

In-Person vs. Online Testing

Certified Employment Support Professional™

The ESPCC is happy to now be offering virtual proctoring for CESP test takers, and now all CESP candidates have the option to take the exam in-person at a testing center or online with virtual proctoring.

Use this fact sheet to make an informed decision about your exam experience.

Live In-Person Proctored Exams

While in-person proctoring does not allow you to take the exam from your home or office, it is a reliable and safe option.

All testing centers have social-distancing protocols in place and are taking extra measures to ensure cleanliness and safety.

Testing centers will also provide you with a computer, have a reliable internet connection, and will have the software downloaded to the computer. Your proctor will explain the procedures of the exam upon your arrival to the testing center.

You must bring 2 forms of identification, including a valid government-issued ID when going to a testing center, such as a driver's license.

We recommend in-person proctoring if you are concerned about any of the following:

- Access to a laptop or computer with audio and camera capabilities, where you can download software.
- Reliable Internet connection (we recommend a direct plug-in!).
- Having a quiet and distraction-free place where you can be alone.
- You feel that you would be more prone to talk or read aloud if you were at home taking the exam.
- You are not comfortable downloading the necessary software to take the exam online.

Online Proctored Exams (OLP)

A convenient option, if you have the equipment and space that you need:

- Use a personal laptop or computer with one monitor, a high-speed and stable internet connection, audio capabilities, and a web camera.
- You must work with IT or have the password to download software to take the exam from Kryterion (the testing vendor). The software requires that you disable firewalls and pop-ups to download and use it successfully. This is done through Kryterion Webassessor.
- The web camera and microphone can be either internal or an external/plug-in device.
- You cannot use a phone, tablet, or a Chrome book to take the exam.
- To see if your system is compatible, we encourage you to complete a [system check](#)
- Find a room that is well-lit, quiet, free of distractions, and where you can be alone.
- Ensure that your testing area is also free of any items, such as pens, paper, or your cell phone.

With online proctoring, you are being monitored by your proctor. To protect the integrity of the exam, the following are behaviors that are not allowed:

- Lean out or move out of the camera. The proctor should always be able to see you.
- You cannot talk, read aloud, or mouth any of the questions during the exam. This is a security issue, as proctors cannot guarantee your testing room will remain empty.
- Wearing hats, earrings, headphones, lanyards, badges, watches, bracelets, or necklaces during online proctoring. You'll be asked to show that you have nothing in your ears at the beginning (unless it's a documented accommodation, of course!).
- Interact with anyone during your online exam, even if the conversation has nothing to do with the exam.
- Leave the testing area, unless you have a documented medical issue and have submitted an Accommodation Request.
- Have food present in your testing area, unless you have a documented medical issue and have submitted an Accommodation Request.

NOTE: If any of these are violated, your test will be suspended. You will need to reschedule your exam and may incur an additional fee.

