



Candidates guidelines

This document sets out the policies and procedures associated with the written examinations of the:

- REC Level 2 Certificate in Recruitment Resourcing CertRR (120 minutes)
- REC Level 3 Certificate in Recruitment Practice CertRP (150 minutes)
- REC Level 3 Certificate in In-House Recruitment CertIHR (150 minutes)
- REC Level 4 Diploma in Recruitment Management DipRM (various units: 30 to 120 minutes)
- REC Level 5 Diploma in Recruitment Leadership DipRL (various units: 60 to 120 minutes)

It outlines processes regarding before, during and after the examination. For project-based assessments (Level 4 and Level 5 qualifications), please refer to each relevant unit Project Guidelines sheet.

Examinations are conducted at set times and dates which we cannot change. Please refer to the [RECAO website](#) or your training provider for details of examination times and locations. If you wish to defer or re-take an examination, you have the opportunity to take the next available examination. Please contact your training provider if you wish to do so.

Quality assurance

The RECAO operates a robust programme of quality assurance so that RECAO qualifications consistently meet high standards, including:

- Regularly reviewing the content of qualifications to ensure that they reflect the changes taking place in the industry
- Ensuring examinations are written and assessed by experts who have academic knowledge coupled with practical experience
- Ensuring there is an independent panel comprising industry and academic professionals that scrutinise every stage in the examination and awarding process.

Equal opportunities policy for candidates

The RECAO is committed to equality of access to its examinations for all candidates, regardless of gender, age, religion or belief, ethnic origin, nationality, sexual orientation, marital status, employment status or disability.

The RECAO seeks to ensure that:

- Examination content and assessment are non-discriminatory and appropriate to the knowledge and skills specified.
- All persons associated with the examinations, including assessors/markers, follow fair and just processes and procedures.



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Copyright and confidentiality

In line with other professional examination bodies, the RECAO does not disclose actual marks nor the final percentage boundaries between grades. Originals or copies of examination scripts and Question Papers remain at all times the property of the RECAO and are not returned to candidates in any circumstances, nor are they made available to any third party.

Access Arrangements/Reasonable Adjustments

Candidates who require reasonable adjustments must inform the RECAO at the time of registration, and no later than 4 weeks before the planned examination, either directly or via the Centre entering them onto the examination. All such applications must contain:

- An [application form](#) signed (manually or electronically) by the candidate, specifying in detail what provision is requested.
- Supporting evidence, such as a copy of a medical or professional statement, or a psychologist's report, which **includes recommendations**.

RECAO's policy on examinations is to give all candidates equal opportunity to demonstrate attainment. Reasonable Adjustments are considered on a case by case basis before authorising the adjustment(s) requested.

Before the examination starts

- Candidates should plan to arrive at the venue at least 30 minutes before the start of the examination to allow time in case of unexpected delays in their travels and for registration. Candidates will be seated around 10 minutes before their examination commences.
- Candidates arriving more than twenty minutes late will not be allowed to sit the examination nor will any refund of examination fees be given. Candidates who arrive late will **not** be granted extra time.
- You must provide original documentation only (photocopies, photographs, or online copies will not be accepted). Acceptable Primary ID: Current valid passport OR Current full or provisional photo card driving license OR Current valid EEA Member State identity photo card/EU National ID Card OR Current valid national identity photo card for non-EEA foreign nationals OR Current valid identity card issued by the Electoral Office for Northern Ireland OR Biometric Residence Permit (UK). Acceptable Secondary ID (Two forms of secondary ID will need to be shown together and at least one of these MUST CONTAIN a photograph): valid student card with photograph • valid proof of age card with photograph (with PASS logo only) • valid work ID Badge with photograph • Birth Certificate (UK and Channel Islands) • Adoption Certificate • HM Forces Card • Marriage/Civil Partnership Certificate Additional forms of ID will be considered provided candidates contact RECAO prior to 4 weeks of an examination. Any decisions about accepting a certain form of ID will not be made on exam day/at exam door entrance If you have a face covering/religious attire, you will be expected to remove the covering for RECAO staff to verify your identity. You will be able



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to request that someone of the same gender undertakes the check in a private space. **Failure to show VALID photographic ID will result in the candidate not being admitted into the examination, and the examination fee will NOT be refunded.**

- Only blue or black pen is permitted. Correction fluid is not allowed. Pencil cases are not permitted on exam desks except if transparent/clear case.
- Candidates will be required to leave all bags, papers and heavy jackets or coats at the front, back or sides of the examination room. We recommend not to bring valuables, and the RECAO cannot accept liability for any loss or damage to candidates' personal possessions.
- All mobile and other electronic devices capable of emitting, transferring or receiving data must be switched off before entering the examination room and placed in a bag or coat and put at the front/side/back of the examination room. These must remain switched off until candidates have left the examination room. Failure to comply with this will result in the candidate being disqualified from the examination.
- Drinks and sweets can be taken into the examination room but any wrappings that make noise should be avoided as they may disturb others.
- Although there will always be a clock on display in the examination room, it is not always possible to ensure that all candidates are able to clearly view it. Therefore, candidates are advised to bring a watch to their examinations so that they can definitely always keep track of the time.
- Candidates are not permitted to use a mobile phone or smartwatch as a timekeeping device.
- The RECAO tries to ensure that exam rooms are kept at a suitable temperature, however, this is sometimes out of our control and candidates are advised to bring/wear layers of clothing.
- Dictionaries may not be used during the examination. Whilst the RECAO recognises that some students may have English as a second language, we cannot provide or allow students to use bi-lingual dictionaries. Similarly, electronic dictionaries, translators, wordlists or glossaries are not permitted in written examinations.

During the examination

- Candidates must check at the start of the examination that they have been given the correct examination paper. Any mistakes must be brought to the attention of an invigilator immediately.
- The invigilators are present to issue examination materials, uphold examination security, offer assistance and supervision and ensure candidate safety. Candidates are expected to treat requests from the invigilators as official requests from the REC. Failure to do so may result in the candidate being disqualified from the examination.
- No communication with other candidates is permitted during and immediately after the examination. After the examination is complete, candidates are not permitted to talk to other candidates until they have **left** the examination room.
- Once seated, candidates must complete the front page of the answer booklet while awaiting further instructions from the invigilators. Failure to be accurate and clear may mean that the candidate's work might not be identified.



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- Candidates may not open the question paper until told to by the invigilator(s).
- The question paper will be collected by the invigilator along with the answer booklet at the end of the examination.
- In order to prevent disturbance to candidates wishing to use the full time allocated for their examination, **all candidates taking the same examination are required to remain in the examination room for the full duration of the examination.** Failure to comply will result in candidates being disqualified from the examination.
- Whilst toilet breaks are permitted, **only one candidate may leave the examination room at a time and they must be accompanied by an invigilator.**
- Candidates are not permitted to leave the examination room during the first and/or last 20 minutes of the examination.
- Candidates who have a query/require additional paper must raise their hand and wait for an invigilator to come to them.
- If a candidate needs to leave the room due to illness, they must notify the invigilator(s). The invigilator will report illnesses/ emergencies to the REC but candidates should also notify the REC if they believe that there may have been an impact on performance.
- Students must be supervised when leaving the room temporarily, whether through illness or for a toilet break and no materials are to be taken to or from the room, or accessed outside the room, and no additional time will be awarded. Any candidate that has not been supervised will have their name noted and a report made to the RECAO; they will be refused re-entry to the room and their examination paper will not be marked.
- The invigilator will announce when 5 minutes of examination time remains.
- Candidates will need to remain seated and silent until all examination materials have been collected (answer booklet *and* question paper) and they have been instructed to leave by the invigilator. They must leave in SILENCE, as other examinations may still be going on.

In case of an emergency evacuation

In the event of an emergency, the invigilators will advise candidates to leave all question papers and scripts in the examination room and direct them to the nearest exit. Examination conditions will still apply so candidates must not talk to any other candidates on any topic. If/when the room can be re-entered, candidates will be given the full working time set for the examination. If the room cannot be re-entered or the candidates appear to have not adhered to the above, the examination will be cancelled. The RECAO will then be in touch with the training Centres to advise further.

Examinations tips

- The maximum mark for examination papers is shown on the front of each Question Paper.
- Candidates should plan their answers and timing according to the number of marks allocated.
- Candidates should ensure their answers make sense to the examiner and answer the question as directed.



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- Candidates can answer questions in any order but must clearly mark each answer in the same format as in the question paper.
- Candidates are expected to write clearly, ensuring their answers are legible.
- Candidates must not leave notes for the examiner in their answer booklet.
- Candidates must not ask invigilators to explain words or sentences in the question paper. Invigilators will not answer any query relating to candidates' understanding of the question paper.

Special Consideration

Special Consideration is for candidates who experience extenuating circumstances during or on the day of an examination. Personal circumstances might include illness, bereavement, or other circumstances which are specific to the candidate and not to the examination itself. Candidates need to consider whether the circumstances had a clear and substantial impact on their examination performance. Candidates must submit an [application](#) for Special Consideration if they want the RECAO to consider their circumstances.

Results

These are issued six weeks after the examination. Results are issued at Pass, Merit, Distinction or Fail grades (except for Level 4 and Level 5 qualifications which are issued at Pass or Fail only). In line with other professional examination bodies the RECAO does not disclose a percentage mark or the final percentage boundaries between awarding grades.

Results and certificates are sent by the RECAO team to Centres for them to distribute to their candidates. It is therefore important that candidates update their training Centre with changes to their details. The RECAO will not issue results to candidates by phone, fax or email. The REC will not enter into any discussion about results with any candidate.

Generic feedback is provided for each examination in the form of a Chief Examiners' Report which will be made available to training Centres after results have been issued. (Please note this report is not available for the Level 2 Certificate in Recruitment Resourcing due to the MCQ nature of the assessment which does not allow for interpretation).

Enquiry About Results (EAR)

Candidates have the right to appeal their examination result to the RECAO to either have their script clerically checked, remarked, or remarked with a full report on their performance.

This is a chargeable service as detailed below. If a decision goes in the favour of the student, this fee is refunded to the fee payer.

The candidate or their training Centre must complete an [EAR form](#) which must be returned within 14 days of the results being issued, with an appropriate payment. The REC will respond to the candidate or training



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Centre within 21 days of receiving the request and the re-marking process should be complete within four weeks.

Appeal levels and charges:

- **Clerical re-check** – this service involves a recheck of the script to confirm that the examiner has marked all sections and added the marks up correctly. Fee for clerical re-check: £10.00 plus VAT
- **Re-marking** – an Examiner (other than the original one) will remark the entire script against the marking scheme. Fee for a re-mark: £25.00 plus VAT
- **Re-mark and report** – the above service together with a report on the student's performance. Fee for a re-mark with report: £75.00 plus VAT

Please note that with any appeal, the outcome can result in grades being lowered as well as increased. If a candidate is dissatisfied with the outcome of one of the above services, they may lodge a formal appeal no later than 7 days after receiving the RECAO's response. Please see [Formal Appeal Policy](#).