



## EGeMSE online exam FAQs

### General

**Q. Who is providing the online version my exam?**

A. We have partnered with Surpass to offer UK and international candidates online assessments for the EGeMSE.

**Q. Where will I be sitting my online exam?**

A. Surpass is an assessment platform that allows candidates to sit the exam in their own home or office. You need access to a computer/laptop with a webcam and microphone.

**Q. How will my online exam be invigilated?**

A. All online exams will be invigilated by a remote online invigilator, known as a proctor, using ProctorExam. The proctor will monitor you by camera throughout the exam.

**Q. Is it GDPR compliant?**

A. Yes, there are strict regulations which cover the use and storage of data, and these are complied with by all parties involved in your exam.

### Preparing from the exam

**Q. What specifications does my computer/laptop have to meet?**

Full guidance is available on our website [here](#). You should plan on using a personal laptop or computer for the exam. Work laptops may pass the system check but not allow you to take the exam due to the screen share.

**Q. What environment checks happen before the exam starts?**

A. Your live proctor will ask you to complete a five-step environment check before you start your exam. You can find out more about the rules and regulations of this online exam on our website [here](#).

**Q. What system checks do I have to do before my exam?**

A. You will receive two system check emails, one for each paper. You must complete both before the exam. You will be sent a reminder if you haven't completed them. The emails for both papers look very similar. Please make sure you read the information contained in all emails we send.

**Q. Will I get an email saying I have completed my systems check successfully?**

A. Currently you will not receive an email when you have completed your systems check.



**Q. When will I receive a link to my exam?**

A. You will receive two emails with a link to each paper within 72 hours of your exam.

**Q. Can I wear headphones during the system checks?**

A. No, you should not wear headphones during the systems checks.

**During the exam**

**Q. Can I have someone in the room with me during my exam?**

A. No. Find out more about the rules and regulations of the online exam on our website [here](#).

**Q. Can I have a bottle of water on the desk?**

A. Yes, you can have a drink in a clear bottle with no labels.

**Q. What can I bring to the exam with me?**

A. A full list of what you can/can't bring to the exam can be found on our [website](#).

**Q. Can I have a bathroom break?**

A. Bathroom breaks are allowed if necessary. If you do take a bathroom break, please message the proctor first. You do not need to wait for the proctor to reply. The exam clock will not be stopped.

**Q. Am I allowed to wear a smart watch?**

A. You are not permitted to wear a smart watch/watch.

**Q. Are there any features within the exam system which I may find helpful?**

A. Yes, you can highlight and/or cross out information within Surpass while taking your exam.

**Q. What if the screen sharing will not work?**

A. Your online proctor will try to troubleshoot any issues remotely. You may be asked to run an online test or review privacy settings and/or firewall settings.

**Q. My microphone doesn't work, what do I do?**

A. Microphones are tested as part of your exam set up. If your microphone isn't working, your exam proctor will try to troubleshoot this remotely. You may be asked to review privacy settings on your browser or device and/or check firewall settings.

**Q. My webcam isn't working, what do I do?**



A. Like microphones, your webcam will be tested during set up. Your online proctor will try to troubleshoot any issues remotely. You may be asked to run an online test or review privacy settings and/or firewall settings.

**Q. What if my Wi-Fi drops during the online exam?**

A. Your exam proctor will refer this to their supervisor for review.

**Q. What happens if the webcam fails during the exam?**

A. The proctor will instruct you to return to the ProctorExam page and refresh it.

**Q. What happens if the screen share fails during the exam?**

A. The proctor will instruct you to return to the ProctorExam page and refresh it. If that does not work, the proctor will open the backend ProctorExam system and will monitor the web traffic associated with the session.

**Q. What happens if the exam freezes?**

A. Depending on the configuration of the test platform, the proctor will instruct you to refresh the exam page, and you will be directed to re-enter the exam password.

**Q. Can I leave the exam before the allocated time is up?**

A. Yes, you can leave when you finish the paper before the time is up.

## **After the exam**

**Q. When will I know the result my exam?**

A. Results are currently scheduled to be released eight weeks after the exam. This is subject to change.

**Q. How do I feedback if I have issues / concerns?**

A. If you have any issues or concerns about the exam, please contact [EGEMSE.enquiries@egemse.org](mailto:EGEMSE.enquiries@egemse.org).

**Q. How do I appeal?**

A. Please contact [EGEMSE.enquiries@egemse.org](mailto:EGEMSE.enquiries@egemse.org) for more information.

## **Reasonable adjustments**

**Q. Do the usual reasonable adjustments apply to a proctored online exam?**

A. All reasonable adjustments requirements should be arranged with the team prior to sitting the exam. Please email [EGEMSE.enquiries@egemse.org](mailto:EGEMSE.enquiries@egemse.org).



**Q. I have a medical condition which means I may need to take a bathroom break – will I get extra time for this?**

A. If you require extra time or a change to exam timings. You should contact the reasonable adjustments team prior to the exam at [EGEMSE.enquiries@egemse.org](mailto:EGEMSE.enquiries@egemse.org).

**Q. Will there be reasonable adjustments provided to candidates who are pregnant?**

A. All requests for any adjustments are assessed on a case-by-case basis. We will assess in line with our current policies. Please contact [EGEMSE.enquiries@egemse.org](mailto:EGEMSE.enquiries@egemse.org) for more information.

**Q. Will the proctor know I have a reasonable adjustment?**

A. Yes, the proctor will know that you have a special accommodation or reasonable adjustment. If the proctor does not mention this, you can ask them to check the candidate additional information for details.