Knowledge and Competency Assessment Tool (KCAT) Exam Orientation

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Confidentiality

- Upon registration for this exam, candidates were expected to read, understand, and sign the Exam Conduct Agreement.
- This document confirms you 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:
  - sharing exam content with future candidates
  - posting case information or exam questions online
- Any breach in confidentiality of exam materials may lead to disciplinary and legal measures.
- Please review Touchstone Institute's Ethical Exam Behaviour webpage before the exam.

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Professional Conduct

- **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, making disruptive comments about the exam, or other behavior that the site staff considers disruptive or discourteous to others. Any disruptive behaviour will be **documented and shared with the referring body**.
- Candidates who continue to exhibit disruptive behaviour after being warned will be **removed from the exam.**

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Format of The Exam

Virtual Multiple Choice Questionnaire (MCQ)

	Knowledge-based Component	1-Hour Break	Competency-based Component
Registration & Authorization	15-30 minutes		15-30 minutes
Exam Length	2 hours 45 minutes		2 hours 35 minutes
Total Exam Time	Approximately 3.5 hours		Approximately 3.5 hours

- Candidates will be provided with the following to complete the MCQ:
  - Computer Set-up Guide
  - Functions and Features Sheet

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Format of The Exam

- There are two components to the KCAT:
  - The **knowledge-based component** of the exam consists of up to 100 multiple-choice questions. All knowledge-based questions are independent questions.
  - The **competency-based component** of the exam consists of up to 18 case scenarios and a series of 5 to 6 MCQs per case.
- The knowledge component of the exam is written in the morning and the competency component is written in the afternoon, with a **one-hour break** in between both components.
- The Blueprint for the KCAT is consistent with the Integrated Competencies for Dietetic Education and Practice (ICDEP) 2020. The ICDEP are the national competency standards used for the accreditation of Canadian dietetic education programs and are used by all provincial regulatory bodies to assess the qualifications of applicants.

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COVID-19 Exam Content

- Candidates will **not** be assessed on their knowledge of COVID-19.
- COVID-19 is not a factor in any exam content or question. It does not need to be considered.
- No changes have been made to the exam blueprint during the COVID-19 pandemic.

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Examination Logistics

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System Requirements

- The following requirements must be met to participate in the exam:
  - Access to a computer (desktop or laptop). This test cannot be taken on a tablet or mobile device.
    - Dual monitor configurations are **not** permitted. Computer must be hooked up to only one screen and must be connected to a power source.
  - 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.
    - Candidates must be able to move their webcam to show their surroundings.

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System Requirements

- **Wired Ethernet connection** is recommended to ensure the best test 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, candidates 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). Candidates' experience will be dependent on their ability to maintain a strong Wi-Fi connection within their test environment.
- **If a wired Ethernet connection is not possible, the test space should be as close to the internet router as possible.**

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System Requirements

- Activities that might interfere with internet connectivity that are discouraged:
  - Live streaming of movies
  - Playing of video games
- Windows 8 or above / Mac OSX 10.13 or above
- **The latest version of Google Chrome**
- A quiet, private space with a table and chair to ensure test confidentiality. Area must be clear of electronics, notes, etc. No additional people can be in the room.

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Exam Permitted Items

- The following items are permitted to be in the room during the exam:
  - ✓ Tissues
  - ✓ Lip balm
  - ✓ Mints/lozenges*
  - ✓ Medication needed for a medical condition
  - ✓ Water (in a clear container such as a glass, or bottle with the label removed)
  - ✓ Small snack*
  - ✓ Mouse and mouse pad

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

Exam Prohibited Items

- The following items are **not** permitted to be in the room where candidates will take the exam:
  - ✕ Any electronic devices aside from the computer being used for the examination (i.e. smartphones, tablets, laptops)
  - ✕ Exam material or writing utensils (paper, notes, books, pens etc.)
  - ✕ Watches of any kind (smartwatches, digital, analog)
  - ✕ Recording devices of any kind
  - ✕ Additional people or pets
  - ✕ Purses/bags
  - ✕ Hats

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Environmental Requirements

- A proctor will confirm that candidates 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 candidates to perform a room scan at any time during the exam if deemed necessary.**

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Identification Requirements

- Candidates will be required to verify their identity on the scheduled exam date by showing personal identification that includes a photo and signature to the camera.
- The assigned proctor will confirm that the ID:
  - Matches the candidate
  - Is the same ID used during the pre-exam systems check, or shows identical name (including spelling) that candidate used for registration
- Acceptable forms of identification include:
  - Passport of any country
  - Canadian Permanent Resident or Citizenship Card
  - Canadian Driver's License
  - Canadian Health Card
  - Canadian Identification Card

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Virtual Exam – 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 the MCQ questions.
- Ensure a comfortable position is maintained throughout the day to avoid excessive movement while on camera.

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Washroom Breaks

- **Exam Staff must be notified, and they must confirm washroom requests before candidates leave the screen**.
- Candidates must always keep their online session open and video on.
- Breaks will be logged, and a room scan will be conducted once the candidate returns.
- **No additional time will be given for breaks. Candidates are encouraged to use the bathroom prior to starting the exam.**
- Candidates are encouraged to limit washroom use to 1 break once the exam is in progress.
- MCQ responses will be monitored for any suspicious patterns or changes following breaks.

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Exam Computer Setup

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Installing Virtual MCQ Exam Extension

- 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 Complete the System Check Process: https://youtu.be/HLfTlmey8Vk
  - How to Grant Chrome Screen Recording on Mac Operating System: https://www.youtube.com/watch?v=sO3wmkTdl4o

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Exam Dashboard

- When the examinee is being authorized, they will be asked to hide (not close) their small "screen sharing" window.
- When candidates 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, candidates will be provided with a PIN that will allow them to access the exam.

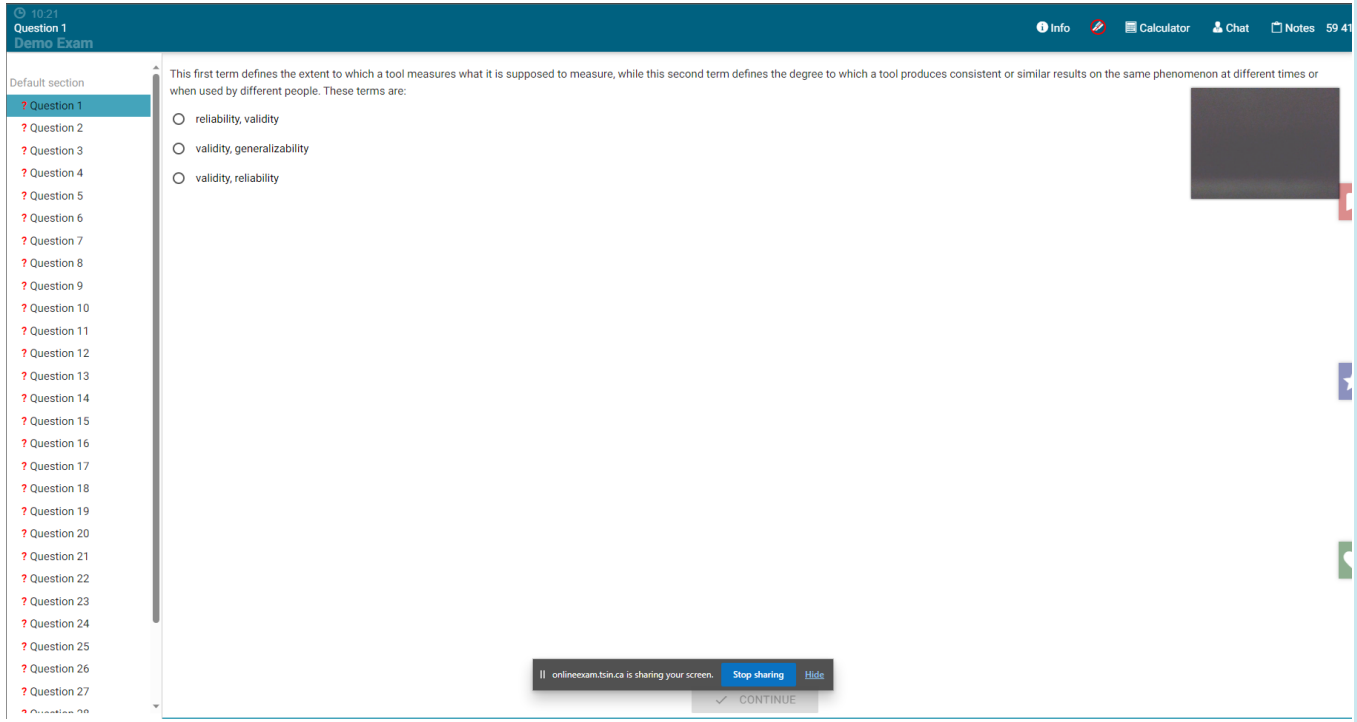
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Exam Dashboard

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

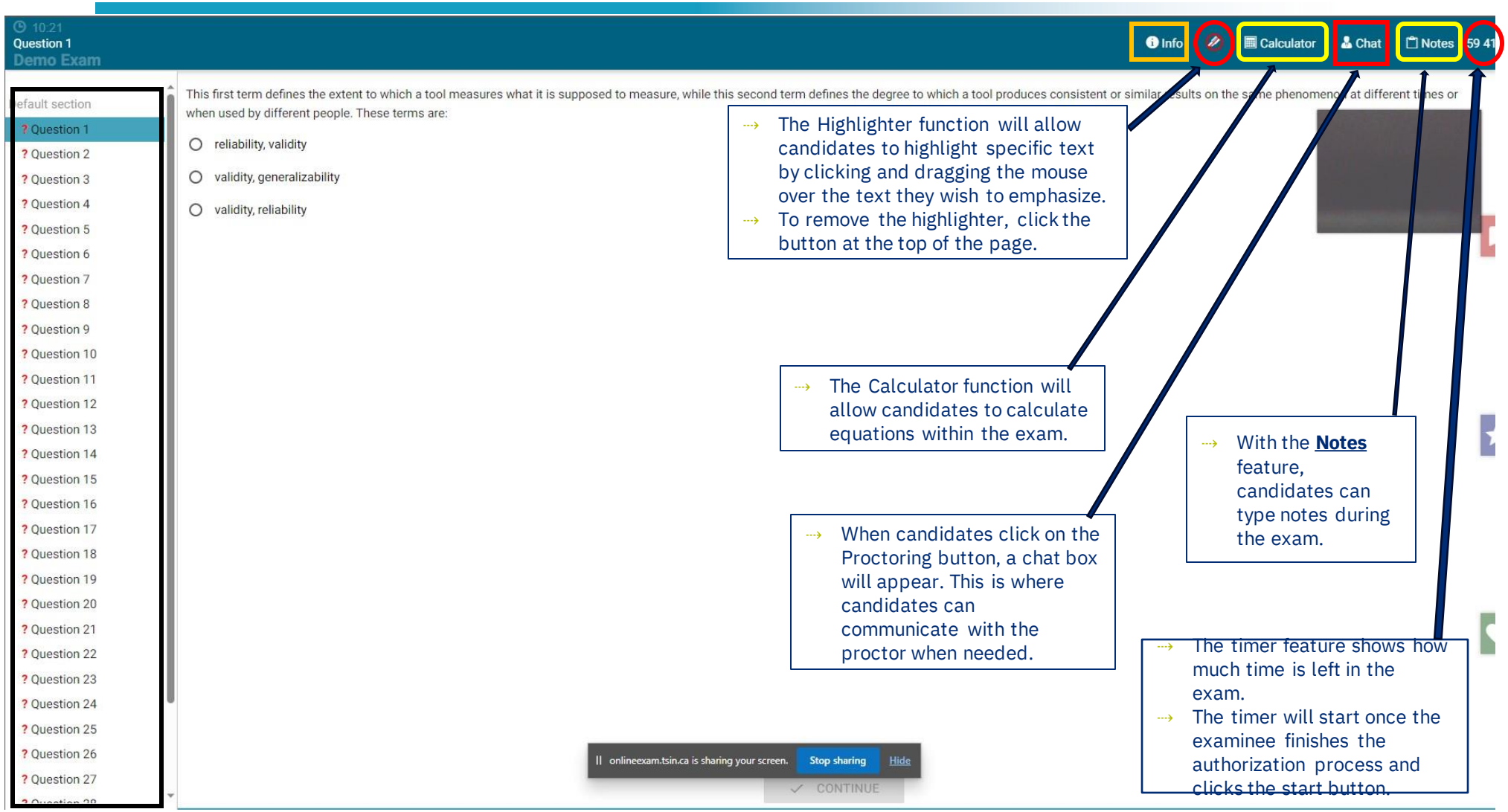
Exam Dashboard – Start Screen

- 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.

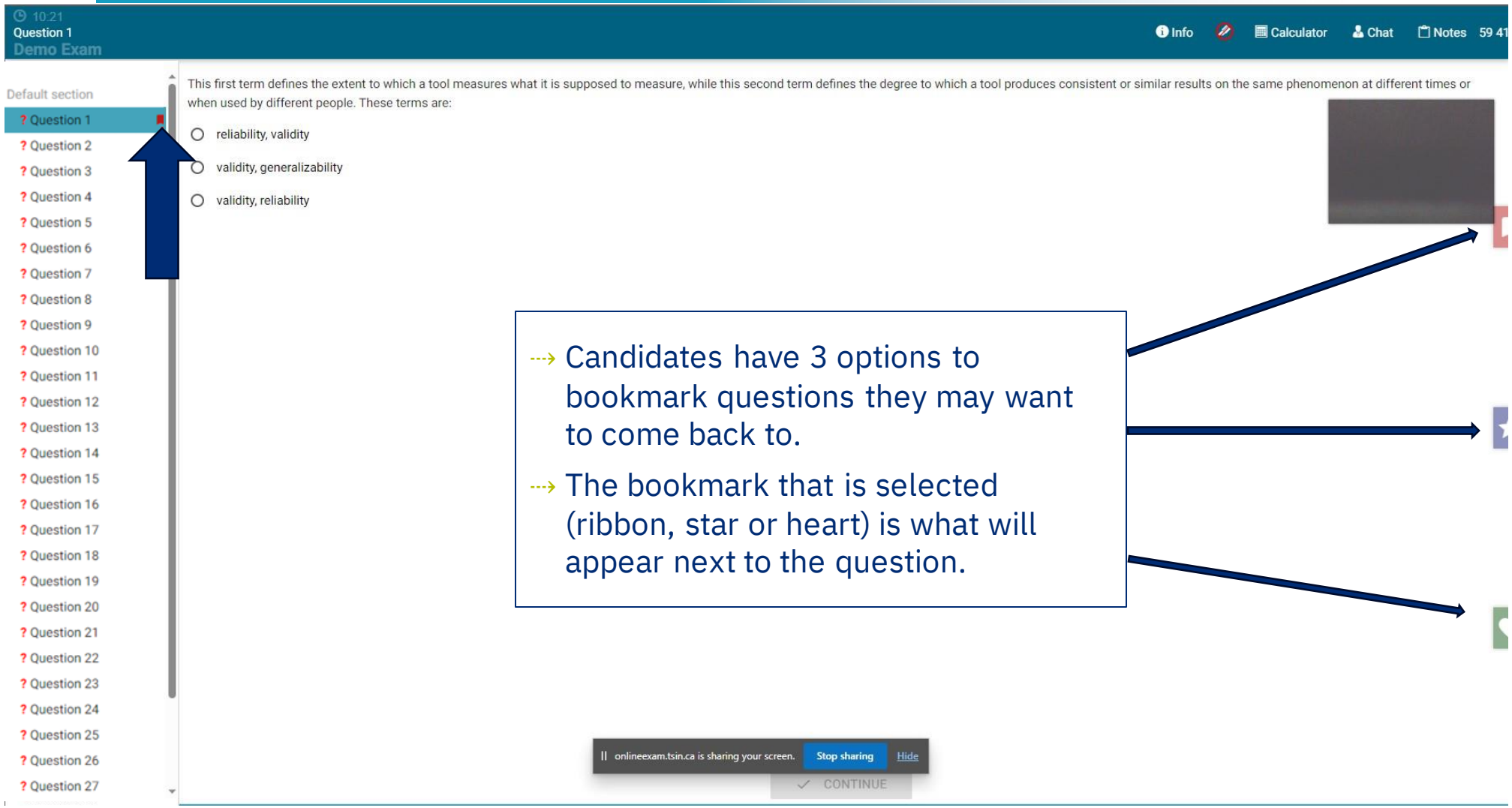


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Exam Screen & Features



Exam Screen & Features – Bookmarks



- Candidates 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.

Multiple Choice Questionnaire (MCQ)

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MCQ Candidates & Roles

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

- Candidate: Completes MCQ questions independently. Camera always remains on, and candidates 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 candidate's live webcam feed and computer screen. Proctors may periodically ask questions or instruct candidates to perform a specific task if exam protocols are not being followed.
- There will be audio and video recording of the candidates for the duration of the exam. Please keep your audio and video on for the entire test.

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Exam Security Scan

Upon entering the virtual test environment, candidates will be greeted by a virtual proctor who will walk them through the following registration and security process:

1. **Identification Check** – candidates will need to take a picture of themselves and a piece of original government issued photo identification which shows their name, photo image and date of birth, with their webcam.
2. **360-Degree Room Scan** – candidates will need to be able to use their computer webcam to complete a full **360-degree room scan.** Ensure that your test space is completely cleared of all prohibited items. There should not be any distracting poster, picture, words on the wall behind you.
3. **Sleeve & Pocket Scan** – the proctor will ask that you show you have no items up your sleeves or in your pockets.

Note: Touchstone Institute reserves the right to ask candidates to perform a room scan at anytime during the exam if deemed necessary. Touchstone further reserves the right to add additional scanning requirements to this process without prior written notification.

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Exam Security Scan – 360 Degree Room Scan

- Once a candidate is authorized, they will be required to complete a Security Scan.
- **Candidates 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 themselves, candidates will be asked to do a security scan via the chat.

IMPORTANT:

- The time allotment includes the time it requires to complete the Security Scan. Candidates have been allotted enough time to complete the MCQ exam.

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Losing Connection During the Exam

- If a candidate loses connection, the following actions must be taken:
  - Try to log back into the test. The authorization process and room scan will need to be completed again.
    - **The test time will have paused, and test answers will automatically be saved.**
  - If a candidate cannot log back into the test, they are allowed to retrieve their cell phone to call the exam day hotline: **(647) 204-2315**.
  - Report the incident to a Touchstone staff and complete an incident report online within 48 hours of the exam.

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During the Exam

- Candidates should read the questions carefully and select the best answer to each question.
- Once all time has passed in the test, the test will automatically be submitted, whether all questions have been completed or not.
- Candidates may choose to submit their test and exit the test platform if they finish before time is up.
- **Ensure to close your browser so that your camera and microphone are turned off.**

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Exam Incident Reporting

- **Incident:** anything that happens that is not an intended part of the exam and may affect candidate's performance or scores.
- Candidates who experience an incident during the MCQ **MUST**:
  - Notify proctoring staff using the chat function prior to leaving the exam, **OR** call the Exam Day Hotline ((647) 204-2315) within 1 hour of completing the exam.

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Exam Incident Reporting

- Once Touchstone staff are aware of your intentions, a link will be provided to you via email (only to those who report an incident to staff).
- Incident reports **must** be completed by candidates online using the link, within 48 hours. It is **prohibited** to send incident reports by email.
- Candidates who have completed an incident report can expect to receive an email response within 8 weeks of the examination date.

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Exam Discontinuation

- You should notify staff immediately if you:
  - begin to feel unwell during the exam
  - have started the exam and do not wish to continue or are unable to do so
- Exam staff will document your early departure in an incident report.
- You will be required to complete an incident report and discontinuation form online within 48 hours.
- The incident report will be shared with the Regulator.

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General Reminders

- Complete systems check well in advance to ensure there are no technological obstructions on exam day.
- A quiet, private space is required for the exam, free of any additional people or pets.
- Ensure all technology requirements are satisfied.
- Log into the exam by your scheduled arrival period and have ID ready.
- Professional conduct must be maintained throughout the exam and during feedback session.
- Exam content cannot be discussed or disclosed with others at any time.
- Candidates can submit any questions about the exam to exams@tsin.ca.
- **Ensure the hotline number is saved and easily accessible if needed: (647) 204-2315**.

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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.

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