

SITTING COMPUTER BASED REMOTELY SUPERVISED EXAMS VIA PEOPLECERT VOUCHERS (V11.0)

If you have completed training with us either in the classroom or via self-paced or 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 THESE WORK

You require a quiet private clean/clear space, with strong reliable internet, and a camera and microphone on your device to liaise with your remote supervisor (headsets only allowed during on-boarding). 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 you have the voucher.

Once the exam 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), complete your profile 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.

OPEN BOOK EXAMS

For all **Open Book exams** (Practitioner level) an **electronic copy of the Book** will be available on the ExamShield interface. On the corner of your screen during the exam you will be able to access your e-book.

PeopleCert is permitting the **use of your purchased e-book on a 2nd device in flight mode** during the Practitioner level exams (restricted open book). To access/download this e-book on the 2nd device, you do need the ExamShield app on that device to launch Bookshelf (the app used for the e-books) and set up off-line access. See FAQ's [here](#) on the PeopleCert site about e-books.

Alternatively, a printed e-book is also acceptable, noting there are major restrictions on printing of these e-books so it is not a useful option.

You are welcome to use your purchased **print copy** of the relevant guide. These need to be shown to the invigilator before the exam starts.

RESULTS ISSUING

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.

PREPARING BEFORE SITTING

For details on the process, exam environment and specifications required, please click here to take you to the relevant PeopleCert webpage – [LINK](#)

TESTING YOUR KNOWLEDGE BFORE SITTING

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

You can purchase **Mock exams for PRINCE2** (others to come soon); these are for a Single Use online sitting. They are a full, timed and marked exam that simulates the actual exam experience, to help you test your readiness to sit the real exam and to familiarise yourself with the exam interface. They will test your knowledge with questions similar to the ones in the actual exam, and you will receive feedback via a Detailed Score Report on areas where you can concentrate your studies. You do require internet access but do NOT need to download the app ExamShield, this is only required for live exam sittings. This voucher is valid for 12 months; once you start the mock exam, you have 24 hours to complete it.

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 4GB of RAM (recommended)
- Make use of the 4 sheets of blank paper you can use during the sitting, particularly for **making notes from the scenario for practitioner level exams** so you don't need to keep opening up that window. These sheets must be shredded/torn up at the end of the sitting.
- 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.
- **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 official proof is required of these before the training.