

## CertLRS MCQ Online Written Exam FAQs

**1) What does an 'open book' exam mean?**

This means that you are able to use any resources, in any format, as required. For example, you are permitted to use books, electronic PDFs, written notes, or the internet. In accordance with The Royal College of Ophthalmologist's Candidate Code of Conduct, candidates must not discuss, publish or in any other way attempt to share any material which they have encountered in examinations. This includes sharing your answers with other candidates.

**2) Can I use an iPad to take my exam?**

No, the exam can only be taken on a computer or laptop.

**3) Do I receive my system test link?**

No, you only receive a link one week before the exam, with the exam launch keycode.

**4) When do I receive my exam launch email?**

The exam launch email is sent one week before the exam.

**5) Can I sit the exam at work or in a test centre?**

The recommendation is to sit the exam at home. Work computers usually have firewalls that can prevent exam connection problems so please use your own computer at home.

**6) What are the technical requirements for my computer in order to take the proctored exam?**

| Device    | Requirement   |
|-----------|---|
| Bandwidth | Minimum 1Mbit/s upload speed, recommend upload speed 1.5Mbit/s. Tethering is not supported. |
| Browser   | Latest version of Google Chrome   |
| PC        | Windows 8 or higher   |
| Mac       | Mac OS X  |

Exam delivery **does not support** the following: Google Chromebooks, Android tablets (Nexus 7, etc.), iOS tablets (iPad, iPad mini, etc.), and Microsoft Surface RT.

**7) Can I wear earphones or earplugs?**

As the CertLRS is an open book exam, earplugs and headphones are allowed.

**8) Can I use scrap paper?**

Yes, you can use scrap paper to take notes.

**9) My WiFi router restarts every couple of hours and takes 1-2 min to come back. Will this affect my connection and answers during the exam?**

Yes this will affect your connection and disconnect you from the exam. You will have to find an alternative space and WiFi to use for the exam.

**10) Which browser must I use for the exam?**

You must use Google Chrome.

**11) Is the exam start time my local time?**

Yes the start time is always your local time. For example if you live in London then the exam start time of 10am is 10am London time.

**12) What time do I log onto my exam?**

You log on to your exam at the designated start time.

**13) I briefly lost internet connection during my exam and am convinced I lost exam time due to the outage. How do I know I didn't lose any exam time?**

The exam timer pauses during any loss of internet connectivity and resumes when connection is re-established. No exam time is lost.

**14) Why did I briefly lose connection?**

This will be because a temporary connection problem or instability of your own WiFi or internet connection. Any candidate's internet connection can suffer this unexpectedly.

**15) Will the College take responsibility for my brief loss of internet connection?**

No. The College can only be responsible if the connection problem affects ALL candidates. We cannot take responsibility for a candidate's own internet connection as candidates are instructed to complete a system test prior to the exam.

**16) I want to email the College with my personal feedback on my exam experience. Can I do this?**

Due to the increasing number of e-mails being received by the examinations department we are no longer able to individually respond to all e-mails offering personal feedback about an exam. If you choose to continue to e-mail us because you feel that your enquiry is worthy of an urgent personal response please can you be as succinct as possible in your description of the issue is that you feel needs to be answered.

The examinations department has detailed information about all its examinations on the College website including FAQ documents such as this one. The College is frequently contacted by candidates to ask questions that are already fully described / answered on the website. We will not respond to questions where we feel that adequate information is already in the public domain.

If you have any issue that you wish to raise pertaining to a recent examination performance that you consider might be relevant in an appeal (granted only in respect of procedural irregularities), we ask that you wait until after the results are released before contacting us. We will not respond before the result date unless there are specific and concerning

allegations of the following nature: assault or physical harm, infringement of UK law or issues of probity.

**17) *I want to appeal my result. Can I do this?***

You must read and follow the official appeals procedure on our website. Please note any appeal will only be considered on account of a procedural irregularity for which the College has caused and that has affected all candidates. Any appeal that does not adhere to this will be dismissed outright.

**18) *Are there any other documents or links I should read or videos I should watch?***

You are advised to click ALL of the following links and read/watch thoroughly. We do not take responsibility for candidates not reading the important information that is sent to them.

**How to take your online exam – Video link**

<https://www.rcophth.ac.uk/wp-content/uploads/2020/08/How-to-Take-Your-Online-Proctored-Exam.mov>

**Important Information for CertLRS Online MCQ Exam Delivery**

<https://www.rcophth.ac.uk/wp-content/uploads/2021/07/Important-Information-for-CertLRS-online-MCQ-Examination.docx>