



A QUALIFICATION FOR THE P&I INDUSTRY
PRODUCED BY THE INTERNATIONAL GROUP
OF P&I CLUBS

Guide to remotely invigilated exams 2020

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1. Overview

All P&IQ exams will be delivered to you directly to a device with no need to attend a test centre. Everything is done via the web, allowing you to take the exam in either your office or home, whilst being supervised by remote invigilation. The system is very easy to use but there are certain IT requirements you must fulfil, and exam protocols that you must adhere to.

Below is a guide as to what is required and what to expect when taking an exam via remote invigilation.

We recommend that before you attempt to schedule an exam you read this document thoroughly. It is your responsibility to ensure that you are familiar with and adhere to any requirements, regulations or protocols in this document. Failure to do so may prevent you taking the exam via remote invigilation, or result in your exam being terminated/results not being issued.

2. IT Capabilities

In order to be able to schedule and take any P&IQ exam, your device must have the following IT capability:

- Laptop / computer with 4GB of ram (no tablets or surface pro)
- A Windows v7.0+ or Mac10.8+ operating systems
- Intel Core i3 (or equivalent)
- A working webcam that can be used to scan the room, microphone and speakers
- Internet connectivity with continuous internet speed of a minimum of 516kbps

3. Exam details

Key dates

Exams take place twice a year during windows of two weeks, in **May** and **October** (excluding weekends).

There will be two (2) time slots every day to schedule an exam.

The dates and times for the exams will be published in advance and are available to view on www.pandiq.com. If you want to take your exam on a preferred date/time, you are advised to book your slot early to avoid disappointment as only so many spaces are available for each date/time. Please note that the times shown on www.pandiq.com are in UK time. When you schedule a time slot on TestReach, the times will be shown in your local time.

Location

Exams can be taken in an office, other professional space or your home.

Unless otherwise agreed, in advance* you must be **alone** in the room and must not be interrupted throughout your exam.

The room must be free of any exam resources e.g. textbooks.

Your computer area must be free of all clutter and unauthorised resources.

If there is another device/monitor in the room, it must not be on the desk or within reach and must be turned off.

If you have any difficulties with regard to satisfying any of the above requirements, please seek help via the help centre on pandiq.com.

* If there are multiple candidates within your organisation who wish to sit the exam at the same time and in the same room, it is possible for them to do so provided prior permission has been sought. Permission must be sought by making a request in writing to Coracle at pandiq.com indicating who those candidates are, no later than two (2) weeks before the date of the first exam sitting. If it is agreed that multiple candidates can sit the exam they must:

- Not sit side by side
- be at least a desk width apart
- not be able to see each other's monitors
- wear a headset that will allow the candidate to hear and speak to the supervisor
- not communicate to one another throughout the exam.

(It should be remembered that even though you may be sitting the same exam as another colleague, the questions you may see will not necessarily be the same or in the same order as they are selected randomly by computer).

Resources/Use of calculator and notes

You must not take any books/study materials into the room and you must make sure that the room is free of any such resources.

If you take a mobile phone into the room, it must be switched off and put out of reach once you are connected to the supervisor.

No smart watches are allowed. You will be asked to show your wrists to the supervisor. You may take a calculator and a piece of blank paper and pens into the exam room, but you must not take copies of any questions asked during the exams.

The calculator must be a standalone calculator and non scientific. It must not be a calculator on a mobile phone. You will be required to show these to the supervisor at the beginning and end of the exam.

Exam format

All P&IQ exams will be two hours long (120 minutes).

The exams for Modules 1-7 will consist of 75 questions consisting of multiple response questions, some of which will include multiple choice questions. You will not be required to type any answers.

The exam for Module 8 will consist of 3 (three) essay format questions of which candidates need only answer 2 (two). You will be required to type your answers using free text.

No comfort breaks are allowed during the exam and you may not move around the room.

You need to remain in the webcam viewing area at all times and you must ensure that you do not block the webcam for any reason.

ID requirements

All candidates will be required to bring a valid form of ID to the exam. The ID must be a valid passport, driving licence or government issued ID which must contain your name, photograph and signature. The name on the ID must match the first and last name that you used to register on pandiq.com. **N.B company ID cards will not be accepted.**

Accessibility

Provisions are made for candidates who have a disability, health condition or specific learning difficulty. This may include but is not limited to dyslexia, blindness, partial sightedness or dexterity impediments.

If you are disabled, have any health condition or a specific learning difficulty which you believe should be taken into consideration when taking the exam or in assessing your performance, you should let us know, in writing, attaching any supporting documentation such as a doctor's letter or exam report.

The request, along with any supporting documentation, must be submitted at least six (6) weeks before the exam is due to take place. Applications without medical evidence or an exam report cannot be considered and whilst every effort will be made to respond to late applications, there is no guarantee of a successful outcome.

4. Booking/rescheduling and cancelling an exam

Registering to book an exam

You can only book an exam for Modules 1-7 if you have purchased the text and one exam for that module from the P&IQ shop, or paid the fee for a retake in the event of a previously failed attempt. You can only book an exam for Module 8 if you have paid the fee for one exam. N.B you can only purchase the text and exams for Modules 4-7 if you have been awarded the Certificate level Qualification, and can only purchase the Module 8 exam if you have been awarded the Advanced Certificate level Qualification.

Once you have purchased an exam or a retake, you will be considered to be an eligible candidate and can then register to schedule an exam via the link on pandiq.com. Please make sure that you register for the exam for the Module you wish to take.

Once you register, your details will automatically be transferred to the exam delivery company, TestReach.

You will be sent a series of email messages from TestReach. The messages will confirm that you have been registered to take an online exam via a software application called TestReach, and provide you with a user name and password. Please make sure that you keep these details safe.

You will then be asked to download the TestReach Application.

NB. Once you have registered to schedule an exam and your details have been sent to TestReach, you are treated as if you are taking the exam and will be charged the exam fee, whether you take the exam or not. If you change your mind and do not wish to schedule an exam, or have made a mistake and scheduled the wrong exam or simply wish to cancel your booking, you must return to pandiq.com and click the cancel button found on the Exam registration page (see cancellation procedure below). If you do not do this, you will be considered as having taken the exam and will be charged the exam fee.

Downloading the TestReach Application (TestReach App)

You will only be able to schedule your exam once you have downloaded the TestReach App and the system checks have been carried out.

When you download the App, a series of checks will be carried out on the device you are using to see if it satisfies the IT capabilities required by TestReach.

It is recommended that you download the App on the device that you intend to use in the exam as you will then know that this device complies with the requirements in advance.

If, for some reason you download the App on one device but use another device to take the exam, e.g. download the App to schedule your exam using your own personal computer but take the exam on a laptop supplied by your employer, you will need to download the App again on the device you will use in the exam. This is easy to do but it will be necessary for the series of checks to be carried out again on this device by TestReach. As such, you should allow plenty of time before your exam (**preferably a few days**) to download the App, especially if you are using a device provided or managed by your employer as you may need support from your IT department depending on the security constraints imposed. TestReach will be able to liaise with your IT department to discuss any technical issues encountered.

Scheduling your exam

Once you have downloaded the TestReach App and the system checks have been carried out, you will be able to schedule your exam.

You must schedule your exam at least **three (3) working days** before the date of the exam you wish to book. "Working day" does not include any day during the weekend or bank holiday.

Once you have scheduled your exam, you will be sent an email confirming the date and time. The time shown will be in local time. Please keep this email safe as, if you miss your scheduled exam you will be deemed to have taken and failed your exam.

Rescheduling

If you wish to reschedule your exam you can do this via the App, however, you must do so at least **three (3) working days** before the date of the original exam booking. "Working day" does not include any day during the weekend or bank holiday. **Please note that available slots are likely to be limited at this point.**

Once you have rescheduled your exam, you will be sent a further email confirming the new time and date of the exam. Please keep this email safe: if you miss your scheduled exam you will be deemed to have taken and failed your exam and be charged the exam fee.

Cancelling a registration / scheduled exam

If you wish to cancel your scheduled exam, you **must do so by a specified deadline date** which will be published on pandiq.com. If you do not cancel by this date you will be deemed to have taken and failed your exam.

To cancel an exam: go to pandiq.com and click the cancel button on the Exam registration page. If you have any problems, please seek help via the help centre on pandiq.com. **DO NOT TRY AND CANCEL ON TESTREACH.**

If you download the TestReach App but decide not to schedule or take an exam, you **MUST STILL CANCEL** your registration.

If you are unable to attend the exam due to unforeseen circumstances on the day (i.e. illness) please contact Coracle immediately and provide evidence to support your reason for cancellation.

5. Prior to the exam

Test tutorial

When you download the TestReach App, you will be advised to take a "Test Tutorial". The "Test Tutorial" will guide you through taking an exam on TestReach so that you can familiarise yourself with the exam layout. We recommend that you go through this tutorial by clicking "Enter" before the day on which you take the exam. It can be taken multiple times and your answers are not recorded. Please note, the purpose is to familiarise you with the process on TestReach and **does not** represent the questions you will see in the P&IQ exams. Sample questions and answers setting out the type of questions you will see in the exam will be available on pandiq.com and for Modules 1-7 only, a sample interactive exam will also be available as a study tool once you have registered to schedule an exam with TestReach.

Check the App is downloaded on the computer

If you intend to take the exam on a device different to the one on which you scheduled the exam, make sure that the TestReach App has been downloaded on that device.

These checks should take no longer than ten minutes. However, we recommend that you leave enough time prior to the exam for the checks to be carried out, especially if you intend to take the test using a device supplied by your employer.

6. Day of the Exam

Arrival and login procedure

On the day of your exam, make sure that you arrive at your exam location 20 to 30 minutes before your scheduled exam start time.

Login to the TestReach App 15 minutes before your exam start time using your User ID and Password (It is advisable to log in to allow you to go through the pre validation process with the Supervisor).

15 minutes before the exam, select "Connect to Supervisor" option.

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.

Once you are connected, the supervisor can immediately see: your desktop / screen, a 'chat box' for any instant messages between you and the supervisor and live audio / video via webcam.

The supervisor will advise you via audio of the pre- validation process before you begin your exam, and then take you through the list of steps to take and questions to verify your identification and to ensure that the testing area is secure.

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

Authentication/Validation procedure

The supervisor will ask you to show your photo ID to the camera. This ID should be a valid passport, driving licence or government issued ID which must contain your name, photograph and signature. The name on the ID must match the first and last name that you used to register on pandiq.com. **N.B company ID cards will not be accepted.**

You will be asked to pan your monitor / camera around the room to get a 360 degree view – the supervisor will need to make sure that you pan the whole area. This is to ensure that:

- You are alone (unless prior permission has been sought)
- Your computer area is free of all clutter and unauthorised materials
- Any phone visible is out of reach
- There are no notes/wall boards with information on them
- You do not have a second monitor on your desk or within reach
- You will be asked to scan the desk (including any shelves under the desk) to make sure that there are no phones, books, post it notes etc. nearby
- You will be asked to show your wrists to the supervisor to make sure you are not wearing a smart watch
- If using, you will be asked to show your calculator and sheet of blank paper and a pen to the supervisor at the beginning and the end of the exam
- If the supervisor observes any unauthorised items, they will request that you remove them from the testing area

During the exam

You will be monitored by the supervisor and recorded throughout the exam via the webcam and audio feedback to ensure that there are no verbal answers or communication from any outside source.

The supervisor will be able to:

- See you via webcam and see your screen
- Use a chat box to communicate with you
- Turn the audio that allows you to hear the supervisor on or off

If you have any questions relating to the functionality of the exam you will be able to ask the supervisor, but they will not be able to assist you in relation to the substance of any of the questions.

You may not move around the room and should not leave the room until you have finished the exam. If you leave the room before you have logged out of the exam, the exam will be terminated. There are no comfort breaks.

You need to remain in the webcam viewing area at all times and must ensure that you do not block the webcam for any reason.

You must behave in a courteous manner to the supervisor at all times.

If at any time the supervisor notices any behaviours that they consider are suspicious or amount to an infringement of the exam rules, they will send you an instant message.

If the supervisor thinks that you are in breach of any of the exam rules, they will log an infringement. If they do this, they will click on a "Take Action" button. This will automatically send you a message saying an exception has occurred. If you see this message you MUST click OK in order to resume your exam.

End of the exam

Once you have finished the exam you may log out and leave the room. You may do this even if you have finished the exam before the end of the two hour time slot. Once you end the exam, you will receive a link to complete a short feedback questionnaire. It is not compulsory, but it should take no longer than 5 minutes and your input is greatly appreciated.

Connection issues

If you experience any IT, firewall or internet/connectivity issues during the exam, you should contact TestReach directly as follows – customersupport@testreach.com or call +44 (0) 203 475 8685 and they will try and assist you.

7. Following the exam

Marking

All marking for Modules 1-7 is carried out automatically by computer.

For Module 8, marking is carried out by an examiner selected for their relevant and up to date knowledge and experience and trained to mark exam papers in accordance with carefully laid down criteria. Marking will commence immediately after an exam has finished.

Pass mark

The pass mark for all exams is **65%** and a distinction will be awarded for a mark of **85%** or above.

Results

For Modules 1-7 you will be sent the grade achieved for your exam by TestReach immediately after you submit your exam. This will be available to view by logging into your TestReach account. Your overall percentage mark, based on how many questions you answered correctly out of 75 will be sent to you via a separate message once all the exams are over, along with a certificate if you passed.

For Module 8 results will be released within 6-8 weeks of the end of the exam session and sent by TestReach.

All certificates issued will also be available to view on your candidate profile on pandiq.com. Any milestone certificates e.g. Bronze, Silver and Gold will be sent as a hard copy by Coracle once you have completed the various stages of the qualification.

If you have any questions in relation to the above, please seek help by via the help centre on pandiq.com.