



RSGB remotely invigilated online exams: Candidate instructions

Actions prior to exam day:

Candidate Registration:

When the request for an online exam has been received by the Exams Department at the RSGB, candidates will, if not already registered, be registered via the RSGB with TestReach who will give each candidate a User Name i.e. their email address, together with a unique, temporary password. If they haven't already candidates can then download and launch the TestReach Application and are recommended to complete the online tutorial prior to taking their exam.

Shortly afterwards candidates will receive another email confirming they are registered for a particular exam on a particular date. They will also receive email reminders before the actual exam.

As can be seen, email addresses are the key to the system and RSGB must be advised of any change of email address for the exam system to work.

In order to familiarise candidates with the remotely invigilated online exam system and to check a number of things, two or three days before their exam candidates will receive an invitation to join the Invigilator on a video call. Whilst this is not part of the exam, it is to explain the processes that will happen when candidates take the actual exam, as well as to check the suitability of the room, surroundings etc for the exam, you have to have completed this video call prior to the day of your exam otherwise there's a risk you will not be able to take the exam. During this call candidate(s) will be advised that they will need to download and print off the reference data for their level of exam. The reference data (Foundation - EX307, Intermediate - EX308, Full – EX309, Direct to Full – EX320) for the four levels of exams available using remote-invigilation, are available to download from the RSGB website: <https://rsgb.org/main/clubs-training/forms/>

How to join a Zoom meeting (other varieties may be available)

The simplest way to join a meeting is to simply click on the blue "Join Zoom Meeting" link that you see in the invitation you'll receive from your Invigilator. See example over:



Lawrence Micallef is inviting you to a scheduled Zoom meeting.

Topic: RSGB Exam Zoom Meeting

Time: Aug 6, 2020 11:00 London

Join Zoom Meeting

<https://us02web.zoom.us/j/84150151777?pwd=U2M1ZzZxc1NyMS9qWG1WNTJl>

Meeting ID: 841 5015 1777

Passcode: 944469

Once you've pressed "Join meeting" Zoom will ask you to enter your name and email address. It should then launch, and you should be able to see, hear and speak with your invigilator.

If your invigilator uses a different video conferencing facility, they will advise you how to join them on their call.

Under normal circumstances candidates will be using their own computer:

The technology requirements required to run the TestReach online examination are as follows:

- Essentially each candidate will need access to a computer, desktop or laptop (no tablets, Chromebooks), with 4GB of RAM, connected to the internet.
- This requires a continuous internet speed of at least 516kbps per candidate (most broadband connections should support six candidates) and a Windows computer (Windows 7+) or a Mac running MacOS 10.10+ (MacOS BigSur users need to upgrade to 11.3+) and Safari browser. No Linux machines.
- Working webcam(s), (see below for further details), microphone and speakers.
- The obvious requirements of mains and chargers to ensure that laptops don't run out of battery all need to be in place.

Candidates will need to ensure that their computer has the TestReach Desktop App downloaded and it is working.

Download: <https://www.testreach.com/candidate-download.html>

In order to accommodate both the Examination and the video call candidates to ensure they have access to the internet with a speed of 2 Mbps in both directions.

Candidates must ensure they know their broadband passwords etc and how to access the broadband. Invigilators will not be able to help resolve any problems.

Candidates must ensure their device has all its app/security updates installed (and rebooted to check its stable) well beforehand! Again, invigilators will not be able to help resolve any problems.

It is expected that prior to taking an exam, candidates will login to their TestReach account and take the Test Tutorial to ensure that access is not blocked to the TestReach servers. To check this:

- a. Open the TestReach software you have already installed
- b. Enter your Username & Password
- c. Click the 'Take Tutorial' tab
- d. Click 'Start Tutorial' on the Test Tutorial and complete the test. (Note this login and test can be taken as many times as required).
- e. Additional Note: the RSGB exams will not make use of the Resource or Remote Invigilation functions mentioned in the TestReach tutorial.

Intermediate, Full and Direct to Full only

As part of the Intermediate, Full and Direct to Full examination invigilation processes you will need to set up a second video device, on another computer, that needs to be set up off to the side which allows the invigilator to see you seated at your desk or table. ALTERNATIVELY, you can use your mobile phone or tablet as the second video device, again set up off to the side. To do this you'll need to download Zoom etc, to your other computer, mobile phone or tablet and join the call on there, in addition to the call using your computer's camera.

Actions on the day of the exam:

After the familiarisation call and assuming all went OK, candidates will receive an invitation to join another video call starting about 10 to 15 minutes prior to the start time for the actual exam. This call will be recorded and will continue to be recorded until the exam is complete and candidates have submitted their answers.

Prior to starting the exam candidates will need to provide some form of photographic ID. These will be checked by holding them up to the camera in order that the invigilators can check the details. Finally, just before candidates starts the exam, they will be asked to do a 360-degree sweep of the room. Once that's completed candidates can then log into the TestReach application whereupon the candidate will no longer be able to see the invigilator, but the invigilators can still see the candidate.

Assuming the "Exam Window" is open the candidate clicks on the green "Enter" button, the invigilator will then give the candidates the pin code and the candidates can then press the green "Start Test" button and start taking the exam in the usual way.

Candidates need to bear in mind that the invigilators will be watching 100% of the time and any infringements to the process such as using unauthorised material will be noted which could mean the exam is voided. Similarly, the invigilator, via their screen, knows which question each candidate is working on and knows when they've submitted their answers but doesn't know the result nor the number of marks the candidate achieved.