SITTING COMPUTER BASED REMOTELY SUPERVISED EXAMS VIA PEOPLECERT VOUCHERS (V9.0)

If you have completed training with us either in the classroom or via e-learning, we must provide you with a computer based remotely invigilated exam voucher for the relevant product. This allows you to schedule an exam at a date/time to suit yourself in your own location using your own laptop or desktop device.

HOW THIS WORKS

You require a quiet clean/clear space, with strong reliable internet, and a camera and microphone on your device to liaise with your remote supervisor (no headsets allowed). You will be remotely invigilated by a representative from PeopleCert. To allow this supervision and access to the exam, **an applet or temporary programme called ExamShield will need to be downloaded to your device** and certain functions disabled, so please ensure you have admin rights for the device you wish to use (Note, compatible with Windows & Mac). These sittings do not work through VPNs, nor on an iPad at this stage.

If you will be using a Windows device to sit this exam, you are welcome to **download** the ExamShield app at any time direct from the Windows Store (see link here). MAC users will be able to download this app via the PeopleCert portal once they have access to their voucher. We strongly suggest you access this **as early as possible to ensure compatibility** with your chosen device.

Once the voucher is ordered by CC Learning, **you will receive an email direct** from PeopleCert with details of this. You will be asked to **create a login** on their delegate portal (if you do not already have one) and then **schedule your exam session**. The slot may be altered up to 48 hours prior to the start time without a penalty fee from PeopleCert.

There is **no printing out of paperwork during the exam**; all working for the actual exam is mainly on your **one device screen**. It is possible to use a second larger screen and connect a laptop device to this so one can have a clearer view during the examination, noting you cannot use both devices as separate displays. You are allowed to have 4 blank sheets of paper in the exam for notes however these must be shredded (torn up) once the exam has ended.

PeopleCert is permitting the use of a **digital guide** on a second device on flight mode during the Practitioner level exams (restricted open book). Alternatively, a printed digital guide is also acceptable. These allowances are for the period to 31st March 2022 only, or until further notice.

Preliminary results are issued immediately to you following the sitting, with official results issued within a few working days if all is in order. If you have a printer set up to your device, you may print the preliminary result for your records.

TESTING/CHECKING YOUR SYSTEM BEFORE SITTING

For details on technical specifications required, please click here for:
- [Window users](#) OR [MAC users](#)

We recommend accessing the PDF illustrated versions of these instructions on these linked pages so you can become familiar with the process/layout before the sitting.

Once you are logged into the PeopleCert portal and prepping for the exam, they have a Technical Check step and also a quick tutorial to help you familiarize with the exam environment.

TESTING YOUR KNOWLEDGE BFORE SITTING

Please note that in our trainer led or self-paced learning, you will have access to these sample papers and an opportunity to work through those relevant to your certification.

USEFUL TIPS

- Consider using a **private email address** to set up your portal profile rather than a work issued one for these exams so your portal access is not affected by any change of employer.
- Instructions are available in the portal once you create your profile and then schedule the sitting. **Please take the time to read ALL instructions**.
- Ensure you have stable and strong internet, **plug in your device direct to your internet modem if possible**.
- Ensure your device, if Windows, has a Dual-core 2.4GHz CPU (**processor**) or faster with 2GB of RAM (recommended)
- Make use of the 4 sheets of blank paper you can use during the practitioner sitting, particularly for **making notes from the scenario** so you don't need to keep opening up that window.

- If you are sitting **both foundation and practitioner levels** using vouchers, we advise only sitting these in the correct order so you can use your experience from the basic exam for the more advanced exam.
- The PeopleCert **ExamShield app may be downloaded from the [Microsoft Store](#) for Windows devices but for MAC devices a unique link** will be provided to you within their delegate portal, and therefore testing of this cannot be completed earlier than booking a slot for these devices, at this stage.
- **Discuss with your IT department** if you are using a work device that you require this app to ensure the download process is smooth.
- It is good to test (or test again) the **system test link** on the actual day of your sitting in case any settings have been altered on your device.

ADDITIONAL TIME CONSIDERATION

The exam institute will consider additional time if the exam is **being sat in a language which is neither the delegate's main language nor their mother tongue** AND the Trainer (if not self-paced) believes this person has insufficient language proficiency to complete the examination in the standard time, extra time may be requested to put non-native candidates at neither an advantage nor disadvantage.

Also, every reasonable effort will be made to ensure that candidates with **either additional learning or physical requirements** can sit the examination to ensure they have as equal a chance as any other well-prepared candidate to pass the examination. As every case is different and there are a variety of resources available, please discuss either with us or the exam institute prior to setting the exam.

Please note should the **internet connection drop during the examination**, no additional time will be awarded. This approach has been taken by the exam institute to protect the integrity of the exams.

TERMS

Please note that these **vouchers are generally non-refundable and non-transferable**.

Pricing varies subject to the exam product and level of accreditation.

Pre-requisites may pertain to various exams and written proof is required of these.