

CIPM Online Proctored Examinations – Malpractice & Misconduct Guideline (Cases and Penalties)

Scope: This guideline applies to **online proctored** CIPM examinations only (remote invigilation using approved proctoring technology).

Purpose: To protect the integrity of the examination while ensuring fair, consistent, and evidence-based handling of suspected misconduct. Sanctions are applied in proportion to severity, intent, and available evidence, in line with the CIPM Malpractice Policy.

Key definitions (for online proctoring)

- **Diet:** A scheduled examination session/window.
- **Unauthorised materials:** Any notes, books, devices, websites, apps, or prompts not explicitly permitted for the examination.
- **Designated exam system:** The approved device/browser/exam application used for the test. Use of additional devices (phones/tablets/second laptop) is prohibited unless explicitly authorised by CIPM for accessibility reasons.
- **Proctoring system flags:** Automated alerts generated by the proctoring platform. A flag is not a final finding; it triggers review.
- **Face visibility:** Candidate's face must be visible to the camera for most of the exam. Brief downward glances to read/write are acceptable. Repeated/extended loss of visibility after warnings may constitute misconduct.
- **Comfort break:** A maximum of five (5) minutes permitted away from the camera, unless otherwise approved by the proctor for a documented reason.
- **Technical incident:** A system, power, network, audio/video, or authentication issue impacting the exam.

Candidate obligations and technical-issue protocol

- Candidates must test camera, microphone, internet, and power backup (where possible) before the exam, and ensure adequate lighting.
- Candidates must participate in the sensitisation webinars before the diet examination.
- Only the designated exam system may be used. Phones and secondary devices must be switched off and kept out of reach, unless explicitly permitted by CIPM.
- **Reporting technical incidents:** Candidates may use an approved channel (in-platform chat/help button, or the published support line) to report issues. Any permitted phone use must be limited to contacting authorised support and may be monitored/verified.
- Proctors may issue warnings/instructions. Failure to comply after warning may lead to termination of the session and review.

EXAMINATION MALPRACTICE/MISCONDUCT AND PENALTIES



S/N	Case (online proctored exams)	Severity tier	Indicative sanction (subject to review)
1	Impersonation (candidate not the registered person) or identity fraud	Critical	Lifetime ban from CIPM examinations and programmes, and referral to law enforcement where evidence supports criminal conduct.
2	Use or possession of jotted notes, books, prompts, websites, or use of an unauthorised device/system within reach or in use during the exam	Major	Cancellation of results for the diet and suspension for up to three (3) years.
3	Use of mobile phones, smart watches, tablets, earpieces, or similar electronic devices during an examination without authorisation	Major	Paper cancellation and resit at candidate's cost. If evidence shows use for collusion/cheating, exam result will be cancelled, and candidate will be suspended for one (1) year.
4	Communicating or attempting to communicate with another candidate during the examination	Major	Cancellation of the affected paper and mandatory resit at candidate's expense
5	Collusion: communicating, receiving or facilitating exam answer assistance (including third-party presence off-camera)	Major	Cancellation of results for the diet and suspension up to two (2) years.
6	Leaving the camera view beyond the permitted comfort break and returning to continue the examination	Minor-Moderate	Warning and documentation where justified; paper cancellation/resit at candidate's cost where the absence is extended, unexplained, or repeated after warning.
7	Face not visible / camera obstructed/repeated failure to comply with camera positioning after proctor warning	Minor-Moderate	Affected paper(s) will be cancelled, and the candidate will resit the examination at their own expense.
8	Reading aloud, talking, or repeated verbalisation that suggests coaching or third-party presence	Minor-Moderate	Affected paper(s) will be cancelled, and the candidate will resit the examination at their own expense.
9	Poor lighting / dark environment that prevents reliable monitoring (not corrected after proctor instruction)	Minor	Affected paper(s) will be cancelled, and the candidate will resit the examination at their own expense.
10	Non-compliance with proper 360-degree scanning procedures for the examination room	Major	Examinations for the day are annulled, and candidates are required to retake them at their own expense.
11	Other suspected malpractice flagged by the proctoring system or proctor (e.g., abnormal gaze patterns, prohibited application, unusual audio)	Case-based*	Flag triggers evidence review. Sanctions, if any, are applied according to the CIPM Malpractice Policy and the tier most closely matching the proven conduct.

- Case-based* (The severity level would be determined based on the nature of the case)
- Note: Full participation in all sensitisation webinars is compulsory.

Review, decision (Fair process)

1. **Trigger:** A proctor observation or proctoring-system flag initiates a review; flags alone do not constitute guilt.
2. **Evidence:** Decisions are based on available evidence (video/audio, screenshots, system logs, incident reports, and candidate response).
3. **Candidate response:** Where practicable, the candidate will be notified of the allegation and given an opportunity to respond within a stated timeframe.
4. **Decision authority:** A designated CIPM examination/malpractice panel confirms findings and applies sanctions consistent with the CIPM Malpractice Policy.

Data protection notice (online proctoring)

Online proctoring may involve processing of personal data (including audio/video and system data) for identity verification, monitoring, and malpractice investigations. Data will be handled and retained in accordance with CIPM's privacy and malpractice policies, and accessed only by authorised personnel for legitimate examination purposes.