



International Council for Machinery Lubrication

TERMS & CONDITIONS

Terms & Conditions for Online Testing

ICML online certification exams are administered and proctored by ProctorU, a secure, live-video online proctoring service that helps ensure the integrity of our exams. Online exams must be taken in a private space where you are alone in the room (room must be quiet, no background noise, no other people in the room or walking by, etc.).

Computer must meet the following system requirements:

Desktop computer or laptop (mobile devices, such as tablets or cell phones, are not supported) that fulfills the following system requirements.

- **Connectivity:** 3 Mbps (3027 Kbps) Upload & Download speed (mobile hotspots and tethering are discouraged)
- **Webcam:** 640x480 resolution
- **Microphone:** All microphones other than those built into headphones are permitted
- **Speakers:** Built-in or external speakers are required
- [Download the Guardian Extension](#)

Exam Registration

Candidates must register with ICML for an exam at least 1 week prior to desired appointment time; preferably as far in advance as possible. Upon verification of candidates' eligibility and payment, ICML will send an email containing a URL link to start the account creation process in ProctorU. An account must be created at ProctorU before exams can be scheduled.

The URL link is valid for 6 months from the date of receipt. If no exam is scheduled within this 6-month period, application will be cancelled with no refund. Candidates must click on the URL link to activate an invite from ProctorU to schedule their exam. Scheduling is based on slot availability. Exam appointments are available 24/7 and require a minimum of 72 hours advanced scheduling.

The following registration conduct is strictly prohibited:

- Providing false or misleading information about your identity or that of any other person
- Registering for or taking an ICML exam with another individual's ProctorU login
- Allowing someone else to register for or take an ICML exam with your ProctorU login
- Creating multiple ProctorU site accounts
- Holding multiple exam registrations at the same time under different ProctorU logins

Exam Instructions and Rules

All ICML's exams are closed book. Candidates may not consult any reference materials, notes, books, and/or articles. They may not access any additional files or documents that may reside on the computer

hard drive or be available through a network, the Internet or any other external website or device, or in their own email.

Candidates may not record or capture image(s) of test questions or test answers, and may not share or discuss with anyone any of the test questions, test content, or test answers viewed during the test.

In the event a candidate has a problem with an exam question, they may type a comment below each question. By not making a notation, they are waiving their right to appeal.

Exam session length depends on the type of exam as per below:

- The GLC, ALC, LAT and LLA I have 70 multiple-choice questions each, with two hours to complete the exam.
- The LLA II, MLTs and MLAs have 100 multiple-choice questions each, with three hours to complete the exam.
- The MLE has 150 multiple-choice questions, with four hours to complete the exam.
- The VIM, VPR, and FPL specialty certifications have 25 multiple-choice questions each, with 45 minutes to complete the exam.

On the day of the exam, candidate will be required to bring a non-expired government-issued ID. They will use their computer's camera to perform an environmental 360-degree scan to show their workspace and take a photo of themselves to compare with their ID. They will be prompted to take photos of their desk/table and all four walls of the exam room (including the area behind/beside/underneath the computer, on the desk in front of the computer screen, the ceiling above the desk, and on the floor). Candidate must log in at the exam time to connect with the proctor, complete the Pre-check process and check for technical issues. This time does NOT count towards the exam session. The proctor must be able to see the candidate for the duration of the exam.

The following are the rules during the exam session:

- Bring a non-expired government-issued ID
- Be located in a private, well-lit room with no one else around
- Remove sunglasses and any non-religious head coverings
- No food or beverages are allowed in the testing area
- No phone, watches, cell phones, headphones, earbuds, calculators or other electronic devices in testing area (***candidates will be allowed to use a cell phone to capture the image of the computer and keyboard, but then will be asked to remove it from the exam area***)
- Clear desk and work area: notes, study materials, or books are not allowed during the exam
- All other applications and programs on the testing computer must be closed
- No leaving seat during the exam, no bathroom break
- No talking
- Webcam, speakers, and microphone must remain on throughout the exam
- Only one single monitor is permitted, all others must be disconnected

Exam Scheduling

All exam scheduling, rescheduling, and cancellation for all ICML online certification exams must be done through your own account at ProctorU.

A. On-Demand Fees

To avoid On-Demand Scheduling charges, be sure to schedule or reschedule any online proctoring reservation more than 72 hours in advance. If you wish to schedule the exam less than 72 hours in

advance, you must pay an “On-Demand” fee. Charges must be paid with a credit or debit card at the time of scheduling:

- to schedule a test 24-72 hours prior to the selected test time will incur an additional fee of \$8.00 USD.
- to schedule a test less than 24 hours prior to the selected test time will incur an additional fee of \$12.00 USD.

B. Reschedules and Cancellations

Note: Any cancellation must be requested within 60 days from the date of your application payment. Requests after this period will not be considered.

- You may reschedule or cancel any exam appointment at no cost using your ProctorU account, as long as you do so more than 24 hours prior to its start time. If the start time of your scheduled exam is less than 24 hours away, you will no longer be able to change your appointment at ProctorU. Instead, please choose one of the following options below and contact ICML at registrations@lubecouncil.org with your request.
 1. If you want to reschedule the exam appointment, ICML will send a link for a new ProctorU invitation after receiving your payment of a \$40 rescheduling fee.
 2. If you want to cancel, then ICML will refund your application payment minus a \$40 cancellation fee.
- If your exam appointment was NOT successfully fulfilled for any reason*, you may contact ICML at registrations@lubecouncil.org to request a new invitation link or a cancellation refund, following the same procedures described above.

*Reasons may include, but are not limited to: wrong time zone, power outage or other technical issues, insufficient system specs, unsatisfactory room environment, tardiness, etc. Candidates are responsible to ensure their system requirements are met.

Special Accommodation

ICML will consider requests for special arrangements from candidates with medical conditions or disabilities if received via registrations@lubecouncil.org at least 30 days before the date of the exam. Documentation of the condition from their healthcare provider must be provided.

Unethical Behavior

Candidates' exams will be recorded (video and audio) by ProctorU. These recordings will be retrieved and analyzed by ICML, solely for the purpose of ensuring the integrity of the exams, and they may be used to determine if there were any violations of the ICML's exam rules. All proctors are trained to look for suspicious behaviors and possible breaches of security. ICML reserves the right to cancel any examination upon determination of violations of its regulations; exam fees will not be refunded and the candidate must wait at least 12 months before applying for any ICML exams.

Appeals Process

After a candidate has received notice of a violation and the applicable sanctions from ICML, the candidate will have thirty (30) calendar days to file a written request for an appeal. All appeals must be submitted to registrations@lubecouncil.org, with the word “Appeal” in the subject of the email.

Exam Results

Within one week of exam completion, candidate will receive an email from ICML with results in a Pass/Fail format along with a breakdown of the percentage of correct answers for each subject area of the exam.

Failing candidates may retake the exam no more than twice after a thirty-day waiting period between each attempt. An exam application is required for each retake. A candidate who fails three consecutive attempts shall wait 12 months before applying again, at which time the candidate will be treated as a first-time exam taker and pay the full application fee.

Passing candidates receive digital credentials from Accredible and their names and company names will be shown in ICML's online list of certified professionals. The certificate is renewable every three years from the date of issue (except for the LAT certificate, which is not renewable), assuming that no significant work interruption has occurred during that time.

Technical Support

If a candidate encounters any difficulties while taking the online exam, communicate with the proctor or contact ProctorU support using the contact details on the computer screen.