Faculty of
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Advancing the science and practice of pharmaceutical medicine for the benefit of the public

FPM Exam Protocols for Online Remote Invigilated Exams

Certificate and Diploma in Pharmaceutical Medicine
Certificate and Diploma in Human Pharmacology
Certificate in Experimental Therapeutics

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Please ensure that you read this document thoroughly. It is your responsibility to ensure you understand, are familiar with and adhere to the regulations and protocols herein. Failure to comply with any of the procedures outlined in this document may result in your exam being terminated / results not being issued.

Candidate Exam Checklist for Remote Invigilated Exams

Note the remote invigilator is referred to as the Supervisor in this document.

1. Computer requirements:
   - A laptop or computer running Windows v7.0+ or MacOS 10.10+ operating system (MacOS BigSur users need to upgrade to 11.3+)
   - Intel Core i3 (or equivalent) and 4GB RAM
   - A working webcam
   - A working microphone and speakers
   - Minimum candidate internet speed of 2 Mbps
   - Recommended candidate internet speed of at least 2.4 Mbps
   - We also recommend a screen size of at least 13" and a resolution of 1024 x 768.
   - You cannot use a mobile phone, tablet, Chromebook or Surface Pro.

   In order for the Supervisor (invigilator) to be able to scan the room (see point 8), you need to be able to either pick up your laptop or have a webcam which you can detach.

2. Before your exam please ensure that you have downloaded the TestReach application (as per your enrolment email from TestReach).

3. Make sure you have completed TestReach's system check and confirmed your exam slot at least 72 hours in advance of exam day and time. Candidates who do not complete this process 72 hours in advance will be considered a no-show and will not be able to sit their exam.

4. Make sure that you have completed the Test Tutorial.

5. You must ensure that you have your TestReach user information with you – user ID and password.

6. Please ensure you have a valid, in-date, government-issued photo ID (such as passport, driving licence, etc) available for the first step of your validation process with your invigilator. The identification document should be in English, if unavailable a translation should be provided to FPM one week in advance of the examination.

7. You must not be interrupted throughout your exam. Please make sure your room / space is private and well lit.

8. You will be asked to scan the room for a 360° view using your monitor / webcam.

9. Ensure that your computer area is free of all clutter and unauthorised materials.

10. Please note that you cannot use your mobile phone during your exam and will be required to switch it off and keep it out of reach before you start your exam. You will, however, need it during the initial validation process with your invigilator, so do have it ready for the initial contact, and your invigilator will instruct you regarding the next steps.

11. Please do not have a second monitor on your desk or within reach.

12. The only authorised items allowed for this exam are water / drinks, 1 or 2 blank pages of paper (max A4) and a pen which must be shown to the camera.

13. You may not move around the test area – i.e. no wandering around the room. You need to remain in the webcam viewing area at all times.

14. Ensure that you do not block the webcam for any reason.

15. No smart watches are allowed. You will be asked to show your wrists to the Supervisor.

16. ONE break to use the bathroom, up to a maximum of 5 minutes is allowed during the exam. You must inform the Supervisor that you are going to the bathroom and you must not be away from the exam for more than 5 minutes.

17. Please behave in a suitable manner towards the Supervisor, comply with any procedural requests, and respond to all validation questions.

Please note that your name and email will be sent to TestReach prior to the exam in order for you to be registered with TestReach for the online exam.

Note: If you have any difficulties with regard to logging on for your exam please contact:

+353 1 699 1385 / +44 (0)20 34758685

support@testreach.com

https://www.testreach.com/candidate-support.html

YOU ARE ADVISED TO CALL IF IT IS WITHIN ONE HOUR OF YOUR EXAM START TIME.

For information on the availability of our service see:

https://status.testreach.com

Validation Protocol for Candidates

Introduction

The below information describes the validation protocol and the steps that trained Supervisors will take to verify the identity of the candidate and to ensure that the candidate's test environment is secure – this is for your information and to know what to expect.

Prior to Exam

There is a three-step process for preparing for exam day. Candidates must confirm their exam entry with TestReach at least 72 hours **in advance of exam day. Candidates who do not complete this process** 72 hours **in advance will be considered a no-show and will not be able to sit their exam.**

1. Download the TestReach application
2. Complete the system check
3. Confirm your exam entry

- Candidates will receive an email from TestReach with login details with the subject "TestReach New Account" at least 2 weeks before the exam. If you cannot find this email, please check your spam folder. Please ensure you have your user ID and password with you on the day of your exam.

- All candidates are advised to take the "Test Tutorial" which guides you through taking an exam on TestReach. We suggest that you go through this tutorial by clicking "Enter" so that you can familiarise yourself with the exam system. You can use this tutorial multiple times and your answers will not be recorded.

- All exam entries must be confirmed with TestReach at least 72 hours in advance.

Day of Exam

- Ensure that you arrive at your venue 20- 30 min before your exam start time.

- Login into TestReach using your User ID and Password.

- 15 minutes before the exam start time, the "connect" option will activate, and candidates should click on this to commence the pre- validation process.

- Select "Connect to Supervisor". Please note that the connection to the Supervisor **may not be immediate but that the Supervisor is aware that you are ready** to start your exam. Expected wait could be up to 15 minutes.

- Once you are connected, the Supervisor can immediately see: the candidate's desktop / screen, a 'chat box' for any Instant messages between the Supervisor and candidate and a live audio / video of the candidate via webcam.

- The Supervisor will advise the candidate of pre-validation process before they begin their exam.

Authentication / Validation Process

A list of steps is taken to verify a candidate's identity and that the testing area is secure.

a. The Supervisor will ask you to show your photo ID to the camera (e.g., passport, driving licence, identity card).

b. The candidate will be asked to pan their monitor / camera around the room to get a 360° view – the Supervisor will need to make sure that the candidate pans the whole area.

This is to ensure that:

- There is no second monitor / computer visible in the room
- Any phone visible has been put out of reach following the validation process
- There are no notes / wall boards with information on them

c. The candidate will also be asked to scan their desk (including any shelves under the desk) – this is to make sure that there are no phones, books, post-its etc. nearby. As no resources are allowed for this exam, the test area should be clear other than water / drink, up to 2 pages of blank paper and a pen.

d. If the Supervisor observes any unauthorised items, they will request that the candidate removes them from the testing area.

No-shows

There is no requirement for either TestReach or FPM to contact a candidate on the day of the exam if they are a no-show.

Note: Candidates will be permitted to commence the exam up to 30 minutes after the scheduled start time. The duration of their exam remains the same. If a candidate has not connected within 30 minutes, their exam will expire and they will not be able to do the exam.

Monitoring Protocol

Candidates will be remotely supervised under examination conditions throughout the exam and the entire exam is recorded.

1. During the exam the Supervisor is required to monitor the candidate via webcam. The supervisor is also able to monitor audio feedback to ensure that there are no verbal answers or communication from any outside source. The supervisor will be able to:
    - see the candidate via webcam and see the candidate's screen
    - use a chat box to communicate to the candidate
    - hear the candidate and all times and talk with them when required

2. When monitoring the exam, the Supervisor will watch the screen at all times. They will check for: Eye movement / Head movement / Hand movement / Talking or mouthing or other indications of external communication.

3. If the Supervisor notices any of the above behaviours they will send the candidate an Instant message or talk to them asking them to refrain from the behaviour e.g. "please keep your eyes on the screen", "please keep within view of the webcam", "there is no talking allowed – thank you", etc.

4. If the Supervisor is required to log an infringement, the supervisor will click on the Log Infringement button. The Supervisor will click on the appropriate infringement described and then on the 'Take Action' button.

5. By clicking the 'Take Action' button this will record the infringement onto the 'Actions Log' and will automatically send a message to the candidate saying an infringement has occurred. The candidate MUST click OK to this in order to resume their exam. This can be seen by the Supervisor on the screen share.

6. Please see the Infringement Protocols below for specific Major / Minor Infringements.

7. It is at FPM's discretion to decide if the exam should be allowed to go ahead or not, or what post-exam action to take where any major infringements are recorded.

8. Two automatic time warnings are given – one with 30 minutes to go before the end of the exam and one with 5 minutes to go.

Infringement Protocols

Minor Infringements

Minor Infringements may not compromise the exam and can be rectified immediately. However, all minor infringements are logged.

- Leaning out of view of the camera.
- Temporarily blocking the computer camera.
- Commencing hand movements that could be interpreted as sign language.
- Glancing at other areas of the room that the supervisor cannot see (in this instance prior to raising an infringement the supervisor will query the candidate and ask the candidate to pan the room and in particular that area to check).
- Someone walking into the room by mistake and you ask them to leave.
- A phone ringing but you do not answer it.
- Behaving in an unsuitable manner to the supervisor.

Major Infringements

A Major Infringement is one that may compromise the integrity of exam and may result in the candidate's results not being issued (at the discretion of FPM).

- Accessing (or trying to access) another site / document when online
- Referring to any material other than to refer to any notes you have made during the exam.
- Not agreeing or responding to the validation questions asked by the Supervisor.
- Not informing the Supervisor you are taking a bathroom break or taking longer than the permitted 5 minutes for a bathroom break.

Blocker Infringements

A Blocker Infringement is one that compromises the integrity of exam and will cause the exam to be **terminated**. Supervisors will warn the candidates in advance.

- Not removing objects that are deemed interactive such as smart watches.
- Blocking the computer camera and not unblocking it once a minor infringement has been raised.
- Leaving the test area for ANY unauthorised reason other than to take the ONE permitted bathroom break of up to a maximum of 5 minutes.
- Communicating with a third party about the exam.
- Using a mobile phone in the testing area once the exam has commenced.

Actions taken if an infringement occurs:

- There is an Actions Log available to the Supervisor which will log any infringement made (including any notes written by the Supervisor) and be timed and dated automatically.
- The Supervisor will alert the candidate that an infringement has been recorded.
- For minor/major infringements the candidate MUST click OK to resume their exam.
- For blocker infringements, the exam will be terminated.
- TestReach will inform FPM of any infringements via the Actions Log.
- A recording of the entire exam is also taken to provide supporting evidence.

Candidate Issues on Exam Day

It is the candidate's responsibility to ensure their computer:

- is in good order and has sufficient memory
- has up-to-date software, drivers etc
- has good internet connection speeds
- is plugged into a power source so you have enough power for the duration of the exam
- all apps running in the background are closed in case they impede the progress of the exam

IMPORTANT: If you are unable to start or complete your exam due to technical difficulties with your PC/laptop or WiFi connection, FPM CANNOT provide you with another opportunity to take this exam (or an alternative version of this exam) at a later time or the next day.

In the unlikely event that you are unable to start or complete your exam due to technical issues which TestReach are unable to resolve, FPM will rebook your exam at the next available sitting at no charge, but you will not be entitled to a refund.

If the candidate's equipment fails on exam day, then there are limited troubleshooting steps that the TestReach support team can work through.

Candidate experiences poor internet connection at the time of their exam

When it comes to dealing with internet issues, TestReach has been architected so that remotely invigilated exams can be run at lower bandwidths with fluctuating internet speeds. On most occasions, internet issues are to do with fluctuations and it is very rare that the internet connection drops completely. If the internet connection speed becomes too slow or does drop completely then a "shutter" comes down on the candidate's screen, alerting them to the fact. At this point, a candidate cannot access their exam and the system will continually try to re-establish the connection for a period of up to 10 minutes. As soon as a connection is detected, the shutter will lift and the candidate can continue where they left off (usually fluctuations in internet speed only take a second or two to come back online). If the disconnection continues for more than 10 minutes, then their exam will automatically

terminate. In this case, the TestReach support team can manually resume the candidate into the exam where they left off. Extra time is added if time is lost. A candidate may have their exam resumed up to a maximum of 3 times. After this they will no longer be able to continue with the exam and they will be advised to contact FPM.

Candidate experiences an issue local to their device e.g., issues with their webcam, sound card, graphics card etc

TestReach's support team will spend up to a maximum of 15 minutes on an in-bound telephone helping the candidate to resolve issues local to their device.

If after 15 minutes, TestReach's support team are unable to resolve the problem they will end the call. This is to ensure that their customer support team have the required availability to provide a high level of support to all candidates taking an exam at that time. The candidate will be advised to contact FPM.

Candidate is late

If a candidate is late for their exam they can commence the exam up to 30 minutes after the scheduled start time. The duration of the exam will remain the same.

If a candidate is late due to technical difficulties and calls the customer support line **within 30 minutes of their exam start time**, TestReach's support team will help the candidate to resolve the issue. If the candidate calls TestReach's support team **30 minutes after their exam start time**, they will be advised to contact FPM as they will NOT be able to take the exam.

Exceptional circumstances after the exam has started

Any candidate who wishes account to be taken of exceptional conditions or circumstances arising **after the start** of the exam must make the Supervisor aware of such circumstances **at the time** of the exam and make representation in writing as described in the Appeals Procedure. Information provided after the day of the exam shall not be taken into account.

The candidate has a question on the exam paper

If there is a question about an exam paper during the exam, you should inform the Supervisor and **continue with the exam**.

Minor issues such as spelling mistakes are noted by the Supervisor and reported to FPM after the exam.

Material issues such as "Question 3 does not make sense, I think the XX should be X and not Y" are reported to FPM during the exam. An FPM examiner will review the query and provide any guidance necessary to all candidates via the Supervisor.

Major or Critical Incident with TestReach Service

In the very unlikely event that the TestReach service has a major or critical incident, candidates should go to https://status.testreach.com.

This website will keep you up to date on any actions you should take and when we expect the service to resume.

In the event of a disruption to our service, our support lines would see naturally see a spike in activity and it is unlikely that you will be able to speak to an agent. The https://status.testreach.com page is our main and sole source of communication to candidates during this time.