

Guidance for ABPI online Examinations



This 'Guidance for ABPI online Examinations' document is intended to be read alongside the 'ABPI Examination Regulations 2020' and 'Online Exam FAQs'. Should a Candidate still have queries having read all 3 of the above documents, then please email: exams@abpi.org.uk

Contents

Overview.....	2
Time allocation for exams	3
Requirements for the exam location and the equipment needed.....	3
Candidate ID and authentication	4
The exam itself – including accessing the online exam platform	5
What Candidates need to do at the start of the exam.....	5
The proctoring and security measures that will be in place	6
Rescheduling an examination	6
Frequently Asked Questions	6

Overview

As a result of face to face examination cancellations due to the Covid-19 pandemic, the ABPI Examinations Team has undertaken digitalisation of all elements of the ABPI Professional Exam.

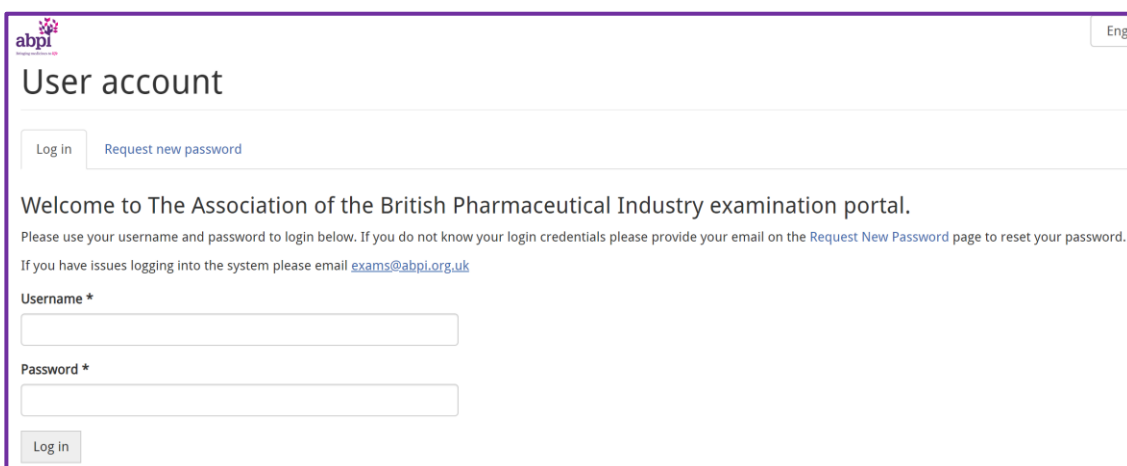
The new online ABPI exam experience will deliver the same high standards that Candidates and companies have come to expect from the face to face paper-based exam. The online exam will be subject to live online one-to-one proctoring (invigilation) whereby the invigilator will be able to view the Candidate's screen, alongside monitoring both the Candidate's behaviour and environment for the duration of the examination session through the camera/webcam and microphone.

The multiple-choice format of the ABPI Exam, and the functionality of the online exam portal being used has meant the style of questions for use in the online exam remain the same as have been used in the paper-based exam.

Online proctoring requires the installation of a lockdown browser to ensure that only the exam session can be accessed for the duration of the exam and that no other programs are running on the Candidate's computer during the session – further information below. Candidates **must** install the browser in advance of their first scheduled exam sitting, and it is recommended this is completed as far in advance of the exam as possible. If a Candidate intends to sit the exam on a machine provided by their employer, administrator permissions may be required for the installation. Alternatively, Candidates can take the exam on personal machines.

Currently, the ABPI Examinations Team must transfer a Candidate's registration to the QuestionMark portal, in order the Candidate can log in to acquire familiarity with the online exam platform.

The QuestionMark portal has been branded with ABPI colours and logo, with the landing page appearing thus:



The screenshot shows the 'User account' login page for the ABPI examination portal. At the top left is the ABPI logo, and at the top right is a language selector set to 'English'. Below the title 'User account', there are two buttons: 'Log in' and 'Request new password'. A welcome message reads: 'Welcome to The Association of the British Pharmaceutical Industry examination portal. Please use your username and password to login below. If you do not know your login credentials please provide your email on the [Request New Password](#) page to reset your password. If you have issues logging into the system please email exams@abpi.org.uk'. There are two input fields: 'Username *' and 'Password *'. At the bottom left is a 'Log in' button.

Once logged into the QuestionMark portal, Candidates can attempt a ‘mock exam’, in advance of sitting an exam online for the first time – by doing so, the Candidate can test and see how the questions will look on screen, as well as explore the functionality that enables altering the ‘look’ of the exam system with different sizes to make the exam experience as bespoke as possible. Additionally, by undertaking the ‘mock exam’, Candidates can get a feel for navigating the exam system, moving from question to question, flagging questions, submitting answers, and using the on-screen calculator.

There are short videos which also provide insight into how the system operates, and all Candidates are encouraged to view these:

- <https://support.questionmark.com/content/online-proctoring-demo-Candidate-experience>
- <https://www.youtube.com/embed/Cs0jLWqweNw>

The following sections provide more detailed information about preparing for, setting up, and sitting the online unit examinations.

Time allocation for exams

Having successfully installed the lockdown browser required to undertake online examinations, the Candidate can book a time slot (or slots) for a live one to one proctored unit exam sitting(s). At this point, the Candidate should consider that in addition to the time required to answer the exam questions, time must also be set aside to undergo both the compulsory photo ID authentication process with the live online proctor, and the compulsory exam environment check.

For all unit examinations, we recommend Candidates:

- **allow 1 hour per unit examination**
- allow at least a 15 minute break between examination sittings
- do not attempt to sit 7 unit examinations in one day

The nature of delivering exams online increases the flexibility open to Candidates such that Candidates have more control over choosing a time to sit exams which better suits individual schedules.

Even though the majority of Candidates will book and sit exams within the UK, when booking each individual examination slot, **it is very important that the correct time zone is set**, as there is no default to the Coordinated Universal Time (UTC) applicable to the UK. **Candidates MUST ensure the correct UTC for every separate booking.**

Requirements for the exam location and the equipment needed

Candidates can take an exam wherever it is convenient and appropriate to do so, consequently, this could include an own home setting or in any other suitable location that meets the following ABPI Exam Regulation Point 8:

It is the responsibility of the Candidate to ensure the testing environment is suitable, this includes ensuring:

- *A well-lit, quiet, private room.*
- *All doors to the room are closed.*
- *No one else is in the room unless this forms part of a specific Exam Access Arrangement agreed by the Director of the Examination on application, and in advance of the exam appointment – see ABPI Exam Access Arrangements Policy.*
- *The table or desk is clear of any material, with the exception of one piece of plain A4 paper (blank on both sides) and a pencil.*
- *Mobile phones are turned off and stored away out of sight. Possession of any other electronic device that allows information to be stored or internet access at an examination desk is also strictly prohibited – this includes Smart watches.*
- *Additional monitors are turned off and turned away from sight of the Candidate.*
- *Any desk phone is disconnected or blocked from incoming calls.*
- *There is no access to any unauthorised materials such as books.*
- *No posters, or information leaflets on the walls of the exam room, particularly where a Candidate chooses to sit the exam in their place of employment.*

The proctor will also require the Candidate to hold up a reflective surface such as a mirror, to show the edges of the monitor, so Candidates must have one available before the exam.

When preparing for where to take the exam, Candidates must ensure the ABPI Exam Regulations Points 8 and 9 have been read and are adhered to.

Candidate ID and authentication

Candidates must have the required photo identification ready when logging onto the exam session to go through the authentication process with the one to one online proctor. The name on the exam appointment must match the name on the photo identification. Acceptable photo ID for authentication is: a valid Government-issued Passport, Driver's Licence or National ID card.

Any Candidate who is unable to meet the requirements of the photo ID authentication will **NOT** be permitted to take the examination. ABPI will **NOT** refund the examination fees for Candidates who do not meet the ABPI Exam identity authentication requirement. All Candidates must consider this when booking the exam sitting.

The exam itself – including accessing the online exam platform

All Candidates must read the current ABPI Examination Regulations 2020 before sitting an online examination.

It is encouraged that Candidates use the toilet before the examination. Toilet breaks during the exam are **not** allowed unless a scheduled timed break forms part of a specific Exam Access Arrangement (EAA) which has been sanctioned by the Examinations Director following receipt of an application for EAA made by the Candidate in line with the EAA policy.

Food and drink is not allowed to be consumed during the course of the exam sitting unless this forms part of a specific Exam Access Arrangement (EAA) which has been sanctioned by the Examinations Director following receipt of an application for EAA made by the Candidate in line with the EAA policy.

Smoking, including the use of e-cigarettes or electronic vapes, is also strictly forbidden during the live online proctored exam.

Candidates must ensure they have read the ABPI Exam Regulations in relation to the ID check and what is and is not permissible during the examinations.

If there is a need for ‘trouble shooting’ once the exam platform has been accessed, the Candidate should use the chat function on screen prior to the proctor opening the exam sitting, or the Candidate can speak to the proctor during the examination. The chat function will only connect to the online proctor, **NOT** the ABPI Exams Team. Talking during the examination is strictly forbidden and therefore, speaking to the proctor should only be as considered necessary.

The Examination remains a multiple-choice format which is **not** negatively marked.

It is not possible to take the exam on a tablet or phone – for more detailed information on operating systems, see ABPI Exam Regulation Point 7 and visit: <https://support.questionmark.com/content/technical-requirements-online-proctored-exam>

What Candidates need to do at the start of the exam

A Candidate can log into the QuestionMark secure portal to open the exam sitting, up to 15 minutes prior to the scheduled start time. Punctuality is the responsibility of the Candidate as lateness cannot guarantee admittance to the exam sitting. Time will not be added to the exam sitting window for lateness on the part of the Candidate.

Where a Candidate opens an exam sitting prior to the scheduled exam start time, the Candidate will be required to wait for a proctor to become available. Once available, the proctor will open the exam screen and undertake the photo ID authentication process. In some situations, there may be an instance where a proctor is unable to open the exam session immediately. In such situations, the Candidate should continue to wait.

The proctoring and security measures that will be in place

The ABPI must ensure remote examination of the accredited Certificate and Diploma Qualification is conducted under conditions, regardless of location, that will maintain the integrity of the qualification, and which will provide assurance to Candidates, both past and present, the industry, and patients, that current Candidates will have been assessed to as high a standard as those examined by face to face paper based exams. No Candidate should be able to gain an unfair advantage for any reason.

Proctors will immediately react to unacceptable exam behaviors which could lead to termination of the exam, loss of exam fees and the terminated session being counted as an exam attempt.

Concerns raised by the one to one exam proctor will be investigated by the ABPI, with ABPI reviewing and investigating potential infringements in line with the ABPI Malpractice and Maladministration Policy, and ABPI Exam Regulations ahead of releasing results.

The 'Rules of Conduct' for during online examinations, Candidates must ensure they have read ABPI Examination Regulation Point 21.

Proctors focus on the conditions set out by the ABPI in the ABPI Exam Regulations throughout proctoring of live exams. All proctors are highly trained and are subject to review by the proctoring service management team to ensure consistency and accuracy of the live proctoring. In the unlikely event of a complaint being made by a Candidate against a proctor, this should be raised with the ABPI Director of Examinations as soon as possible, who will in turn, raise this for investigation by QuestionMark in line with their policies.

Rescheduling an examination

Inevitably it may be necessary for Candidates to reschedule examination sittings. Whatever the reason for rescheduling, it is the responsibility of the Candidate to cancel and reschedule the exam appointment – this can be done from the 'My Assessments' page in the Questionmark portal. A cancelled exam appointment does not count as an attempt. The ABPI Examinations Team cannot reschedule an exam sitting on behalf of a Candidate. **Examination fees are forfeited if the Candidate fails to reschedule more than 30 minutes in advance of the exam sitting, irrespective of the reason for cancelling and rescheduling.**

Frequently Asked Questions

The ABPI Examinations Team has put together a set of 'Online Exam FAQs' which Candidates should refer to before contacting exams@abpi.org.uk for further support.