

Online Exam FAQs



General queries

Why is the ABPI moving to online exams with remote invigilation?

Cancellation of scheduled examination sessions became a necessary step when the Covid-19 pandemic hit the UK. As a result, the ABPI Examinations Team actively explored alternative ways to deliver examinations so candidates could gain the qualification at the earliest realistic opportunity. Following extensive research, alongside discussions with the Exam Steering Group, the independent Exam Governance Committee and the exam accrediting body, it was decided online exams with remote invigilation provided the best solution.

What is online remote invigilation?

Online remote invigilation (usually referred to as proctoring) enables organizations to deliver secure assessments remotely when the stakes are high. For live online one-to-one proctoring, the proctor 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. Further information can be found [here](#).

Who will invigilate my exam?

The ABPI Exam will be invigilated by proctors at Examyty. Proctors go through a rigorous selection process, including interviews with Examyty's leadership team, background checks, and comprehensive training. Proctors must hold college degrees and must demonstrate strong technical and communications skills. Further information can be found [here](#).

Can I choose not to sit the exam online?

As of 25th September 2020, all remaining face to face paper-based exam sittings have been cancelled, and henceforth further face to face paper based exams will not be delivered.

Can I look at notes, books, or online resources when completing the online exam?

As in the face to face exam, you are not permitted to have notes or textbooks at your desk or within reach during your examination sitting nor are you allowed to access online sources of information. The lock down browser will prevent other programs from running during the exam session and the proctor will check your surroundings for notes or other items.

Will my exam be in the same format?

The exam format remains the same, all questions are single best answer MCQ's. Instead of filling in the paper bubble sheet, you will now click your select answer on screen. You will be able to navigate backwards and forwards in the exam and highlight questions to return to. There is a "mock" exam in the Questionmark system to help you familiarise yourself with all elements of the exam platform – this becomes available to you once the ABPI Exams Team have registered you on the Questionmark platform.

What equipment do I need to sit an online remote invigilated exam?

You need the use of a computer or laptop which meets the requirements for installing the Questionmark secure browser (examinations cannot be taken on tablets, e.g., iPads and Google Chromebooks, and other operating systems, e.g., Linux). You do not need any other equipment as an on-screen calculator is provided, which is the only calculator you are allowed to use in the exam. If you wish, you may have a piece of plain A4 paper (blank on both sides) and a pencil. Please note the proctor will want to check the paper is blank on both sides before unlocking the exam session and will want to see the paper shredded at the end of the exam session.

Can I borrow a laptop?

Yes, if it meets the Questionmark system requirements, and you can use it somewhere that meets the requirements as specified in the ABPI Exam Regulations.

What if I live somewhere with poor internet speeds, can I still take an online test?

You should check the QM system requirements for internet speed ([link here](#)). Ultimately, if this is likely to be a significant issue, then you should source an alternative appropriate place to take your exam that meets the ABPI Exam Regulations and which gives you the best set up for sitting an exam.

Are there training materials on how to undertake a timed remote online assessment?

To ensure you are as fully prepared as possible, we recommend you view the Questionmark videos here:

<https://www.youtube.com/embed/Cs0jLWgweNw>

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

Additionally, there is a “mock” exam in the Questionmark system to help you familiarise yourself with all elements of the exam platform – this becomes available to you once the ABPI Exams Team have registered you on the Questionmark platform.

Will the online exams still be available if venues re-open?

As noted above, as of 25th September 2020, all remaining face to face paper-based exam sittings have been cancelled, and henceforth further face to face paper based exams will not be delivered..

Will the exam fees change?

Historically, fees are reviewed on an annual basis, with any changes taking effect on the 1st January – this approach will remain the same.

Are there changes to the Exam terms and conditions?

There have been changes to the refund section of the ABPI Terms and Conditions.

My window to certify is closing soon—what should I do?

If you are approaching the end of the two years that you are allowed in which to pass the exam you must contact the Prescription Medicines Code of Practice Authority (PMCPA) to request an extension. The PMCPA will decide whether to grant you an extension.

If you are successful in being given extra time you must inform ABPI so that we can update your profile.

You can contact the PMCPA [here](#).

Online exam – on exam day / results

What happens on the test day?

You can log onto the Questionmark secure portal to open the exam sitting up to 15 minutes prior to the scheduled start time. Punctuality is your responsibility, lateness cannot guarantee admittance to the exam sitting, and time will not be added to the exam sitting window. You are encouraged to use the toilet before the examination as 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 you, in line with the EAA policy. You 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. **If there is a need for ‘trouble shooting’ once the exam platform has been accessed, you should use the chat function on screen.**

How long do I have to complete the online assessment?

Every exam has a specific standard time allowed to answer questions. There is slight variation between units so you should always check the time allowed for each unit. When the booking the exam sitting, bear in mind you will need to factor in time to log on, go through the authentication process, the 360° room scan and any other requirements before the proctor opens up the exam, as well as checks at the end of the exam, such as overseeing shredding of any note paper used during the exam. We recommend setting aside at least 1 hour per exam booking.

Can I submit my assessment before the submission time?

You may find you do not need to use the full allotted time for an exam – whilst this is perfectly acceptable, you must be aware that once you have clicked on screen to confirm you wish to submit your final exam answers, there is no opportunity to revisit flagged or unanswered questions.

What happens if I am late for the exam?

As per the ABPI Exam Regulations: Punctuality is the responsibility of the candidate as lateness cannot guarantee admittance to the exam sitting, and time will not be added to the exam sitting window.

Are toilet breaks permitted during the exam?

You are encouraged to use the toilet before the examination as 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 you, in line with the EAA policy.

Can I eat, drink, or take a break during the exam?

You are encouraged to eat, drink and use the toilet before the examination as eating, drinking and taking breaks during the exam are not allowed unless these form 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 you, in line with the EAA policy.

Will I be able to see all the exam questions at once instead of completing one before moving to the next one?

Each question will be provided on a separate page. You will be able to navigate backwards and forwards through the exam, see which questions you have already answered and highlight questions to return to using the navigation pane.

Can I make notes during the exam?

One sheet of A4 plain paper (blank on both sides) and a pencil only is permissible on the examination desk. You must show the proctor that the paper is plain on both sides before the exam is unlocked. The proctor must also witness the shredding of the paper in front of the webcam at the end of the exam.

Could I accidentally stop the exam?

To submit the exam, you will need to click “submit” in the navigation pane, and then click “yes” to the “are you sure” prompt to prevent accidental submissions.

Will I get my results immediately?

You will receive a provisional examination result on screen immediately following the exam. The result which appears on the secure Questionmark browser immediately following the exam remains provisional until such time as it is transferred to the Candidate’s Exams profile and

can be accessed through the online profile page – this allows for result verification. **Results can take up to 7-10 days to appear on your profile page.**

Can I wear earplugs / headphones during the exam?

No.

Can I use a calculator, whiteboard or note paper in the exam?

The only calculator which can be used is the on-screen calculator provided - no other calculator is allowed for use. One sheet of A4 plain paper (blank on both sides) and a pencil only is also permissible on the examination desk.

What type of identification will I be required to present?

Acceptable photo ID for authentication: 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.

Online exam technical support

For technical support in advance of an exam sitting, please refer to the Questionmark FAQs [here](#).

Problems during the exam

What do I do if I have a technical issue during my online proctored exam appointment?

If you encounter a technical problem, in the first instance, if possible, you should connect with the live proctor for help by using the on screen chat function.

If the problem arises after the exam session has been started by the proctor, you should be able speak with the proctor. If the proctor is unable to help you resolve the technical problem, you will be transferred to a technical support representative.

All available technical support aim to resolve technical issues in a timely fashion and reduce the impact on your ability to perform in the exam. If you encounter a computer malfunction or lose your internet connection during an exam, please follow these guidelines:

1. Don't panic. Leave your computer as is and check your power supplies, network cables, and any other physical resources that may have caused loss of connection.
2. When the proctor detects that you have lost your connection, the proctor will automatically pause the exam to preserve its integrity.
3. If you can re-establish the connection without shutting down your computer, then it should be possible to communicate with the proctor again and for the proctor to unlock your exam so that you may resume.
4. If you're unable to re-establish connection after 5 minutes, the proctor is required to terminate the exam. In this case, an attempt will not be deducted from your subscription. You will need to schedule a new appointment for the exam. Do not try to reschedule the appointment that is associated with the terminated result.

I think there is a typo or error in the questions on my exam paper – what should I do?

A candidate who suspects there is an error in an examination question should report this post exam as soon as possible to the ABPI Director of Examinations for consideration (see ABPI Exam Regulations 31 - 37). However, even if you think there is an error in a question, the answer should not be left blank, but instead you should still make the best attempt to select the single best answer in case you are mistaken about there being an error.

Exam Access Arrangements

Will Exam Access Arrangements still be applied?

Yes, please read the Exam Access Arrangements Policy

Other

My question has not been answered. Who should I contact?

You can contact the ABPI Examinations Team by phone on +44 (0)207 747 1420 or email exams@abpi.org.uk
