

Candidate guidelines for online examinations

This document is a guide for candidates on how to confirm an RECAO online examination slot and how to start and conduct their examination.

For project-based assessments (Level 4 and Level 5 qualifications only), you may forward your project (in **PDF format** only) to your Centre for them to submit it to RECAO within the deadline.

Examinations are conducted at pre-agreed time slots and dates which cannot change. If you wish to defer your examination, please contact your Centre. If you are an overseas candidate, you must take the examination at the **same time** as UK-based candidates (i.e. GMT or BST as appropriate). This is to alleviate risks of collusion.

Equal opportunities for candidates

The RECAO is committed to equality of access to its examinations for all candidates.

Reasonable adjustments

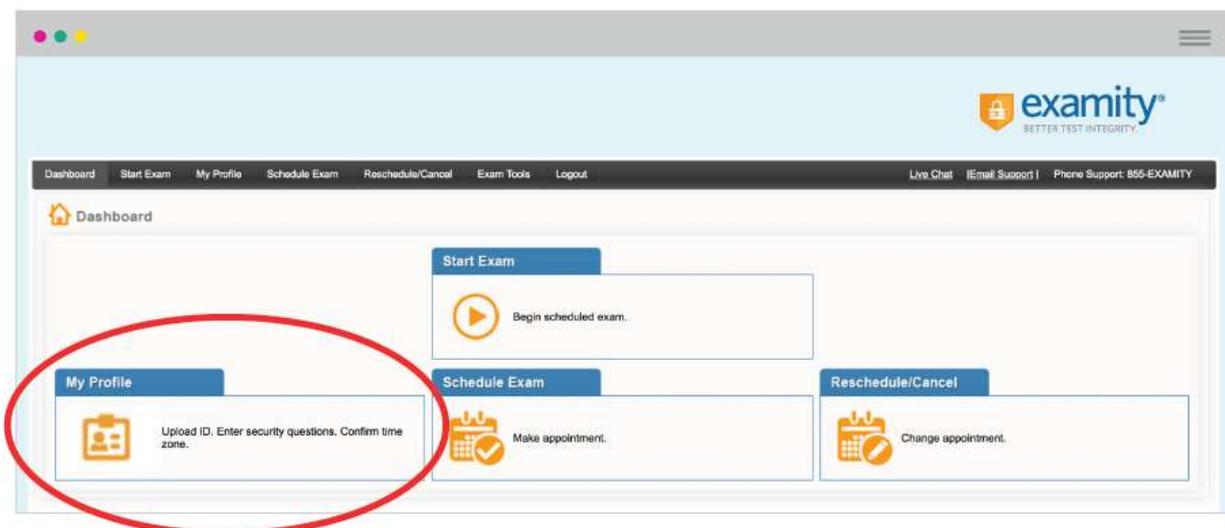
If you require a reasonable adjustment, please inform your Centre at the time of booking and/or no later than 4 weeks before the examination day. Such requests will be considered on a case-by-case basis and we may require medical evidence as necessary. Whilst we will take all reasonable steps to meet the request, it may not be possible if there is insufficient time to make the arrangements.

Requirements

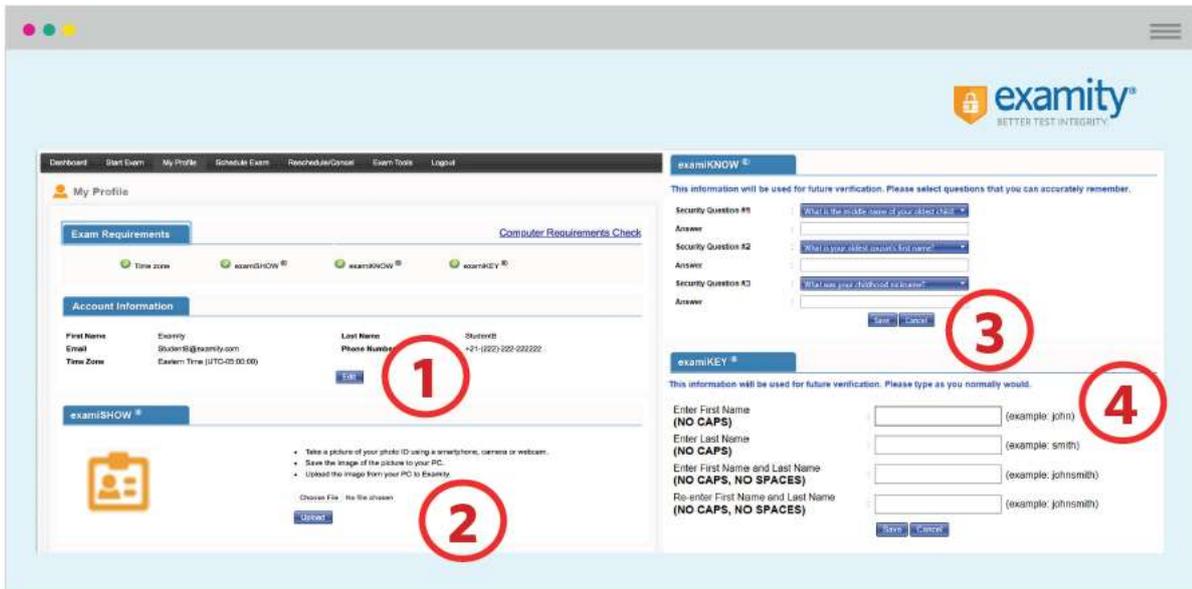
- A valid form of ID (Please check with your Centre for accepted forms of ID).
- A desktop or laptop computer (macOS X 10.5 or higher, Windows Vista or higher). No dual monitors. (tablets, Chromebook and mobile phones do not meet the requirements.)
- Mozilla Firefox or Google Chrome browser with pop-up blocker disabled.
- Working built-in or external webcam, microphone and speakers.
- An Internet connection speed of at least 2 Mbps download and 2 Mbps upload.

Registration process

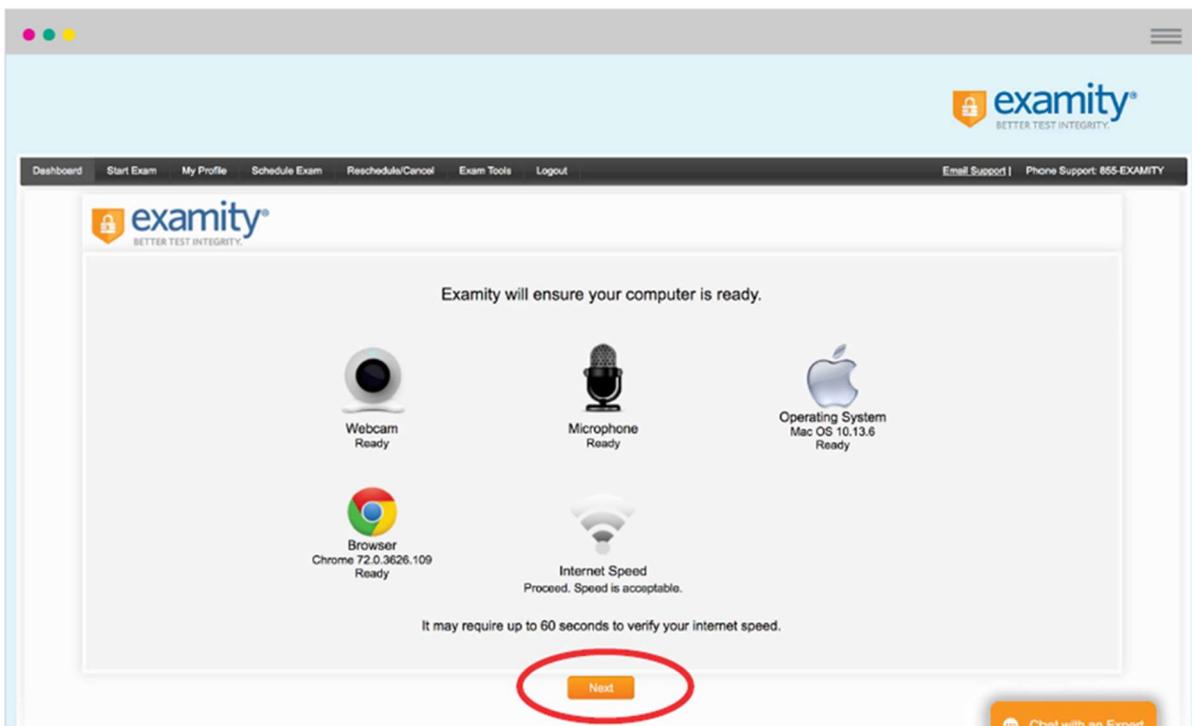
- Please log on the assessment dashboard using the credentials in the link previously emailed to you.
- You must first create your profile by clicking on "My profile".



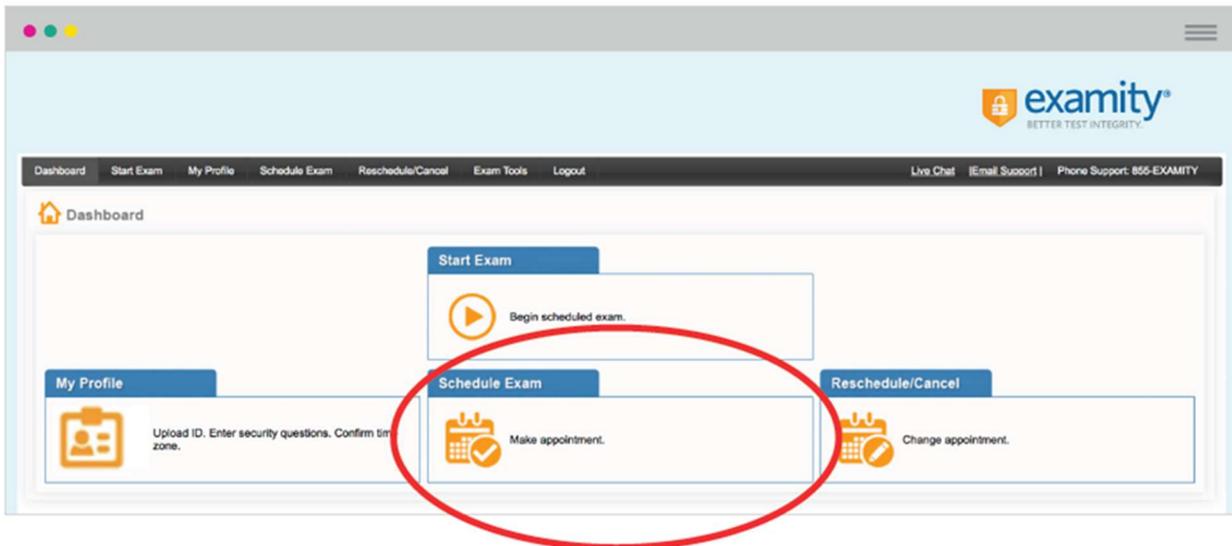
- After confirming your details (1), you will upload a picture of your ID onto the system (2), then select and answer three security questions (3) and, finally, provide your keystroke pattern - also called 'biometric keystroke signature' - (4).



- Then, from the upper right-hand corner of the "My Profile" page, you are strongly encouraged to run a computer requirement check on the same machine and equipment you will be using to take the examination.



- Lastly, you **must confirm your examination** no later than 48 hours before your examination day by clicking "make appointment". Where multiple time slots are available for one examination, these come on a first come, first serve basis, so you are advised to register as far in advance as possible to select your preferred time slot.

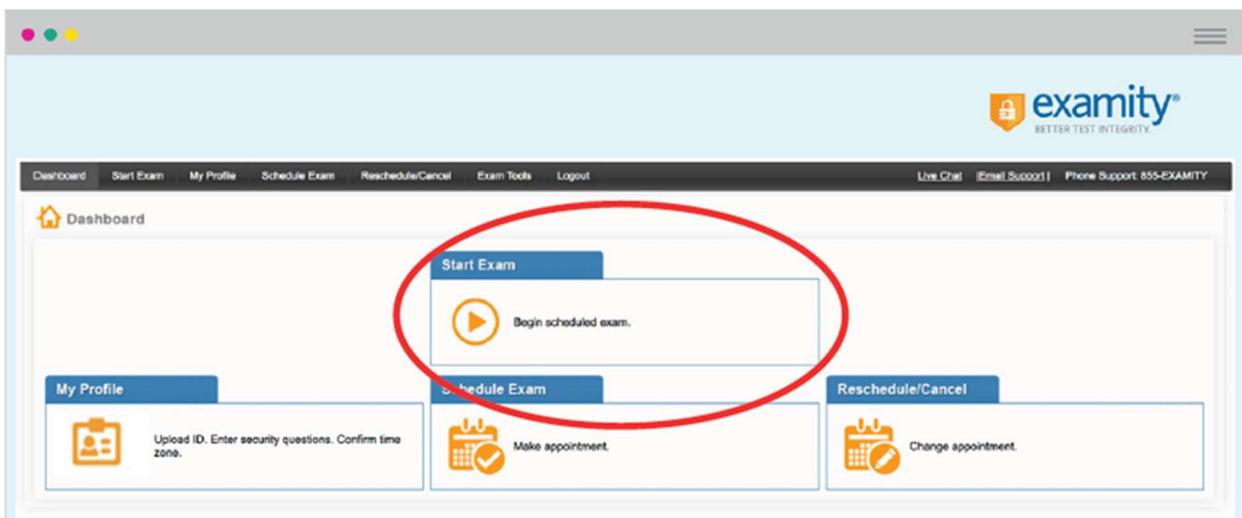


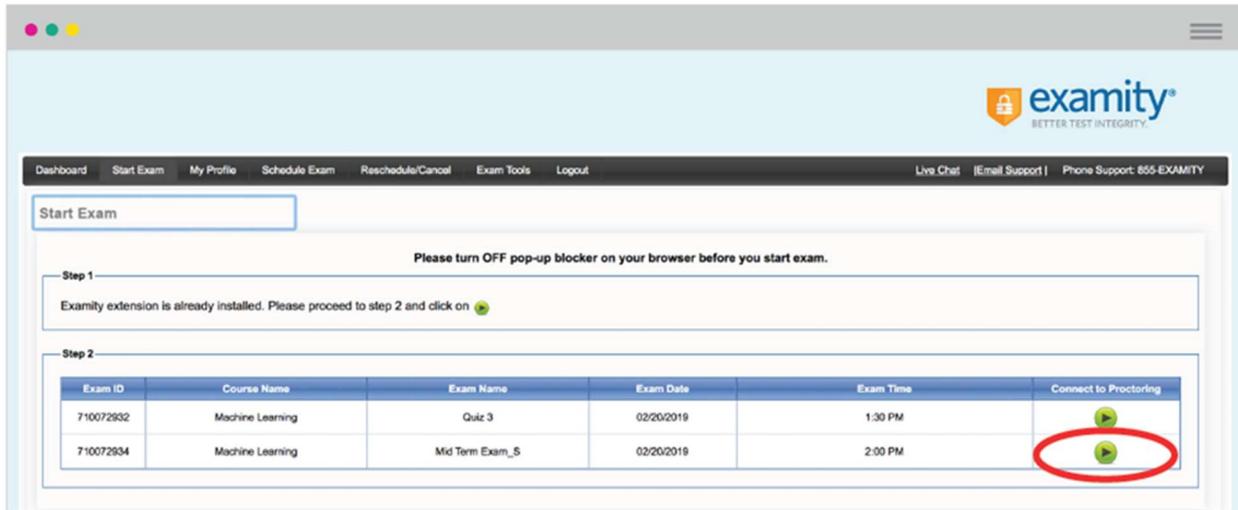
- Once you have successfully scheduled your exam, you will receive a confirmation email.

Should you require assistance, email support@examity.com or chat directly through the Live Chat feature on the dashboard.

Starting your examination

- On the day and time of your examination, you must sit alone in a quiet room.
- You should log onto the assessment dashboard 15 minutes before the start of your scheduled examination. Click the “Start Exam” icon; then click on the “Connect to Proctoring” button to launch the session and begin your exam.



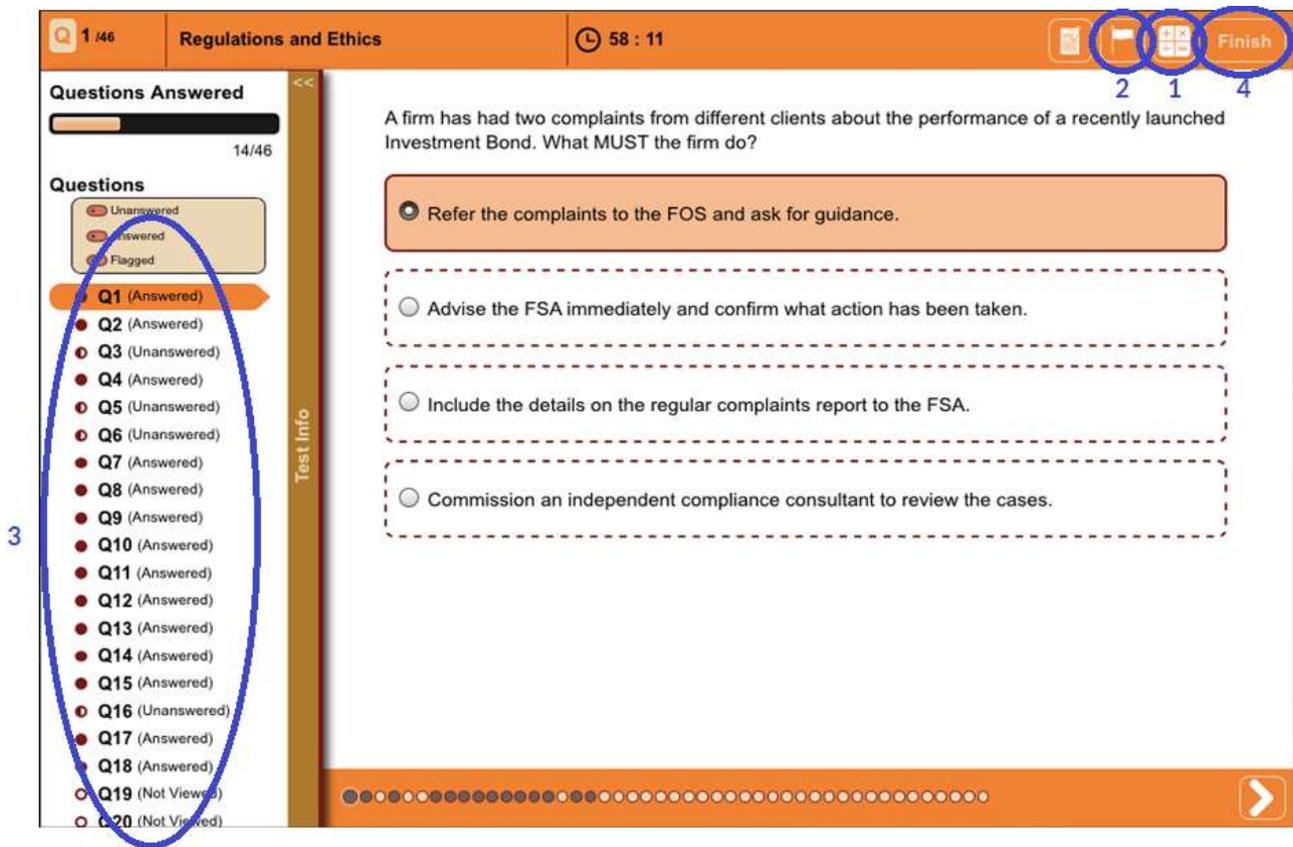


- You must produce the same original ID documentation you uploaded. **Failure to show VALID photographic ID will result in you not being permitted to take the examination.**
- Show your ID to the webcam, where the invigilator is able to see clearly the name and picture on the document. You will be prompted to answer a previously selected security question, and finally be asked to enter your biometric keystroke signature. Failure to pass the authentication process will result in you not being permitted to take the examination.
- The invigilator will review the exam rules and ask you to complete a 360° room pan and show your desk and workspace to ensure it is clear of any unauthorised materials. If the webcam is integrated, a mirror may be required in order to demonstrate to the invigilator that the laptop/monitor does not have any notes attached to it.
- You will be prompted to review and agree to the Examinity User Agreement as well as the exam rules and instructions. Once agreed, you may click on the "Begin Exam" link.

During the online examination

- You are not permitted to wear earphones. (If you use hearing aids, please apply for reasonable adjustments with your Centre).
- All mobile phones and other electronic devices capable of emitting, transferring or receiving data are not allowed and must be kept outside of the room. Failure to comply with this will result in being disqualified from the examination.
- Additionally, calculators are not permitted. A calculator will be available within the online paper (1).
- Paper or electronic documents, dictionaries, translators, wordlists or glossaries are not permitted.
- Please leave all bags, papers and jackets or coats outside of the room.
- Drinks can be taken into the room but labels must be removed if possible.
- There will be a countdown timer on the screen to help you keep track of time during the exam.
- The invigilators are present to uphold examination security, assist and supervise. You are expected to treat requests from the invigilators as official requests from the RECAO. Failure to do so may result in being disqualified from the examination.
- Invigilators will not answer any query relating to your understanding of the questions.
- Talking during the examination is not permitted.
- **You are required to sit the full duration of your examination to ensure no collusion is possible with other candidates sitting the same paper starting at a later time slot.** Failure to comply may result in being disqualified from the examination.

- You may not leave the room during the examination other than for a toilet break. Such breaks will be red-flagged, and the RECAO team will review every red-flag instance to determine whether cheating may have occurred. Therefore, you are strongly encouraged to go before the start of your examination. No additional time will be given.
- You are not permitted to take a toilet break during the first and/or last 20 minutes of the examination.
- A five-minute remaining warning will be given on screen.
- If you believe that an error has been made in the content of an examination question, please report this to your Centre after your examination. The Centre will then notify the RECAO.
- You should plan your answers and timing according to the number of marks allocated.
- Please check your answers make sense and answer the question as directed.
- You may flag (2) questions to skip and come back to (3) during the examination if you wish.
- Once you are done, click finish at the top right corner (4).



Please note the screenshot above is for information purposes only and may look slightly different on exam day

Special consideration

Special consideration is for candidates who experience extenuating circumstances during or on the day of an examination and which had a substantial impact on their examination performance. You must apply via your Centre if you want the RECAO to consider your circumstances.

Results

These are issued to Centres six weeks after the examination, at Pass, Merit, Distinction or Fail grades (except for Level 4 and Level 5 qualifications which are issued at Pass or Fail only). The RECAO will not issue results to candidates by phone or email, nor enter into any discussion about results with any candidate. In line with other

professional examination bodies, the RECAO does not disclose the percentage mark nor the final percentage boundaries between awarding grades. Examination questions and candidates' answers remain at all times the property of the RECAO and will not be shared with candidates nor third parties (such as Centres) in any circumstances.

Generic feedback is provided to Centres in the form of a Chief Examiner's Report which will be available 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)

You have the right to appeal your examination result to the RECAO via your Centre to either have your assessment re-marked, or re-marked with a full report on your performance. You or your Centre must complete an EAR form which must be returned within 14 days of the results being issued, with payment. The RECAO will respond within 21 days of receiving the request.

Please note that the outcome can result in grades being lowered as well as increased. If the Centre or you are dissatisfied with the outcome of one of the above services, you may lodge a formal appeal no later than 7 days after receiving the initial RECAO's response.

About your data

Privacy and security information for the purpose of remote invigilation can be found [here](#).