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[Overview of Oracle Test Event](#)

Oracle University along with our exam testing provider Pearson VUE may host events to deliver certification exams. [Oracle University registration, payment and cancellation procedures](#) apply to exam events. Trained, authorized Oracle University proctors administer the scheduled exam events according to the policies and procedures documented in this manual. Other Oracle Staff may also proctor test events. They must be certified by us and administer the scheduled exam events according to the policies and procedures documented in this manual.

[Roles and Responsibilities of Oracle Proctors](#)

Oracle Test events require an authorized OU Proctor to staff each Test Event. OU staff are authorized through a process of training and passing a proctor exam. To have a proctor trained and authorized, OU country management should submit an email request to otcsupport_ww@oracle.com.

Oracle Proctors manage the exam events and protect the integrity of the exam content by adhering to Oracle Test Event policies and procedures.

Responsibilities:

- Learn the policies and procedures in the Oracle Test Event Proctor Guide.
- Verify your eligibility to proctor events by ensuring access to oracle.programworkshop.com.
- It is Best Practice for all Proctors to perform System Check before each event.
- Admit candidates to testing room and exclude prohibited items from the testing room.
- Instruct candidates to Login, Select Exam, Submit Order and Launch Exam.
- Apply all Oracle policies with respect to verifying the candidate's identification and payment.
- Provide accurate information at time of Proctor Authentication regarding the candidate's payment method, order number, and identification.

- Always know your Proctor Username and Password, both of which are required to provide Proctor Authentication during testing events.
- Manage the Test Event to ensure customer satisfaction.
- Supervise exam delivery to prevent cheating, content piracy, and disruption.
- Use your Proctor privileges strictly in accordance with OU and OCP policies.
- It is recommended that the proctor print or keep handy a copy of the proctor guide when proctoring only in the rare case something goes wrong.

Roles and Responsibilities of Candidates

Responsibilities of candidates attending a testing event:

- All candidates must set up a Pearson VUE account before the day of the Test Event.
- Pearson VUE accounts are created at <http://www.pearsonvue.com/oracle>.
- Candidates must know their Pearson VUE login username and password to take their test at the testing event.
- Arrive promptly for testing appointment.
- Present two forms of valid identification for admittance to testing room.
- No prohibited items are allowed into the testing room.
- Adhere to all policies contained in the [Oracle Certification Program Candidate Agreement](#).

Professional Examination Delivery

Oracle Proctors should be cordial and professional. Greet examinees courteously to ease their anxiety. Your cordial words and behavior show examinees they are welcome and make the examination experience less threatening.

If there are unexpected problems (such as locked doors, extreme room temperatures, or computer problems), acknowledge them and let examinees know you are trying to correct the situation quickly and effectively.

At the check-in area, you may need to inform examinees of the location of fire exits and any information on the safe evacuation of the building, location of rest rooms, if there is any prohibition of eating, drinking, and if necessary any smoking regulations in the building.

Policies Governing Exam and Test Center Security

- Proctors must act at all times in accordance with their Employee Non-Disclosure agreement and with any additional Proctor Agreements, and protect the exam content which is the property of Oracle.
- Proctors must enforce the integrity of exam delivery by checking candidate IDs, ensuring candidates are testing under their correct names, and preventing fraudulent activities whenever possible.

Policies Governing Use of Proctor Privileges and Payment Methods

Proctor Policies are required to protect the integrity of the Oracle Certification Program.

If you are found out of compliance with these or any other Oracle Certification Program Proctor policies you may lose your Proctor rights and OU Management may be notified.

Additional remedies may be pursued under the Oracle Certification Program's fraudulent activities policies and your Employee Non-Disclosure Agreement even to include termination of employment.

- Proctors may not deliver any exams to themselves --- self-proctoring is not allowed.
- Proctors may not take any action that could risk exposure of examination content, or allow candidates to take such action.
 - Proctors may not allow candidates to be unsupervised with an exam at any time.
 - Proctors may not allow candidates to have prohibited items or perform prohibited activities.
 - Neither proctors nor candidates may to take screen shots, copy or reproduce any test content, including for the purpose of registering a complaint or concern about 1 or more exam items.
 - Proctors may not allow instructors or any Oracle employee to take an exam for any purpose other than earning certification. Allowing instructor access to exams to help them prepare their students is expressly forbidden.
- Proctors pursuing their Oracle Certification credential should never access exam content with the intent of gaining insight on exam items for their own benefit or the benefit of their students.
- Proctors may not divulge their Proctor Username or Proctor Password to any person.
- Proctor Logins and Passwords should never be viewed by candidates. Proctors must actively prevent candidates from watching them input their Proctor Username and Password in the testing platform.
- Certification Exam Content, including questions, answers, drawings, diagrams, length and/or number of exam items per objective should **NEVER** be disclosed, published, reproduced or transmitted to any third party, in any form, including without limitation, verbal, written, electronic or any other means for any purpose.
- Proctors are responsible for supervising the candidates' entering of payment method.
 - When a customer uses a Promo code or Voucher to pay for their exam, after they enter the code or number and submit order, the Amount Due in the testing system will be zero, and the customer can proceed to take the test.
 - If the Promo code or Voucher number are not valid the proctor must work to ensure the correct code is entered.

[Policies for Candidates with Special Needs](#)

Special accommodations may sometimes be made for examinees with special needs.

Some types of minor special arrangements can be made by the **Oracle Proctor Managers' Discretion**. Examples of these are listed below.

- Use of a wheelchair
- A pillow for the examinee's back
- A stool to elevate an injured leg
- A task light or external screen magnifier to aid the visually impaired

Inspect any examinee-supplied physical aid before allowing the examinee to enter the examination area. For example, if the examinee brings a pillow, check to make sure there are no pockets in the cover that could hold unauthorized aids such as written materials, calculators, etc.

Authorization Required

Authorization is required for conditions such as delivering examinations with extra time, providing a separate room, allowing a reader, providing handicap access, etc. All examinees that require these special accommodations must make arrangements in advance of their scheduled testing date, to allow time for review and approval.

If the authorized accommodation permits someone to accompany the examinee into the examination area, that person's name will appear on the authorization letter the examinee presents to you during check-in. The examinee's letter will state the person's function (e.g., reader). The individual accompanying the examinee must present two forms of identification, both with signatures, one bearing a photo.

If you have a question about whether or not to accommodate a non-standard request, ask your OU manager.

Accommodating Special Requests

Do not administer an examination to anyone requesting an accommodation (except those of the Managers' Discretion type) unless Oracle Certification Program Global Management has approved the examinee's request.

Setting Time Accommodations in the Testing System

Approved time accommodations are entered by the Proctor at Proctor Sign-In for the individual's exam. The field is called Time Accommodation. The default value of No Extra Time must always be retained unless there is an approved accommodation.

Oracle Testing Requirements

Candidates should set up their Pearson VUE web account before coming to the testing center and will be instructed in their confirmation letters that they should perform this one-time setup at least one week before their OTC event.

When candidates come to the testing center, they need to know the login and password information for their Pearson VUE web account.

- If they've forgotten their username, there are security questions to answer that may solve the problem.
- Password recovery is via email, so if they've forgotten their password, and cannot access the web and their email on a personal device, they may need to call a [Support](#) number (the Test Event testing computers are locked down to ensure a secure browser and no email).

The Pearson VUE web account is associated with their existing Oracle Testing ID (if they have tested with Oracle before) or a new Oracle Testing ID (if they are new to Oracle testing.)

- Candidates are provided with their Web Account Username and Password by email. They cannot access their new account until they retrieve their credentials from email. Please note: If the Pearson VUE web system cannot match a candidate who has tested with Oracle before with their existing Oracle Testing ID when the candidate attempts to establish their web account,

they will be put into a Customer Service Queue for up to 72 hours. This is why candidates are instructed to establish their Pearson VUE web account at least one week prior to taking their exam. With no Pearson VUE account they are unable to proceed with testing.

[Set Up Oracle Testing Events](#)

Before You Start

- You will need to have a Private Access Code (PAC) to use the Anywhere Proctored Test Delivery. Candidates must enter a PAC to take an exam at an Oracle Test Fest or Event.
- All Test Events and Fests are delivered at no cost or at a discounted cost to the test takers by using a valid Promo Code or Voucher #. These are setup prior to your Oracle Test Event.
- See page 10 for instructions on setting up Event Codes in Navigator. Event Codes are used to "unlock" the exams of multiple candidates simultaneously from the Navigator application.

Notes:

- Go to Anywhere Proctored <http://pearsonvue.com/oracle/ap/> for solving test taker or proctor problems.
- To maintain security your Proctor password will expire and must be changed periodically by using Navigator.
- Note that sometimes you will deliver non-proctored exams. In these cases, the exam launches after the candidate selects it and no Proctor Authentication is required.

Registration and Payment Requirements

- Customers will use a Promo Code or Voucher # at the testing event instead of pre-paying Oracle University.

Day of Event

- Proctors and reception persons will come earlier- at least 1 hour before the event starts and will have printed the registration lists for Monday's sessions
- Reception persons will greet candidates and will ask them if they are registered and confirmed, will check them on the list and if found, will ask the candidates if they have a Pearson Vue badged account and they know their login credentials and if they have 2 IDs, one of them must be photo ID. Then:
 - If they have a PV account (and know their credentials) and IDs, candidates are asked to enter the testing room.
 - If they don't have a badged PV account, they are asked to wait a bit until candidates that have them are assisted and then the reception person will help candidates with their PV account.
 - If they don't have IDs they are asked to try to come to a different session.
 - If they have PV account and IDs, but are not confirmed on the list, they can be let in, if the session is not full.

Testing Room Requirements

- Desks and chairs, classroom style. Each laptop needs to have a distance of at least 1.5 m between them
- 1 desk in the front of the room, for the supervisor (proctor)
- 2 desks and chairs for the reception people, outside of the room
- Room needs to be locked during the event
- **Room needs wired internet for each laptop that will have the speed: 512 kbps down/up**

The laptops will need power in the room. In order to do this, there need to be setup power plugs that will be taped on the desks and carpet. Testing laptops need to meet certain criteria, please see below and you need to ensure that the team bringing the laptops confirms the laptops will meet these criteria.

Operating System	Windows 10 Windows 8.1 (32-bit and 64-bit) <i>(all editions except 'RT')</i> Windows 7 SP1 (32-bit and 64-bit) <i>(all editions except 'Starter')</i> Note: Mac OSX is NOT supported.
Display	Minimum resolution: 1024 x 768 in 16-bit color
Network Connection	Pearson VUE strongly recommends using a wired network rather than a wireless network, since a wired network provides better exam delivery performance.
Internet Connection	512 kbps down/up Dial-Up Internet connections are not supported.
Internet Browsers	Internet Explorer 11
Browser Settings	Internet Cookies must be enabled. All Pop-Up blockers must be disabled.
Additional Software	Adobe Flash Player latest version is required.
Firewalls	Corporate firewalls (including VPNs) often cause this delivery method to fail.

Please take your exam in a setting without a corporate firewall.

[Read complete specifications and requirements](#)

Two Shortcuts Required on the Test Taker Desktop/Laptop

These are the links that will appear on the classroom desktop:

Shortcut Name	Links To
OTC Test [Candidates select this to take their test.]	http://www.pearsonvue.com/oracle/ap
Pearson VUE Web Account [Candidates select this to access their existing Pearson VUE web account.]	http://www.pearsonvue.com/oracle

[Admitting Candidates to an Oracle Testing Event](#)

Performing System Check

It is Best Practice for all Proctors to perform System Check before each event. A [System check](#) in Internet Explorer 11 must be run prior to every event. The Proctor must arrive at the testing room with enough time to perform the check before candidates need to be admitted. The System Check takes less than five minutes per machine.

If the System Check results are unfavorable, the feedback will indicate what type of problem exists and the Proctor will need to decide the appropriate escalation path at that point.

See the section called [Handling Technical Problems with the Testing Platform](#) for information about adverse System Check results.

Verifying Candidates' Identity

Candidates may not be admitted to an testing event without proper proof of identity and signing in. *Proctors will check IDs twice -- once against the sign in sheet before admittance, and again when providing proctor authorization in the testing platform.*

Candidate privacy: Respect candidate privacy at all times and do not say candidates' personal information aloud in the presence of other candidates or test center personnel.

Steps to Admit Candidates

When candidates arrive, before admitting them to the testing room Proctors must:

1. Have candidates sign in on the Attendance/Sign In sheet
2. Verify candidates' identity by inspecting their [two acceptable forms of identification](#), one of which must be a photo ID. (Inform candidates that their photo ID will be checked again once they are seated at their testing station.)
3. Verify that candidates' signatures on the sign-in sheet match the signatures on their identification.

4. Ensure that [prohibited testing aids](#) are not allowed into the testing room.
5. Furnish erasable [note boards](#).
6. Retain the sign-in sheets.

Examples of Two Required Forms of Identification (One with Photo)

Examples of acceptable forms of photo identification include the following.

- Drivers' license
- Passport
- Military or government identification
- Oracle employee identification card

Acceptable forms of non-photo identification include the following:

- Credit card
- Check cashing card

Unacceptable forms of identification include the following.

- Social Security Card

[Prohibited Testing Aids](#)

Use of the following items in the examination area is strictly prohibited unless Oracle Corporation has approved a specified exception. **These items may not be stored near the candidate workstation; they should be stored outside the testing room. If there is not a secure place to store them outside the testing room, they may be stored at the front or back of the testing room, within sight of the Proctor, and where candidates cannot reach them.**

- Books, pamphlets, and dictionaries
- Papers of any kind (except for that which is specifically provided by the Oracle Proctor and collected at the end of the examination)
- Listening or communication devices of any kind, including iPods, cell phones, pagers, PDAs, Bluetooth earpieces, etc. (should you store these items in the room, but in closed baggage, please make sure they are turned off, so as not to cause a disturbance)
- Calculators, calculator watches and watch alarms (especially those with flashing lights and alarm sounds)
- Recording, copying, and photographic devices
- Examinee-provided keyboards, mice
- External drives or any other type of storage device

Note Boards or Scratch Paper

Proctors are responsible for supplying scratch paper or note boards for each examinee. Allow examinees to use only the scratch paper or note boards supplied by the Oracle Proctor.

NOTE: The use of scratch paper is not advised. Oracle strongly recommends the use of erasable note boards for examinations. Allowing scratch paper for examinations increases the potential for examinee misconduct, and compromises the security of the examination.

Note boards and erasable markers should be handed to examinees as they enter the examination area. Make sure that the note boards are wiped clean before each use. (If the ink has dried over a time, a damp cloth or paper towel will remove markings.) (Advise the examinee that both sides of the note boards are reusable. A tissue, supplied upon request, may be used for cleaning the note boards during the examination.) Inform the examinee that you will be collecting the note boards after the examination is completed.

If you decide to use scratch paper and pencils in lieu of note boards and markers, scratch paper and a pencil should be handed to examinees as they enter the examination area. Number the scratch sheets and keep records of which sheet are issued to each candidate. When an examinee completes the examination, make certain that all scratch paper is collected. Collected scratch paper should be destroyed (e.g., shredded).

If requested, you may allow candidates to tear off and take with them from the classroom a small piece of paper with their PearsonVUE username and password. You must inspect this piece on both sides before allowing them to retain it. The paper must be no larger than necessary to show their username and password.

Explain Key Points to Candidates

Every candidate will have an Oracle Testing ID, which is their unique identifier in the testing system, and distinguishes them from others who may have the same name. If you have ever taken an Oracle test before, you have an Oracle Testing ID.

- You must take all your tests under a single Oracle Testing ID, or your certifications won't be recognized, because Oracle will not know that you are the same person if you've used more than one Testing ID.
- After your test, your score report will be accessible from CERTS.

IMPORTANT INFORMATION FOR CANDIDATES WHO HAVE TAKEN AN ORACLE TEST BEFORE

Oracle exams are delivered through Pearson VUE.

Those who are new to Oracle testing should have set up their user accounts with Pearson VUE before the testing event date.

If you have taken Oracle certification tests and know your Oracle testing ID, you can provide your Oracle testing ID in the appropriate field. If you don't know your Oracle Testing ID, select "No, I do not know my Oracle Testing ID".

If the candidate has a Pearson VUE login and password:

- If you don't remember your password, access your Pearson VUE Web Account on your personal device. Trigger a password reset email. Then you may leave the room with your web/email device to retrieve the email and reset your password.
- If you don't have access to the web and your email via a personal digital device, you can call Pearson Vue Support Services.

[Administer Exams to Candidates](#)

Follow these steps when candidates are seated and are ready.

Proctor Instructions for Starting Candidates Proctored Exams

- Login using your Proctor username and password
- An Anywhere Proctored testing session is not available to the general public. These sessions are available on an invitation-only basis and often associated with classroom training or special testing events.
- Event codes are used to unlock candidate exams. Candidates enter the event code within the admissions process allowing proctors to unlock the exam from a single, centralized location.
 - An event code is optional but it ensures Proctors are able to "unlock" the exams of multiple candidates simultaneously from the Navigator application. It is a matter of convenience but is not necessary. Proctors can still log in at each candidate workstation but it is time consuming. Use an event code if delivering exams to 5 or more candidates.
 - Event codes remain active for 24 hours.
 - It is the proctor's responsibility to communicate this event code to the candidate at the event. It is up to the proctor at the event to determine the best method of communicating the code to the candidates. Possible options include:
 - Write the event code on a white board in the exam delivery room
 - Print the event code on a slip of paper and hand it to the candidate as they enter the exam delivery room
 - As a best practice, the event code should not be given to the candidate prior to the event, especially if candidates pre-register for exams. The event code could be shared with other candidates not at the event.
- To create the event code:
 - Create Event
 - Use Event Code that is simple as all test takers will need to input the Code generated for the Event Code you create

Unlock Candidate Exams

When a roster is created, it is empty until a candidate enters the event code during the Anywhere Proctored admissions process for the exam.

The screenshot shows a web interface for managing an event. At the top, there is a breadcrumb trail: < Events Tahoe Training. Below this, the interface is divided into three main sections:

- Event information:** This section contains fields for 'Event name' (Tahoe Training) and 'Event date' (August 18, 2016). An 'Edit' button is located in the top right corner of this section.
- Event code:** This section displays the 'Active event code' as 'cv3lpq7lco' and the 'Event code expires' date as 'August 19, 2016 12:06 PM'. A 'Regenerate event code' button is positioned in the top right corner.
- Candidate roster:** This section shows a message: 'No candidates have entered the event code for this event.' A 'Refresh candidate roster' button is located in the top right corner.

Once candidates have entered event codes, the candidates are listed in alphabetical order by last name on the Candidate roster.

Oracle Test Event Proctor Guide

[← Events](#) **My Conference**

Event information

Edit

Event name
My Conference

Event date
August 22, 2016

Event code

Regenerate event code





Active event code
qjp0f0zzmr

Event code expires
August 23, 2016 10:35 AM

Candidate roster

Refresh candidate roster


Group unlock 0 selected

<input type="checkbox"/>	Candidate name	Candidate photo	Exam	Registration ID	Exam status	
<input type="checkbox"/>	Judy Smith	 Large view	3001: Anywhere Proctored	6442567	locked	Unlock
<input type="checkbox"/>	Sam Tester	 Large view	3001: Anywhere Proctored	6442564	locked	Unlock
<input type="checkbox"/>	My Tester1	 Large view	3001: Anywhere Proctored	6442570	locked	Unlock
<input type="checkbox"/>	My Tester2	 Large view	3001: Anywhere Proctored	6442576	locked	Unlock

50 per page 1 - 4 of 4

First < 1 > Last

Open the event





1. On the Events dashboard, locate the desired Event in the Events list.
2. Click the View button.
3. Click the Refresh candidate roster button. A message states the roster has been refreshed. 

Candidate roster

Refresh candidate roster

Candidate roster has been successfully refreshed.


Group unlock 0 selected

<input type="checkbox"/>	Candidate name	Candidate photo	Exam	Registration ID	Exam status	
<input type="checkbox"/>	Judy Smith	 Large view	3001: Anywhere Proctored	6442567	locked	Unlock
<input type="checkbox"/>	Sam Tester	 Large view	3001: Anywhere Proctored	6442564	locked	Unlock
<input type="checkbox"/>	My Tester1	 Large view	3001: Anywhere Proctored	6442570	locked	Unlock
<input type="checkbox"/>	My Tester2	 Large view	3001: Anywhere Proctored	6442576	locked	Unlock

50 per page 1 - 4 of 4

First < 1 > Last

If candidates have entered the event codes, the candidates are listed in alphabetical order on the Candidate roster. All exams at this time are locked.



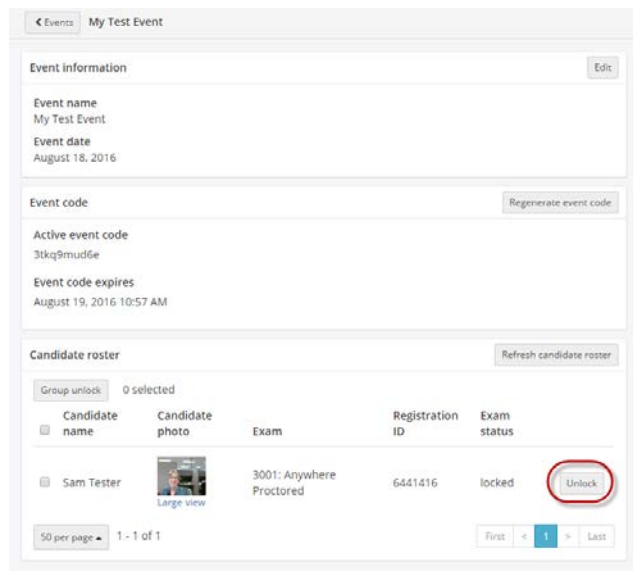
Note

If candidates are beginning their exams at random times throughout the Anywhere Proctored event, Proctors must click the Refresh candidate roster button every couple minutes to ensure candidates are not waiting too long to begin their exams.

4. Unlock single candidate exam

Proctors have the ability to unlock candidate exams one at a time from a single, centralized location without moving to the candidate's workstation to unlock the exam.

1. Locate the desired candidate on the Candidate roster.
2. Click the individual Unlock button in the far right column.



A message states the exam has been unlocked for the selected candidate.

Oracle Test Event Proctor Guide

[< Events](#) **My Test Event**

Event information

Edit

Event name
My Test Event

Event date
August 18, 2016

Event code

Regenerate event code

Active event code
3tkq9mud6e


Event code expires
August 19, 2016 10:57 AM

Candidate roster

Refresh candidate roster

Exam has been unlocked for Sam Tester.

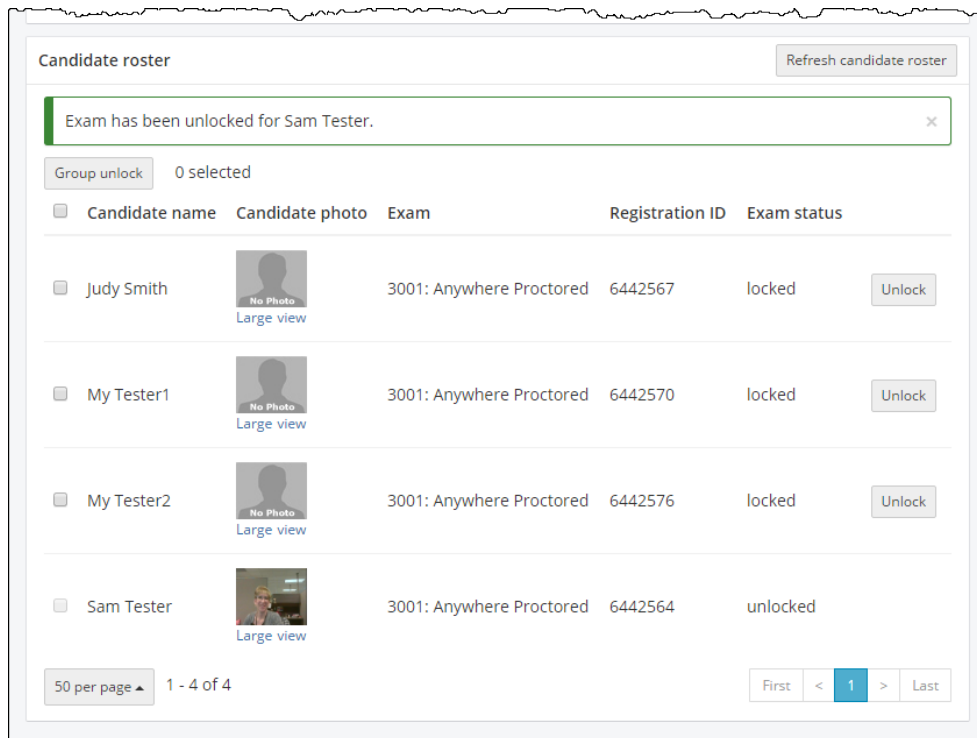
Group unlock 0 selected

<input type="checkbox"/>	Candidate name	Candidate photo	Exam	Registration ID	Exam status
<input type="checkbox"/>	Sam Tester	 Large view	3001: Anywhere Proctored	6441416	unlocked

50 per page ▲ 1 - 1 of 1

First < 1 > Last

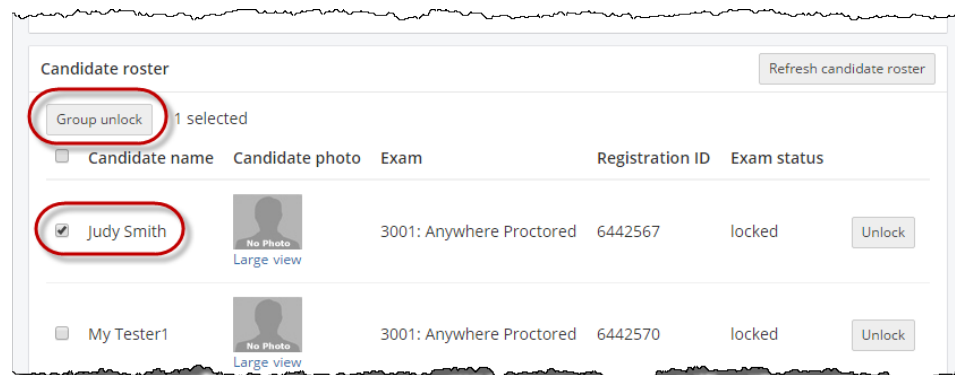
If only one candidate exam was unlocked on a candidate roster, all locked exams are listed at the top of the roster list in alphabetical order. All unlocked exams are listed in alphabetical order at the bottom of the list.



Group unlock candidate exams

Proctors may select all locked exams or individually select exams and use the Group unlock option.

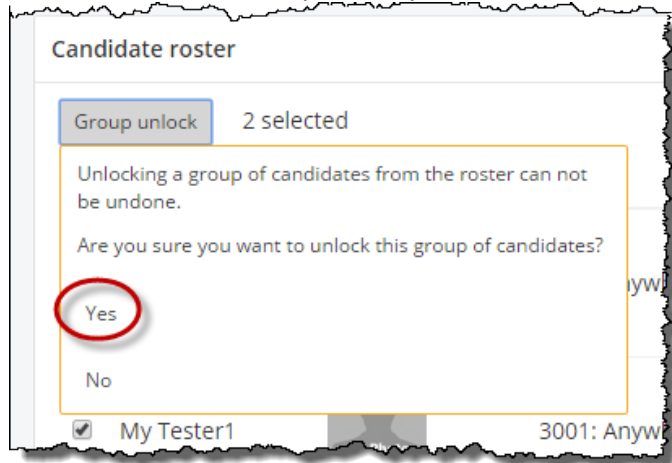
1. Select the desired exams on the Candidate roster.
Click the individual candidate check box for each candidate exam you wish to unlock.



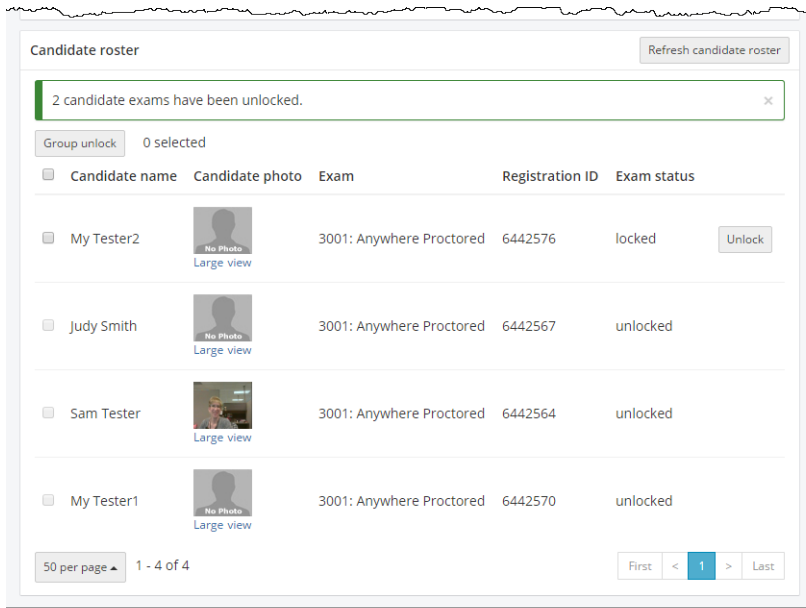
-OR-

1. Select All check box
2. Click the Group Unlock button.

3. Click Yes in the *Are you sure you want to unlock this group of candidates* drop-down list.



A message states the exams have been unlocked.



If individual exams were unlocked, all locked exams are listed at the top of the roster list in alphabetical order. All unlocked exams are listed in alphabetical order at the bottom of the list.

- Oracle Test Platform Login/Test Selection
 - Instruct candidates to place their 2 forms of ID on their desk.
 - Instruct candidates to open <http://www.pearsonvue.com/oracle/ap>

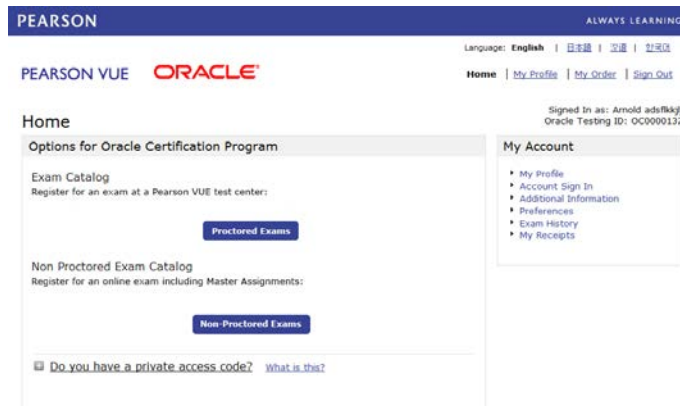
Candidate Instructions for Starting Proctored Exams

Candidates without Pearson VUE Web Accounts or Without their Username or Password

- Candidates who need to set up or confirm their account with Pearson VUE can click [contact Pearson VUE customer service](http://www.pearsonvue.com/oracle/ap) at the bottom of <http://www.pearsonvue.com/oracle/ap>. They will need to read the instructions on how to contact Pearson VUE Support, and then leave the room to make the call.



- Candidates should click **Start test**
- Candidates enter Username and Password for their Pearson VUE web account.



- Once logged in, they should click on the **“Do you have a private access code?”** link. They should enter the private access code provided by the Proctor and click **“Enter”**

Candidates must enter a PAC to take an exam at an Oracle Test Fest or Event.

Proctor NOTE: Private access code for your region/city can be obtained by selecting the Private Access Codes link at the top

of <http://www.pearsonvue.com/oracle/ap>.

PEARSON ALWAYS LEARNING

Language: English | 日本語 | 汉语 | 臺灣語

PEARSON VUE ORACLE

Home | My Profile | My Order | Sign Out

Signed In as: Arnold adafkkgj
Oracle Testing ID: OC0000132

Home

Options for Oracle Certification Program

Exam Catalog
Register for an exam at a Pearson VUE test center:

Proctored Exams

Non-Proctored Exam Catalog
Register for an online exam including Master Assignments:

Non-Proctored Exams

Do you have a private access code? [What is this?](#)

Private Access Code: Enter

- Once logged in, they will be able to select their test from the Exam Name field. NOTE that tests are organized by test number within the prefix-type (1Z0 = production, 1Z1= beta). They can be sorted by Exam Name.
- Candidates may select an exam by clicking on an exam group and then selecting an exam. (Alternatively, candidates may enter all or part of an exam series code or exam title in the search field to locate an exam. After an exam is selected, click on Go.) The selected exam and some details are displayed on the following page.

Signed In as: Benjamin Ciscofranco
Oracle Testing ID: OC0000265

Select Exam

Do you have a private access code? [What is this?](#)

To schedule an exam, open the group the exam is assigned to by clicking on the group name. Only one group may be opened at a time.

Exam Code	Exam Name
1Z0-007-ENU	Introduction to Oracle9i: SQL ExamSeries
1Z0-033-JPN	Oracle9i Performance Tuning ENG
1Z0-040-ENU	1Z0-040 Test Exam
1Z0-040PT	Oracle Database 10g: New Features for Administrators (Testing)
1Z0-042-ENU	Oracle Database 10g: Administration I
1Z0-048-ENU	Oracle Database 10g R2: Administering RAC
1Z0-048-JPN	Oracle Database 10g R2: Administering RAC

Foundation

Industries

Java and Middleware

Operating Systems

Systems

Virtualization

- Click on **Register for this Exam** to proceed.

PEARSON

ALWAYS LEARNING

PEARSON VUE

ORACLE

[Home](#) | [My Profile](#) | [My Order](#) | [Sign Out](#)

Signed In as: Arnold adsfklkj

Oracle Testing ID: OC0000132

Exam Details

Exam: 1Z0-040: Oracle Database 10g: New Features for Administrators View Testing Policies
Price*: USD 245.00
Language: English
Exam Availability: June 10, 2014 - June 12, 2014

*Prices listed are based on today's date and do not include local taxes which may be applicable.

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Description	Details	Price	Actions
Exam 1Z0-040: Oracle Database 10g: New Features for Administrators Language: English Exam Length: 105 minutes	Exam Availability From: April 17, 2014 To: April 19, 2014	245.00	Remove

Total Due

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Checkout - Step 1: Confirm Personal Information

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Submit Order

Receipt

Name: Arnold adsfklkj

Telephone: +1 276-987-6541 [Edit](#)

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Confirmation Preferences: Email

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- On the Agree to Policies page, click on the box next to “I have read and agree to the Oracle Certification Program policies listed above” and click Next.

The screenshot shows the 'Checkout - Step 2: Agree to Policies' page. At the top, there are links for Home, My Profile, My Order, and Sign Out. A progress bar indicates five steps: 1. Confirm Personal Information, 2. Agree to Policies (current step), 3. Enter Payment, 4. Submit Order, and 5. Receipt. Below the progress bar, the 'Oracle Certification Program Policies' are listed, including a Cancellation Policy and Additional Information. At the bottom, there is a checkbox labeled 'I have read and agree to the Oracle Certification Program policies listed above.' which is checked. Navigation buttons for 'Previous' and 'Next' are also present.

- On the Enter Payment screen, enter candidate voucher number or promo code.
- Select Apply .

The screenshot shows the 'Checkout - Step 3: Enter Payment' page. It features the same top navigation and progress bar as the previous step. The 'Order Total' section displays a Subtotal of 245.00, Tax of 0.00, and a TOTAL DUE of USD 245.00. Below this, there is a field for 'Add Voucher or Promo Code' with a 'What is this?' link and an 'Apply' button. The 'Payment Options' section lists three options: Credit/Debit Card (selected), Electronic Check, and a note about scheduling exams paid by Electronic Check.

- When payment has been accepted, select **Next**.
- Click on the **Begin Exam**.

Name Matching Guidelines

Some minor variance is allowed between the name appearing on the acceptable forms of ID and the name appearing in the testing platform. Allowable name variations are:

- Changes between informal and formal names (e.g., Bob and Robert).
- Reversal of names (e.g., Smith John to John Smith).
- Correction of an obvious error in creating the examinees record (e.g. change Snadra to Sandra, Vshial to Vishal)

Substitution of another name for either the first or last name or both names (e.g., Smith to Jones, or Smith to Smith-Jones, or John to James) is not permitted.

Test Supervision

Supervise the exam session to prevent and/or detect policy violations and misconduct.

- The proctor must be able to view examinees at all times, must be aware of activities in the examination area, and must be alert for any misconduct.
- The proctor may not leave the examination room.
- **Proctors should supervise the candidates from both the back and the front of the testing room. Supervising from the back allows proctors to view candidate screens. Proctors should walk quietly around the classroom multiple times during the testing session.**
- Ensure examinees are not disturbing one another nor using any prohibited exam aids, sharing information, or taking notes (except on the erasable note board.)
- Send an email report of any event issues or candidate noncompliance with policies to otcsupport_ww@oracle.com. See procedures below for [addressing examinee misconduct](#) and [handling interruptions to test event](#).

Handle Interruptions to Test Event

Occasionally, disruptions occur in the examination area. These may include system or equipment failure, weather conditions, fire drills, construction noises, or any event that interferes with the examination session. Take appropriate action when examination disruptions occur.

Classroom/Building Evacuation

Proctor should note the time of the interruption.

In the event it is necessary to evacuate the classroom or the building during the testing session, the proctor must identify which scenario applies:

Emergency Evacuation --

In this case, the students and proctor should leave the classroom immediately. Make sure to note the time of the interruption. Students will not be able to close their browsers, but if power and network connectivity to the candidate machines are not interrupted, the test will be continue to run, and the test time may run out.

[If the evacuation is accompanied by power/network outage, then the tests will stop running as soon as connectivity is lost.]

The proctor should lock the classroom upon leaving if circumstances permit, to help preserve test security, as the exams will continue to run on the workstations. However, the proctor should not lock the classroom if time must be taken to retrieve a key. Quick evacuation is the highest priority.

Non-Emergency Evacuation --

In this case, the proctor should instruct the students to execute the following keystrokes (write them out on the white board). This will shut the browser and stop the test clock. Then the proctor and students should leave: **Ctrl + Alt + Shift + F10 [Note: F10 is the Function10 key at the top of the keyboard.]**

Loss of Network Connectivity, Power Failure

Loss of internet communication between the candidate machine and the testing server will cause the test clock to stop. This could be caused by several different problems: power outage, failure of the testing application, failure of the candidate machine, loss of network connectivity by the candidate machine, or loss of connectivity between the network and the internet.

If power, network connectivity or system access is restored within a reasonable time on the same day, you may be able to resume the testing event.

Resuming Tests the Same Day

Scenario 1: Resuming Test without Adding Time

Scenario 1 applies in these situations:

- The keystroke sequence was executed and stopped the test clock at the time of building evacuation.
- Communication between the candidate machine and the remote test server was interrupted, for one of several reasons, which stopped the test clock.
- When the candidates log back in after returning to the room or regaining network access, their test will start where they left off.
- The Candidate will need to log in again.
- The Proctor will need to check Candidate IDs again.
- The Proctor will need to provide Proctor Authorization again.
- The test clock will resume and the candidate may finish their test.
- The candidate cannot start another test until the interrupted test is finished.

Scenario 2: Resuming Test after Adding Time

Scenario 2 applies in these situations:

- The test session was abandoned by the candidate without execution of the keystroke sequence, causing the test clock to continue to run.

Proctors cannot add the lost time to tests; contact [PearsonVUE Support](#).

Inability To Resume Test On Same Day

If students are not able to return to the classroom and finish their tests within a reasonable time on the same day, any refunds or rescheduling of their test must be handled according to the normal Oracle University registration, payment and cancellation procedures.*

***IMPORTANT:**

1. If a test was suspended using the escape sequence, the candidate must resume and finish the test at the Test Event the same day, or must wait 48 hours before starting a new instance of that test or any other test.
2. If you expect that the candidate will need to start a new instance of the interrupted test, before the 48 hours have elapsed, you need to Contact Pearson VUE to force the suspended test to expire.
3. Normally, proctored tests may not be re-taken within 14 days of the last attempt. This is enforced in the test selection process.
4. Candidates who had interrupted tests will need to start a new instance of the test. They will not be able to do this within 14 days unless Pearson VUE Support performs an override of the retake policy. Proctors should contact Pearson Vue Support to arrange this override for the affected candidates.

[Address Examinee Misconduct](#)

There may be examinees that are disruptive, attempt to cheat, or to steal the contents of Oracle's examinations to sell or trade. Cheating must not be permitted; certifying those who cheat is not fair to a customer who has followed the process for taking an examination. You should be aware of the variety of techniques candidates use to cheat on the exams.

Using Unauthorized Materials

Candidates may attempt to take notes or other unauthorized materials into the testing room for use while taking the exam. This behavior could be as blatant as trying to smuggle in a text book or study guide. But more often the attempt is much more covert and difficult to spot.

- For instance, a candidate may conceal a cheat sheet inside clothing, shoes, reading glasses or even an approved comfort aid.
- Notes may be written directly onto a covered part of the body (such as an arm, leg or the chest), inside an item of clothing or concealed within some other item allowed in the testing room (such as a dictionary approved for use by an exam sponsor).
- Notes may be written in plain language or they could be disguised as body markings (such as a tattoo), clothing patterns (on a shirt collar or tie for example) or even seemingly random markings.

A different strategy is for two candidates who are friends to work together. One will distract the proctor with a question or break request while the other uses the opportunity to access notes without being detected.

Another strategy involves hiding notes somewhere near the testing room and attempting to access them secretly while on a break. An example would be a candidate visiting the bathroom before taking her test and hiding materials in a waste basket, inside a stall or even submerged inside a waterproof bag in one of the flush tanks.

Collusion is the practice of obtaining assistance from one or more other people while taking the test. This may be as simple as one candidate allowing another to look over his or her shoulder during the test. More deliberate collusion can occur when candidates provide assistance to one another via quiet conversation, by passing information to each other on a piece of paper or other material or by using some other means of non-verbal code, such as coughing, yawning, stretching, patterns of finger tapping or clicking an erasable marker top.

Collusion can also involve attempts to communicate with and receive assistance from people outside the testing room. For instance, a candidate might try to smuggle in a mobile phone in order to receive assistance via text messaging. In some rare cases, candidates have even been caught wearing a concealed microphone, ear piece and two-way transmitter which were used to communicate with an accomplice in a van parked just outside the test center.

Proxy Testing

Some candidates may enlist another individual to take the test on their behalf. This is known as proxy testing because it involves using a proxy, or substitute test taker in place of the real candidate. The proxy tester might simply be a friend or family member of the candidate trying to “help out,” or they may actually be part of an organized scheme that earns the proxies hundreds or even thousands of

dollars for their efforts. A proxy tester may even look similar to the real candidate or try to fool test center personnel by using fake identification. Alternatively, a candidate may come to the test center to complete the admission process but then try to switch places with an accomplice—either before going into the testing room or while taking a break.

Item Theft

The preceding strategies have all been related to candidates trying to obtain results unfairly. Another type of exam fraud to actively look out for is item theft. This refers to the practice of copying or otherwise recording exam questions for later distribution outside of the testing room. Most sponsors have a non-disclosure agreement (NDA) or similar agreement in their exams, which prohibits candidates from copying or recording items or even discussing them with others outside the test. The Candidate Rules Agreement provided during the admission process also includes similar prohibitions.

While some candidates do not consider copying or sharing items to be a serious matter, it is actually a very serious form of intellectual property theft and often illegal. The exam questions and answers are copyrighted trade secrets belonging to the exam sponsor.

Unauthorized copying, sharing or distribution of test items occurs primarily for the purpose of helping people obtain an unfair result on the exam. This reduces the reliability and validity of the exam as an instrument for measuring and assuring competency. Consequently, the more this occurs the more the credibility of a sponsor's testing programs is compromised.

Some may steal items in order to improve their own score on a subsequent attempt or to help out a friend who is taking the test at a later date.

Other individuals or organizations may encourage candidates to memorize a certain number of questions and divulge them after leaving the test center. In some cases individuals working for test preparation companies have scheduled to take exams explicitly for the purpose of helping the company to gain exposure to as many items as possible.

Two chief methods are used to remove exam items from the testing room. The first involves copying and removing them in written form, for example on a piece of paper, inside clothing or on some covered part of the body. The second method involves the use of concealed recording devices or transmitters.

Recorders, transmitters, microphones, cameras and scanners are becoming smaller, more sophisticated and less expensive, and therefore easier for candidates to try to smuggle into the testing room.

Another strategy involves writing a number of items onto the erasable note boards and then carefully memorizing them before leaving the testing room.

Bribery is another strategy that may be used in conjunction with any of the above. For example, a candidate may offer the proctor money in exchange for skipping the proper identification procedures or allowing them to take a friend or study notes into the testing room. The integrity of the exam delivery process depends on each proctors commitment, integrity and vigilance.

If you witness misconduct by an examinee:

1. You should try to have another manager or staff member observe and confirm the behavior and accompany you when you approach the examinee.
2. Make certain to retain any of the materials related to the events (confiscated notes, etc.), as Oracle HQ will require them as part of their investigation of the incident.
3. Complete a detailed email report identifying the candidate, and describing the behavior and actions taken. Email to ocpexam_ww@oracle.com.

Type of Misconduct	Proctor Action
<p>Attempting to access bag/backpack at back/front of room.</p> <p>Allowing telephone to ring in a bag or backpack.</p> <p>Making disruptive sounds or motions.</p> <p>Exchanging 1-2 words with another examinee.</p> <p>Failing to follow exam regulations or the instructions of OTC staff.</p>	<p>Instruct the candidate to stop the activity. If they do not comply, go to the action shown in the box below.</p>
<p>Having any prohibited testing aid.</p> <p>Looking at or touching or listening to a telephone or other digital device.</p> <p>Looking at or touching any paper or book other than provided scratch paper.</p> <p>Tampering with the operation of the computer or attempting to insert an external drive.</p> <p>Exchanging continuing or significant (more than 1-2 words) communication with another examinee.</p> <p>Giving or receiving assistance about the exam questions of any kind during the examination.</p> <p>Performing any activity to steal exam questions and/or remove them or information about them from the test room.</p>	<p>Tell the candidate that they need to take a break and ask the candidate to leave the testing room with you. Execute the Escape Sequence to suspend the test before you leave the workstation. Ctrl + Alt + Shift + F10</p> <p>Continue to monitor the rest of the candidates through the door of the testing room.</p> <p>Don't accuse the candidate of cheating -- simply describe in a neutral way to the candidate what you observed them doing.</p> <p>Inform the candidate that their activity violated OTC policies and that their test will be terminated.</p>
<p>Needing to access bag/backpack to retrieve medication, handkerchiefs, glasses, etc.</p>	<p>Proctor must supervise this activity by accompanying the candidate to their belongings and watching them retrieve the needed item, without lapsing in their supervision of the remaining candidates.</p>
<p>Performing any other activity besides those already listed, which creates the perception that the candidate is not taking the test honestly.</p>	<p>Tell the candidate that they need to take a break and ask the candidate to leave the testing room with you. Execute the Escape Sequence to suspend the test before you leave the workstation. Ctrl + Alt + Shift + F10</p> <p>Continue to monitor the rest of the candidates through the door of the testing room.</p> <p>Don't accuse the candidate of cheating -- simply describe in a neutral way to the candidate what you observed them doing.</p> <p>Discuss the situation with the candidate. Try to establish whether the candidate had a legitimate explanation for their activity.</p> <p>At this point, you need to take a decision. Either re-seat the candidate based on their explanation, or</p>

	inform the candidate that their activity violated OTC policies and that their test will be terminated. If you re-seat them, they need to log in again, and you need to re-authenticate them, then their test will resume where left off.
Candidate behaves in a hostile or threatening manner, responds in an intimidating or hostile way to being asked to leave the room with you, creates a disruptive scene, or causes the proctor to be concerned about safety.	Do not attempt to remove the candidate from the classroom or terminate their test. The safety of the other candidates and of OU staff is the most important priority AT ALL TIMES. Allow the candidate to complete their test, and react to them politely and in a calming fashion. Err on the side of caution.
Removing or attempting to remove examination questions and/or responses/answers (in any format) or notes from the examination area; Attempting to remove note boards or scratch paper from the examination area	Follow procedures described above to terminate the test, if it is still in progress.
Attempting to take the examination for another examinee	Do not authenticate the exam.
Attempting to bribe OTC personnel.	Do not authenticate the exam. If the exam is already started, follow the procedures to terminate it.

IMPORTANT: Please keep in mind that to take action against examinees involved in misconduct, evidence of that misconduct may be required (confiscated notes, etc.). If the examinee engages in misconduct and is allowed to finish his/her examination, and no evidence has been retained, Oracle may not be able to take any action. It is for this reason that the preferable method of dealing with misconduct is to interrupt the examination and dismiss the examinee from the testing event, while retaining any materials related to the incident.

[Handle Technical Problems with the Testing Platform](#)

If there are issues, the proctor needs to establish whether the problem is related to the classroom hardware, setup or Internet connectivity, or whether they are experiencing a problem with the testing platform.

Always run the System Check on the test laptop.

Type of Problem	Possible Causes	Action
Navigation to Webpage Cancelled or 404 Error when accessing OTC Test or	Desktop configuration/network connection Classroom configuration/network/connection to	First, try to access www.PearsonVUE.com .

Proctor Admin (Program Workshop)	internet Testing Platform offline unexpectedly Attempting to run test events without an Event classroom build.	
System Check flags Bandwidth Issue	Desktop configuration/network connection Classroom configuration/network/connection to internet Event location bandwidth issue	Contact event location manager.
Error Message from Test Site During Exam	Lost connection with test site due to classroom/desktop issues, network issues, internet issues, test server/site issues. Failure of server at test site.	The message might invite the candidate to click OK to continue. Try this to see if the test is available to proceed. If not, use the escape sequence Ctrl + Alt + Shift + F10 to close the browser. Verify the workstation's internet connection by attempting to connect to www.pearsonvue.com . If the workstation is not connected to the internet, contact the event manager at the location. . If the workstation can connect to the internet, launch Oracle Test again and have the candidate sign in and attempt to resume their test. If this cannot be done, contact PearsonVUE Support.
Outage Message from OTC Test when attempting to Launch Exam, or from Program Workshop when attempting to run System Check	OTC Event was scheduled to conflict with a Scheduled Outage.	Test event cannot proceed. Candidate refunds or reschedules must be managed through normal OU processes.

Contacting PearsonVUE Support Services

1-866-377-1493 (toll-free) is the number for Anywhere Proctored support in the United States.

(There is a link from www.pearsonvue.com/oracle/ap/proctor.asp with technical support instructions.)

To contact PearsonVUE Support, locate the best telephone number from the below table and make sure to use the explanation provided below. When the PearsonVUE representative answers, explain the following:

My name is _____ and I am a proctor calling from an Oracle Testing Center.

We are NOT a PearsonVUE Authorized Center -- we are an Oracle training site that delivers exams.

(Then describe the problem...)

Americas: +1 (952) 681-3978	Asia Pacific: +61 2 9478 5420	Europe, Africa and the Middle East: +44 161 855 7459
<p>Canada: 1(800)704-3613</p> <p>United States: 1(800)704-3613</p>	<p>Australia: 1800 022 457</p> <p>China: 800 810 6035</p> <p>Hong Kong: 030 714 600</p> <p>India: +91-120-4001666</p> <p>Indonesia: 00 1803 441017</p> <p>Japan: 00531440175</p> <p>Korea: 0807590880</p> <p>Malaysia: 1800 880 403</p> <p>New Zealand: 0800 45 1234</p> <p>Philippines: 1800 1441 0320</p> <p>Singapore: 800 4481 551</p> <p>Taiwan: 0800666311</p> <p>Thailand: 18004418571</p>	<p>Austria: 0800-292486</p> <p>Belgium-Dutch: 0800-74467</p> <p>Belgium-French: 0800-74468</p> <p>France: 0800-904025</p> <p>Germany: 0800-1811840</p> <p>Israel: 1-80-9453796</p> <p>Italy: 800-790991</p> <p>Netherlands: 0800-0236023</p> <p>Portugal: 800-831428</p> <p>South Africa: 0800-995043</p> <p>Spain: 900-973100</p> <p>Sweden: 020-798784</p> <p>Switzerland: 0800-837715</p> <p>Turkey: 00800-448821731</p> <p>United Kingdom: 0800-7316658</p>