

# Learner Exam Handbook

July 2025

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# 1. Introduction

The Real Estate Council of Ontario (RECO) sets educational requirements for the registration of real estate agents and brokers in the province of Ontario, providing them with the knowledge required to remain compliant with the law while serving consumers. The purpose of this document is to outline for learners the process through which they can schedule and successfully write the exams necessary to become real estate agents or brokers. This document will outline general information about RECO, our assessment/exam service provider, Meazure Learning, our exam process, and all the information learners need to have a successful exam experience. RECO is dedicated to maintaining rigorous standards in the real estate services sector, and, as such, the learner will find information regarding our Code of Conduct for exams and Misconduct Policy here as well.

## Real Estate Registrant Categories in Ontario

### Real Estate Salesperson

A real estate salesperson assists buyers and sellers with most aspects of a real estate transaction. Agents in Ontario must be registered with RECO, which requires them to complete the necessary education, pass required exams, and carry both consumer deposit insurance and professional liability insurance. Real estate agents provide valuable information, advice, and guidance to buyers and sellers as they navigate the complexities of real estate transactions.

### Real Estate Broker

A real estate broker is a registered real estate professional who has completed additional education, passed required exams, and met registration requirements beyond those of a real estate salesperson. Brokers can manage or own a real estate brokerage, supervise other agents, and handle more complex real estate transactions. They may also choose to work as agents themselves, without supervising others.

## Real Estate Council of Ontario (RECO)

**The Real Estate Council of Ontario (RECO) is a not-for-profit organization that regulates real estate agents and brokerages across the province. Its mission is to protect consumers by ensuring that real estate agents and brokerages in Ontario understand and comply with the law.**

As Ontario's regulator of more than 110,000 real estate agents and brokerages (sometimes referred to as registrants), RECO administers the Trust in Real Estate Services Act, 2002 (TRESA) and enhances consumer confidence in the real estate services sector.

RECO is an Administrative Authority (AA) overseen by the Ministry of Public and Business Service Delivery and Procurement (the Ministry). It advances consumer protection, oversees the registration of real estate agents and brokerages across Ontario, and enforces applicable laws.



Registration with RECO is mandatory to legally trade in real estate in Ontario.

## What RECO does

- Investigates complaints and takes necessary actions to safeguard consumer interests.
- Provides oversight as an independent authority, holding real estate agents and brokerages accountable, making unbiased decisions to protect the public, and maintaining trust in the real estate services market.
- Educates and supports consumers by helping them understand their rights and responsibilities when buying or selling real estate, enabling them to make informed and confident decisions throughout the process.
- Sets educational requirements for real estate agents, including pre-registration, post-registration, broker, and continuing education programs, to provide them with the knowledge needed to remain compliant with the law and effectively serve consumers.

## Meazure Learning

Meazure Learning provides services to organizations like RECO to educate, train, and certify test-takers as conveniently, securely, and equitably as possible. Meazure Learning provides RECO with solutions to develop, deliver, and analyze exams to meet RECO's goals. Online Proctored (OLP) exams are delivered through its remote proctoring platform, ProctorU. Meazure Learning also offers an in-person, international testing network, including sixty-six (66) test centre locations in Ontario.

RECO learners will use the Meazure Exam Platform in conjunction with the ProctorU Platform and Guardian Secure Browser to complete their exams. Both the secure browser and exam driver offer a straightforward, easy-to-use experience for learners that includes highly trained proctoring staff and 24/7 technical support, allowing learners to reach out to ask questions and receive the answers they need.

## 2. Exams & Assessments

As the regulator of real estate agents and brokerages in Ontario, RECO plays an important role in protecting consumers by setting educational requirements for real estate agents including pre-registration, post-registration, broker, and continuing education programs. RECO's Real Estate Salesperson Program and Real Estate Broker Program have been developed to ensure learners are equipped with the knowledge they need to comply with the law while effectively serving consumers.

These programs align with the competency profiles established by the Real Estate Regulators of Canada (RERC), developed in consultation with real estate regulators across Canada, which ensures consistent professional competencies across the country.

### Exam Format and Content

RECO's Real Estate Salesperson Program is developed for learners wishing to pursue a career as a real estate agent. It includes five exams and two hands-on simulation sessions. Four of the five exams and both simulation sessions culminate in a theory exam. The program provides a comprehensive, in-depth understanding of the real estate industry and compliance requirements, exposing learners to the complexities of residential and commercial real estate transactions.

The Real Estate Broker Program equips current RECO agents with the knowledge needed to own, manage, or operate a real estate brokerage. The curriculum prepares learners to oversee brokerage operations, with a focus on key areas such as brokerage setup, broker-of-record responsibilities, business management, and compliance with relevant legislation.

Each exam has its own prerequisites that learners must complete to be eligible to attempt it. Learners who are unsuccessful in their first attempt at any of these exams have the opportunity to purchase a second attempt. If learners are unsuccessful a second time, they must repurchase and repeat the course. Please note that the Broker Qualifying Exam and the Interprovincial Challenge Exam are the only exams that allow learners to repurchase and attempt them an unlimited number of times if they fail.

#### Exam 1: Real Estate Essentials

Exam 1 tests learners on the contents of Course 1, which provides learners with an overview of the real estate profession, fundamentals of real estate, and property ownership, rights, and limitations. It introduces land description and land registration, as well as the *Trust in Real Estate Services Act* (TRESA), the law that regulates Ontario's real estate sector. The exam also covers other key or relevant legislation and regulations.

## Exam 2: Residential Real Estate Transactions

Exam 2 tests learners on the contents of Course 2, which goes further into residential real estate by providing learners with information regarding transactions, representation agreements, and understanding both residential and commercial property types. It also outlines strategy considerations for property value and pricing, viewing residential properties, and many aspects of the residential property transaction agreements and sales.

## Exam 3: Additional Real Estate Transactions

Exam 3 tests learners on the contents of Course 3, which provides content on condominiums, new construction, rural properties, and multi-unit dwellings. It also provides information regarding leasing and completing leasing agreements for residential tenancies.

## Simulation 1: Residential Real Estate Transactions

Simulation sessions help learners in applying their knowledge to real-life scenarios. After attending Simulation Session 1: Residential real Estate Transactions, learners must pass the Simulation Exam 1: Residential Real Estate Transactions to progress in the Real Estate Salesperson Program.

## Exam 4: Commercial Real Estate Transactions

Exam 4 tests learners on the contents of Course 4, which introduces learners to many aspects of commercial real estate like commercial construction, requirements for office or retail properties, and industrial properties. It assists learners to prepare for working with consumers wishing to buy and sell commercial properties, outlining how to complete commercial transaction agreements and transactions involving commercial leasing, development of land and farms, and brokering the sale of a business.

## Simulation 2: Commercial Real Estate Transactions

Simulation sessions help learners in applying their knowledge to real-life scenarios. After attending Simulation Session 2: Commercial Real Estate Transactions, learners must pass the Simulation Exam 2: Commercial Real Estate Transactions to progress in the Real Estate Salesperson Program.

## Broker Qualifying Exam

RECO's Real Estate Broker Program is for real estate salespersons who are currently registered with RECO and aspire to continue their education to become a registered real estate broker. A passing score in the Broker Qualifying Exam is a pre-requisite to begin this program. This exam tests learners' working knowledge in the key areas of compliant real estate trading in Ontario.

## Broker Final Exam

The Broker Final Exam is a live-proctored exam that tests a learner's proficiency in the materials covered in courses 1–4 of the Real Estate Broker Program.

## Interprovincial Challenge Exam

The Interprovincial Challenge Exam assesses knowledge of the laws that apply to trading in real estate in Ontario. Individuals who seek an equivalent registration status as that currently possessed by them in another qualifying Canadian province or territory need to pass the Interprovincial Challenge Exam. Even if a learner passes the Interprovincial Challenge Exam, they may still be ineligible for registration in Ontario if they do not meet all of RECO's additional requirements. Prior to scheduling the exam, applicants should visit [RECO's website](#) to get a better understanding of all requirements for registration in Ontario.

## Real Estate Salesperson Program: Pre-Registration Phase

Corresponding Course	Exam Name	Number of Questions	Question Type	Exam Time Allowed
Course 1	Exam 1: Real Estate Essentials	75	Multiple Choice	2 hours
Course 2	Exam 2: Residential Real Estate Transactions	115	Multiple Choice	3 hours
Course 3	Exam 3: Additional Residential Real Estate Transactions	115	Multiple Choice	3 hours
Simulation Session 1	Simulation Exam 1: Residential Real Estate Transactions	50	Multiple Choice Case Scenarios	3 hours
Course 4	Exam 4: Commercial Real Estate Transactions	100	Multiple Choice	3 hours
Simulation Session 2	Simulation Exam 2: Commercial Real Estate Transactions	46	Multiple Choice Case Scenarios	3 hours

## Real Estate Broker Program

Corresponding Course	Exam Name	Number of Questions	Question Type	Exam Time Allowed
Pre-requisite to begin the Real Estate Broker Program coursework	Broker Qualifying Exam	115	Multiple Choice	3 hours
Cumulative exam on courses 1–4 of the Real Estate Broker Program	Broker Final Exam	115	Multiple Choice	3 hours

For agents and brokers moving to Ontario from another Canadian jurisdiction

Corresponding Course	Exam Name	Number of Questions	Question Type	Exam Time Allowed
--	Interprovincial Challenge Exam (ICE)	115	Multiple Choice	3 hours

## Exam Delivery – Scheduling & Modality

Exams will be administered on the Exam Platform at test sites administered by Meazure Learning or via online proctoring through the ProctorU Platform.

Learners choosing to test at Meazure Learning testing locations may choose their specific exam date, time, and location via the Meazure Learning Exam Platform. Test centre appointments must be made at least 48 hours in advance. Learners needing an accommodation should refer to the Accommodation Process and Policies section of this document to learn more about advance booking timelines for accommodated exams. For a list of in-person testing locations near you, please select “Test Centre” in the Exam Platform and input your postal code.

Learners choosing to test virtually through OLP (Online Proctoring) should test in a private location with strong Wi-Fi capabilities or a wired Internet connection. Learners should access Meazure Learning’s [Test It Out tool](#) to assess their computer and Internet capabilities prior to exam day. You can access this tool by navigating to the [“Take an Exam” page](#) in your Exam Platform. Learners selecting the OLP (Online Proctoring) option can also test “on-demand,” meaning they will have the option to schedule the next available appointment time (no earlier than 24 hours) to complete their exam.

Requirements, policies and procedures for both in-person and online proctored exams are listed below. Learners can request scheduling assistance or exam-day support by calling Meazure Learning at 1-855-772-8678.

## How to access the Exam Platform

Learners will use Exam Platform to schedule their exams and, if they are testing virtually, to access their testing session.

Learners can access the Exam Platform in one of two ways:

1. By clicking the following link: <https://reco.vsasecure.com/login> and logging in with their educational institution credentials.
2. Through Single Sign-on (SSO) via their educational institution’s Learning Management System (LMS).





Single Sign-on is an authentication process that allows users to access multiple applications or websites using a single set of login credentials.

Upon login, the learner can view any exam for which they have eligibility from their institution.

**Please note:** exams will not appear for learners unless they are deemed eligible, have logged in to the Exam Platform, and their institution has verified their account.

Review the steps and screenshots on the following pages for instructions on how to schedule and purchase your exam.

Once logged in to the portal, learners click on the exam they wish to schedule:



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Book an Exam

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## Book an Exam

Exam(s) will not be available until you have logged in and your institution has authorized your account.

Search

Product	Price (\$)
Exam 1: Real Estate Essentials	\$120.00



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Meazure Learning administers exams for the Real Estate Council of Ontario's (RECO) real estate education programs.

The learner is then taken to a page with details about the exam. The learner must scroll to the bottom of the page to continue.



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## Exam 1: Real Estate Essentials

**\$120.00**

### Overview

The content below provides details for enrolling into Exam 1 of the Salesperson Real Estate Program.

The Pre-Registration Phase of the Real Estate Salesperson Program covers all relevant legislation, regulatory duties and obligations to trade in real estate in the province of Ontario. It covers both residential and commercial transactions. In Ontario, learners need to complete the Pre-Registration Phase (courses, simulation sessions and examinations) of the Real Estate Salesperson Program prior to applying for registration with RECO.

This exam covers content from **Course 1: Real Estate Essentials**. See course modules below:

1. Introducing the Real Estate Profession
2. Introducing the Fundamentals of Real Estate
3. Introducing Property Ownership, Rights and Limitations

This exam covers content from **Course 1: Real Estate Essentials**. See course modules below:

1. Introducing the Real Estate Profession
2. Introducing the Fundamentals of Real Estate
3. Introducing Property Ownership, Rights and Limitations
4. Introducing Land Description and Land Registration
5. Introducing the Trust in Real Estate Services Act (TRESA)
6. Introducing the Key Legislation & Regulations
7. Introducing Other Relevant Legislation & Regulations

### Exam Details

- You will have the option of writing this exam virtually via an online proctored session or in-person at a Meazure Learning Exam Centre. See the [Online Proctoring FAQ](#) for more information on online scheduling, options and requirements.
- You are expected to arrive on time for your scheduled exam. Late arrivals may be denied access to the exam and your exam attempt will be marked as exhausted. Any missed exam appointments will be counted as a failed attempt. Missed or exhausted exam appointments may not be eligible for a refund or rescheduling. Refunds are granted only in accordance with Meazure Learning's standard cancellation and rescheduling policy.
- This exam will be 120 minutes (2 hours) in length.
- Exam 1 consists of 75 questions.
- All exam questions will be (4) four-option multiple choice with a single correct response.
- If you are unable to achieve a pass mark on your first exam attempt, you are entitled to repurchase the exam for a second and final exam attempt.
- If you are unable to achieve a pass mark on the second attempt, you will be required to purchase and retake Exam 1.

### Prerequisite

- Complete Course 1: Real Estate Essentials – eLearning Course

### Exam Fee

CAD \$ 120 per attempt



At the bottom of the page, the learner will have the opportunity to select if they prefer to test on-site at a physical testing location, or virtually, via online proctoring. The learner will make their selection and click the “Confirm Details” button.

Product	Type	Valid until	Number of Attempts
Exam 1: Real Estate Essentials	Exam	July 4, 2025	1

*To book this exam, please select your in-person or online appointment date and time.  
Complete booking to see the final amount.*

### Booking for Exam 1: Real Estate Essentials Exam

Select a Testing Option Below

☐ **Online: INTERNAL USE - QA ONLY**  
Jun 04, 2025 - Jul 31, 2025

☐ **Test Centre: INTERNAL USE - QA ONLY**  
Jun 04, 2025 - Jul 31, 2025

Confirm Details »

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Once a selection has been made, the box will change color.

## Test Centre Bookings

The following is an example of how to complete the test centre booking process. The learner selects the Test Centre option and clicks the “Confirm Details” button to move to the next screen.

Product	Type	Valid until	Number of Attempts
Exam 1: Real Estate Essentials	Exam	July 4, 2025	1

*To book this exam, please select your in-person or online appointment date and time.  
Complete booking to see the final amount.*

### Booking for Exam 1: Real Estate Essentials Exam

Select a Testing Option Below

☐ **Online: INTERNAL USE - QA ONLY**  
Jun 04, 2025 - Jul 31, 2025

☒ **Test Centre: INTERNAL USE - QA ONLY**  
Jun 04, 2025 - Jul 31, 2025

Confirm Details »

The learner can enter their address or postal code in the search box and provide their preferred maximum distance they are able to travel. Once these items are entered, the system will populate the results.

Product	Type	Valid until	Number of Attempts
Exam 1: Real Estate Essentials	Exam	July 4, 2025	1

*To book this exam, please select your in-person or online appointment date and time.  
Complete booking to see the final amount.*

### Booking for Exam 1: Real Estate Essentials Exam

In-Person Proctoring

Search by address or ZIP/postal code:

M4B 1B6

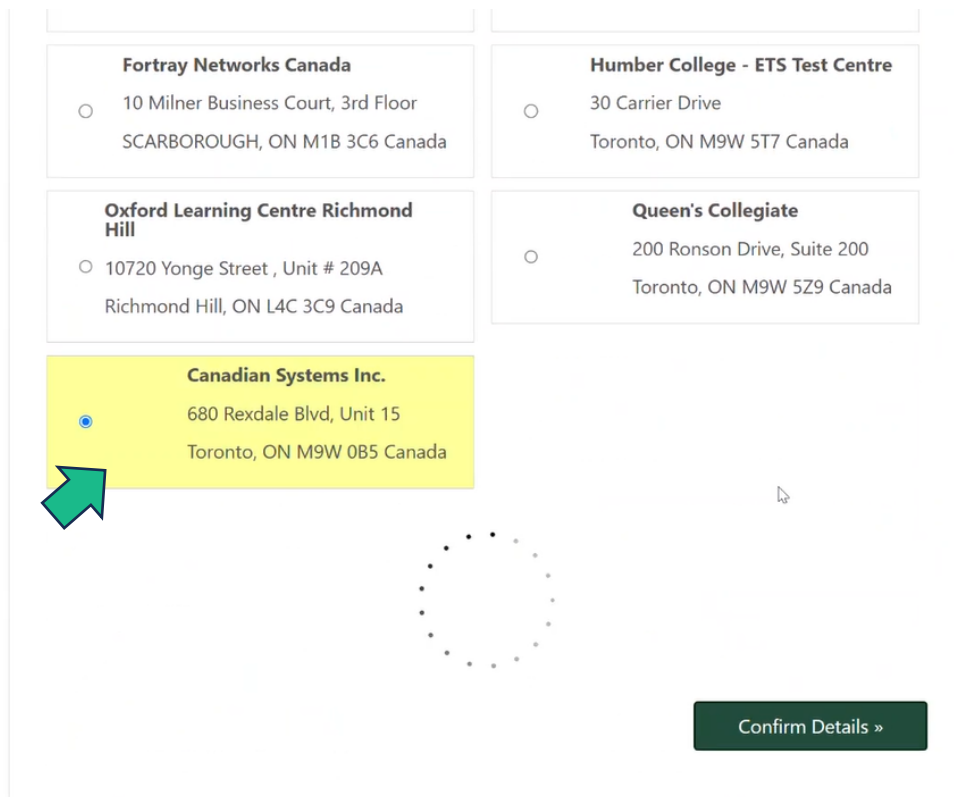
Distance:

25


mi km

Confirm Details »

From the results provided, the learner can make their preferred selection. Once a site has been selected, the system will immediately populate the site's availability.

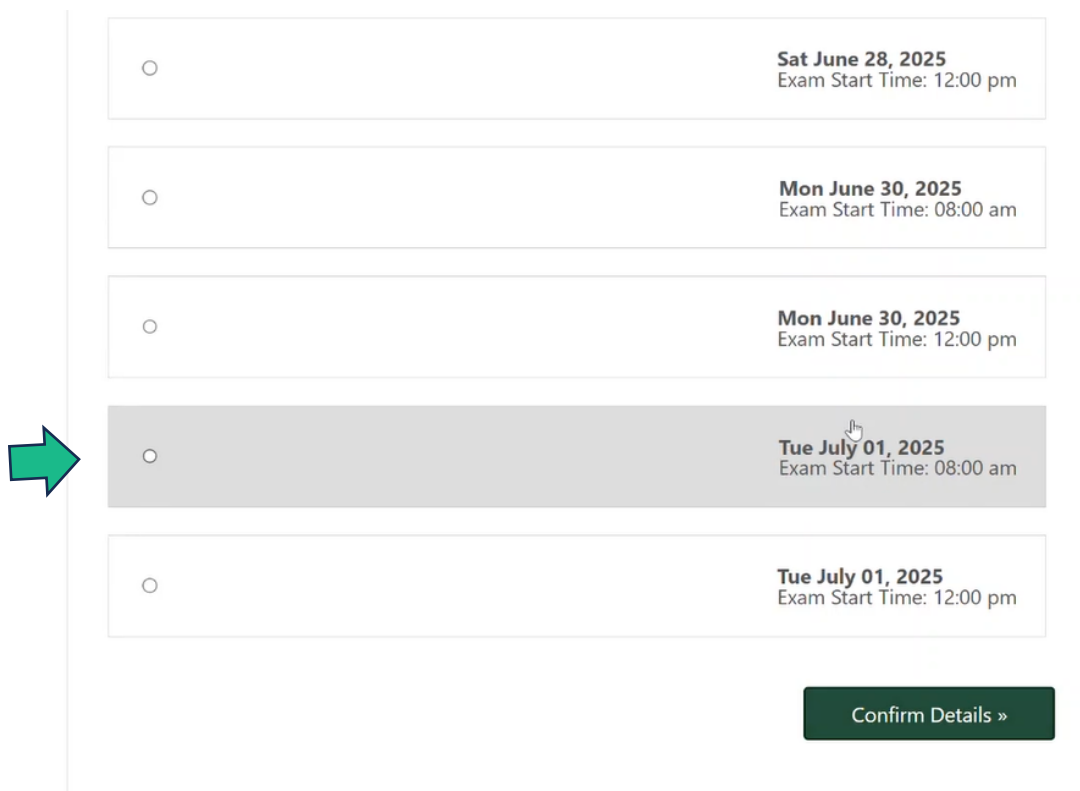


<b>Fortray Networks Canada</b> <input type="radio"/> 10 Milner Business Court, 3rd Floor SCARBOROUGH, ON M1B 3C6 Canada	<b>Humber College - ETS Test Centre</b> <input type="radio"/> 30 Carrier Drive Toronto, ON M9W 5T7 Canada
<b>Oxford Learning Centre Richmond Hill</b> <input type="radio"/> 10720 Yonge Street , Unit # 209A Richmond Hill, ON L4C 3C9 Canada	<b>Queen's Collegiate</b> <input type="radio"/> 200 Ronson Drive, Suite 200 Toronto, ON M9W 5Z9 Canada
<b>Canadian Systems Inc.</b> <input checked="" type="radio"/> 680 Rexdale Blvd, Unit 15 Toronto, ON M9W 0B5 Canada	



[Confirm Details »](#)

From the availability provided, the learner selects the date and time that is most convenient for them. If the learner does not see a date and time that works for their schedule, they can choose one of the alternative locations and repeat the same process.



<input type="radio"/>	<b>Sat June 28, 2025</b> Exam Start Time: 12:00 pm
<input type="radio"/>	<b>Mon June 30, 2025</b> Exam Start Time: 08:00 am
<input type="radio"/>	<b>Mon June 30, 2025</b> Exam Start Time: 12:00 pm
<input type="radio"/>	<b>Tue July 01, 2025</b> Exam Start Time: 08:00 am
<input type="radio"/>	<b>Tue July 01, 2025</b> Exam Start Time: 12:00 pm

[Confirm Details »](#)

Once a date and time have been selected, the learner clicks the “Confirm Details” button to move forward to the next screen.

## Online Bookings

Learners who choose to test via online proctoring will select Online and then click the “Confirm Details” button to move to the next screen.

### Exam Booking Summary:

Product	Type	Valid until	Number of Attempts
Exam 1: Real Estate Essentials	Exam	July 4, 2025	1



*To book this exam, please select your in-person or online appointment date and time.  
Complete booking to see the final amount.*

### Booking for Exam 1: Real Estate Essentials Exam

Select a Testing Option Below

☒ **Online: INTERNAL USE - QA ONLY**  
Jun 04, 2025 - Jul 31, 2025

☐ **Test Centre: INTERNAL USE - QA ONLY**  
Jun 04, 2025 - Jul 31, 2025

[Confirm Details »](#)



The next screen allows the learner to input their time zone and select their preferred testing date.

*To book this exam, please select your in-person or online appointment date and time.  
Complete booking to see the final amount.*

## Booking for Exam 1: Real Estate Essentials Exam

Online Proctoring

Select a time zone (If testing in Ontario, please select Toronto, Canada):

(-04:00) Toronto, Canada

June 2025

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

July 2025

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

August 2025

Su	Mo	Tu
3	4	5
10	11	12
17	18	19
24	25	26
31		

Confirm Details »

Once the learner has selected a date, they can choose their preferred testing time. After making their selection, they can click the “Confirm Details” button to proceed.

Select a time zone (if testing in Ontario, please select Toronto, Canada):  
 (-04:00) Toronto, Canada

June 2025

- 00:20
- 00:40
- 00:50
- 01:20
- 01:40
- 01:50
- 02:10

Th Fr Sa

5	6	7
12	13	14
19	20	21
26	27	28

July 2025

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

August

Su	Mo	Tu
3	4	5
10	11	12
17	18	19
24	25	26
31		

Confirm Details »

The system will display to the learner the date and time they have selected. If their choices are correct, they can now proceed to the next step in the process by clicking the “Proceed to Payment” button.

**Please note:** the times are provided on a 24-hour clock.

*To book this exam, please select your in-person or online appointment date and time.  
Complete booking to see the final amount.*

### Booking for Exam 1: Real Estate Essentials Exam

Online Proctoring

#### Confirm Appointment

Please review the details for your current selection and select "Proceed to Payment »" button to confirm.

Exam Name	Exam 1: Real Estate Essentials
Exam Start Time	06/27/25 00:20 EDT

« BackProceed to Payment »



## Payments

All learners, regardless of whether they wish to test online or at a physical testing location, will complete the same payment process. Learners review their purchase information once more, select their preferred payment method and click the “Continue” button.



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## Review Your Purchase

- 1 Address & Payment Type
- 2 Payment
- 3 Review Order
- 4 Receipt

Product	Quantity	Price
Exam 1: Real Estate Essentials	1	\$120.00

### Billing and Shipping Information

#### Payment Type

Payment type  Credit Card

### Billing and Shipping Information

#### Payment Type

Payment type Credit Card

Continue



The system will prompt the learner to add their payment information. If the learner has tested previously with this account on the Measure Exam Platform, they may have saved their payment details. Learners can choose to use the payment method on file or add a different payment method.

Address & Payment Type
2 **Payment**
3 Review Order
4 Receipt

Product	Quantity	Price
Exam 1: Real Estate Essentials	1	\$120.00
<b>Total »</b>		<b>\$120.00</b>

### Billing Details

Add payment info

Back

Review order confirmation

Please note: When your payment is processed, it will appear on your statement under Yardstick.

Learners will enter their billing information, then click “Add Payment Info” to proceed.

Address & Payment Type
2 **Payment**
3 Review Order
4 Receipt

Product	Quantity	Price
Exam 1: Real Estate Essentials	1	\$120.00
		\$120.00

### Billing Details

Add payment info

Back

Review order confirmation

Please note: When your payment is processed, it will appear on your statement under Yardstick.

Measure Demo

Exam 1: Real Estate Essentials

demo@reco@measurelearning.com

Meazure Learning

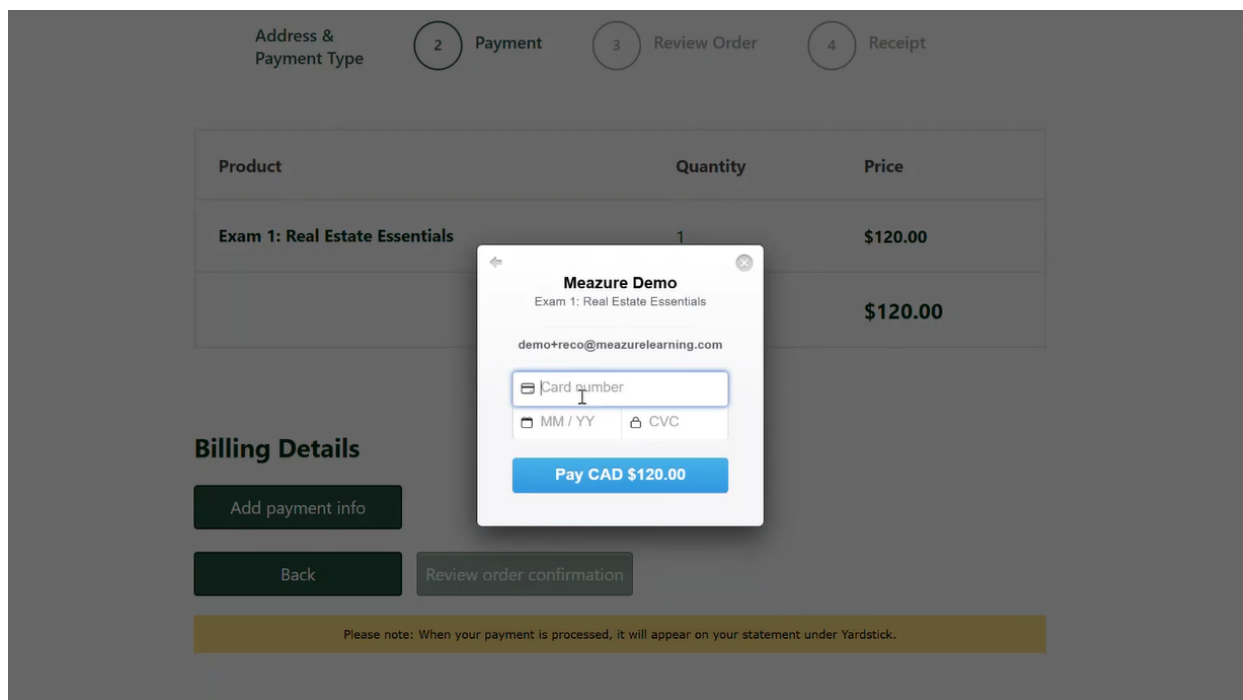
123 Street Address

12345
City

Canada

Payment Info

Learners will then enter their card number and click the “Pay CAD \$120” button.



Address & Payment Type 2 Payment 3 Review Order 4 Receipt

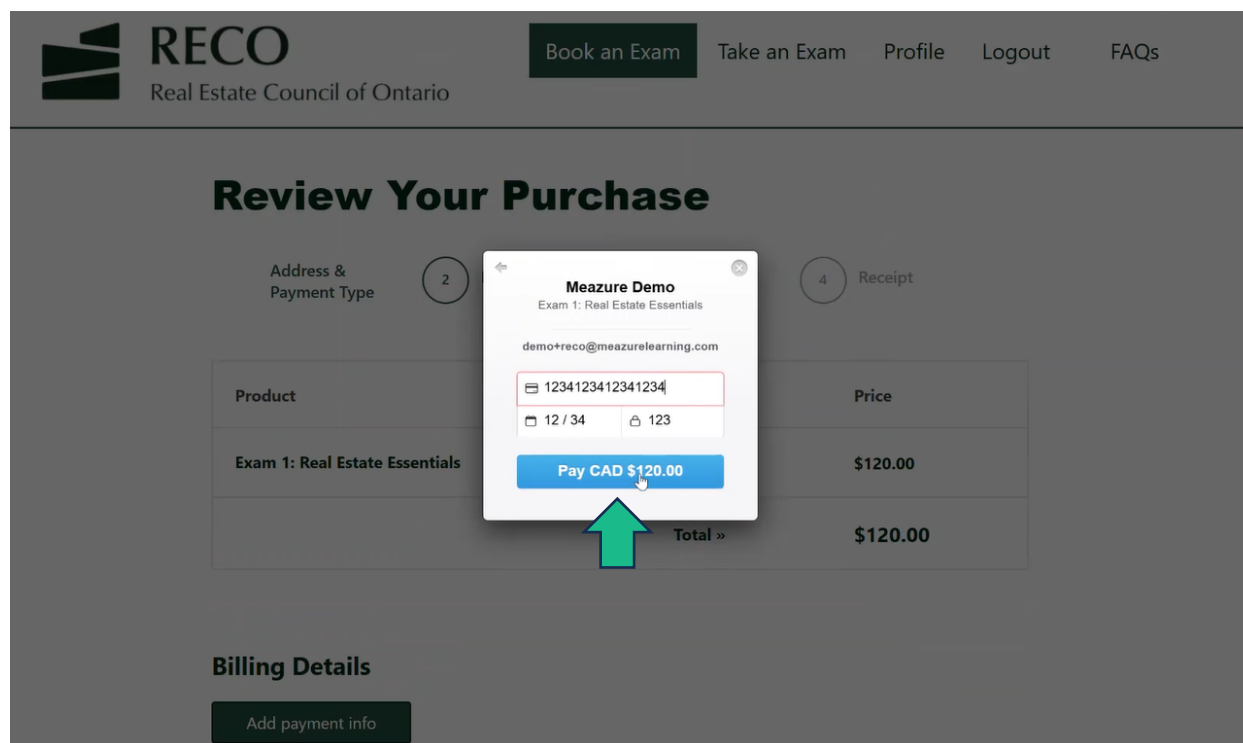
Product	Quantity	Price
Exam 1: Real Estate Essentials	1	\$120.00
		\$120.00

**Billing Details**

Add payment info

Back Review order confirmation

Please note: When your payment is processed, it will appear on your statement under Yardstick.



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## Review Your Purchase

Address & Payment Type 2 4 Receipt

Product	Price
Exam 1: Real Estate Essentials	\$120.00
Total >>	\$120.00

**Billing Details**

Add payment info

**Meazure Demo**  
Exam 1: Real Estate Essentials  
demo+reco@meazurelearning.com

Card number 1234123412341234

MM / YY 12 / 34 CVC 123

Pay CAD \$120.00

Once payment has been processed, learners will see a screen with their billing receipt which they can print for their records.

## Purchase Receipt

**Purchase Receipt**

[Print receipt](#)[Continue to exams and courses](#)

This is your official receipt. Please print this page and file it for your reference.

<b>Purchased By</b>	Meazure Demo
<b>Order Number</b>	0001098018
<b>Date</b>	June 24, 2025 11:18 EDT
<b>Site</b>	Real Estate Council of Ontario
<b>Amount</b>	\$0.00
<b>Payment Type</b>	Credit Card

Learners will also receive a confirmation email with their exam scheduling details. This email will be sent to the email a learner has on file. Emails are autogenerated, so learners should check their spam/junk folders if the email is not immediately visible in their inbox. **Please note:** For learners who chose to test in person, this conformation notice will need to be provided at the test centre in order to be admitted to their exam.

## Exam Fees and Payment

The table below outlines the fee associated with each exam. This fee is for a single exam attempt and is the same for either in-person or Online Proctored (OLP) exams. If a learner is unsuccessful on their initial exam attempt, they can purchase a second exam attempt. (Please note: *Learners who do not achieve a passing score a second time will need to repurchase and complete the course associated with the exam.*) The Interprovincial Challenge Exam and Broker Qualifying Exam do not have a maximum attempt limit, however, must be purchased separately for each attempt. These fees will be paid to Meazure Learning via the Exam Platform. Learners should refer to the scheduling policy for information regarding rescheduling or missed testing appointments.

Learners testing in-person wishing to reschedule can expect to pay a \$25 CAD rescheduling fee if they reschedule their exam up to seventy-two (72) hours or three (3) calendar days prior to their testing appointment.

Learners who do not appear for their testing appointment may forfeit their exam fee if they are determined to be a “no-show.” In-person candidates are considered a “no show” if they do not appear for their exam within thirty (30) minutes of their testing appointment. A “no show” for remote testers occurs when a learner a learner does not log into the Meazure Exam Platform and attempt to connect with a proctor within fifteen (15) minutes of their scheduled appointment. This means learners have until fifteen (15) minutes after their appointment time to attempt to connect with a proctor.

Should a learner wish to request a refund of any fees paid to Meazure Learning, they may do so by submitting a refund request through the [support form in the Exam Platform](#). Refund requests are approved at Meazure Learning’s sole discretion. Learners who want a reconsideration of their refund request can learn more in the section Administrative Reconsideration Appeal section of this document.

## Real Estate Salesperson Program Exams: Pre-Registration Phase

Corresponding Course	Name	Fee
Course 1	Real Estate Essentials	\$120 CAD
Course 2	Residential Real Estate Transactions	\$120 CAD
Course 3	Additional Residential Real Estate Transactions	\$120 CAD
Simulation Session 1	Residential Real Estate Transactions	\$120 CAD
Course 4	Commercial Real Estate Transactions	\$120 CAD
Simulation Session 2	Commercial Real Estate Transactions	\$120 CAD

## Real Estate Broker Program

Corresponding Course	Name	Fee
--	Broker Qualifying Exam	\$120 CAD
--	Broker Final Exam	\$120 CAD

## Real Estate Broker Program

Corresponding Course	Name	Fee
--	Interprovincial Challenge Exam (ICE)	\$120 CAD



## Exam Policies and Procedures: In-Person Exams

This section outlines the key policies and procedures that govern the administration of in-person exams. Learners are expected to review and adhere to these guidelines before, during, and after their in-person exam session. Please note that learners writing RECO's exams in any modality are subject to RECO's Code of Conduct and Exam Misconduct Policy.

### Exam admission requirements

- Learners must arrive at the testing location on time. It is recommended that learners arrive at their testing centre at least fifteen (15) minutes prior to the start of their exam appointment. Learners arriving more than thirty (30) minutes after the start of their testing appointment may be turned away and forfeit their testing appointment.
- The learner will be required to submit the confirmation notice they received via email upon scheduling to the test centre proctor. A learner's confirmation notice can be provided to the proctor either via a printed copy of the confirmation notice, or by presenting the confirmation notice on their phone. **Please note:** Once the exam check-in process is completed, the learner will be required to lock away their phone in a secure location outside of the exam room.
- The learner must also bring a current, government-issued photo identification (ID) with signature (driver's licence, passport, military ID card, provincial/territorial ID card). Learners will NOT be admitted without proper identification. Learners who fail to provide proper identification will be considered a no-show and will forfeit exam fees.
- Original identification documents are required to gain admission to the exam. Copies/pictures of documents will not be accepted.
- The **first and last name** on the confirmation notice must match the **first and last name** on the learner's identification exactly.
- Nicknames are not acceptable.
- If the learner has more than one last name or a suffix listed on their government-issued photo ID, the same last names must be reflected on the confirmation notice.
- Presenting name change documentation (marriage licence, etc.) at the testing centre is not acceptable. Requests for a name change and name change documentation must be submitted to the learner's institution at least one (1) week prior to the testing appointment. Measure Learning is unable to process requests of this nature.

### General instructions

- Cell phones are NOT permitted at the exam site. Any learner with a cell phone in the testing area will be dismissed from the testing area immediately and denied re-entry. For more information on prohibited items, please review the items listed in the section below. Learners will be provided a secure location in which to store their items outside of the testing area, and learners should secure their cell phones and other prohibited items in this location.
- Smoking is NOT permitted at the exam site.
- Food and beverages are NOT allowed in the exam area.

- Personal items such as purses, cell phones, jackets, etc. will NOT be allowed in the testing area and must be left outside of the testing area at the learner's own risk.
- Friends and relatives, including children, will NOT be allowed in the exam building.
- Please refrain from wearing colognes or perfumes as scents may disturb others in the testing centre.
- The learner should bring earplugs if they are sensitive to ambient noise. If the learner should choose to bring earplugs, they will be subject to exam by the testing centre staff.
- Computer-based testing facilities offer exam services to multiple agencies. There may be other individuals in the testing area with the learner who are sitting for exams from different organizations. The rules for their exam may be slightly different than the rules for the learner exam in terms of exam time and what is allowed at their station.
- Computer-based tests are delivered via secure Internet connections. Internet connections are subject to local Internet providers. While it is not the norm, Internet connections can, on occasion, be lost momentarily, requiring the proctor to log the learner back into their exam. If the learner loses an Internet connection, the learner should raise their hand inform the proctor, who will assist the learner in logging back into their exam. Upon logging back into the exam, the learner will resume at the first unanswered question. The exam time remaining will be the same as it was when the Internet connection was lost. If the learner has a concern regarding the exam time, they should notify the proctor immediately and the proctor will follow up with Measure Learning to ensure no time was lost or to resolve the issue.
- Learners are strictly prohibited from attempting to access any outside information, programs, or websites while testing.

## Prohibited items

Learners are expressly prohibited from bringing the following items to the test site:

- Cameras, cell phones, optical readers, or other electronic devices that include the ability to photograph, photocopy, or otherwise copy test materials.
- Notes, books, dictionaries, or language dictionaries (except where an approved accommodation has been granted).
- Bookbags or luggage.
- Purses or handbags.
- iPods, mp3 players, tablets, headphones, or pagers.
- Calculators, computers, PDAs, or other electronic devices with one or more memories (except where an approved accommodation has been granted—please note: there is a calculator available within the exam platform).
- Personal writing utensils such as pencils, pens, and highlighters. Measure Learning's exam browser has a virtual notepad where the learner may type notes during the exam.
- Google and smart glasses (any glasses with electronics). Learners wearing glasses may be asked to give them to the proctor for inspection. No glasses with electronics, even if they have prescription lenses, will be permitted in the testing area.
- Watches, smart devices/watches, and other jewelry except wedding or engagement rings.
- Weapons.

- Medicine, including cough drops (except as expressly permitted in advance).
- Food and beverages (unless expressly permitted by RECO in advance)
- Coats and jackets.
- Hats, hoods, or other headwear are not permitted in the exam room unless required for religious purposes. Please note that sweaters and sweatshirts without pockets or hoods are permitted to be worn.
- All items are subject to inspection by the proctor if suspicious behaviour is detected.

## Exam security

Preserving the integrity of each exam is a top priority for Meazure Learning and RECO. In addition to leaving all personal items outside of the testing area, learners may be asked to turn pockets inside out as well as show that nothing is hidden under shirt sleeves or in the hems of pant legs. Any aids for learners with an injury or disability (e.g., canes, crutches, slings, wheelchairs) may also be inspected. Also note that most sites record the testing room. Learners caught with prohibited items in the testing area risk exam invalidation and disciplinary action, and/or legal liability, aligned to RECO's Exam Misconduct Policy.

In the event of observed violations of learner expected behaviour, proctors will immediately document suspicious activity in an incident report and submit it to the Meazure Learning service delivery and operations department (see Incident Documentation sections). RECO is notified either on the same day or within one business day of security and misconduct issues. Significant violations involving suspected content breaches or disclosures will immediately result in an investigation involving Meazure Learning test delivery and security staff. RECO shall be notified at the start of said investigation and kept up to date on discoveries by Meazure Learning.

## Exam Day Preparation Instructions – In-Person Exams

Learners should refer to the confirmation notice they received after scheduling their exam for the site's full address and reporting room information. The confirmation notice may have general information on directions to the site as well. Parking facilities may vary per site, so learners should arrive early to allow for adequate time to park.

## Emergencies

Exceptions to the cancellation/reschedule policy may be made in the event of a substantiated medical emergency or following the loss of an immediate family member. Learners may contact Meazure Learning directly at 1-855-772-8678 or by filing a support ticket via the Exam Platform. for assistance.

## Inclement weather

Learners should visit [https://assessments.meazurelearning.com/mainsite/ibtsites/site\\_closings.aspx](https://assessments.meazurelearning.com/mainsite/ibtsites/site_closings.aspx) for information about test site closures or delays in cases of inclement weather.

## Environmental distractions

Testing area temperature is non-standard and may vary; therefore, learners should wear appropriate clothing (e.g., sweatshirt without pockets or a hood, or other layered clothing) to help them adapt to a cooler or warmer climate in the testing area.

## Reschedule/Cancel after scheduling for In-Person Exams

The Notice to Schedule or Confirmation Email contains specific policies concerning rescheduling, canceling, and/or transferring testing windows. Learners may reschedule an exam up to three (3) days in advance of their testing appointment. Learners will be required to pay a \$25 CAD reschedule fee to complete their reschedule request. Reschedule requests that do not fall under the emergency reschedule policy are not accepted less than three (3) days before the scheduled testing appointment.

# Exam Policies and Procedures: Virtually Proctored Exams

This section outlines the key policies and procedures that govern the administration of virtually proctored exams. Learners must review and adhere to these guidelines before, during, and after their virtually proctored exam session. Learners writing RECO's exams in any modality are subject to RECO's Code of Conduct and Exam Misconduct Policy.

## Exam Rules

Actions and behaviours that are not allowed and will be flagged during an exam include:

1. **Talking aloud:** Talking or whispering aloud during the exam is not permitted.
2. **Being out of camera view:** The learner's face, chin to forehead, should always be clearly visible on the camera view.
3. **Anyone entering the testing area:** The learner may not have anyone else in the testing location with them.
4. **Anyone talking to the learner while they're in the testing area:** Additional noises, including other people talking to the learner while they're taking their exam are not allowed.
5. **Looking off-screen:** The learner's eyes should stay on the screen while testing.
6. **Utilizing unauthorized materials:** The learner is only allowed the materials authorized by RECO.
7. **Taking pictures or screenshots of the exam:** Taking pictures while in the exam, including screenshots, is not permitted. If the learner is on a Mac, the proctor will turn off the ability to use the keyboard screenshot hotkeys.
8. **Copying and pasting any elements of the exam:** In most cases, our system will not allow the learner to copy and paste any content from their exam. Regardless of whether the learner can or cannot perform this function, our system will capture all events of copy and paste that occur.
9. **Utilizing a virtual machine:** Virtual machines can be detected through the pre-exam system check and are not permitted.

10. **Utilizing a secondary monitor:** The learner is only allowed to use one monitor attached to one computer during their exam.

Engaging in the above stated actions may result in proctor warnings, dismissal from the exam session, and sanctions as per RECO's Exam Misconduct policy. The live proctor may intervene upon any actions or behaviours that are not allowed.

## Unpermitted Testing Locations

To ensure security across exams, there are some types of locations that the learner will not be permitted to test from (unless the learner has been otherwise approved).

**Generally, the learner will NOT be permitted to test from:**

- Bathroom/restroom
- Floor
- Public areas, such as libraries or coffee shops, or shared workspaces
- Outdoors
- Bed
- Sofa
- Automobile
- A room with clear glass walls

The learner should be seated at a hard surface like a desk or table and position themselves with their back to the main room entrance, if possible. Standing desks will not be permitted.

## Exam Day Preparation Instructions – Virtually Proctored Exams

The following are preparation instructions in advance of a virtually proctored exam. Ideally, a learner should complete the following steps well before exam day, ensuring that there is no change to these items between when they complete them and when they take the exam.

1. The learner should ensure that they can download and install programs/applications on the computer they intend to write the exam on. The learner will be required to install Guardian, a secure exam browser upon connecting to a proctor.
2. Guardian works alongside the ProctorU Platform to provide enhanced security, streamline the remote testing experience, and make proctoring sessions more equitable for all test-takers. Guardian functions like other Internet browsers the learner will be familiar with, so it can be used even when not connected to a ProctorU session. When a test-taker is connected to a ProctorU session, Guardian locks down the testing computer functionality based on settings controlled by RECO throughout the entire exam.

## Download Guardian

- [Windows Download](#) (clicking this link will prompt a download of the browser)
  - [Mac \(Intel\) Download](#) (clicking this link will prompt a download of the browser)
  - [Mac \(M1/M2/M3/M4\) Download](#) (clicking this link will prompt a download of the browser)
  - Need help identifying which Apple download to use? Read this [support article](#) to determine the following: Intel or M1/M2/M3/M4 Mac.
3. The learner must confirm the webcam is installed, functioning, and turned on.
  4. The learner must disconnect additional monitors; they are only allowed to have one (1) monitor running during the exam. If more than one monitor is in use, the learner will be asked to disconnect the other monitor and ensure it is turned around so that the screen is not facing the testing area upon connection to the proctor.
  5. The learner is required to [utilize their cell phone](#) as a second camera during the exam. A checklist for a successful second camera experience [can be found here](#).
  6. The learner must confirm their computer's capability by conducting a check on the terminal to be used on exam day and reviewing the [requirements](#).
  7. The learner must perform a System Readiness Check by navigating to the Exams page on the Exam Platform and clicking the "Test it Out" link at the bottom. This will launch a new window in the ProctorU Platform to test camera, speaker, and microphone, as well as Internet speed, and confirm if there are any external devices connected to the computer.
  8. The learner must confirm that the Internet download speed is acceptable. A hardwired connection is preferred, but a wireless connection can be used as well. Wireless connections can sometimes be unstable with an increased risk of disconnection during the exam. If the learner chooses to use a wireless connection, we recommend a speed of at least **10 Mbps**. The learner may want to test their Internet speed before the testing appointment by using one of the following tests:
    - <http://speedtest.googlefiber.net>
    - <http://beta.speedtest.net>
    - <https://fast.com>
  9. The learner should log into the Measure Exam Platform either using their educational institution's LMS credentials or via SSO from their institution prior to exam day. For the Interprovincial Challenge Exam (ICE) exam, learners should use their RECO MyWeb credentials.
  10. Ensure that, except for the exam website, all other programs and applications are closed.
  11. Ensure the workstation is clear of any non-approved materials.
  12. The learner should have their government-issued photo identification ready to show the proctor. The identification must be valid (not expired) and include the signature of the user. Examples include a driver's licence, passport, military ID, or provincial/territorial ID card.

## What to expect on exam day

**Pre-checks:** The system will prompt the learner to download the Guardian Browser if it has not already been installed. The learner will be required to accept the learner statement of understanding, [terms of service](#), and [privacy policy](#). The browser will prompt the learner to share their screen, a required part of being proctored online. The learner will be automatically guided through a series of equipment checks to make sure the operating system meets minimum requirements.

**Chatbox download:** The learner will be prompted to download and run a LogMeIn Rescue applet file that will bring up a chat box allowing them to text with the proctor. When prompted, the learner should be sure to click “open” or “allow” to give the file permission to run. When the chat box says “waiting,” it means that the learner is in the queue waiting for their proctor. If the status shows “waiting,” the learner should not re-download the applet file as that will return the learner to the back of the queue.

**Photos & authentication:** The learner should take a photo of themselves as well as their ID for identity verification purposes.

**Connect second camera device:** The learner should use the provided QR code to connect their phone as a second camera and follow the instructions provided on the phone screen.

**Proctor connection & confirmations:** The proctor will greet the learner and confirm that they passed their identity verification steps. The learner will review the exam rules with their proctor, and the proctor will ask to see any permitted resources the learner is allowed to use during their exam.

**Remote system check:** The proctor will ask to take remote control of the learner’s mouse and keyboard via the LogMeIn Rescue applet to make sure no non-permitted programs are running. The learner will be able to see everything that the proctor is doing during this step, and it is impossible for them to access any files without the learner’s knowledge.

**6-point camera pan:** The proctor will ask the learner to show the 4 walls of their room as well as their desk space and below the desk space via their webcam. The learner may also be asked to show their computer monitor.

**Person check:** The proctor will ask the learner to show their forearms and ears to ensure they are free of watches and listening devices.

**Take the exam:** The proctor will launch the exam, and the learner will begin their exam when ready.

**Alert the proctor when the exam is complete:** Let the proctor know through the chat box that the exam is ready to be submitted.

**Log out of the exam site and browser:** After completing and submitting the exam, the proctor must observe the learner log out of the exam website and close out of all browser tabs.



**Close the Guardian Browser:** This will end the session with ProctorU. Once the browser closes, the learner will be invited to complete a customer satisfaction survey.

**Done:** Enjoy the day!

**Please note:** The proctor may have made some setting adjustments to the learner's machine prior to launching the exam. These adjustments will generally be resolved by simply rebooting the machine, though some users may find it easier to manually adjust the settings themselves. Articles to assist with these adjustments for [Windows](#) and [Mac](#) are available for the learner's convenience.

## What should a learner have on exam day for Online Proctored Exams?

- One form of non-expired valid, government issued photo ID (i.e. driving license, passport, military ID, or provincial or territorial ID.)
- A computer that meets minimum requirements for remote proctoring
- A working webcam and microphone
- A strong Internet connection
- A private room that meets testing location requirements
- A hard surface to work on
- A cell phone or a tablet
- A second camera device, which can be the cellphone or tablet stated above
- Water in a clear container with no labels (if desired)

## What outside resources are allowed for the exam?

There are no outside resources allowed for RECO's exams, besides water in a clear container. Learners will have access to a virtual notepad and calculator through the Exam Platform during the exam.

## Can I have food or a drink during the exam?

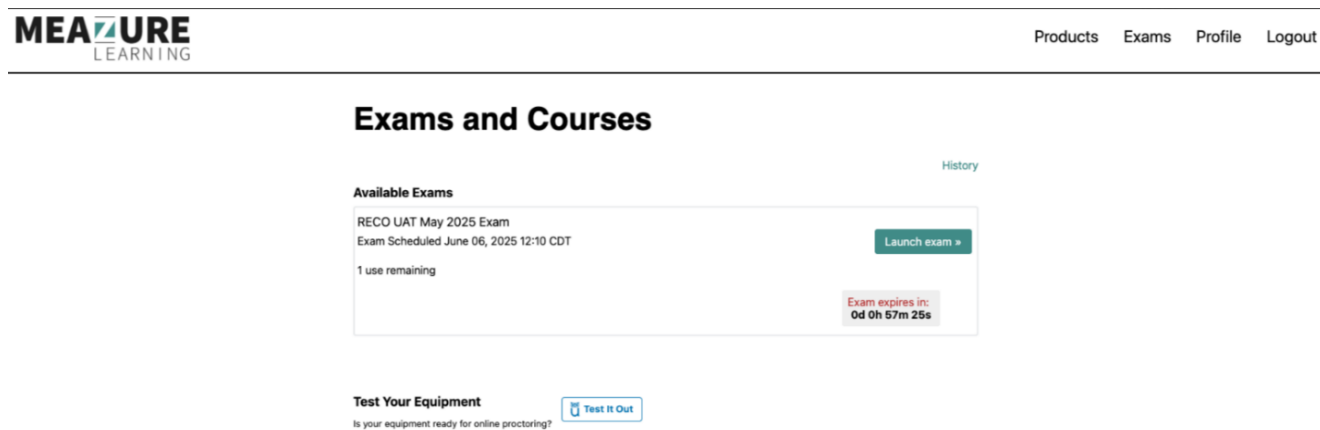
Meazure Learning allows drinks while testing, in a clear container with no labels. Eating, smoking or vaping is not permitted as it may cause unnecessary distractions and noise during the exam. Learners with approved accommodations for food will be allowed to have food during the exam. If a learner should have questions, they should contact Meazure Learning.



## When to log in on exam day

Please log into the Exam Platform 2–3 minutes before the scheduled time of the exam.

On the "Take an Exam" page there will be a countdown timer showing the learner how much time they have until their next exam.



When the timer reaches 0:00, a "Launch Exam" button will appear, and the learner will see the time remaining for them to access the exam.

The learner clicks the "Launch Exam" button to begin the session. This will not take the learner into their exam immediately. They will have to go through a brief start process before their exam is unlocked.

The learner should expect their start process to take anywhere from 12 minutes to 15 minutes. Note that the time it takes to complete the start process does not count toward the learner's exam time.

If the learner logs in 60 minutes after their scheduled time, the "Launch Exam" button will no longer show beside their scheduled exam. The learner will have to schedule a new exam time. Please note if a learner fails to appear for a scheduled exam without notice, the learner will forfeit the exam attempt and will not be eligible for a refund.

## Reschedule/Cancel after scheduling for Virtual Exams

The Confirmation Email contains specific policies concerning rescheduling, canceling, and/or transferring testing windows. Learners may reschedule their exam at least 24 hours prior to their testing appointment. Rescheduling within 24 hours will be considered a no-show. This means that the system will allow the learner to reschedule, but the learner will be using their second exam attempt to do so. To reschedule an exam, learners should navigate to their Exam Page and click the "Reschedule" button.

## Cancellations, Appeals and Retake Policies

### Cancellations

For onsite exams: A learner may cancel their test site appointment no less than three (3) calendar days in advance of the testing appointment date by accessing RECO's online test scheduling system. A \$25 cancellation fee will apply, payable via secure ecommerce (credit card or debit card) and collected by Meazure Learning.

For online proctored exams: A learner testing via online proctoring may cancel their appointment up to one (1) day or twenty-four (24) hours prior to their appointment without a fee.

Refunds: Learners wishing to request a refund of their exam fees should ensure they have cancelled their testing appointment within the allowed time frame for their specific exam modality (on-site or virtually proctored). The \$25 cancellation fee for physical testing locations is non-refundable.

### No-Shows

If a rescheduling or cancellation request is received by Meazure Learning seventy-two (72) hours, or three (3) calendar days or less in advance of the testing appointment at a physical testing location, the learner will be considered a no-show. The learner will forfeit their exam fee for the onsite testing appointment. The learner will not receive any refund of their exam fee for the onsite testing appointment at which they did not appear.

A learner testing virtually who does not appear within sixty (60) minutes of the testing appointment start time will be classified as a no-show. The learner will forfeit their exam fee for the testing appointment. If a reschedule appointment is received by Meazure Learning one (1) calendar day or less in advance of the online testing appointment, the learner will be considered a no-show. The learner will not receive a refund of their exam fee of the virtually proctored testing appointment at which they did not appear.

A learner testing at a physical testing location who does not appear within thirty (30) minutes of the testing appointment start time will be classified as a no-show. The learner will forfeit their exam fee for the testing appointment. If a rescheduling or cancellation request is received by Meazure Learning three (3) calendar days or fewer in advance of the onsite testing appointment, the learner will be considered a no-show. The learner will not receive any refund of their exam fee for the testing appointment at which the learner did not appear.

### Administrative Reconsideration Appeal

Learners may request an administrative reconsideration due to the reasons outlined below. Formal requests can be submitted to the Meazure Support team via the Exam Platform.

- Technical issues preventing the tester from completing the exam attempt
- Issues with the support received from the exam proctor or Meazure Learning support staff

The learner should state if they would like to appeal for a refund of the exam fee. The team will review the request and provide a resolution. Requests for a retake of the testing appointment will be referred to the learner's institution.

Learners wishing to appeal the results of their exam itself should refer to the following section on Obtaining and Interpreting Exam Results.

## Accommodation Process

If learners need an accommodation for their exams, they should reach out to the educational institution they are currently enrolled with to be accommodated as per their policies **prior to scheduling an exam**.

Learners who plan to attempt the Interprovincial Challenge Exam should reach out to [education@reco.on.ca](mailto:education@reco.on.ca) for an accommodation **prior to scheduling an exam**.

## Obtaining and Interpreting Exam Results

Typically, results are released within 48 hours of completion of the exam. In rare cases, results may be held by RECO for administrative and compliance purposes. The learner will be notified via email when their result is available, and they can then log in to the Measure Exam Portal to view their status.

A learner can access their exam results history by logging into the Exam Platform either with their institution login credentials or via SSO. The learner should then go to the "Take an Exam" tab in the Exam Platform and click "History." Then the learner may click to view the details of their score from their exam. Exam results are reported on a pass/fail basis. No numeric score or percentage grade will be provided alongside the learner's results. This means that a learner will either see a "Pass" or "Fail" in their score report. A "Pass" result indicates that the learner has satisfied the exam requirements and may proceed with the next steps in the Real Estate Salesperson Program. A "Fail" result indicates that the learner did not meet the passing standard.

If a learner receives a "Fail" result, their report will also contain a graph detailing Exam Performance by Area, which gives learners an overview of their performance, broken down by the different content areas in the exam. These scores serve as a diagnostic tool to identify gaps in the learner's knowledge and should not be used for purposes other than helping learners better understand their performance on the exam. Learners should note that their pass/fail status is based on their performance across the entire exam, and not on individual content areas. Learners do not have to pass a minimum number of content areas to pass the exam.

All questions on RECO exams are scored dichotomously, that is, a question is either correct or incorrect, with no partial marks. Questions left blank are considered incorrect responses. The total number of correct responses to scored questions shall be applied against the approved passing standard to determine the learner's performance outcome of pass or fail.

RECO's exams employ thorough quality control measures to ensure that exam results are accurate and fair. Every exam is scored and verified following standardized procedures. Because of this rigorous process, exam scores are generally considered final. The pass mark is set through a proven standard-setting method to reflect the level of competence required to practice as a compliant real estate professional in the province of Ontario. Given these safeguards, requests for re-scoring or grade appeals rarely result in a change of outcome.

Learners who wish to request a formal review or rescore may do so by submitting a request to the Measure Support team via the Exam Platform. If approved, their exam will be reviewed and re-scored. There is a CAD \$50 fee to be paid by the learner when requesting a re-score of the exam. If an issue with the score is found, the learner will be refunded the associated rescoring fee.

If learners would like to submit a formal appeal based on exam content, they may submit a request for investigation and resolution to Measure Learning through the Exam Platform Support Form.

## Learner Statement of Understanding

This Statement of Understanding outlines the expectations for learners taking exams that are part of RECO's entry to practice real estate education programs. This policy includes but is not limited to an acknowledgment of eligibility for exams, learner conduct, data privacy, and results. Adherence to this Statement of Understanding ensures the integrity, fairness, and credibility of the exam process. Following is the full text:

By proceeding with this virtual exam, I acknowledge and agree to the following terms and conditions:

1. **Exam Confidentiality and Ownership.** I understand that the content of the exam is highly confidential and is owned by the Real Estate Council of Ontario ("RECO"), and that any unauthorized disclosure may result in RECO taking action against me to enforce and protect its intellectual property rights.
2. **Exam Eligibility.** I confirm that I have completed the course requirements and meet any other requirements needed to undertake this exam.
3. **Learner Exam Handbook.** I acknowledge that this exam follows the terms and the regulations set out in the Learner Exam Handbook, including the Learner Code of Conduct and Exam Misconduct Policy, and confirm that I have reviewed and understand the terms and regulations therein.

**Exam Conduct.** I agree to comply with the following rules of conduct during the exam:

- a. I will abide by exam rules and regulations, as well as any oral and/or written instructions provided through the ProctorU Platform and live proctors;
- b. I will not disclose the exam content at any time, which includes not discussing the exam content with anyone who took the exam before me, with me, or who has not yet attempted the exam;
- c. I will complete the exam independently and without unauthorized help;

- d. I understand that all forms of collaboration, as well as the use of any outside materials (such as notes, online resources, and the like) and any other form of cheating are prohibited during the exam; and
  - e. I agree not to use or be in possession of any unauthorized electronic devices such as cell phones (other than the personal cell phone that serves as a second camera during the exam), cameras, watches, recording devices, and the like during the exam.
4. **Monitoring and Recording.** I acknowledge that my participation in the exam may be monitored through various means, such as cameras, screen recording, site recording, or other proctoring tools. I agree to comply with all proctoring instructions and to allow monitoring during the exam. I understand that proctors may not inform me of their observations but are required to report behaviour that may violate the terms and regulations in the Learner Exam Handbook and any other course and exam materials.
5. **Reporting of Theft and Cheating.** I understand that any cheating and/or breach of confidentiality or security, including content theft, or any attempt to subvert the exam process by any learner violates the purpose and principles of the exam, and I agree to report any such violations to the proctor and/or RECO as soon as I become aware of such.
6. **Privacy and Use of Personal Data.** I acknowledge that my personal data, including but not limited to my name, contact details, IP addresses, screen captures, video and image recordings, and exam-related data, will be collected, processed, and used for the purpose of administering the exam, ensuring security, verifying my identity, managing my exam participation, and providing results, and I consent to such collection and use of my data.
7. **Consequences of Breach.** I understand that any conduct occurring before, during, or after the exam that violates the principles in this Statement of Understanding will be reported to RECO. I further understand that any such violations may result in cancellation of my exam results, sanctions, or other disciplinary measures as deemed appropriate by RECO as highlighted in the Exam Misconduct Policy, and may directly impact my ability to become registered under the *Trust in Real Estate Services Act, 2002* and any successor or related legislation.
8. **Finality of Results:** I acknowledge that the results of the exam, once submitted and processed, are final and cannot be altered or disputed unless there is evidence of a technical or procedural error.

I confirm that I have read, understood, and agree to all of the above terms and conditions. I further affirm that I will comply with the rules and guidelines set forth for this exam by RECO.

## 3. Learner Code of Conduct for Exams

This document outlines the expected conduct for learners taking exams that are part of RECO's entry to practice real estate education programs. Adherence to this code of conduct ensures the integrity, fairness, and credibility of the exam process.

### 1. Professional conduct

Learners must act with integrity, honesty, good faith, and courtesy before, during, and after the exam.

### 2. Exam confidentiality and ownership

The content of the exams is highly confidential and is owned by RECO. Learners are prohibited from disclosing the content of the exams to anyone.

### 3. Exam conduct

Learners must comply with the following rules of conduct before, during and after the exam:

- a. Learners must abide by the exam rules communicated by their college, RECO, the assessment service provider, and exam proctors.
- b. Learners are prohibited from discussing the exam content with anyone who took the exam before them, with them, or who has not yet attempted the exam.
- c. Learners must complete the exams independently and without unauthorized help.
- d. Learners must not engage in any form of collaboration, must not use any outside materials (e.g., notes, online resources, and the like) and must not engage in any other form of cheating during the exam.
- e. Learners are prohibited from using or being in possession of any unauthorized electronic devices such as cell phones (other than the personal cell phone that serves as a second camera during the exam), cameras, watches, recording devices, and the like during the exam.

### 4. Reporting theft and cheating

Any cheating and/or breach of confidentiality or security, including content theft, or any attempt to subvert the exam process by any learner violates the purpose and principles of the exam. Learners must report any such violations to the proctor and/or RECO as soon as they become aware of such.

Learners who engage in any conduct before, during, or after the exam that violates the principles in this code of conduct will be subject to RECO's Exam Misconduct Policy. Violations of this Code of Conduct may result in cancellation of exam results, sanctions, or other disciplinary measures as deemed

appropriate by RECO. Such violations may also directly impact the learner's ability to become registered under the Trust in Real Estate Services Act, 2002 and any successor or related legislation.

## Exam Misconduct Policy

### 1. Introduction

The exam process is a crucial component of RECO's Real Estate Salesperson Program and Real Estate Broker Program. These programs are maintained by RECO and delivered in partnership with multiple education delivery designates and a centralized assessment service provider (ASP). The exams that are part of the registration education programs as well as the Interprovincial Challenge Exam are designed to assess the knowledge and competency required to practice real estate in compliance with the *Trust in Real Estate Services Act, 2002* (TRESA) and its associated regulations. Any form of exam misconduct compromises the credibility of the profession and poses a risk to consumers who rely on registrants to act with integrity and provide trustworthy guidance.

In support of its mission to promote a safe and informed real estate market for consumers in Ontario, RECO is committed to upholding the security and integrity of the exam process. This is a key priority for RECO in the oversight of the registration education programs. Exam security is a complex issue that cannot be addressed through a single measure. Instead, it requires a comprehensive security framework with various components that help prevent, deter, detect and respond to any security incidents. A robust exam security program, including a strict exam misconduct policy, allows RECO to have confidence that the individuals who successfully complete the exams have the necessary knowledge to become registered.

### 2. Purpose

To maintain fairness and public confidence, RECO has established a strict exam misconduct policy. The policy defines the roles and responsibilities of RECO, the education delivery designates, the ASP, and learners in maintaining the security and integrity of the exam process. It describes prohibited behaviours that are in breach of the Learner Code of Conduct before, during, and after the exam process, describes the investigation process, and specifies the possible sanctions resulting from the investigation process.

### 3. Definitions

A complete list of definitions used in this policy is provided below.

### 4. Application

- a. This policy applies to all parties involved in RECO's exams, including education delivery designates, their staff, contractors, and faculty, the ASP and their staff, contractors, and proctors, as well as learners who take exams.



- b. RECO's exams are offered in-person, at test centres located throughout the province of Ontario, and virtually, via online proctored sessions. This policy applies to all exams, whether administered in-person or virtually.
- c. The option to take exams virtually is a privilege granted by RECO. Taking an exam virtually is not a learner's right. RECO may withdraw a learner's virtual exam privileges at any time, in its sole discretion.

## 5. Roles and responsibilities

- i. RECO has the following responsibilities in relation to exam misconduct:
  - 1. Upholding exam integrity, by establishing and maintaining the exam security program, including this exam misconduct policy.
  - 2. Providing oversight to the ASP and education delivery designates to align their processes and practices, and to support the enforcement of the exam security program, including this exam misconduct policy.
  - 3. Investigating instances of suspected exam misconduct, ensuring due process is followed, and determining and enforcing appropriate sanctions.
- ii. Education delivery designates have the following responsibilities in relation to exam misconduct:
  - 1. Promoting a culture of academic integrity among learners, faculty, and staff.
  - 2. Informing learners, faculty, and staff regarding program policies, the learner code of conduct, exam rules, expectations, rights, and responsibilities.
  - 3. Reporting any suspected exam misconduct to RECO.
  - 4. Supporting RECO in investigating suspected cases of exam misconduct.
  - 5. Supporting RECO in the enforcement of sanctions on learners who have committed exam misconduct.
- iii. The ASP has the following responsibilities in relation to exam misconduct:
  - 1. Upholding the security and integrity of the exam process by implementing policies and procedures aimed at the prevention of exam misconduct and other types of security breaches.
  - 2. Deterring actions that could pose a risk to the security and integrity of the exam process.
  - 3. Detecting exam security breaches and exam misconduct incidents and responding appropriately.
  - 4. Informing learners regarding exam policies, the learner code of conduct, exam rules, expectations, rights, and responsibilities.
  - 5. Conducting forensic analyses on exam data and reporting any suspicious activity to RECO.
  - 6. Reporting any suspected exam misconduct to RECO.
  - 7. Supporting RECO in investigating suspected cases of exam misconduct.
  - 8. Supporting RECO in the enforcement of sanctions on learners who have committed exam misconduct.
- iv. Learners have the following responsibilities in relation to exam misconduct:



1. Familiarizing themselves with the exam misconduct policy, the learner code of conduct, as well as exam rules communicated by the ASP prior to the exam.
2. Following the exam rules and not engaging in any form of exam misconduct as defined by this policy or any other behaviours that compromise exam integrity.
3. Reporting any instances of exam misconduct they may observe or otherwise become aware of to their education delivery designate, the ASP or RECO.

## 6. Definitions of exam misconduct

- i. Exam misconduct is defined as any behaviour by the learner before, during, and after an exam that undermines the integrity of the exam process or gives an unfair advantage to a learner.

Examples of exam misconduct include, without limitation:

1. **Cheating:** using unauthorized materials, tools, aids, or devices, including, but not limited to, notes, books, software, artificial intelligence, or electronic devices during the exam.
2. **Collusion:** two or more learners working together in a dishonest or secretive way to cheat or gain an unfair advantage during an exam. Examples of collusion include, but are not limited to, two or more learners agreeing to share answers during an exam or one learner helping another to complete the exam.
3. **Disruptive behaviour:** any actions that disturb other learners or otherwise disrupt the exam process, such as loud talking, using inappropriate language, or refusing to follow proctor instructions.
4. **Exam theft:** gaining unauthorized access to or unauthorized sharing of exam materials. It involves stealing, copying, or leaking exam content through actions such as hacking to get exam questions, taking photos of exam questions, sharing and/or selling exam questions online or through other means. All exam content is the exclusive property of RECO, is protected by intellectual property laws, and shall not be copied, reproduced, shared, distributed, or disclosed in any form, whether in whole or in part.
5. **Facilitating exam misconduct:** any action that facilitates acts that are considered exam misconduct as defined in this policy. Facilitating exam misconduct is also considered exam misconduct.
6. **Failure to follow instructions:** disregarding specific exam rules or instructions provided by proctors or in exam materials, or disregarding instructions and direction issued by RECO to maintain exam integrity.
7. **Fraudulent behaviour:** providing false or misleading information regarding a learner's identity, eligibility to take the exam, exam results, or any other relevant details.
8. **Impersonation:** taking an exam on behalf of someone else.
9. **Organized cheating:** planned, structured effort to cheat, involving multiple people or tools. This type of cheating is a coordinated, large-scale effort with deliberate planning.
10. **Tampering with exam materials:** altering or falsifying exam papers, answer sheets, or electronic records.

## 7. Sanctions for exam misconduct

- i. In all instances where RECO determines, on a balance of probabilities and in its sole discretion, that exam misconduct has taken place, the learner(s) involved will be subject to disciplinary action in the form of sanctions. Sanctions will be determined by RECO considering, without limitation, the following factors:
  1. Severity of exam misconduct: the more serious the exam misconduct, in terms of nature, extent and impact, the more severe the sanctions.
  2. Recidivism: learners who engage in exam misconduct repeatedly are subject to more severe sanctions than first-time offenders.
  3. Learner attitude: RECO may consider less severe sanctions in cases where learners provide a full and frank admission of having engaged in exam misconduct, show genuine remorse and provide information that can assist RECO and the ASP in improving exam security measures in future.
- ii. Sanctions for exam misconduct include, without limitation:
  1. Grade of zero on the exam. The exam attempt will be counted towards the two allowed exam attempts per course;
  2. Requirement to take all future exams in person at a test centre;
  3. Written warning;
  4. Requirement to retake the course corresponding to the exam where the exam misconduct occurred, at the learner's expense;
  5. Notation on the learner's RECO record and the education record with the education delivery designate;
  6. Suspension from the registration education programs for a period determined by RECO. The learner will not be permitted to register in any registration education program courses, with any education delivery designate, and will not receive credit for any work attempted during the suspension;
  7. Rescinding of certificate of completion, in the case of learners who are found guilty of exam misconduct after having completed the program and having received a certificate of completion;
  8. Revocation of RECO registration for registrants retroactively found to have engaged in exam misconduct while completing their mandatory registration education.
- iii. Sanctions are not mutually exclusive and RECO may apply multiple sanctions to one incident of exam misconduct, depending on the specific circumstances and the severity of the offence, in its sole discretion.
- iv. Learners sanctioned for exam misconduct will be subject to additional requirements before they can register with RECO.
- v. The learner's exam misconduct sanction history may be considered by the Registrar in the decision of whether to grant registration.

## 8. Detecting and assessing instances of suspected exam misconduct

- i. RECO's assessment services department will promptly assess every instance of suspected exam misconduct from all sources, review the available information, and determine whether a full investigation is warranted.

## 9. Exam proctoring

- i. All RECO exams, whether completed virtually or in-person, are invigilated by proctors trained to detect exam misconduct. Proctors are responsible for ensuring that learners follow all exam rules established by RECO.
- ii. Proctors have the authority to enforce exam rules, the code of conduct, and the exam misconduct policy, issue warnings to learners who fail to follow proctor instructions and terminate an exam if they determine that the integrity of the exam process has been compromised or is at risk of being compromised.

## 10. Whistleblowing

- i. Whistleblowing is a crucial component of the exam security program and contributes to upholding the integrity of the exam process by:
  - 1. Protecting learners: whistleblowing helps uncover harmful practices that can affect students' safety, well-being, and learning.
  - 2. Promoting fairness and integrity: whistleblowing helps stop cheating or dishonesty that could impact other learners.
  - 3. Encouraging a culture of honesty: when people know they can safely speak up, this builds trust. Staff and learners are more likely to report issues early, before they grow into bigger problems.
- ii. Any person, including but not limited to learners, facilitators, faculty, or staff, who becomes aware of suspected exam misconduct as defined in this policy, must report this information immediately using one of the reporting mechanisms listed below:
  - 1. Contact their education delivery designate
  - 2. Contact the ASP
  - 3. Contact RECO
- iii. Providing contact information at the time of the whistleblower report can help the investigation and is strongly encouraged. RECO is committed to treating the identity and contact information of all whistleblowers with the strictest confidence and this information will be shared only on a need-to-know basis with RECO staff members directly involved in investigating the matter.
- iv. Persons with knowledge of an incident that threatens the integrity of the exam process also have the option of reporting it anonymously.

- v. Every whistleblower report will be assessed by RECO's assessment services department as per section 8 of this policy.

## 11. Nullification of exam results

- i. RECO retains the authority to void or nullify any exam result to protect the integrity of its exams. This authority may be exercised at RECO's discretion when credible evidence suggests an exam result is invalid due to exam misconduct or irregularity. The authority to nullify exams is intended to ensure public confidence in the integrity of RECO's exams, and to uphold high professional standards for registrants in Ontario.
- ii. Grounds for exam nullification include, without limitation:
  - 1. Testing irregularities: Significant anomalies or irregular patterns in exam results that cast doubt on their validity. This can include, without limitation, unusual answer patterns, statistically improbable similarities in response patterns, or drastic score jumps between attempts. Such irregularities may trigger result invalidation even without direct proof of deliberate exam misconduct, if the integrity of the score is in question.
  - 2. Exam misconduct: Any form of cheating or exam misconduct, as defined in this policy, before, during, or after the exam. This includes, but is not limited to, copying answers, using unauthorized materials or electronic devices, obtaining or providing unauthorized help, or violating exam rules and proctor instructions.
  - 3. Rule or policy violations: Any other breach of exam rules, the code of conduct or RECO policies before, during and after the exam. This includes disruptive, fraudulent, or unprofessional behaviour at the test centre, failure to adhere to proctor instructions, or leaving the exam station without authorization (except in an emergency).
- iii. The above grounds are not exhaustive. RECO reserves the right to nullify results for any other circumstance that compromises exam integrity, including incidents discovered after the exam administration.
- iv. RECO will promptly inform learners whose exam results have been nullified.
- v. A nullified exam attempt might not count towards the maximum number of allowed exam attempts. Learners whose exam results have been nullified might be entitled to re-book the exam at their own expense, provided they are otherwise eligible to do so.
- vi. Learners whose exam results have been nullified must complete all future exams in person at a test centre location.

## 12. Exam misconduct investigations

- i. RECO is committed to ensuring that all investigations into suspected cases of exam misconduct are conducted following the principles of impartiality and fairness.

- ii. In cases where RECO's assessment services department determines that a suspected case of exam misconduct merits a formal investigation, as a result of the assessment conducted as per section 8 of this policy, they will take the following actions promptly:
  - 1. Place the learner's account on hold. Learners whose account has been placed on hold cannot complete courses, withdraw from a course, enroll in exams, transfer to or enroll in registration education with another education delivery designate while the case is under investigation.
  - 2. Notify the learner in writing of the alleged offence and ongoing investigation.
  - 3. Initiate a formal investigation, taking all necessary steps to secure evidence and any other necessary documentation.
- iii. RECO's assessment services department will contact the learner to inform them of the alleged offences and the basis for the allegations. The learner will have an opportunity to respond to the allegations, either in writing or during a meeting to be scheduled between RECO's assessment services department and the learner, where deemed appropriate and feasible.
- iv. The Supervisor of RECO's assessment services department will receive a copy of the investigation report and the learner's response, as well as a summary of the discussion during the meeting with the learner. The Supervisor of the assessment services department will review the documentation and:
  - 1. Determine if misconduct has occurred on a balance of probabilities.
  - 2. If it is determined that exam misconduct has occurred, they will:
    - a) assign appropriate sanctions in accordance with section 7 of this policy;
    - b) provide a decision letter to the learner outlining the findings of the investigation and the reasons for the decision, and communicating to the learner their right to appeal;
    - c) provide a copy of the decision letter to the learner's education delivery designate and the ASP for enforcement, if applicable.
  - 3. If it is determined that exam misconduct has not occurred, they will:
    - a) have all restrictions removed from the learner's account;
    - b) notify the learner and their respective education delivery designate accordingly.
- v. If the Supervisor of the assessment services department becomes involved in the investigation process, the actions under 12.iv will be completed by the Manager, Education Operations at RECO.

### 13. Escalation of exam misconduct investigations

- i. Internal escalation: In cases where exam misconduct investigations reveal suspected involvement of RECO registrants in the exam misconduct incident, matters may be escalated to RECO's compliance division for further investigation and action.
- ii. Escalation to law enforcement: Serious cases of exam misconduct, such as exam theft or organized cheating, may also constitute criminal offences. Where RECO believes an instance

of suspected exam misconduct may constitute a criminal offence, RECO may report the matter to the relevant law enforcement agency.

## 14. Retroactive investigations

- i. There is no time limitation on RECO's ability to investigate and issue sanctions for exam misconduct. Retroactive investigations may be triggered, without limitation, by forensic data, whistleblower reports, or details revealed during investigations of incident reports.
- ii. In cases where, as a result of a retroactive investigation, it is determined that a learner who has since completed the program had previously engaged in exam misconduct while enrolled in the program, RECO may direct the education delivery designate to rescind the learner's certificate of completion.
- iii. In cases where, as a result of a retroactive investigation, it is determined that a learner who has since become a RECO registrant had previously engaged in exam misconduct while enrolled in the program, the Registrar may revoke the registrant's registration.

## 15. Appeals

- i. The learner may appeal RECO's decision within 10 business days from the date of the decision letter referenced in section 12.iv.b.2 above, following the procedure outlined in the decision letter.
- ii. The appeal must meet at least one of the following criteria to be successful:
  1. The learner presents new evidence that can be substantiated and could exonerate or mitigate the responsibility of the learner with respect to the exam misconduct;
  2. The learner presents evidence of procedural error in the investigation and sanction process.
- iii. Appeals that do not meet any of the criteria listed in section 15.ii above will be dismissed.
- iv. Appeals that meet at least one of the criteria listed in section 15.ii above will be reviewed by a person appointed by the Registrar for this purpose who will review all the relevant documentation pertaining to the case, and any additional evidence submitted as part of the appeal, and decide on one of the following courses of action:
  1. Rescind the sanctions;
  2. Make appropriate adjustments to the sanctions;
  3. Require that the matter be reconsidered by the supervisor of the assessment services department, in light of any new evidence that requires deliberation.
- v. The outcome of the appeal will be communicated to the learner as soon as possible, taking into account the specific circumstances of the case and the nature of the appeal.

## 16. Re-admission to the program following a suspension

- i. Learners who have been suspended from the program as a result of exam misconduct may apply for re-admission only after the end of their suspension period following the re-admission procedure at their respective education delivery designate.
- ii. To be eligible for re-admission, learners must meet the following criteria, and any additional requirements set by their education delivery designate:
  - 1. Completed serving all suspension periods imposed as sanctions for exam misconduct;
  - 2. Be within the period allowed to complete the respective program (24 months for salesperson program and 12 months for broker program). Learners who have passed the deadline for completing the program are not eligible for re-admission. They may apply for an education equivalency assessment to RECO or restart the program.
- iii. Learners returning to the program after a suspension period may apply for a transfer to another education delivery designate only if they have been re-admitted to the program, provided they meet all other transfer requirements as published by the respective education delivery designates.
- iv. Learners enrolled in the program pursuant to an education equivalency assessment decision issued by RECO and who are sanctioned for exam misconduct are not permitted to continue with their current education equivalency assessment decision and will not be re-admitted to the program. Learners in this category may apply for another education equivalency assessment or re-start the program after the suspension period.

## 17. Data retention

- i. Information related to exam misconduct investigations, including all evidence and statements collected, will be retained by RECO indefinitely.

## 18. Policy review

- i. This policy will be reviewed annually and updated as required to ensure continued relevance and effectiveness in addressing exam misconduct to protect the integrity and security of RECO's exams.

# Appendix

## Glossary of Terms – Meazure Learning

**ProctorU Platform:** Meazure Learning’s secure online proctoring platform designed to save learner time and reduce stress.

**Meazure Exam Platform:** Meazure Learning’s proprietary exam platform which provides a candidate management system, item banking, and exam delivery.

**Guardian Browser:** Meazure Learning’s secure Internet browser that connects test-takers to their ProctorU proctoring sessions be they Live+ (online) or in-person at a Meazure Learning testing location.

**Online/Virtually Proctored Exams:** exams completed via the ProctorU Platform wherein the learner completes their testing session using their personal laptop or desktop computer and a stable internet connection. The learner will connect with a proctor who will then administer their exam.

**Exam Platform:** a platform hosted by Meazure Learning where learners can manage their exams and view preparedness documentation, including FAQ’s.

## Definitions – RECO

**“Assessment services department”:** department at RECO responsible for overseeing exam operations, security, investigating and responding to instances of exam misconduct.

**“Assessment service provider” (ASP):** provider of professional assessment services that has been designated by RECO to develop and administer exams that are part of the real estate registration education programs on its behalf. As of 2025, RECO’s designated ASP is Meazure Learning.

**“Balance of probabilities”:** a standard of proof according to which a claim is considered proven if it is more likely than not to be true, requiring a degree of certainty greater than 50%.

**“Education delivery designate”:** a post-secondary education institution that has been designated by RECO to deliver the registration education programs on its behalf.

**“Exam nullification”:** declaring an exam result invalid or void due to irregularities or issues that could compromise the fairness and integrity of the exam process.

**“Exam process”:** all the procedures, practices, and activities that happen before, during, and after an exam and are part of or connected to administering RECO’s exams.



**“Learner account hold”:** temporary blocking of learner access to the program (the learning management system and exam booking platform) while an exam misconduct investigation is in progress.

**“Learner code of conduct”:** policy document that outlines the rules, principles and guidelines that learners are expected to follow before, during and after taking an exam to uphold the fairness and integrity of the exam process.

**“Exam Platform”:** a platform hosted by Measure Learning where learners can manage their exams and view preparedness documentation, including FAQ’s.

**“Sanction”:** a penalty or disciplinary action imposed on a learner who is found to have engaged in exam misconduct.

**“Whistleblowing”:** reporting wrongdoing or unethical behaviour instances a person may become aware of to someone who can take action.