

Internationally Educated Nurses Exam Orientation

Professional Conduct

- > Touchstone Institute collaborates with Nursing Regulators to administer this examination.
- > **Behaviour that disrupts the delivery of the exam** in any way including, but not limited to, challenging site administration staff directives, questioning exam policies and procedures, disruptive comments about the exam, talking to other examinees during the exam or other behavior that the examination site staff considers disruptive or discourteous to others will be **documented and shared with the Regulator**.
- > Examinees who continue to exhibit disruptive behaviour after being warned will be **removed from the exam**.

Confidentiality

Upon registration for this exam, examinees were expected to read, understand and sign the Exam Conduct Agreement.

This document confirms examinees will not disseminate or reveal to others any content of the examination. This means exam content **cannot** be discussed or disclosed with others at any time, in any way, even after the exam is over.

Examples include, but are not limited to:

- comparing client responses with colleagues
- sharing exam content with future examinees
- posting case information or exam questions online

Any breach in confidentiality of exam materials may lead to disciplinary and legal measures, including invalidating examinee results.

Please review Touchstone Institute's Ethical Exam Behaviour webpage by clicking below:

[Click here for webpage](#)

Multiple Choice Question Exam (MCQ)

**The following slides contain information specific to the MCQ
portion of the exam.**

MCQ Orientation

Examinees will have **110 Minutes** to complete their MCQ

→ The multiple choice question (MCQ) exam consists of **up to 71** questions assessing the following professional competencies:

- Professional Responsibility & Accountability
- Service to the Public
- Self- Regulation

→ Examinees have be provided with the following to complete the MCQ:

- Set-up Guide (sent via email)
- Functions and Features Guide (sent via email)

System Requirements

Please review the following list of requirements below and ensure you meet these requirements in order to successfully participate in the online MCQ examination.

- > Access to a computer (desktop or laptop). This exam cannot be taken on a tablet or mobile device. Dual monitor configurations are not permitted
- > Minimum screen resolution of 1024 x 768 is required; however, a screen resolution of 1920 x 1080 or higher is recommended
- > External or built-in webcam. You must be able to move your webcam in order to show your surroundings

System Requirements

- > **Wired Ethernet connection** to ensure the best exam experience and to reduce the risk of interruption to your internet connection ([click here for more information](#) on connecting to internet via Ethernet). Ethernet cables at various lengths can be purchased through Amazon or other computer or electronic stores like BestBuy, the Source etc.
- > In the absence of Ethernet connectivity, examinees need a strong and reliable high speed internet connection of at least 10 Mbps upload and 20 Mbps download ([please click here to conduct a speed test](#) to confirm your connection speed). Your exam experience will be dependent on your ability to maintain a strong Wi-Fi connection within your test environment.
- > If a wired Ethernet connection is not possible, the test space should be as close to your internet router as possible.

System Requirements

- > Devices that might interfere with internet your speed/connection need to be turned off. Live streaming of movies or the playing of video games is discouraged.
- > Windows 8 or above or Mac OSX 10.13 or above (*see below for how to check your operating system)
- > **The latest version of [Google Chrome](#)**
- > Comfort with taking a virtual assessment
- > A quiet, private space with a table and chair to ensure confidentiality of exam. Area must be clear of writing utensils, electronics, notes, etc. No additional people can be in the room.

Environmental Requirements

A proctor will confirm that examinees meet these requirements by conducting a security scan prior to the start of the exam:

- > A quiet, private space with a table and chair to ensure confidentiality of exam
- > No prohibited items
- > No other programs or tabs open on the computer
- > No content that could potentially provide an unfair advantage during the exam, including anything posted on walls or within the immediate area
- > Pockets are empty

Note: Touchstone Institute reserves the right to ask examinees to perform a room scan at anytime during the examination if deemed necessary.

Virtual Protocols & Rules

- > Choose a brightly lit room if possible, with minimal items in the background to limit distraction
- > Avoid sitting in front of a window- this will make the picture appear dark
- > Minimize the risk of others opening the door to the exam space and being in the camera frame by sitting across from any doorway. Consider placing a sign on the door while the exam is in session.
- > Ensure the camera is on a steady surface to prevent shaking
- > Look at the screen while answering MCQ questions
- > Ensure a comfortable position is maintained throughout the day to avoid excessive movement while on camera

Exam Prohibited Items

→ The following items are **not** permitted in the room where examinees will take the exam:

- ✗ Any electronic devices aside from the computer being used for the examination (i.e. smartphones, tablets, laptops)
- ✗ Recording devices of any kind
- ✗ Exam material or writing utensils (paper, notes, books, pens etc.)
- ✗ Stethoscope or other medical examination equipment
- ✗ Watches of any kind (smartwatches, digital, analog)
- ✗ Additional people or pets
- ✗ Purses/bags
- ✗ Hats

Exam Permitted Items

→ The following items are permitted in the room during the exam and DO NOT require written permission in advance:

- ✓ Tissues
- ✓ Lip balm
- ✓ Mints/lozenges*
- ✓ Medication needed for a medical condition
- ✓ beverage (in a cup, glass or bottle with no labels or writing)
- ✓ Small snack*
- ✓ Mouse and mouse pad
- ✓ Functions and Features sheet sent to you by Touchstone Institute

***Food items can be placed in a clear plastic bag. All other packaging must be removed.**

Exam Permitted Items

---> Examinees may use the following items during their exam but must **notify Touchstone Institute in advance**. Some items may require written permission from Touchstone Institute:

- ✓ Mobility aids (wheelchair, scooter, chair)
- ✓ Medical assistive equipment
- ✓ Medical devices that require transmitting technology
- ✓ Breast pump

Washroom Breaks

- > Exam Staff must be notified, and confirm washroom requests before examinees leave the room.
- > Examinees must keep their online session open and video on at all times.
- > Breaks will be logged and a room scan may be required once the examinee returns.
- > Examinees are encouraged to use the washroom prior to the exam start or limit washroom use to 1 break once the exam is in progress
- > MCQ responses will be monitored for any suspicious patterns or changes following any washroom breaks.
- > **No additional time will be given for breaks.**

MCQ Participants & Roles

Note: Communication during the MCQ will take place via a chat (text) function.

- > Examinee: Completes MCQ questions independently. Camera remains on at all times and examinees can communicate with the proctor via the chat if needed. There will be no subject matter experts available to answer or clarify any content related questions.
- > Proctors: Proctors will be monitoring examinee's live webcam feed and computer screen. Proctors may periodically ask questions or instruct examinees to perform a specific task if exam protocols are not being followed.
- > There will be audio and video recording of the examinees for the duration of the exam. Please keep your audio and video on for the entire exam.

Identification Requirements

- Examinees will be required to verify their identity on the scheduled exam date by showing personal identification (ID) that includes a photo and signature to the camera.
- The proctor will confirm that the ID matches the examinee
- Acceptable forms of identification include:
 - Valid Passport
 - Canadian Permanent Resident or Citizenship Card
 - Valid Canadian Driver's License
 - Valid Canadian Photo Health Card
 - Canadian Photo Identification Card

Downloading and Installing Virtual MCQ Exam Application

→ Use the Virtual MCQ Platform Computer Set Up Guide which was emailed to you along with the presentation. This Guide will assist you with the downloading and installing the virtual MCQ exam application.

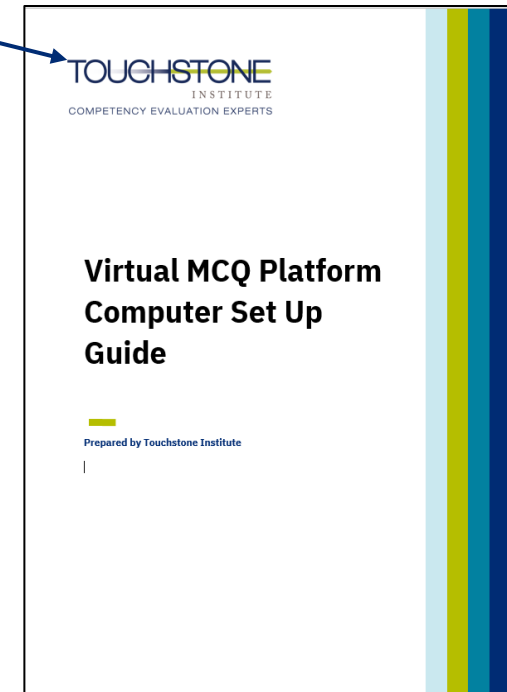
Below are some videos to assist with your set up:

How to Add Mettl Chrome Extension <https://youtu.be/5HstTMRBNhE>

How to Complete the System Check Process <https://youtu.be/Uzm0k0xI37U>

How to Grant Chrome Screen Recording on Mac Operating System

<https://www.youtube.com/watch?v=sO3wmkTdl4o>

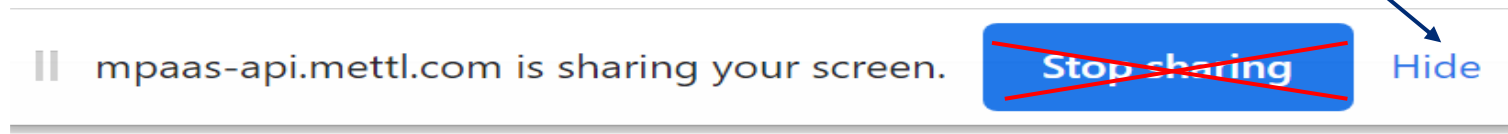


Preparing for the Registration and Security Process

- > Arrive on your schedule time
- > Have government issued identification ready.
- > The authorization process will require examinees to take a picture of themselves and a picture of their identification with the webcam.
- > Examinees will be asked questions by the proctor via the chat function to verify understanding of environmental requirements to take the exam.
- > Once an examinee has been authorized, they will be directed back to the dashboard of the MCQ exam. Examinees will then be asked to conduct a security scan by the proctor through the chat function.

Exam Dashboard

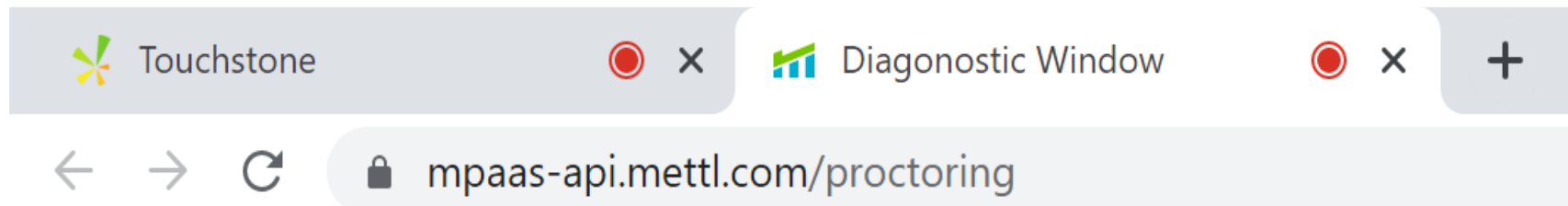
- When the examinee is being authorized, they will be asked to hide (not close) their small "screen sharing" window.



- When examinees are on the dashboard prior to the exam, they will be met with a proctor via chat who will conduct the 360 degree security scan.
- Once the security scan is complete, examinees will be provided with a PIN that will allow them to access the exam.

Exam Dashboard

→ Examinees are reminded to NOT close the Touchstone or Diagnostic windows. If you do, you will be disconnect from the exam and must will need to log in and go through the Security Process again.



Losing Connection

- > If an examinee loses connection, the following actions must be taken:
 - > Log back into <https://onlineexam.tsin.ca/> . The authorization process and security scan will need to be completed again. The MCQ Exam will have paused and examinee answers will automatically be saved. Examinees may be granted extra time equivalent to what may have been lost due to a connection failure.
 - > If an examinee cannot log back into the exam, they are allowed to retrieve their cell phone to call the exam day hotline. The phone number can be found on the Functions and Features sheet.

Security Scan

- > Before the exam starts, the proctor will introduce them self through the chat box.
- > **Examinees will not see or hear the proctor during the exam and the main form of contact will be the chat**
- > Once the proctor has introduced them self, examinees will be asked via chat to do a security scan via the chat.

Security Scan

- > Examinees will be asked to do a 360 degree scan of their testing space. This is to ensure there are no recording devices or other people in the room, including pets.
- > Examinees must move their camera slowly in a complete circle to show the entire space.
- > Examinees will be asked to show a camera view of their desk and workspace where they will be conducting the exam. This is to ensure there are no recording devices or other prohibited items present.

Security Scan

- > Examinees will be asked to remove all items from their pockets and show that their pockets are empty.
- > When prompted, examinees must stand up and move the camera to show each pocket being pulled out. If they do not have pockets, examinees must let the proctor know. Examinees will still need to show the proctor proof of no pockets through the webcam.
- > Once completed, the proctor will message examinees with confirmation.

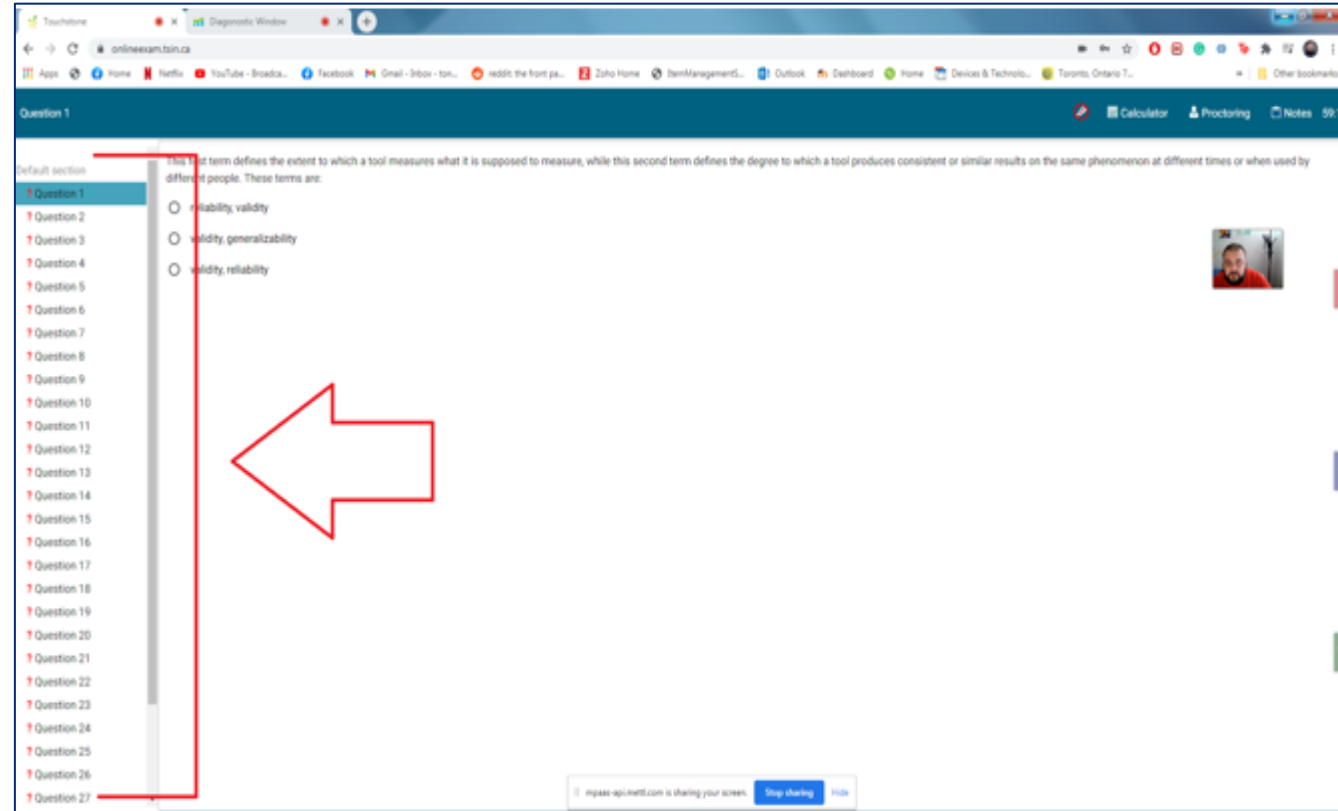
MCQ Overview

- When the proctor has completed the security scan, the examinee will be prompted to begin the exam.
- Examinees should read the questions carefully and select the best answer to each question.
- Once the exam time has elapsed, examinees will be prompted to submit their exam.
- Examinees may choose to submit their exam and leave if they finish before time is up.

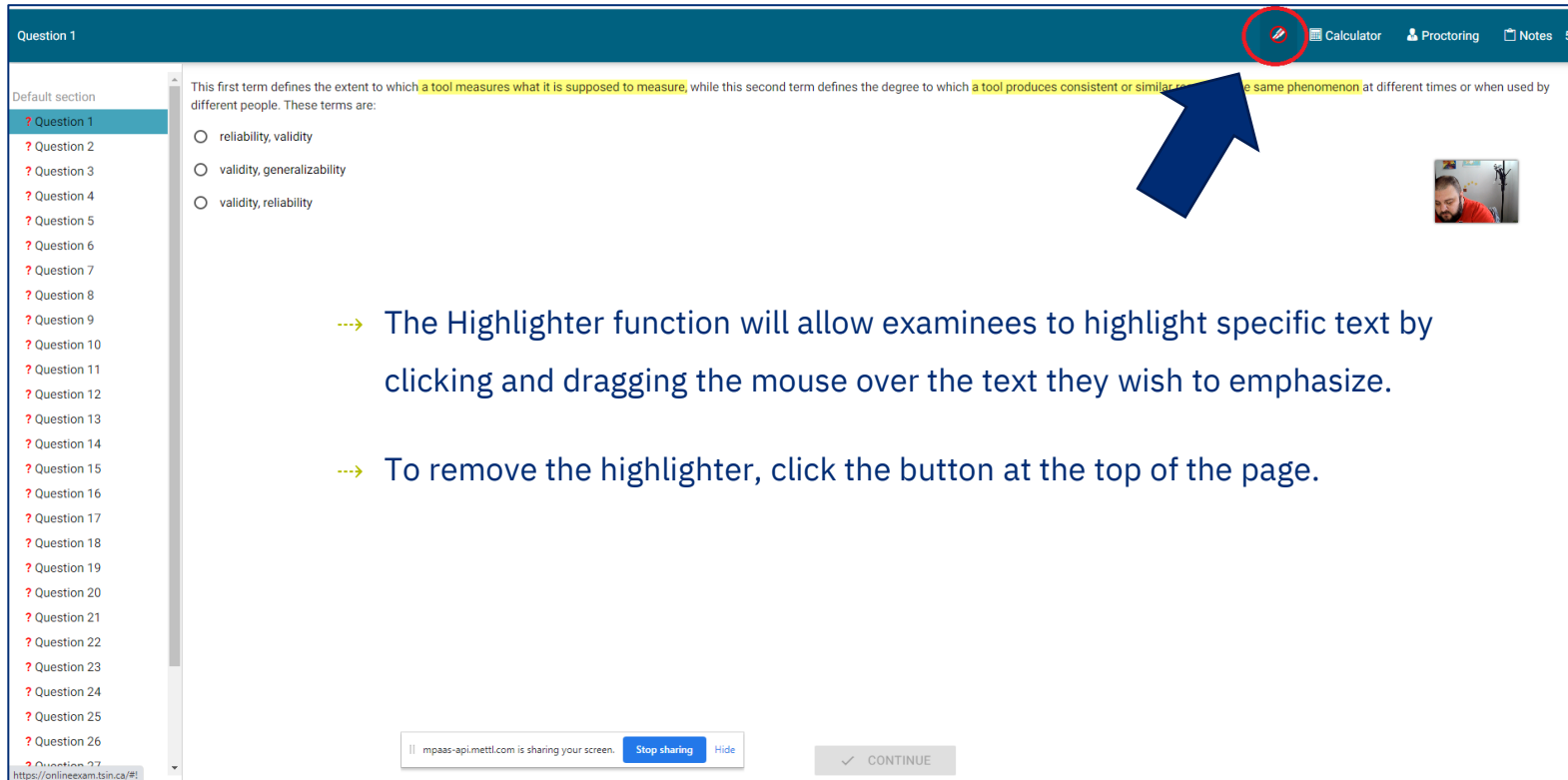
Exam Start Screen

→ This is the exam home screen. The exam questions will be listed on the left hand side.

→ Scroll down to answer all questions within this area of the exam.



Highlighter Function



Question 1

Default section

? Question 1

? Question 2

? Question 3

? Question 4

? Question 5

? Question 6

? Question 7

? Question 8

? Question 9

? Question 10

? Question 11

? Question 12

? Question 13

? Question 14

? Question 15

? Question 16

? Question 17

? Question 18

? Question 19

? Question 20

? Question 21

? Question 22

? Question 23

? Question 24

? Question 25

? Question 26

? Question 27

https://onlineexam.tsin.ca/#1

This first term defines the extent to which a tool measures what it is supposed to measure, while this second term defines the degree to which a tool produces consistent or similar results over time or when used by different people. These terms are:

☐ reliability, validity

☐ validity, generalizability

☐ validity, reliability

Calculator Proctoring Notes 5

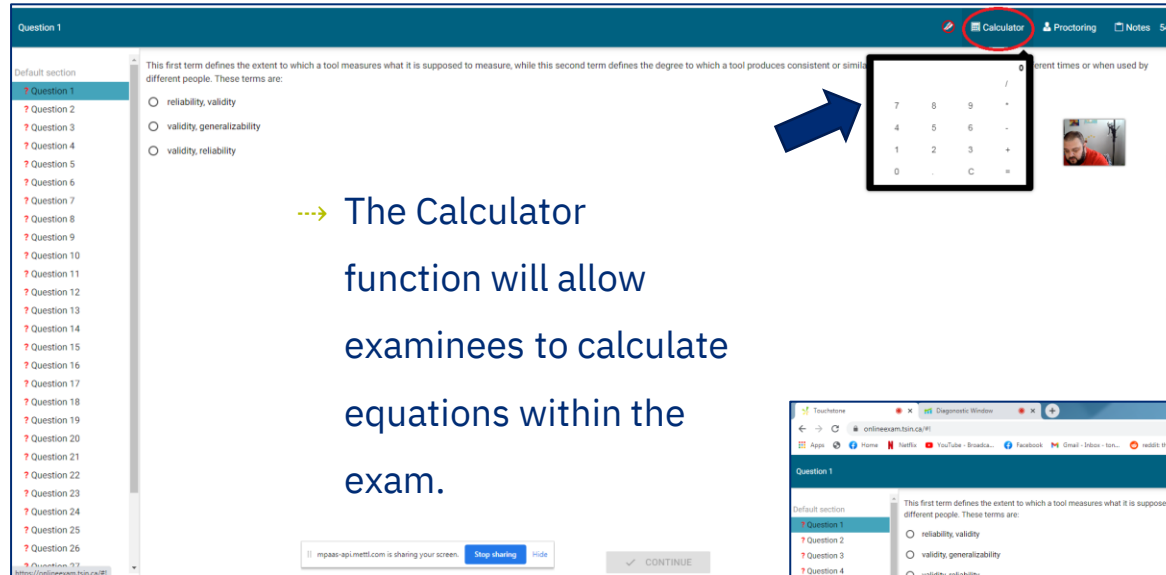
mpaas-api.mettl.com is sharing your screen. Stop sharing Hide

✓ CONTINUE

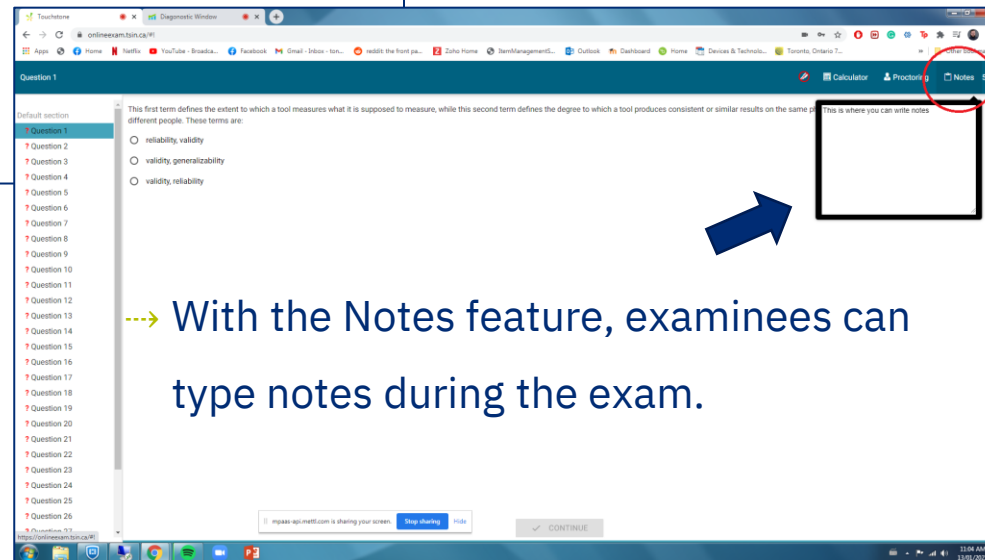
→ The Highlighter function will allow examinees to highlight specific text by clicking and dragging the mouse over the text they wish to emphasize.

→ To remove the highlighter, click the button at the top of the page.

Calculator & Notes

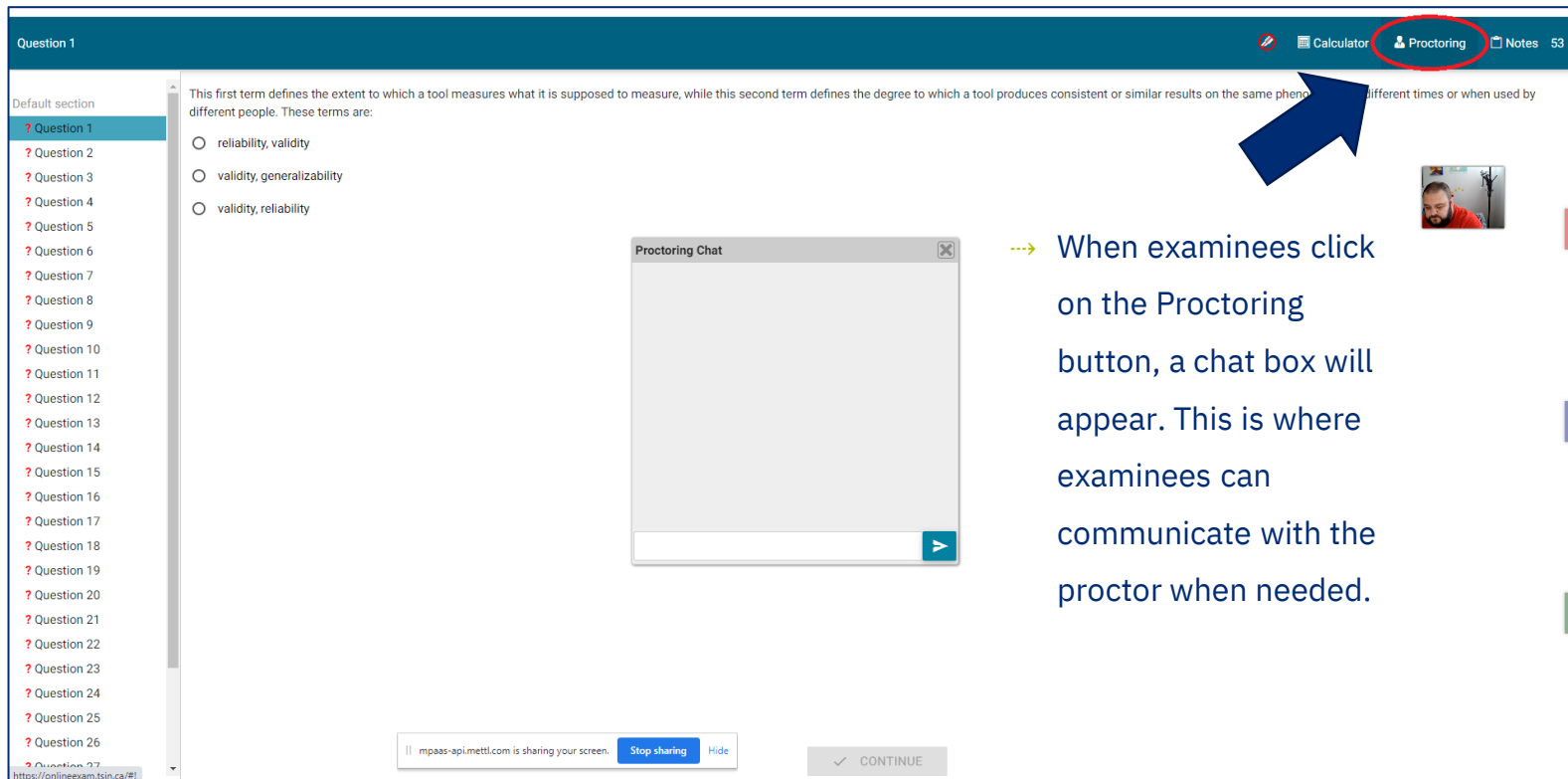


→ The Calculator function will allow examinees to calculate equations within the exam.



→ With the Notes feature, examinees can type notes during the exam.

Proctoring Chat



The screenshot shows an online exam interface. At the top, there is a navigation bar with icons for Calculator, Proctoring (highlighted with a red circle and a blue arrow), and Notes. The main content area displays a question about reliability and validity. A 'Proctoring Chat' window is open in the center, showing a video feed of the proctor. A blue arrow points from the text 'When examinees click on the Proctoring button, a chat box will appear. This is where examinees can communicate with the proctor when needed.' to the Proctoring button in the navigation bar.

Question 1

Default section

Question 1

Question 2

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Question 7

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Question 10

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Question 12

Question 13

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Question 15

Question 16

Question 17

Question 18

Question 19

Question 20

Question 21

Question 22

Question 23

Question 24

Question 25

Question 26

Question 27

https://onlineexam.tsin.ca/#/

This first term defines the extent to which a tool measures what it is supposed to measure, while this second term defines the degree to which a tool produces consistent or similar results on the same phenomenon different times or when used by different people. These terms are:

☐ reliability, validity

☐ validity, generalizability

☐ validity, reliability

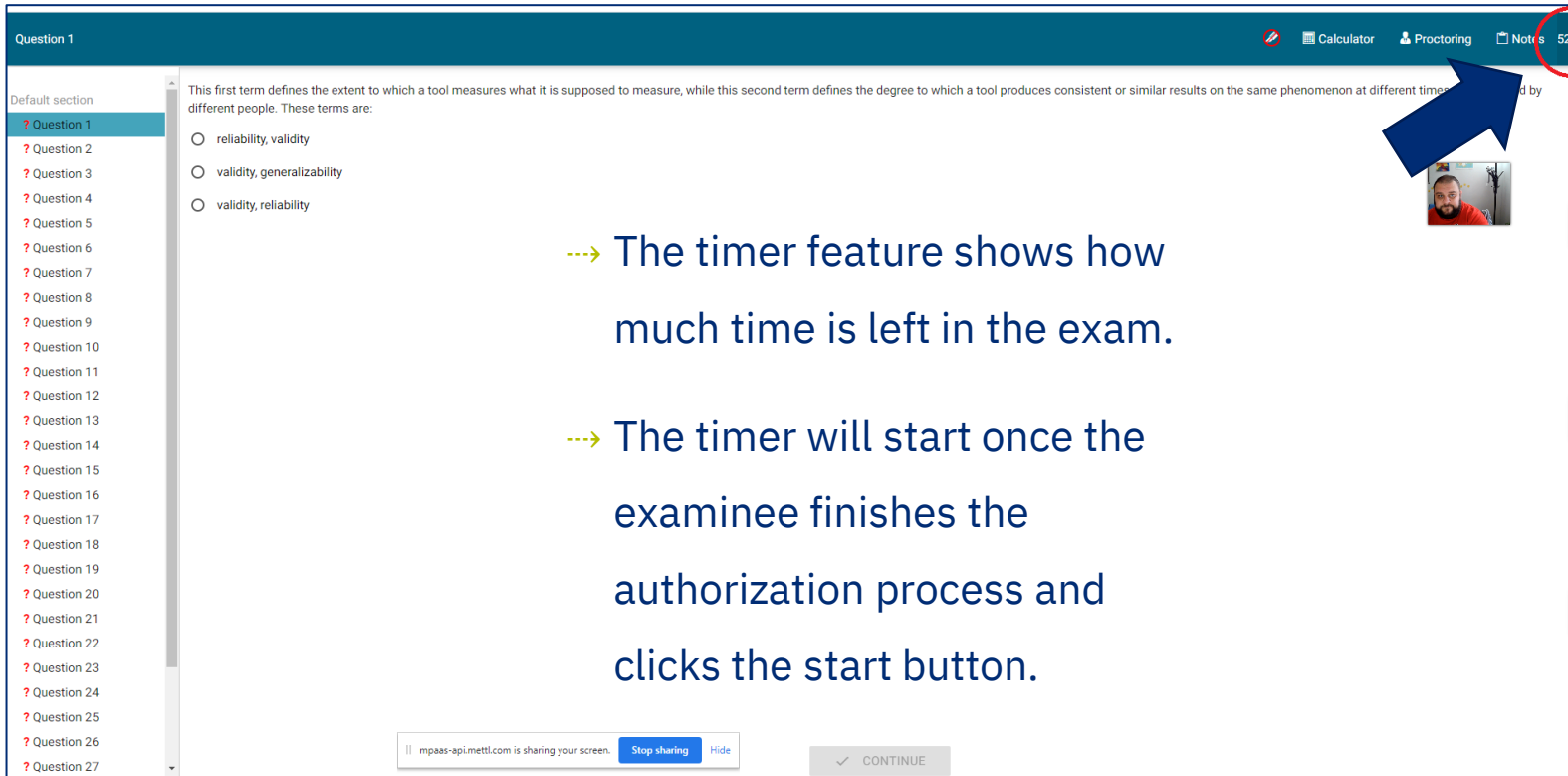
Proctoring Chat

When examinees click on the Proctoring button, a chat box will appear. This is where examinees can communicate with the proctor when needed.

mpaas-apl.mettl.com is sharing your screen. Stop sharing Hide

CONTINUE

Timer



The screenshot displays a proctoring interface. At the top, a dark blue header bar contains the text "Question 1" on the left and a series of icons on the right: a red prohibition sign, a calculator icon, a person icon labeled "Proctoring", a notepad icon labeled "Notes", and a timer showing "52:11". A red circle highlights the timer. A large blue arrow points from the text below to the timer. The main content area shows a list of questions on the left, with "Question 1" selected. The question text reads: "This first term defines the extent to which a tool measures what it is supposed to measure, while this second term defines the degree to which a tool produces consistent or similar results on the same phenomenon at different times...". Below the text are three radio button options: "reliability, validity", "validity, generalizability", and "validity, reliability". At the bottom of the interface, there is a status bar with a message "mpaas-api.mettl.com is sharing your screen." and buttons for "Stop sharing" and "Hide". A "CONTINUE" button is also visible.

Question 1

Default section

? Question 1

? Question 2

? Question 3

? Question 4

? Question 5

? Question 6

? Question 7

? Question 8

? Question 9

? Question 10

? Question 11

? Question 12

? Question 13

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? Question 15

? Question 16

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? Question 20

? Question 21

? Question 22

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? Question 26

? Question 27

This first term defines the extent to which a tool measures what it is supposed to measure, while this second term defines the degree to which a tool produces consistent or similar results on the same phenomenon at different times... by different people. These terms are:

☐ reliability, validity

☐ validity, generalizability

☐ validity, reliability

52:11

Proctoring

Notes

Calculator

Stop sharing

Hide

CONTINUE

---> The timer feature shows how much time is left in the exam.

---> The timer will start once the examinee finishes the authorization process and clicks the start button.

Acronym Sheet

The screenshot shows a digital exam interface. At the top, a dark blue header bar contains the text 'Question 1' on the left and a series of icons on the right: an 'Info' icon (circled in red), a pencil icon, a 'Calculator' icon, a 'Chat' icon, and a 'Notes' icon. The main content area has a left sidebar with a list of questions from 'Question 1' to 'Question 20'. The main panel displays a question about reliability and validity, with three radio button options: 'reliability, validity', 'validity, generalizability', and 'validity, reliability'. An 'Info' pop-up window is open, titled 'Info', and contains a list of acronyms and their full names: CNO (College of Nurses of Ontario), NG (Nasogastric), ICU (Intensive Care Unit), IM (Intramuscular), IV (Intravenous), mmol/L (millimolar per litre), mmHG (millimetre of mercury), and RNAO (Registered Nurses Association of Ontario). A blue arrow points from the 'Info' button in the header to the 'Info' pop-up window. A yellow arrow points from the text 'This feature lists acronyms which may be present in the exam and provides the full words.' to the acronym list in the pop-up window.

Question 1

Default section

? Question 1

? Question 2

? Question 3

? Question 4

? Question 5

? Question 6

? Question 7

? Question 8

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? Question 13

? Question 14

? Question 15

? Question 16

? Question 17

? Question 18

? Question 19

? Question 20

This first term defines the extent to which a tool measures what it is supposed to measure, while this second term defines the degree to which a tool produces consistent or similar results on the same phenomenon at different times or when used by different people. These terms are:

☐ reliability, validity

☐ validity, generalizability

☐ validity, reliability

Info

The following acronyms are defined below for your reference:

CNO	College of Nurses of Ontario
NG	Nasogastric
ICU	Intensive Care Unit
IM	Intramuscular
IV	Intravenous
mmol/L	millimolar per litre
mmHG	millimetre of mercury
RNAO	Registered Nurses Association of Ontario

✓ CONTINUE

Info

Calculator

Chat

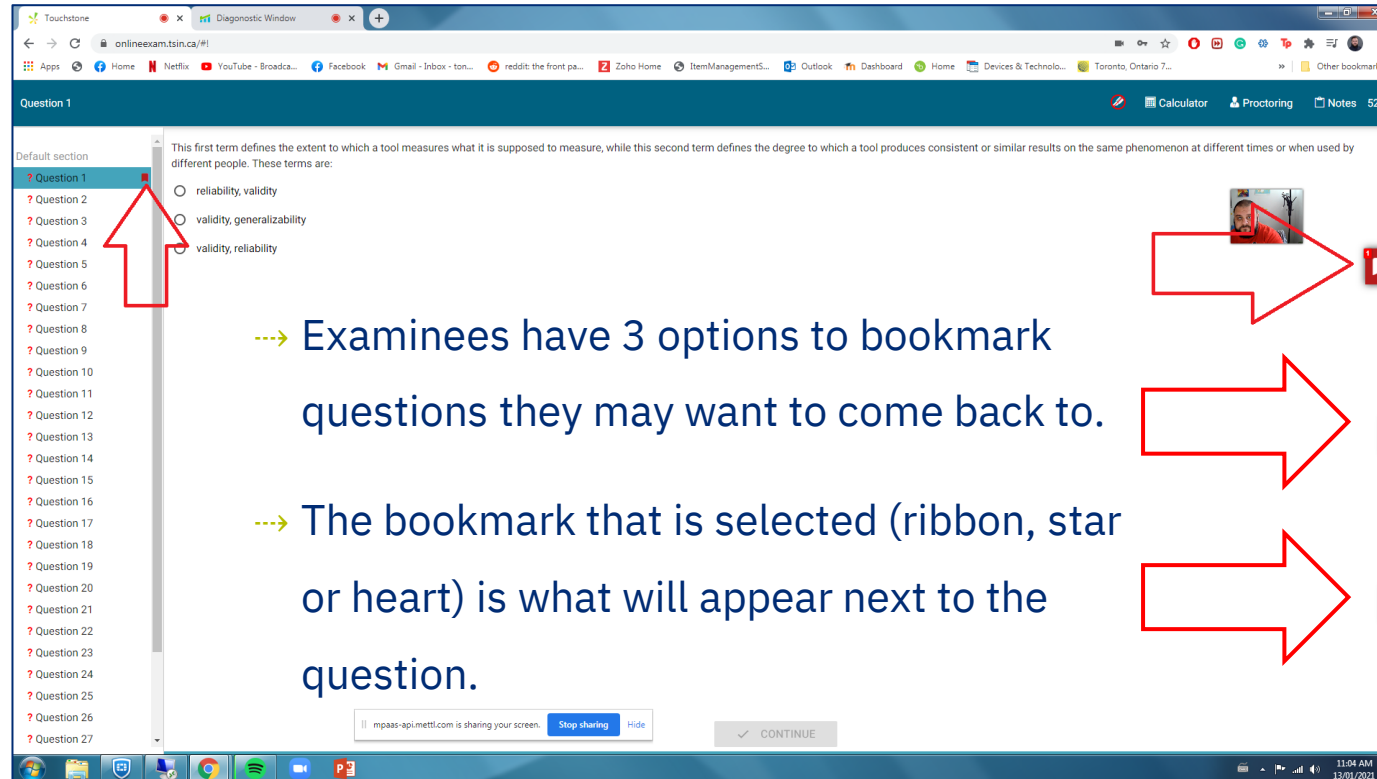
Notes

84:46

---> This feature lists acronyms which may be present in the exam and provides the full words.

Bookmarks

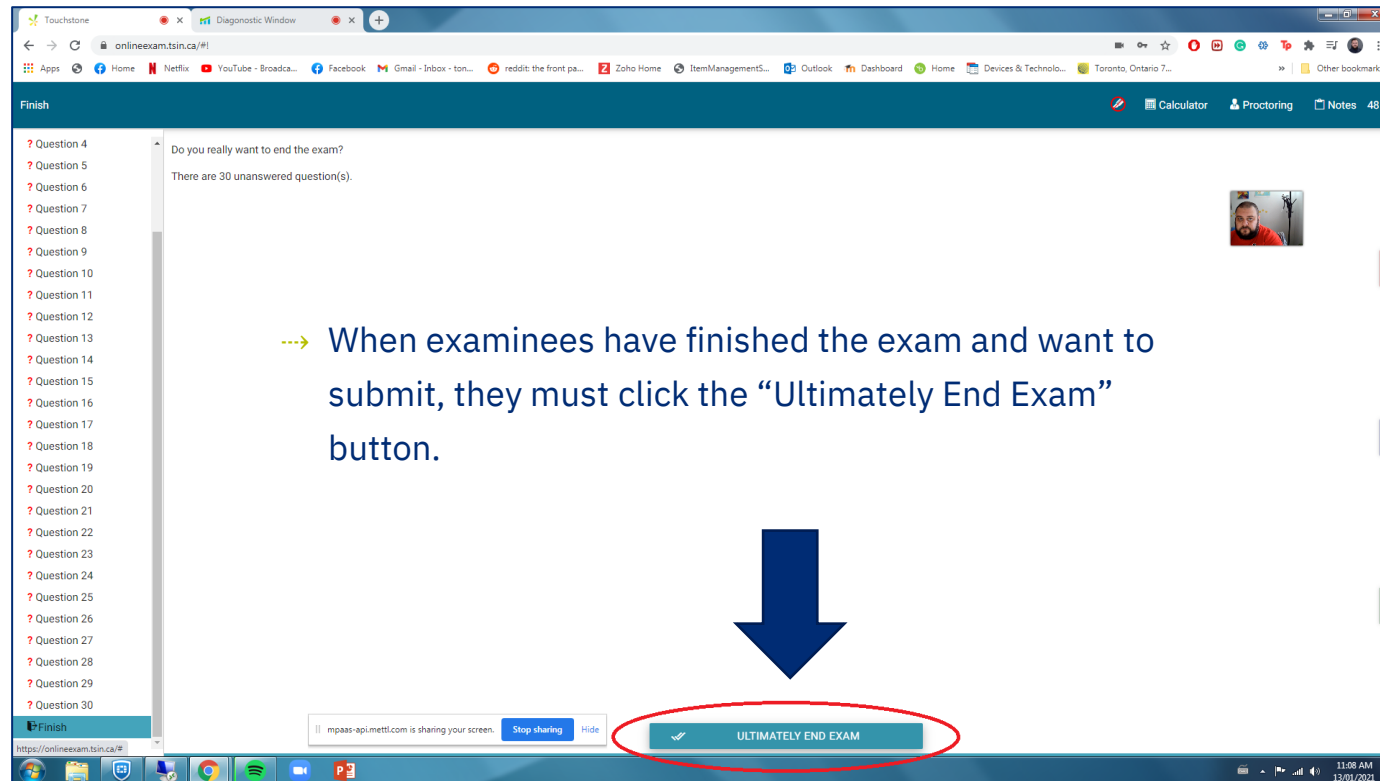
- Examinees can tag questions using multiple bookmarks.
- To remove a bookmark, examinees must click the question they have attached the bookmark to, then click the assigned bookmark icon for that question and it will be removed.



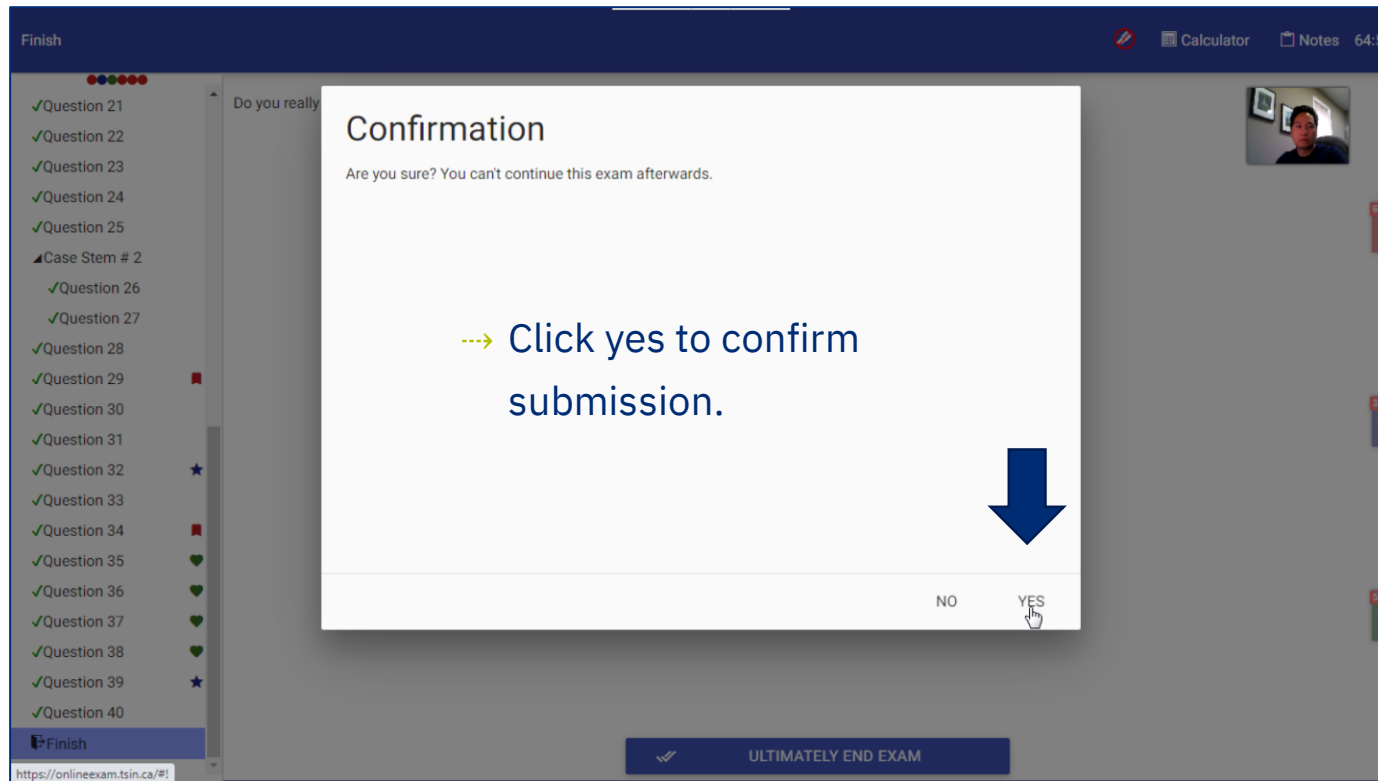
The screenshot shows the Touchstone online exam interface. On the left, a list of questions from Question 1 to Question 27 is displayed. A red arrow points to Question 1 in this list. On the right, the details for Question 1 are shown, including a text prompt and three radio button options: 'reliability, validity', 'validity, generalizability', and 'validity, reliability'. A red arrow points to the first option. In the top right corner of the question detail view, there are three bookmark icons: a ribbon, a star, and a heart. Red arrows point to each of these icons. At the bottom of the interface, there is a 'CONTINUE' button and a status bar showing the time as 11:04 AM on 13/01/2021.

- Examinees have 3 options to bookmark questions they may want to come back to.
- The bookmark that is selected (ribbon, star or heart) is what will appear next to the question.

Submitting the Exam



Submission Confirmation



MCQ Sign Out Procedure

- > Close the browser to end the exam session.
- > This will automatically end the screen sharing, camera and microphone permissions.
- > Examinees do not need to inform the proctor that they have finished the exam. They will see examinees exit from their monitoring stations.

Exam Incident Reporting

- Incident: Anything that happens that is not an intended part of the exam, and may affect examinee's performance or scores.
- Examinees who experience an incident during the MCQ must:
 - Notify proctoring staff using the chat function prior to leaving the exam, OR call the hotline within 1 hour of completing the exam: (647) 204-2315
- An incident report must be completed **online** by the examinee within 48 hours. A link will be provided via email (only to those who have communicated an incident to staff)
- It is **prohibited** to send incident reports by email, it must be done via the link.
- Site staff may also ask proctors or relevant staff to complete a report to assist with the investigation process.
- Examinees who have completed an incident report can expect to receive an email response within 8 weeks of the examination date.

Exam Incident Reporting

Exam Discontinuation

- If examinees begin to feel unwell during the exam, they should notify exam staff immediately.
- If examinees have started the exam and do not wish to continue or are unable to, exam staff will document their early departure in an incident report.
- Examinees will be required to complete an incident report online within 48 hours, in addition to a discontinuation form. A link will be provided to do so.
- The incident report will be shared with the Nursing Regulator.

Exam Incident Reporting

Technological Issues

- > If an examinee is experiencing technological issues, they will be required to follow the steps below:
 - > 1. Try to log back in using the exam day link if disconnected
 - > 2. If unable to reconnect, check cell phone to see if a text was received (a text will be sent from Touchstone Institute in the event of a system-wide technical issue, in which case do NOT call the hotline)
 - > 3. If no text was received, call the hotline immediately: (647) 204-2315
 - > 4. Complete an incident report within 48 hours of the exam. Staff will provide a link to this

Conclusion

- > On the next slide, examinees are required to click the survey button to confirm they have reviewed this orientation **(this step is mandatory)**. Examinees may use this form to ask any questions they may still have concerning the exam.
- > Questions can be asked up to 3 days before the exam. Questions submitted within 3 days of the exam will not be answered.

Survey Link

[Click here for survey](#)

Thank You

Our Vision

Public
confidence in
professional
competence.

Our Mission

To excel in providing competency
assessment and education
services that meet professional
and societal needs.

TOUCHSTONE
INSTITUTE
COMPETENCY EVALUATION EXPERTS