



## RSGB remotely invigilated exams FAQs

### 1. As an individual, how do I apply to take an RSGB remotely invigilated exam?

#### Application process:

1. 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 Exam Department who will complete the necessary processes to enter you for your exam.
3. Our usual 10-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 Exam 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 Exam Department by email ([exams@rsgb.org.uk](mailto:exams@rsgb.org.uk)) and discuss their situation directly with them. This should be done BEFORE making an exam booking. 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 Exam 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 using remote invigilation.

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

All applications require a minimum of 10 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 - £35.50
- Intermediate Exam - £39.00
- Full - £45.00
- Direct to Full £95.00

## 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: <https://app.testreach.com/system-requirements>

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 2Mbps.

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, Full and Direct to Full 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 candidate's computer and a second on a phone or tablet with Wi-Fi. This is a mandatory requirement for online Intermediate, Full and Direct to Full 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?

Yes, in such circumstances a family member or friend will be able to help set up your computer. Once the computer is up and running that person will have to leave the room and won't be able to re-enter the room until the exam is over.

## 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, Full – EX309, D2F – EX310) for the four 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.

### **16. 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.

### **17. 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.

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

Any candidate under the age of 16 must 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 and must sit in view of, but not in close proximity to the young person. We encourage candidates aged 16-18 and also vulnerable adults to have an adult in the room with them too.

For other questions about safeguarding, please see the RSGB's Safeguarding Children and Vulnerable Adults Policy on our website:

[https://rsgb.services/public/publications/policy/RSGB\\_safeguarding\\_children\\_and\\_vulnerable\\_adults\\_policy.pdf](https://rsgb.services/public/publications/policy/RSGB_safeguarding_children_and_vulnerable_adults_policy.pdf)

### **19. 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.

### **20. 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.

### **21. 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.

### **22. 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.

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

Candidates should raise their concern to the Exam Department via email within 5 working days of the exam: [exams@rsgb.org.uk](mailto:exams@rsgb.org.uk).

Challenges will then be passed to the ESRG for consideration. The decision will be communicated by the ESRG Chair directly to the candidate and the Exam Department within a maximum of 10 working days.

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

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

### **25. 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 is out of the control of the RSGB.

### **26. 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.

### **27. 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 remotely invigilated online exams will take place at the candidate's home or place of work etc.

### **28. 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), your Intermediate exam 1 and a half hours (90 minutes), your Full exam 2 hours (120 minutes) and the Direct to Full exam 2 and half hours (150 minutes).

### **29. 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 hour's difference between what the email says, in this instance 10:00 UTC, as opposed to 10:00 BST.