



## RSGB remotely invigilated exams FAQ's

### 1. How do I apply to take an RSGB remotely invigilated Foundation or Intermediate exam?

- If you are booking a new exam to take place from 1 August 2020 you can follow the process below yourself
- If you are a club wishing to make a completely new booking on behalf of your students this is currently not possible. We are hoping to introduce this facility in the course of the coming weeks
- If you had to postpone your exam as a result of the lockdown situation you must email the RSGB Exams Department to reinstate your exam: [exams@rsgb.org.uk](mailto:exams@rsgb.org.uk)  
We will work with you to find a mutually convenient date

#### Application process:

1. We anticipate the demand for remotely-invigilated exams will continue to be high so we have introduced an automated exam booking system on our website: [www.rsgb.org/exampay](http://www.rsgb.org/exampay) (Please Note: This page is optimised for use with Chrome, Safari, Edge and Firefox. Other browsers may not work correctly)
2. Once you have completed a booking (which includes your address and contact details) and paid for the exam you will receive email confirmation. At the same time a similar confirmation will be sent to the Exams Department who will complete the necessary processes to enter you for your exam
3. Our usual ten-working-day notification period will apply to all new applications

### 2. Do I need to contact the Exam Department to confirm my booking?

Please do not contact the Exams Department – they will contact you if there are any problems.

### 3. I'm visually impaired – can I still take an online exam?

As was previously the case anyone with special requirements should contact the RSGB Exams Department by email ([exams@rsgb.org.uk](mailto:exams@rsgb.org.uk)) and discuss their situation directly with them. Assuming there's a genuine need the RSGB will endeavour to make the necessary adjustments to enable candidates to take an online exam.

### 4. When will I receive confirmation that my exam is going ahead?

The Exams Department will enter your details into the exam system approximately one week before your exam date. Once that has been done you will receive two emails – the first confirms your registration on the online system and will contain your login details and a temporary password; the second confirms the date and time of your exam.

We appreciate your patience during this process.

### 5. How will the remote invigilator contact me?

Shortly after your exam has been confirmed an invigilator will contact you by email inviting you to have a video conference with him/her to confirm a few matters. Unless you attend that video conference you will not be able to take your exam and could forfeit the exam fee.

## 6. Can I do a paper exam using remote invigilation?

All remote invigilation exams must be taken using the online system. It is not possible to take paper exams at this time.

## 7. How much notice do I need to give?

All applications require a minimum of ten working days' notice.

## 8. What's the cost of taking an online exam using remote invigilation?

Exam fees have not increased due to remote invigilation.

- Foundation exam - £27.50
- Intermediate Exam - £32.50
- Full - £37.50 (not currently available)

## 9. What's the spec of the computer that I'll need?

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

- Each candidate will need access to a computer, desktop or laptop (no tablets, including early Surface Pro's), with either 2GB or 4GB of RAM, connected to the internet in order to launch the TestReach application
- The online examination system requires a continuous internet speed of at least 512kbps per candidate (most broadband connections should support six candidates) and a Windows computer (Windows 7+) or a Mac running Mac OS 10.8+ and Safari browser. No Linux machines
- Working webcam(s) (see below for further details), microphone and speakers.
- Mains and chargers to ensure that laptops don't run out of battery all need to be in place

As a candidate you will need to ensure that your computer has the TestReach Desktop App downloaded and it is working. Download: <http://www.testreach.com/rsqb-download/>

To accommodate both the online examination system and the video calls candidates must ensure they have access to the internet with a minimum speed of 1.5Mbps.

As a candidate you must ensure that you know the WIFI passwords etc and how to access the WIFI.

## 10. What other equipment will I require?

Prior to the exam slot, the invigilator will arrange a preliminary meeting on either WebEx, Zoom or Teams in order that they can ensure candidates have working cameras and audio, and that they can perform the basic checks necessary to facilitate the running of the exam.

Please note that for Intermediate exams, candidates will require **two cameras** – either both attached to separate computers (you won't be able to join the WebEx, Zoom or Teams meeting twice on one computer), or one attached to the candidates computer and a second on a phone or tablet with Wi-Fi. This is a mandatory requirement for online Intermediate exams, and failure to attend with working equipment may result in your exam being cancelled.



**11. I'm not technically savvy – can I ask someone to come and set my equipment up for me?**

Due to the current government restrictions, only someone living in your own household will be able to help set up your computer.

**12. What about Windows updates?**

Candidates must ensure that their device doesn't launch a Windows update before or during the exam.

**13. What if I've never taken an online exam before?**

As with all remotely invigilated exams the invigilator will arrange a video call with you to ensure you have the system set up correctly.

**14. What about the reference data associated with the exam?**

The reference data (Foundation - EX307, Intermediate - EX308) for the two levels of exams available using remote invigilation are available to download from the RSGB web site: [www.rsgb.org/exam-forms](http://www.rsgb.org/exam-forms) Candidates should print off the reference data for their level beforehand as they will not have access to the RSGB website during the exam.

**15. Who will actually carry out the invigilation?**

Invigilators who are familiar with the online exam system and have been through the remote invigilation training will invigilate all remotely invigilated online exams. As the scheme progresses, other invigilators approved by the ESC will join the scheme.

**16. Will my club's invigilator be able to invigilate my exam?**

Not at the moment but as the scheme progresses it should be possible.

**17. What if I haven't completed the various practical assessments? Does that mean I can't take the exam?**

No it doesn't. Because of the extraordinary situation we find ourselves in, it has been agreed that until further notice there is no requirement to complete the practical assessments.

**18. When scheduling the exams, will priority be given to candidates that have completed the practical assessments?**

No, all candidates, other than those with special needs will need to make a booking using the Online Booking system.

**19. Will I still have to show some photographic ID before I can take the exam?**

Yes, the invigilator will ask you for some photographic ID which they will then ask you to show to the camera on your computer.



### **20. Can someone be in the room with me while I take the exam?**

This is not normally allowed. To ensure there are no crib sheets etc and to ensure there is no-one in the room the invigilator will ask you, using the camera on your laptop, to scan the room. Only when the invigilator is happy will you be allowed to continue.

### **21. What about children and vulnerable adults?**

Young candidates are encouraged to have a parent or guardian in the room with them both during the initial WebEx calls and while taking the exam. They will not be able to assist the candidate during the exam.

### **22. What if I need to use the bathroom during the exam?**

That will be allowed but you will not be allowed to go back and look at questions you've already answered. The invigilator can see the question number you're working on so if you attempt to go back to those questions it could invalidate the whole exam.

### **23. Can I ask questions of the invigilator?**

Yes, but to be consistent with usual invigilation practices, they will not be able to explain questions or assist with answering.

### **24. How secure is this process?**

The online exam is locked down i.e. you are not able to switch screens and search for answers on the internet. Additionally, the whole exam is recorded for review later if for instance any transgressions are suspected.

### **25. Will I be taking the exam on my own?**

Depending on demand, you may find that you are sitting the exam at the same time as another person somewhere else in the country. However, once you have started your exam, you won't be able to see other candidates nor the invigilator on that video call.

### **26. What if I want to challenge a question on my exam screen?**

In exactly the same way as the current procedure, you should advise the invigilator of the question number you wish to challenge. This information will be sent to RSGB Exams Department, who in turn will pass the challenge to the Exam Challenges Group for investigation.

### **27. If I'm successful, what happens next?**

Assuming there are no challenges etc. your result will be processed within five working days.

### **28. How quickly can I get my call sign?**

Once your result has been processed, RSGB HQ will email out your pass certificate and at the same time send Ofcom the information they require. Normally Ofcom processes that data overnight or next day, however this may change in the current situation and it is out of the control of the RSGB.



### **29. Can I take a Full exam using this process?**

The process is currently only available for Foundation and Intermediate exams but depending on demand we hope it should be possible to offer Full exams in a few weeks.

### **30. What did the remote invigilation exam testing involve?**

Various scenarios were tried with one or two candidates and one or two invigilators. The standard online Foundation and Intermediate exams were used and the invigilation was done via the WebEx video meetings application.

### **31. Who oversaw the remote invigilation testing?**

Tony Kent, G8PBH Examinations Standards Committee Chairman carried out the test with Dave Wilson, M0OBW Examinations Quality Assurance Manager, Nigel Barker, M0HZR Examinations Standards Manager and Ian Shepherd, G4EVK RSGB Board Chairman.

### **32. How much does the RSGB pay Remote Invigilators?**

Like the majority of services that the RSGB provides through the endeavours of its hundreds of volunteers, Remote Invigilators receive no payment, indeed some even fund the process themselves, they do it for the love of the hobby and should be applauded for the work they do.

### **33. My confirmation email says the test will take place at a “Designated Test Centre” – is this correct?**

The emails that the Online exam system generates are based on boiler plates built into the system. All online exams will, at this current moment in time, take place at the candidate's home or place of work etc.

### **34. The email I received confirming the date and time of my exam shows the exam only lasts 30 minutes – is this correct?**

That 30 minute “start window” is the times between which you can start your exam. Your Foundation exam will last 1 hour (60 minutes) and your Intermediate exam 1 and a half hours (90 minutes).

### **35. I booked my exam to start at 11:00 – the email I've received says it starts at 10:00 – which is right?**

The TestReach application works on UTC which means that at certain times of the year there is an hours difference between what the email says, in this instance 10:00 UTC, as opposed to 10:00 BST.