allow you to review the next flagged question without clicking through all other questions.
- Once you have finished reviewing your flagged questions you can click **Finish** to **submit** your exam.



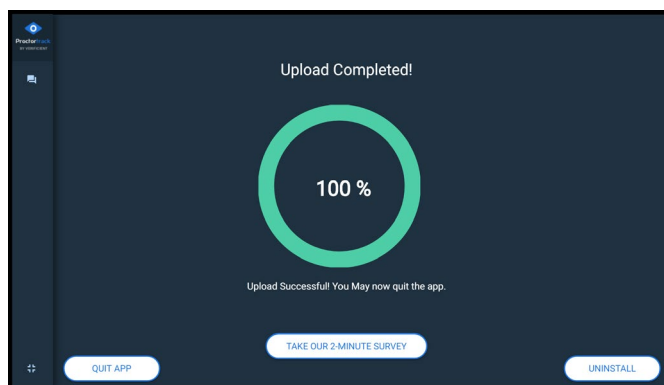
Step 19: Ending and completing your exam

At the end of the exam, you will see instructions to access your provisional results. Please take note of these instructions to access your results.



Finish your proctored session by clicking **End Proctoring**.

You will be prompted to either quit or uninstall the app. Both options will result in ending your session.



Important: It is critical to ensure the upload reaches 100%.

If you are experiencing difficulty uploading your exam, please contact FINSIA via phone on +61 2 9275 7922 (Australia) or +64 4 887 6622 (New Zealand).

What if you lose your internet during your exam?

You can still complete the exam if your internet connection is affected during your session.

Continue progressing through all the questions and follow the prompts to complete and end your exam.

If you go offline during the session, you will need to restore your internet connection before the session is concluded.

Please ensure that your exam is completed before attempting to resolve your connection issues. Once you are back online, refresh your screen and you will be prompted to submit your exam following the steps outlined previously. This will allow the review process to continue as normal.

If you are not able to return online before your exam time reaches its conclusion, please contact FINSIA at +61 2 9275 7922 (Australia) or +64 4 887 6622 (New Zealand) for troubleshooting assistance.

Step 20: Exam Review

Your exam will be reviewed for any violations of the exam conditions.

If any violations are flagged within your exam, FINSIA will review the recording of your assessment to determine an outcome.

Examples of violations include talking (to yourself or to others), looking away from the screen, having other screens open, using study aids during your exam, moving out of frame, someone else entering your room/area during your exam, etc.

It can take up to 15 working days for this review to be completed.

Step 21: Accessing your provisional results

If you wish to obtain your provisional results, there are instructions displayed on the screen once you have submitted your exam.

Step 1: Resetting your password.

- To reset your password, please click on the link below and follow the prompts.
- You can change your password by clicking [here](#).

Step 2: Logging in to view your result.

- Once you have successfully changed your password you will need to log into the system again to enable you to view your provisional results. To do this you will require your username (noted below).
- Your username is your email address.
- Enter your username and updated password on the page displayed on screen.
- Your provisional results will be displayed on screen.

Once your exam has been reviewed, your result will be updated on your FINSIA dashboard at www.finsia.com. Note: this can take up to 15 working days.

If you have passed your exam you will receive a congratulations email from FINSIA. Once this email is received it is strongly recommended that you log into your FINSIA 'My Learning' profile on the FINSIA website to update your address. This will ensure your certificate is posted to the correct address.

If you were unsuccessful in your exam you will receive an email from FINSIA which outlines the next steps for completing a resit of your exam, including how to complete payment for your resit.

Step 22: How to book a Resit

You can make a resit payment via www.finsia.com by logging into your profile and purchasing an 'exam resit' by clicking on the 'My Exams' tab.

Alternatively, you contact our member services team on (02) 9275 7900 or email membership@finsia.com to arrange your payment.

Once your resit payment has been processed you will be able to rebook your assessment via www.finsia.com by clicking on the 'My Exams' tab. From there, please follow the prompts to book your exam.

Before you arrange your resit you may wish to undertake a review of your course materials. Once the resit payment has been completed, follow the same booking process to rebook your exam.

Note: In the case of Certified Professional Banking Consumer Credit, students will be assigned a resit paper.

Should you have any questions or concerns please do not hesitate to contact the Assessment team at FINSIA via education@finsia.com

Frequently Asked Questions

Before my exam:

1. What occurs with the information that I share when booking my exam? How do I know that my privacy is being protected?

Biometric data (face scan, identification and room scan) is stored in Google Cloud's Sydney (Australia-southeast1) environment. This data is protected and only accessible by restricted profiles and only for the purpose of onboarding and exam day comparison.

2. What is remote proctoring?

Remote online proctoring is when an online exam or assessment is digitally supervised and administered via the internet and the test-taker's web camera. It is made possible by a combination of AI face-recognition technology and the test-taker's inbuilt web camera. AI helps to identify any suspicious behaviour and flag irregularities through data forensics, including facial recognition, keystroke pattern recognition, voice-to-text transcription, and eye movement detection that may indicate that the candidate is reading unauthorised materials.

If any suspicious behaviour is identified within the exam, it will be flagged for further review by FINSIA.

3. Do I need to be aware of anything prior to completing my exam?

It is important to read the exam instructions before launching your exam. This details the rules that have been configured for FINSIA's exams. We recommend you take the time to read through these instructions as they detail what is unacceptable during the exam and will result in your exam being flagged for further review by FINSIA.

4. Can I sit my exam at a testing centre?

No. Physical test centres are not available.

5. Do I need to download any applications prior to sitting my exam? / What preparations do I need to make leading up to my exam booking?

Yes. You will need to download Proctortrack.

When you access the Proctortrack website you will be prompted to download the Proctortrack software to your device. This is prompted at the time of onboarding and enables the system checks and identification scans to be completed.

6. What is expected behaviour from a learner during the exam?

During your exam, sit directly in front of your camera and ensure you are always clearly visible on screen.

Behaviours that are not permitted include, but are not limited to:

- Accessing study materials at any time during the exam.
- Answering or checking your phone before the exam has concluded.
- Talking during the exam.
- Allowing another person to enter the workspace where you are sitting your exam.
- Looking away from your computer screen for an extended period of time.
- Moving away from your workspace or out of camera view.
- Leaving the exam at any time, unless approved previously by FINSIA.
- Eating and drinking during the exam (excluding previously arranged exam accommodations).

Booking an exam:

1. What personal data is required to register for an exam?

A learner profile must be created to enable you to complete an exam. This profile will include your first name, last name and email address. When you book an exam via the FINSIA website, we will send this information to our exam provider.

2. How do I update my name once I've booked my exam?

To update your name please log into the FINSIA website, click your initials on the right-hand side of the screen and select 'Account Info'. You can then update your details and this information will be updated in the exam booking.

To update your name on your Proctortrack profile, please contact assessment@finsia.com.

Please ensure that when you update your name it matches the identification that you will be using in your onboarding session and have with you on the day of your exam. This is a critical step to ensure you can successfully complete your onboarding.

It is also important to note that the name reflected on your exam booking is the name that will be reflected on your certificate once you have successfully passed your exam.

We recommend checking that your name on your exam registration matches your identification prior to your exam being booked.

If you experience issues when completing your onboarding (e.g., there is a mismatch with your identification), please contact FINSIA at assessment@finsia.com.

3. I have booked my exam but noted that my name doesn't match my photo ID. What should I do?

Please log into the FINSIA website to update your details at least 3 business days before your exam. Ensure that any changes made on the FINSIA website match the identification that you will be using for your onboarding session.

To change your name on your Proctortrack profile, please contact assessment@finsia.com.

4. I booked my exam but need to change the time or date. How do I do this?

Log into the FINSIA website and select 'upcoming exams'. You will see an option to 'cancel your exam'. Follow the steps to cancel your exam and once complete, you will be able to complete a new exam booking.

Note: If you need to cancel your exam, the next available exams will be greater than 10 business

days from the current date.

5. I have booked my exam, what happens if I need to make a change at the last minute? Can I make changes up until my exam time?

If you are unable to attend your exam you can cancel your exam via the FINSIA website. This can be completed up to 1 business day before your exam. If something occurs on the day of your exam and you are unable to attend, please contact FINSIA via assessment@finsia.com.

6. What information will I receive from FINSIA once I have booked my exam?

A booking confirmation email will be sent by FINSIA which will outline the exam details and next steps. Additionally, your booking information will be displayed in the dashboard section of the FINSIA website.

7. How far in advance can I book my exam?

Exams can be booked up to six months in advance via the FINSIA website. All available sessions will be listed on the FINSIA website.

8. I can't locate a time that works for me. What can I do?

Exam events are available on Tuesdays at 10am, 2pm and 6pm and Thursdays at 8.30am, 11am and 4pm. They are also available in alternating weeks on Wednesdays at 10am, 2pm and 6pm and Fridays at 8.30am, 11am and 4pm.

All session times listed in the calendar are based on AEST or AEDT times. If you are based in another state or New Zealand, the time zone will be updated when added to your calendar.

9. I want to book in on a specific date but can't see an event available – why is this?

When an exam has reached capacity or is within 10 business days of the current date, the exam will be removed from the FINSIA website, and no further bookings will be made available.

10. Where can I view my exam booking details?

Once your exam has been booked on the website, the booking information will be displayed on the dashboard section of the website.

You may also refer to your booking confirmation email for your exam details.

Onboarding:

1. What is onboarding?

Onboarding is the process of completing a device readiness check which runs system checks to the device you will be using to sit your exam. This also includes completing all required identification checks.

2. How do I prepare for onboarding?

Your booking confirmation email will contain a link that provides access to your onboarding.

Onboarding requires the download and installation of an application called Proctortrack on your device.

Once you have installed the software, you will be required to complete a system check, face scan, and show photo ID.

Use a private testing area where other people will not talk and cannot pass behind you. Ensure you are in a well-lit room with as plain a background as possible. Any devices that may produce noise – including mobile phones set to vibrate mode – must be switched off.

Ensure your face is clearly visible as long hair, hats, sunglasses or anything that covers your face may interfere with the onboarding process. Eyeglasses with clear lenses are acceptable.

3. Do I need to complete onboarding?

Yes. You will need to successfully complete onboarding in order to sit your exam. Onboarding is a mandatory step and you will be unable to sit your exam if onboarding is not complete.

4. How long does onboarding take?

Onboarding takes approximately 15 minutes to complete. However, FINSIA recommends setting aside 60 minutes of your day to complete onboarding.

5. Why does a facial scan have to be completed and where does this data get stored?

As exams are completed virtually, we need to ensure that the person completing the exam is the same person that is registered for the exam. Proctortrack will conduct a face scan and ID scan during onboarding. This will be stored on file as your baseline biometric profile.

When you enter the exam, you will need to do another face scan and ID scan. This second set of scans will be compared to your onboarding profile and used to verify your identify.

The identification data is stored for a maximum of 180 days in Google Cloud's Sydney (Australia-southeast1) environment.

6. What happens with my onboarding identification?

Once you have completed your onboarding the results of your face scan and identification will undergo a system review. This may take up to 48 hours.

7. Does onboarding need to be completed in a specific timeframe before the exam?

Yes, onboarding is closed 3 business days prior to your exam occurring and must be completed before this time. If you do not complete onboarding by this time, an email will be sent by FINSIA 2 business days before your exam to advise that you have been removed from the exam. You will then be required to rebook via the FINSIA website.

8. What system tests need to be performed?

A system check is performed on the device to ensure that the Proctortrack software is successfully working.

9. Do I need to pay a fee to complete onboarding?

There is no fee for onboarding.

10. What forms of identification are acceptable for onboarding?

Your name and photo must be included on your ID card. Acceptable forms of identification include government-issued identification such as a valid Driver's License or Passport.

Digital identification is NOT acceptable.

11. Why is there a 10-day timeframe for onboarding to be completed?

This period allows sufficient time for all learners to have their onboarding completed and for any problems that are identified in the onboarding session to be resolved prior to sitting your exam.

12. How do I know if I have failed onboarding?

If you fail onboarding you will receive an email from Proctortrack explaining the reason why you were unsuccessful. This can take up to 48 hours to be sent by Proctortrack. The email will be sent from 'no-reply@verificent.com'. Please ensure you check your spam/junk folders for this email.

13. If I fail onboarding do I need to book another session?

You may reattempt the same onboarding test without needing to book another session. It is important to complete the process as soon as possible so that your onboarding profile is ready in time for your exam.

The onboarding window will close 3 business days before the exam session to ensure all exam readiness checks have been completed.

14. Who do I contact if I need support regarding onboarding?

You will be notified by Proctortrack of any onboarding issues via email.

For assistance with onboarding, please contact FINSIA at assessment@finsia.com.

15. Will I be required to complete the onboarding step multiple times?

You may need to complete the onboarding process multiple times if you were unsuccessful in your previous onboarding attempt.

16. I didn't pass my exam and need to book a resit. Do I need to complete onboarding again?

Unless your previous onboarding attempt is more than 6 months old, or you are sitting your exam using a different device or in a different location, you are not required to complete onboarding again.

17. I successfully completed onboarding but my exam isn't visible before my exam date. What should I do?

Your exam will be visible 2 business days before your exam date.

If you are unable to see your exam session on your Proctortrack profile, send an email to assessment@finsia.com with your booking confirmation and supporting images of the issue if possible. The team will investigate the matter and provide further assistance.

Technology and system requirements

1. What kind of system checks are performed?

As part of onboarding, you will need to complete a system check to check that the system is ready for the exam. The system check is done via Proctortrack.

2. What does the exam application do to my laptop?

The Proctortrack application enables you to complete your exam under invigilation. It is installed on your device and can be uninstalled when you have finished the exam.

3. Can I use dual screens during the exam?

Dual screens are permitted during the exam.

4. Can I use an external keyboard and mouse?

You are permitted to use an external keyboard and mouse during the exam.

5. Can I print the exam?

No, as the exam is not permitted to be printed.

During your exam:

1. Do I need to accept any terms and conditions?

On the day of your exam you will need to accept the Proctortrack agreement policy. These policies and conditions also include the exam conditions that must be adhered to during your exam.

2. What do I need to do on the day of my exam?

An email will be sent by FINSIA outlining the steps required on the day of your exam. This will include the relevant link to complete your exam and the instructions to access your exam. FINSIA recommends logging on at least 15 minutes prior to your scheduled start time as you will be required to complete another device readiness check, facial and identification scan. This allows FINSIA to confirm that the same person who completed onboarding is sitting the exam.

You will also be required to complete a room scan on the day of your exam.

3. How do I access my exam?

On exam day you will be able to select the 'Go to Test' option within your Proctortrack dashboard 15 minutes prior to your exam commencing. To access this, you will need to navigate to the Proctortrack site through the following URL: <https://au-testing.verificient.com/>. Once you have completed your system checks, identification and room scan you will be ready for your exam.

Your exam will launch once the exam start time is reached. I.e., If your exam commences at 08:30am your exam will launch at 08:30am.

The exam may take up to 15 minutes to download and this will occur automatically. When you launch the exam, it will be automatically downloaded to your device.

4. What do I do if I have issues with launching my exam or issues on exam day?

Please contact FINSIA on (02) 9275 7922 (Australia) or +64 4 887 6622 (New Zealand).

Please note that exam support will be provided until 7pm if you book a 6pm exam session.

5. How do I know my exam has opened correctly and I am being proctored?

When you launch the exam it will automatically open with Proctortrack. Proctortrack is the software that runs the AI invigilation (proctoring) and is a mandatory requirement for all FINSIA exams.

Once the exam has been launched you will see a blue border displayed around your screen and will also see a small window that will contain your face. This demonstrates that proctoring is successfully occurring. Do not shut this until you have successfully completed your exam.

If there is no blue border around your screen during your exam, your exam is not being proctored and your exam attempt will be deemed invalid. If this occurs, you will be required to pay for and complete your exam again.

6. What ID requirements are there? What forms of ID are acceptable?

You will be required to pass a photo ID check to sit your exam. Your name and photo must be included on your ID.

Acceptable ID includes government-issued photo identification such as a driver's licence (physical card) or passport. Digital ID is not accepted.

7. What happens if I am late? Can I check in if my exam start time has passed?

It is important to arrive before the exam start time. However, if you are late, you will still be able to enter as long as you have joined the exam prior to the exam's conclusion.

If you are late entering your exam, you will still have the full duration to answer your exam questions.

Please be aware that if you join your exam prior to the exam conclusion, but then have an issue with accessing the exam (or close the exam in error), you may not be able to re-enter your exam and may be required to complete a resit.

8. How do I request an accessibility accommodation? How is accessibility accommodated if, for example I need to take breaks or have extra time allocated?

If you need accessibility adjustments you will need to raise a request with FINSIA. Please contact the team via education@finsia.com who will be able to assist with your request.

If approved, your profile will be updated with your specific requirements and will be taken into consideration by FINSIA when reviewing the exam.

9. Am I allowed a break or allowed to leave the room during the exam?

No breaks are allowed during the exam. You must remain at your computer throughout the exam as moving away from the computer will be flagged as an exam violation.

FINSIA will conduct a review your exam to determine if the exam conditions have been breached. You will receive notification of the outcome within 3-15 business days after the exam.

10. I am having technical issues with my exam – what do I do? Whom do I contact?

Please contact the FINSIA Assessment team on (02) 9275 7922 (Australia) or +64 4 887 6622 (New Zealand).

11. I lost my internet connection during my exam – what do I do?

If you lose internet connection during your exam and go 'offline' you will see a '1' displayed in the house icon (on the right-hand side of your screen) or the cloud icon (on the right-hand side of your screen) will not be green. You can still navigate through your exam while you are offline, but you will need to reconnect to the internet once you have reached the end of your exam to ensure the exam is noted as completed in FINSIA's system.

If you experience any issues with your connection, please contact the FINSIA Assessment team on (02) 9275 7922 or +64 4 887 6622 (New Zealand) for assistance.

12. I closed the exam browser by accident. What should I do?

If the exam browser is closed at any stage during the exam, you may re-enter your session by using the same <https://au-testing.verificient.com/> URL which granted initial access to your exam. Please note that you will only be able to re-enter your exam during exam period.

If you are unable to re-access your exam, you will need to contact FINSIA for assistance.

13. How do I know how much time I have left in the exam?

There is a timer that counts down how much time is remaining for the exam. You can choose to view or hide this timer during your exam.

14. How can I check if I have successfully submitted my exam?

Once you have completed your exam a final review screen will display. You will be prompted to review any questions you have flagged and submit the exam.

After you have submitted your exam, you will see a screen that provides the steps to access your provisional result and you will be prompted to 'End Proctortrack'. When you complete this step, please ensure that you allow Proctortrack to reach a 100% upload, as this ensures the exam is submitted correctly through the system.

15. What happens if I don't submit my exam after the exam session has finished?

Once the exam time is reached, your exam will be automatically submitted if you haven't already done so. The exception to this is if you have gone offline.

Please contact FINSIA at assessment@finsia.com if you are experiencing difficulty submitting your exam or have gone offline during your exam.

16. How do I get my provisional results?

A screen will be displayed that provides the steps to access your provisional result. Once you follow these steps (including resetting your password) you will see a provisional result on screen. You may save this page for later review if you wish to do so.

It is important to note that these are provisional results and there will be further review completed by FINSIA and the Chartered Banker Institute as part of the review process.

17. I failed my exam. How do I book a resit?

If you have received a fail result, you will need to book a new exam via the FINSIA website. There is a resit fee of \$150 applicable.

Follow the standard exam booking process to book a resit attempt.

18. Can I appeal against the final result if I believe my exam was graded incorrectly? / Can I appeal any allegations of suspicious behaviour or academic misconduct?

If you wish to appeal against your final result or any allegations of academic misconduct, you will need to submit an application with supporting evidence within 48 hours of your exam to education@finsia.com. FINSIA will review your application and you will receive an update on the next steps for your appeal within 1 business day.

FINSIA's decisions on appeals are final and rejected applications cannot be appealed again.

Post-exam:

1. **How long does it take to receive my final result?** It may take up to 3 weeks to complete an AI review of your exam. Once the AI review has been completed, the results are sent to the Chartered Banker Institute for verification which may take up to 2 weeks to review.

Your final result will be updated on the FINSIA website once these steps have been completed.

2. **I missed my original exam booking. How do I re-book my exam?**

If you did not attend your exam, you will need to re-book via the FINSIA website.

3. **How do I get my certificate?**

Certificates will be posted by FINSIA to the address held on file.

Please ensure your details are up to date in order to receive your certificate. You can do this by logging into the FINSIA website and updating your profile.

4. **Can I receive a digital certificate?**

Digital certificates are not currently issued by FINSIA. All certificates will be posted to the address held on file.

It is strongly recommended that you review and update your details on the FINSIA website when you are booking your exam.

5. **What is the estimated time frame for receiving my certificate?**

You will receive your certificate within 6-8 weeks of receiving your verified result.