

# Internationally Educated Nurses Exam Orientation

Virtual IENCAP – OSCE

# Virtual Login Credentials

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- You will receive your virtual OSCE login credential with your examination invitation no later than 3 weeks before your examination.

# Professional Conduct

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

# Confidentiality

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

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

Examples include, but are not limited to:

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

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

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

[Click here for webpage](#)

# System Requirements

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

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

# System Requirements

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

# System Requirements

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

# Exam Permitted Items

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

- ✓ Tissues
- ✓ Lip balm
- ✓ Mints/lozenges\*
- ✓ Medication needed for a medical condition
- ✓ beverage (in a cup, glass or bottle with no labels or writing)
- ✓ Small snack\*
- ✓ Mouse and mouse pad
- ✓ Whiteboard and 2 markers

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



# Exam Permitted Items

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

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

# Exam Prohibited Items

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

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

# Examination Security Scan

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

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

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

# Virtual Protocols & Rules

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

# COVID-19 Exam Content

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- > You will **not** be scored or assessed on your knowledge of COVID-19. It is not a factor in any exam content, question, station task or scenario. It does not need to be considered, and no screening needs to be completed.
- > Verbal Physical Assessments will be required for some stations, to replace physical contact with the standardized clients.

# Exam Incident Reporting

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- > An incident is anything that happens that is not an intended part of the exam, and may affect your performance or scores.
- > If you experience an incident during the exam, you must:
  - > Notify sequestering staff during the 3 minute break between stations, by verbally requesting to speak to an administrator,  
OR
  - > Notify staff during sign out

# Exam Incident Reporting

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- A link will be provided via email to those who report an incident to staff.
- Incident reports **must** be completed online using the link, within 48 hours. It is **prohibited** to send incident reports by email.
- Examinees who have completed an incident report can expect to receive an email response within 8 weeks of the examination date.

# Exam Incident Reporting

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## Exam Discontinuation

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



# Exam Incident Reporting

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## Technological Issues

→ If you experience technological issues during the exam, you will be required to follow the steps below:

- 1. Try to log back in using the exam day link if disconnected
- 2. If you're unable to reconnect, check your cell phone to see if a text was received from Touchstone Institute (in which case do NOT call the hotline)
- 3. If no text was received, call the hotline immediately: (647) 204-2315
- 4. Complete an incident report online within 48 hours of the exam.

# Objective Structured Clinical Examination (OSCE)

# Washroom Breaks

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- > You will be permitted to use the washroom between stations while you are in the waiting room.
- > Exam Staff must be notified, and confirm washroom requests before you leave the room.
- > You must keep your online session open and video on at all times, and audio will be muted by staff until you return.
- > Breaks will be logged and a room scan may be required once you return.
- > Breaks will **not** be permitted during the OSCE station interaction.
- > **No additional time will be given for breaks.**

# OSCE Participants & Roles

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For each **OSCE station**, the following participants will be present:

- Examinee: Interacts with the standardized client and examiner. Please note, you will be referred to by your start station throughout the exam (e.g. Examinee A-01)
- Examiner: Scores examinee performance, directs proctor to display props and asks Examiner Oral Questions.
- Standardized Client: Simulates a patient in a medical scenario and interacts with the examinee.
- Proctor: Observes the examinee and displays examinee instructions and station related props.

# Station Logistics

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- Once you enter the station, the proctor will conduct a station check within the first 2 minutes to ensure audio and video are functional, and to verify your identity.
- Throughout the station, exam timing announcements will be displayed on the screen.
- When the station time is up, you will be moved into a waiting room before being placed into your next station.
- **If at any time during the station you are unable to see or hear the interaction, you must notify the proctor immediately.**

# Station Logistics

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## Examinee Instructions and Props

- > Examinee Instructions will appear on screen once the station starts and will remain there until a prop is requested.
- > All props related to the station will be listed on the Examinee Instructions.
- > To view props, you must request them. Props can be requested as many times as needed.
- > Not all stations will have props.

# Taking Notes

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- Notes may be written on the dry-erase board during the reading of the Examinee Instructions and throughout the station.
- At the end of the exam, you will be asked to erase all notes and show both sides of the board to the proctor.

# Announcements

→ The announcements below will be displayed in each station. There will also be a sound as each announcement appears. Note: The alert may not be heard if someone is speaking at the time it goes off.

Time	Announcement
0:00	The proctor will now begin the station check.
2:00	The station will now begin. You may begin reading your instructions.
4:00	You may now begin your interaction with the standardized client.
10:00	You have one minute remaining with the standardized client.
11:00	There are 4 minutes remaining in this station.
15:00	Time is up.



# Station Timing

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# Examinee Instructions

2 min.  
Examinee  
Instructions

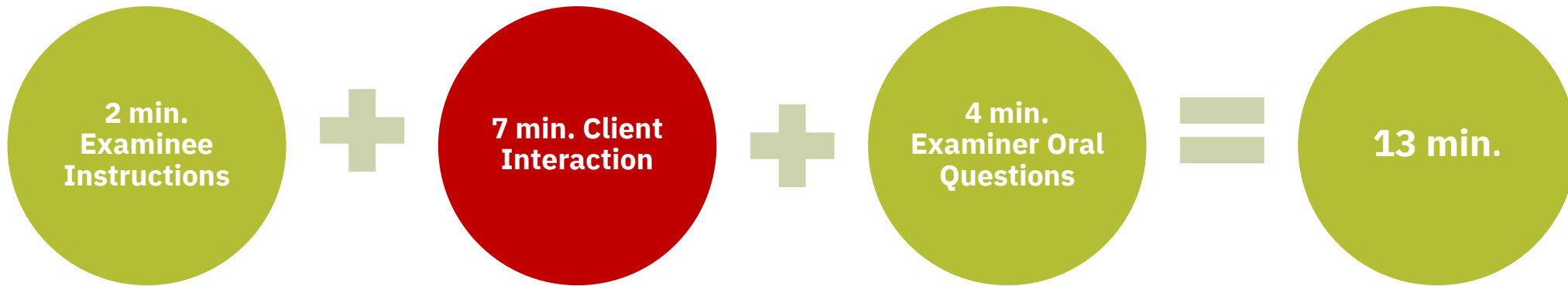
→ At the start of each station, Examinee Instructions will be provided that may include the following:

- Client's name and age
- Location where the scenario is taking place
- Task you're being asked to perform
- Any props associated with the scenario

→ You will have 2 minutes to read the instructions

# Station Timing

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# Client Interaction

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7 min. Client  
Interaction

- After the 2 minute reading time, you will be instructed to begin your interaction with the standardized client.
- You should treat the SC as you would a real client in a clinical environment.

# Client Interaction

7 min. Client  
Interaction

## Verbal Physical Assessment

- > This requires you to verbalize to the standardized client and examiner each action you intend to take to conduct a physical assessment.
- > You may demonstrate maneuvers on yourself, but you are only scored on what is verbalized.
- > SCs will not act out any physical actions or respond to instructions for physical movement.
- > Not all stations will require a physical assessment. The Examinee Instructions will outline when it is necessary.

# Client Interaction

7 min. Client  
Interaction

For Verbal Physical Assessments, you should do the following:

- > Indicate to the (standardized) client **what** physical assessment needs to be performed and **why**.
- > Describe **how** it will be performed, including all steps leading up to the actual assessment such as:
  - > Washing hands before touching the client
  - > Using gloves
  - > Exposing only what is necessary to assess and position the client
- > Describe **what** the physical exam would be looking for.

# Client Interaction

7 min. Client  
Interaction

Examiners may intervene by:

## **Asking you to re-read the instructions:**

→ This is to save you time by refocusing on the task.

## **Provide you with results or information:**

→ Results are provided if examiners are directed to do so on their scoring sheet and only after you describe the examination maneuver correctly:

- i.e. blood pressure results or vital signs

# Station Timing

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# Examiner Oral Questions

4 min.  
Examiner  
Oral  
Questions

- During this 4 minute period, examiners will ask you up to 4 questions about the presenting case.
- You may ask examiners to repeat the **current** question as many times as required.
- You may **not go back** to questions you have skipped or already answered.

# Time is Up

13 Min.

- Once the 13 minutes for the station is up, an announcement will be shown indicating that time is up.
- You will then be moved into the waiting room by exam staff.
- Once the next station is ready, you will be moved there. The station check will be conducted, then the station will begin.

# OSCE Sign Out Procedure

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- You will be placed into a private room for sign out and other final exam procedures.
- If an incident occurred during the examination, you may ask to speak to an exam administrator at this time.
- Once complete, you may exit the exam session.

# Virtual IENCAP Dashboard Sample

Within each station, the **dashboard** displays all the necessary information.

Clock displays current time

The dashboard is divided into several sections:

- Left Panel:** A vertical list of blue buttons labeled "0.1-STATION CHECK.PDF", "0.2-EXAMINEE INSTRUCTIONS.PDF", "0.3.-X-RAY REPORT.PDF", "0.4-ARM IMAGE.PDF", and "0.5-STANDY PAGE.PDF". Below these is a "Timer" section showing "02:07" and a "Reset" button.
- Center Panel:** Contains "Station 1" instructions for a 65-year-old patient with left arm pain. It includes a list of tasks: "Obtain a history of the pain", "Complete a focused physical assessment of the arm", and "Respond appropriately to the assessment findings". A "PLEASE NOTE:" section explains the need to explain and describe findings. A list of available props includes an x-ray report and an arm image.
- Right Panel:** Features a "Clock" showing "11:23 AM" and a large red announcement: "The exam will now begin. You may begin reading your instructions. Please remain silent during this time."
- Bottom Right:** Two video feeds. The top one shows the examiner (Smith, S.-A1-1234) and the bottom one shows the station check (SC-Bonnie-A1).

List of props (if applicable)

Timer counts up and displays how much time has passed in the station, starting with the station check

Examinee Instructions and props are displayed here (one at a time)

Announcements are displayed here

Video display area for examinee, examiner and SC

# OSCE Sample Video

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- The following video is a sample OSCE station and provides a view of a station interaction and the exam platform.
- **NOTE:** The video does not contain examination materials and is for demonstration purposes only.

[OSCE Sample Video](#)

# Reminders

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- Read the Examinee Instructions carefully and pay attention to the statement that explains the task
- Complete the specified task
- Verbalize each step of any physical assessments
- Examinee Instructions or props can be requested at any time during the client encounter
- Credit is given for tasks that are completed satisfactorily
- Treat the standardized clients as a real client
- Try to relax and stay focused on the examination
- Once the exam is finished, wait for instructions from exam staff for sign out procedures

# Thank You

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## Our Vision

Public confidence in professional competence.

## Our Mission

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

**TOUCHSTONE**  
INSTITUTE  
COMPETENCY EVALUATION EXPERTS