



West Virginia Offices of the Insurance Commissioner

The West Virginia OIC approves remote proctoring for pre-licensing and continuing education self-study courses.

Effective December 1st, 2020 the West Virginia OIC will permit pre-licensing and continuing education self-study courses that require an exam to be remote proctored. Below are questions, answers, and guidance on this new opportunity to obtain a pre-licensing course certificate and to obtain necessary continuing education hours using remote proctoring.

Question: What is remote proctoring? Remote proctoring allows customers to take an exam without being at an approved physical exam location. Remote proctoring allows customers to complete an exam at home, office, or any secure location that meets requirements. The exam is proctored or monitored remotely using an approved proctoring system.

Question: Am I permitted to take my insurance exams using remote proctoring? No, licensing insurance exams are not permitted to take a licensing exam using remote proctoring. Applicants for the licensing exam must still go to one of the approved insurance licensing exam locations. **Remote proctoring is limited to pre-licensing exams and exams for continuing education credit.**

Question: What type of pre-licensing exams and continuing education exams can be remote proctored? Currently WebCE® is the only provider approved for remote proctoring. Other providers may be added as the remote proctoring program expands. For a complete list of exams please check with the provider.

Question: Do we have to use remote proctoring? No, the ability for the customer to not utilize remote proctor but continue with a disinterested third party is still available and not changing. If customers want to continue like they have been in past years with a disinterested third-party they can. Remote proctoring is another option for customers to choose but is not required.

Question: Where can I find more information regarding the current remote proctoring opportunities. Currently WebCE® has partnered with Prometric® to accommodate West Virginia Offices of the Insurance Commissioner remote proctoring needs. The website to learn more about this is located at <https://www.prometric.com/webce>

Question: Is there an additional fee for remote proctoring? Yes, there is a nominal fee and each provider may charge a varying fee based on the length of exam and the provider. Pre-licensing exams are typically longer than continuing education self-study exams and may be priced higher due to length of exam.

For further information or updates please contact the licensing and education at oiagentlicensing@wv.gov or call 304-558-0610.