

Instructions for exam candidates: Taking online examinations

This document is for the use of students registered to take examinations with The Chartered Governance Institute UK & Ireland and as a reference for our remote invigilators and Assessment Review Panel members. This content is sourced from, and links to the examination policy and procedure and the Institute's instructions for invigilators.

Exam candidates should also read the related guidance 'Instructions for exam candidates: Extenuating Circumstances' and 'Enquiries about exam results'.

Updated April 2022

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Introducing online examinations

Introduction

All Institute examinations are now delivered online and we do not have any plans to return to physical exam centres.

To sit your examination, you log in to an online platform where you will be able to see the examination paper and type answers to the questions.

While using the online platform you cannot access other resources on your computer so the examinations remain 'closed book'. You will be observed remotely, using your webcam and a second mobile device such as a phone, by a live invigilator who will be able to see your screen as well as your exam environment.

It is your responsibility to ensure you have the right conditions and equipment to take the examination online, and to follow our pre-exam instructions.

This guidance will take you through the conditions of the examination and some of the rules in more detail.

Our partners

Our partner organising the examination platform and invigilation is Eintech Ltd.

Eintech develops Rogo, the platform within which you will see the questions and write your answers.

Preparing for the examination

Equipment

You will need a computer which you can type on, with internet connection, webcam and a microphone. If you have a laptop, then webcam and microphone are probably already built in. If you are using a desktop computer you may need to attach these. You will not be able to use a tablet or phone to complete your examination because you need to have a keyboard to type.

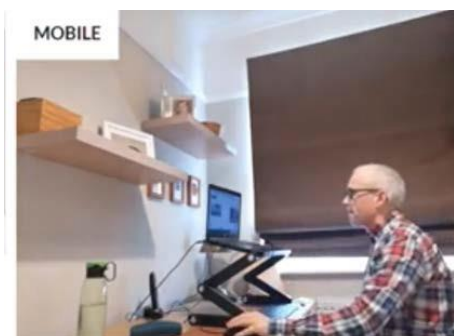
To aid exam security, you need to set up another camera in the room, usually positioned to the side of your desk. For this, you will need to have a smart-phone or tablet device with camera and WiFi connection, and you will need to consider how to keep this in an upright position during the exam.

With regard to the computer:

- We recommend connecting to the internet by ethernet cable rather than WiFi.
- If you are using a WiFi connection try not to use a shared one e.g. avoid using a guest / visitor connection in your workplace.
- You can have an external keyboard connected to a laptop to make typing more comfortable.
- You cannot have an external monitor connected to a laptop, for reasons of exam security.

With regard to the phone or tablet you are using for the second camera:

- This needs to have a QR code reader and Google Chrome set as default browser.
- It will need to be positioned to the left or right of your desk, so the invigilator can see you and your whole work-space (see example image below).
- It will need to be positioned upright in portrait mode.
- You need to leave the device on charge.
- You should think about how your device will be supported, in an upright position with a charge cable attached: we suggest you invest in a tripod or think about other ways of doing this.
- During the exam the device is on flight mode but WiFi connected.
- The connection to Rogo will prevent it from going into sleep mode.



Technical requirements and downloads

You may want to complete an internet speed test prior to your exam <https://www.speedtest.net/>. A connection speed of at least 6mbps is required. We would also recommend that you clear your browser cookies and cache before the exam.

The portal used for the examination runs on the Google Chrome browser. You will need to install this browser on your computer if you don't already have it.

Required operating systems for your phone are:

- Android 8 or later
- iOS 11 or later

You need to have a QR code reader installed. Please check before you install one – it may be a function of your phone's camera app.

The QR reader will open a browser in your phone which activates your camera. You will need to set your phone or tablet device so that the default browser is:

- Chrome or Firefox if you are on an Android system.
- Safari if you are on IOS.

Finally, you need to consider how you are going to support your phone in an upright position while keeping it on charge – a tripod or other support for your phone is advised.

Exam conditions

You will need to be in a room on your own, where no one is going to enter or disturb you while taking the examination. This can be at home or at another place you arrange, but if it is at work you must be in a room by yourself with clear 'Do not disturb' notices and internal windows covered.

Your workspace will need to be clear and there will need to be space around your computer so that you can show behind and around your computer and under your desk before the exam starts.

You will be required to show photo ID as part of the remote invigilation process – this needs to be a passport, national ID or driving license.

Exam timetable

You can see the full examination timetable in the MyCG area of our website which tells you which day your exam is on. We will let you know the exact start time nearer the exam date, because we will be starting different groups of candidates off at staggered intervals. However, if you are based in or around the UK then the examination will likely start between 9 and 10am. For most other countries, your examination will likely start at the equivalent of 09.00 – 10.00 UK time in your local time.

Students in certain areas which are behind UK time (such as the USA and Caribbean) will start their exam at the equivalent of 2pm in the UK.

When you are sent your exam link with time from Rogo, it will be in BST (GMT+1) and you can use the following website to work out your local exam time. <https://www.timeanddate.com/>

Exam times

The official time limit for all exams is as shown on the published examination papers in MyCG. For Qualifying Programme examinations this is 3 hours, with an additional 15 minutes reading time at the start. As noted in examination rules below, you will need to monitor your own reading time.

We recommend that you keep the examination day clear of other appointments in case of delay or needing to re-book.

Remote invigilation and recording

When you access the Rogo platform, an invigilator will be online with you while you take your exam. They will be able to see what is happening on your computer screen and will also be observing you via your webcam (face-on view) and a mobile camera to the side of your work-space. There is a chat function with the invigilator so they can step in if they notice anything going wrong, and so you can alert them to any problems.

Visual and audio recordings from both cameras are recorded and retained by our partner Eintech for a six-month period, after which they are deleted. This is so that they can be reviewed if there are enquiries about results, appeals or other legitimate reasons to go back to review the session. The access would only be granted to senior members of the Education and Learning team, who may need to show it to

Examination Board members for a decision.

Exam set-up

You will receive an email from Rogo (no-reply@rogo.email) in the weeks before the examination date which asks you to run a system test on your equipment. Around a week before the exam you will receive an email from the same address, containing the link you need to use on the day and confirmation of your start time.

You can log in 10 - 15 minutes before the start time so that you can do the pre-exam set-up procedure. This means that your actual exam will start only when you have completed the set-up and the scheduled start time has arrived. The set-up procedure includes:

- Taking a photo on your computer.
- Showing your photo ID (passport, national ID or driving license).
- Setting up your mobile device as a camera.
- Using the mobile device to show around and under your work-space and behind your computer.
- Setting up the mobile device in position to act as a camera during the exam.

The set-up is automated and an invigilator will not be checking your progress while you complete the set-up. However, the invigilator may be available on the chat function while you set up and will be available when you start the exam. The invigilator will check the set-up details you logged after the exam starts.

Answering exam questions

The platform which gives you access to the questions and allows you to write answers is called 'Rogo'. There are videos demonstrating how it works in the 'Online exam instructions' area of MyCG.

The system gives you navigation options, allowing you to click 'Next' to work through the paper in order, or to jump straight to the question you want. The navigation menu shows you which questions you have not attempted and you can also flag any you want to come back to.

It is important that you use the Rogo navigation system to move between questions and **not** the 'Back' button in your Chrome browser. Using 'Back' could cause your screen to refresh and you could lose content you have written.

For sections of the examination paper where you need to choose from a selection of questions, you will need to click the 'Select' tab at the top right of the answer box to choose a question and start writing.

Each question and its answer box will appear on the same page. You have to type your answers to the questions in the answer box. The answer box has the same basic functions as Microsoft Word or other word-processing tools, allowing you to use underline or bold, to create tables or to insert symbols.

If you are taking a finance examination, the function to insert tables and symbols can be used to set out your answers.

You will be able to click a tab on the screen to show the pre-released case study for exams in Part Two of the Qualifying Programme in a separate window. However, you are also allowed to print the case study document for reference (see next section 'Examination rules').

Examination rules

This section outlines rules for the examination, which the invigilators are also aware of.

Maintaining exam security and integrity

These are the main rules for what you cannot do during the examination:

- You are not allowed to refer to books or other reference sources except permitted printed materials for particular exams (see below).
- You must not communicate by speaking or writing with anyone except the invigilator, either in person, through your computer or via any device.
- Although it is possible to minimise the browser window in which you access the Rogo platform, you are asked not to do this. For your own privacy considerations, you should note that anything you do on your computer between the point you share your screen and the point you finish the exam will be recorded.
- As it is difficult for invigilators to determine whether tech items are being used as a reference or a source of communication, we ask you not to wear a watch, head-phones or anything else on or inside your ears.
- We ask you to stay in the room and at your desk for the duration of the exam, and if necessary follow the procedure for taking a break as set out below.

If any of these rules, or any set out below, are breached during the examination you can expect to be contacted by the invigilator, who may ask you to stop or may ask you to do further checks.

We want to make it clear to you that we do not give the invigilator powers to end your examination. So if there is a breach, you may be interrupted and the invigilator may flag an incident for us to check on the recording at a later date. But you will be allowed to complete your exam (see also 'Dealing with problems', below).

We also want to assure you that we will use common sense and understanding in applying these rules. For example, if someone enters your room during the examination, you can of course explain what is happening and ask them to leave, and this would not be considered a breach of the rules.

Equipment

The main rules for equipment are set out in the 'Preparing for the examination' section above. They include that you are allowed an external keyboard connected to a laptop but not a second monitor.

You will be allowed to use your own calculator but will not be able to use another device, such as a smart-watch or mobile phone, as a calculator.

You will be asked to show that you are not wearing any ear-piece or headsets which can be connected to another device or used to communicate.

Reading time

If your examination has a 15 minute reading time, this will begin at the start time and you will be able to read through questions, make notes (on paper or on screen) and plan answers. We ask you to monitor your own reading time by noting down your start time and using a clock or the on-screen countdown timer. You should note the time you commenced reading time and when it will finish, as the invigilator will not announce when you can start writing. The reading time should not be used to write answers and should be observed fully even if you finish reading before the 15 minutes is up.

Taking notes

You will be allowed to use paper and make notes, for your own use, off screen. You will not be able to submit these notes to us, they will be for your own reference during the examination only. You must write your answers to the questions on-screen.

Please keep a maximum of six sheets of A4 paper on your desk at the start of the exam. You can have more paper accessible in the room, but do not keep it on the desk.

Your note-paper must be completely free of any writing, diagrams or other content before the exam starts. You could be asked to hold this up to the camera if the invigilator is in doubt.

Printed materials

If you are taking a Qualifying Programme Part Two examination (Development of Strategy, Risk Management or Boardroom Dynamics) you can print off the pre-released case study and keep it on your desk. It will need to be a copy without mark-up or notes, and the invigilator could ask you to hold these sheets up to the camera for the record.

At the first online session you were allowed a printed copy of the formulae and tables for the 'Interpreting Financial and Accounting Information' exam. These will now be included on-screen, as part of the question, when they are needed so you will not need printed copy.

Website links

Students taking Corporate Governance (Level 6) or Health Service Governance will have access to the FRC website (www.frc.org.uk) during their exams.

More details will be provided before the examination session.

Qualifying Programme: Part 1 Company Law:

Once again, those taking the Company Law module in June 2022 will have access during the exam to the following website: www.legislation.gov.uk.

Please note that the access to these links is for reference only, and it is recommended that you do not spend a lot of time during the exam on this site.

It will not disadvantage you if you do not use this or cannot access the site. We still recommend that you continue to study and learn the relevant legislation, as included in the module syllabus. Providing access to this site is to help as a reference during the exam. We recommend that you try accessing this link before the exam, using the same computer and browser which you will be working from.

Using spell-check function

You access the examination platform via an internet browser so spell check will not work in the browser in the same way as it does in a program like Microsoft Word. If you have spell-check turned on within the browser it may show you words which it has detected as mis-spelt, but it will not allow for auto-correction. We ask that you turn spell-check off within the browser while you sit the exam. To do this in advance of the exam:

- Open Google Chrome browser
- Go to the main menu (three dots in the top right corner)
- Choose 'Settings'
- Choose 'Advanced'
- Choose 'Spell check' and switch off the button at the top of that section. If you have switched to 'off' it should be white rather than blue.

Our markers know that you are completing the examination without spell-check and will focus on the content of your answer, rather than the accuracy of grammar or spelling.

Toilet breaks

If you need a break during the examination for any reason, you can let the invigilator know through the chat facility and should be aware of the following rules:

- You should use the messaging facility to let the invigilator know you would like to leave and wait for a response.
- If you do not hear back within a minute or so, just confirm that you are leaving in the chat function and you can go.
- Your examination time will not be paused while you take a break.
- You are expected to return as soon as you can, with the expectation that you will be no longer than a few minutes.
- Please try to limit this to one break.

If you know in advance that there is, for example, a medical reason for you to require a break during the examination, let us know as soon as possible before the exam date.

Food and drink

We advise you to limit the amount of food or drink on your work-space and think carefully about avoiding disruption due to spillage. Invigilators will allow you to eat snacks or drink, but may interrupt you if it is causing problems with their observation of the examination. We suggest that you limit food to snacks only and keep drink in a bottle or sealed cup to avoid accidents.

Special circumstances

The process by which you submit a request for adjustments on the basis of medical or long-term conditions will stay the same and you can contact the Examinations team at examinations@cgi.org.uk to start this.

We will be able to give invigilators instructions about individual candidates so they are aware of any adjustments being made.

Dealing with problems during the exam

Invigilator checks

A live invigilator will be present during your examination to check that the exam rules are maintained. The invigilator will be observing you together with a few other candidates.

It is important to note the extent and limit of the invigilator's powers:

- The invigilator does not have the power to end your exam or disqualify you.
- If the invigilator is concerned about any potential breach of rules, they will flag the matter for us to check and allow you to continue with the examination.
- If you are aware that a matter has been flagged, please do not be concerned. This just means that we will check the recording at a later date, and we would only contact you after the examination if we felt there was a serious concern.
- The invigilators have been asked not to interrupt your examination unless they feel it is absolutely necessary, and have been given detailed information about what is and is not allowed, as per the rules above.

Although we will work hard to limit the number of interruptions, it is a feature of invigilated online examinations that the invigilators may need to check things with you in order to carry out their role. You should expect and be prepared for the possibility that the invigilator will message you during the examination.

Lost connection

The examination portal saves your work throughout the exam and if you lose connection you will need to re-join using the same link you used to enter before. You will return to the same saved examination script.

If you have to re-join the session in this way, you will need to repeat the exam set-up process. You would

most likely re-join the session with the same invigilator you had previously. We are asking invigilators only to interrupt you under these circumstances if it is absolutely necessary and they should not ask you to do any further checks when you re-join.

If you experience persistent problems or longer time delays we are able to allow extra time at the end of the examination or re-book you at the next available starting time.

Lost time

It could happen that through losing connection, being asked to carry out checks or dealing with other problems you may lose writing time in the examination. If you think you need extra time to make up for this, and it has not been offered through the messaging function in Rogo, please ask the invigilator if they can request it. In these circumstances, please make a clear and direct request for extra time, briefly stating the reason and the time required e.g.

“I lost connection, please can you add 10 minutes to my exam time?”

Invigilators will have a supervisor who is in direct contact with the Institute. If they have evidence that you have lost time during your session, they can ask us to add time.

If significant time has been lost during the examination due to poor connection or other problems, it is also possible for us to re-book your session. As a general guideline, if 45 minutes or more have been lost, then it may be beneficial to re-book the examination to the next available slot. Try to keep examination days clear of other appointments in case re-booking is necessary.

Asking for help

An invigilator will be on the session with you when you start the exam. From the point you start set-up, you will see a chat box at the bottom of the screen. If you prefer, you can close that box and use the ‘message’ symbol in the bottom right when you want to chat.

If you have any problems, please use the messaging function to contact your invigilator and ask for help. The invigilator will be able to consult with a supervisor and, through them, get a direct response from the Institute if required.

Invigilators observe and manage up to six candidates at a time, and if you do not receive an immediate response it could be because your invigilator is communicating with someone else. We ask invigilators to let you know if they are occupied, but please be aware that short delays can occur.

While each examination session is underway, our support team at the Institute will need to focus on maintaining contact with invigilators and the Eintech team through online channels. As such, we ask you not to call the Institute unless it is absolutely necessary. We would consider it necessary for you to make a call directly to us if:

- you are experiencing problems on a current exam session; and
- you do not have contact with the invigilator.

If you do not have contact with an invigilator, please call our exam hotline on 020 7612 7090. Please use this number only for problems occurring while your exam is happening.

If you want to ask something about the session, when you are not in an exam, then your enquiry can probably wait for a response. Please email examenquiries@cgi.org.uk as we will be checking and responding to this inbox throughout the exam session.

Access problems

If you experienced problems with accessing the examination at the last session and took the decision to defer, please complete the system test ahead of the exam.

Announcements

It is unlikely that any major problems would occur during the session which affect large groups of candidates. However, if there is any event which might prevent all or a particular group of candidates from accessing Rogo, we would try to update this page with information as soon as we can:

https://www.cgi.org.uk/my_cg/iqp-exam-instructions/exam-announcements-content

You may want to keep this link book-marked or saved on your desktop for ease of access in case you need it.

Further information

Links to online guidance:

Online examination guidance

https://www.cgi.org.uk/my_cg/iqp-exam-instructions

Examination timetable and key dates

https://www.cgi.org.uk/my_cg/iqp-exam-timetable-and-key-dates

[Note: This links to the Qualifying Programme page. Use your MyCG login to see the timetable for other programmes.]

If you have any questions which are not covered here or online, please email examinations@cgi.org.uk using the subject 'Online examinations'.

Full technical specifications

These are the specifications required for your equipment to work with the examination platform. You will need to check that your computer meets the specifications – if you are using Windows, go to 'Settings' and 'About' to find this.

CPU:

- Intel Core 2 DUO and newer versions with SSE2 support
- AMD Athlon x2 and up
- 2 cores and up
- 1,8 GHz and up

Operating system:

- Windows 7(x64) and up
- OS X Yosemite 10.10 and later versions

RAM: 2 GB and up

Web-browser installed:

- Chrome (latest version)

Available space on HD 500 Mб

Stable internet connection

Internet connection speed from 6 Mbps and up

Standard webcam, either built into laptop or connected via USB

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