

# FAQ'S FOR APPROVED TRAINING PROVIDERS



## HOW DOES BOHS CHARGE FOR EXAMINATION FEES?

For Online Exams there is no minimum charge, you can have a sitting with just one Candidate if you so wish. BOHS will invoice you for each Candidate in a sitting.

For Specialist Exams (P401, P403, P408) and exceptional circumstances we will supply paper exams, there is a minimum charge of four Candidates per invigilated sitting, and we will invoice for the number of exam papers ordered. For CCHRC, P600, P900, P400 and the refresher courses, there is no minimum charge.

For further details on exam fees: <https://bohs.link/exam-fees>

## HOW WILL ONLINE EXAMS BE MARKED?

Open question online exams will be marked online, and borderline cases automatically flag for a second ratification.

Multiple-choice online exams will be marked automatically. Candidates will be able to see their result on the screen once they have submitted the exam. However, these results will still need to be ratified before result letters and certificates will be issued.

All exams are marked anonymously in line with data protection regulations.

## IF I WANT TO CANCEL THE EXAM, WHAT IS THE PROCESS AND IS THERE A FEE INVOLVED?

Sufficient notice is required to cancel an exam, this applies to both Paper and Online.

More than 5 days' notice – No charge

Less than 5 days' notice – Cancellation fee applies, contact [onlineorders@bohs.org](mailto:onlineorders@bohs.org)

## DOES BOHS PROVIDE ONLINE EXAMINATIONS?

Yes, all BOHS modules are available online except for Specialist Exams (P401 P403, P408) for which we provide paper copies.

Online exams are the preferred option but we will provide paper exams in exceptional circumstances.

Please contact [qualifications@bohs.org](mailto:qualifications@bohs.org) to discuss if required.

## HOW ARE ONLINE EXAMS BOOKED?

Online exams are booked in the same way as paper exams, but you will need to differentiate between Online and Paper Exams.

Please enter ONLINE in the Location field. If it is Face to Face course with an Online Exam, please enter FACE TO FACE/ ONLINE EXAM. This feeds into our BOHS search for a course page on our Website and an opportunity for Candidates to contact you for more details.

## DO ONLINE EXAMS HAVE TO BE SCHEDULED FOR A PARTICULAR TIME?

No, online exams can be held at any time, this is at the discretion of the Training Provider when they book online exams.

International training providers can book their exam time appropriate to their time zone.



## WHAT ARE THE SYSTEM REQUIREMENTS FOR AN ONLINE EXAM THAT A CANDIDATE SHOULD CHECK?

**Operating system** – Most operating systems are supported. However, if the Candidate is experiencing difficulties then please contact the Online Team for advice.

**Screen resolution** - To check and increased your screen resolution. To check <https://bestfirms.com/what-is-my-screen-resolution/>

**Supported Browsers** – All common browsers are supported. Exceptions are Internet Explorer 9 and Opera. The preferred choice is Google Chrome.

**Pop Ups** – some exams with Multiple Choice questions are automatically marked. For Candidates to view the result immediately pop ups must be enabled.

**Adobe Acrobat Reader** must be installed to open the exam sheet.

## HOW DO CANDIDATES RECEIVE THEIR ONLINE EXAM PAPER?

An email link is sent to Candidates for an online exam. It is imperative that training providers check and send to BOHS the correct email address that the Candidate will use to access the exam portal.

## HOW WILL CANDIDATE INFORMATION BE COLLECTED?

Once an exam has been booked the Online team will send a Candidate Information Form (CIF) for the Candidate to complete and sign and a Candidate Information Sitting (CISS) summary for the training provider to complete.

## FOR AN ONLINE EXAM IF ONE OF THE CANDIDATES HAS AN ALTERNATIVE EMAIL ADDRESS – CAN WE SEND THE LINK AND PASSWORD TO THAT EMAIL ADDRESS?

When completing the Candidate Information Sitting Summary it is imperative the correct email address is given which they will use to gain access to the exam portal. The Candidate can use a work or personal address. They may have a different address on the Candidate Information Form if they wish.

## WHAT IF THE CANDIDATE EMAIL ADDRESS BECOMES INACCESSIBLE WHEN ENTERED FOR AN ONLINE EXAM?

Training providers must contact the Online team immediately, an alternative address can be used, and a link can be sent out. At least 24hrs notice must be given, this must be within the working week Mon-Fri UK calendar.

## **CAN CANDIDATES TEST THEIR EMAIL AND LAPTOPS PRIOR TO AN ONLINE EXAM?**

Yes. Once the exam has been set up Candidates will receive an email, Candidates should test the link at this stage. It is responsibility of the Training Provider and Candidate to test this link to ensure it is working prior to the exam.

**BOHS DOES NOT PROVIDE ANY EQUIPMENT FOR TRAINING PROVIDERS OR THEIR CANDIDATES.**



## **WHEN CANDIDATES RECEIVE THE ONLINE EXAM PAPER WILL THE NAME FIELDS AND EXAM INFORMATION BE PRE-POPULATED?**

Yes, the Candidates receive a unique link which pre-populates the exam paper with their information. The Invigilator is required to carry out ID checks to ensure the correct Candidate is sitting the paper. If any problems please contact the online orders team at [onlineorders@bohs.org](mailto:onlineorders@bohs.org)

## **CAN CANDIDATES USE THEIR OWN COMPUTERS?**

BOHS do not provide any equipment for Training Providers or Candidates. Candidates can use their own laptops/computers, but it is the Training Providers responsibility to check this is suitable for the exam.

## **WILL WE NEED TO RUN AN ID CHECK FOR THE CANDIDATES?**

Each Candidate is required to provide proof of ID on the examination day. As a training provider, you are responsible for ensuring Candidates have been vetted correctly prior to the examination day. The invigilator will need to ask the Candidate to show their photo ID to verify their details as per the CISS. The name on the ID must be the registered name of the person taking the exam.

## **HOW DO CANDIDATES ENTER THEIR ANSWERS FOR AN ONLINE MULTIPLE-CHOICE EXAM?**

For multiple choice questions, Candidates will be given options for each question and they will be able to tick the box for the correct answer.

## **WILL TRAINING PROVIDERS/INVIGILATORS BE GIVEN THE CANDIDATES PASSWORDS AND LOGIN DETAILS FOR AN ONLINE EXAM?**

Yes, a document with each Candidate's login details will be sent to the Training Provider. The invigilator can give this to the Candidate to logon manually if they have problems finding the link in their email.

## **WILL TRAINING PROVIDERS GET DEMO ACCESS OF AN ONLINE EXAM BEFORE THE SCHEDULED EXAM?**

Yes, see

<https://bohs.link/test-examination>

Candidates will not be able to gain entry before the pre- set date and time. In the event of any difficulties email [onlineorders@bohs.org](mailto:onlineorders@bohs.org)

## **ARE CANDIDATES ALLOWED TO OPEN 'STUDENT MANUALS' ALONG WITH THE EXAM ON THE SAME LAPTOP?**

No, for open book exams a hard copy of the Student Manual is allowed for reference. You should provide this before eLearning commences. The Candidate is not permitted to access documents online during the exam.



## **CAN A CANDIDATE RE-SIT AN ONLINE EXAM IF THEY FAIL?**

Yes, irrespective of whether they have taken a paper exam or online exam in the first instance. Once a Candidate receives their result they can be entered for a re-sit if they have failed. A re-sit entry must be made by the training provider through Calibrand as a separate sitting, entering ONLINE exam in the location field.

## **HOW DO CANDIDATES ENTER THEIR ANSWER FOR AN ONLINE EXAM?**

For each open question there will be an answer box where the Candidates can type their answers. There is no limit to space.

## **CAN WE TAKE ON RE-SIT CANDIDATES ALONGSIDE FIRST-TIME CANDIDATES SITTING THE EXAM?**

Re-sit Candidates can re-take any exam you are approved to teach alongside other Candidates. If you are not approved to teach the exam requested, please contact [qualifications@bohs.org](mailto:qualifications@bohs.org).

## **WHO WILL INVIGILATE THE ONLINE EXAMS?**

The Invigilator should be independent to the training provider with experience of invigilating online exams. Please send a CV of the proposed invigilator to Qualifications Team who will confirm their suitability.

## **WHAT IF THE RE-SIT CANDIDATE IS SITTING A DIFFERENT EXAM TO OTHER STUDENTS?**

If the delegate is re-sitting a different exam, please contact [onlineorders@bohs.org](mailto:onlineorders@bohs.org) for online exams, each sitting is specific to a module. A new sitting would need to be created for a re-sit.

## **IF CANDIDATES HAVE FINISHED THEIR ONLINE EXAM- DO THEY KEEP THE SCREEN OPEN OR CLOSE IT?**

Candidates must press the Submit button before closing their screen otherwise their responses will not be saved. Once the exam has been submitted, the invigilator will instruct them to close their screens.

## **HOW CAN A CANDIDATE USE SPECIAL SYMBOLS OR CHARACTERS IN THEIR ANSWERS?**

A standard keyboard will be sufficient.

## **CAN CANDIDATES RETURN TO AN ONLINE EXAM ONCE SUBMITTED?**

NO. Candidates will need to check and edit the exam before submitting. Once submitted the exam cannot be changed.

## HOW ARE ONLINE EXAMS INVIGILATED?

Online exams need to be invigilated with the same integrity as paper exams. This can be with an invigilator present in the room with the Candidate or with a remote invigilator online.



## WILL THE LAYOUT OF THE ONLINE EXAM BE THE SAME AS A PAPER EXAM?

Yes, the exam is the same as paper in format and length. Although in an online exam you will not need to fill out your personal details such as your name, each Candidate is sent a unique link with their personal details pre-populated.

## WHAT TO DO IF THE INVIGILATOR IS SICK OR HAS AN ACCIDENT ON THE DAY OF THE EXAM?

If we have been notified, we will call the training provider immediately.

If alternate arrangements cannot be made, another examination date must be agreed by all parties.

The charge for this exam will be carried over to the new date. BOHS are not liable for any costs incurred

## ARE CAMERAS REQUIRED TO INVIGILATE AN ONLINE EXAM?

Candidates do have to be invigilated throughout the exam; this can be done remotely by using cameras. Webcams need to be on continuously for the invigilator to view the Candidate behaviour, if the webcam fails, they will have to re-sit the exam.

## WHAT IF THE RE-SIT CANDIDATE IS SITTING A DIFFERENT EXAM TO OTHER STUDENTS?

If the delegate is re-sitting a different exam, please contact [onlineorders@bohs.org](mailto:onlineorders@bohs.org) for online exams, each sitting is specific to a module. A new sitting would need to be created for a re-sit.

## WHAT DO WE DO IF AN INVIGILATOR IS LATE FOR AN EXAM?

The invigilator should be ready at least 30 minutes before the start time. If the invigilator is not present, please contact [onlineorders@bohs.org](mailto:onlineorders@bohs.org) the online exam may be kept open later to allow for the delay.

## WHAT RECORDS ARE REQUIRED BY THE TRAINING PROVIDER FOR PROOF OF DELIVERY AND QUALITY?

Please retain copies of video evidence of training and quiz's etc for Quality Assurance purposes. Where formatives are applicable please email prior to the end of the course.

Please email the eLearning Check List within 3 days of the examination.

## **WILL THERE BE TECHNICAL SUPPORT DURING AN ONLINE EXAM IF NEEDED?**

The online examination system is proven to be extremely robust. The Online team will strive to ensure that all goes smoothly on the day. They can be contacted through [onlineorders@bohs.org](mailto:onlineorders@bohs.org) if guidance is required.

In the unlikely event of the Online system's failure, the exam can be rescheduled at a mutually agreed time at no cost to the Candidate.



## **WHAT DOES THE INVIGILATOR DO IF A PROBLEM IS EXPERIENCED AT CANDIDATE LOG ON TO AN ONLINE EXAM?**

1. Check Candidates have input the correct email address that they supplied
2. Check Candidates have input the Password key correctly e.g. upper lower case
3. Check they have access to local Wi-Fi, router etc.,
4. Email [onlineorders@bohs.org](mailto:onlineorders@bohs.org) who will attempt to resolve the problem.
5. For International exams taking place out of hours every step will have been taken to ensure it runs smoothly. If technical issues cannot be resolved the exam can be rescheduled at another time.

## **WHAT WILL HAPPEN IF A CANDIDATE LOSES INTERNET CONNECTION DURING AN ONLINE EXAM? CAN THEY LOG BACK IN?**

The online system is continually backed up. They will be able to enter the exam where they left it and their answers will have been saved. If they lose connection through a loss of their Wi-Fi for any continued length of time, the exam may be invalidated, and the Candidate may have to re-sit the examination at their cost.

## **CAN CANDIDATES RETURN TO A QUESTION ONCE IN THE EXAM?**

Yes. Candidates can save a question they are unsure about and go back to it at the end of the exam. They will see a notice of any question not answered.

Once an exam has been submitted, they are unable to return to the questions.

## **IS THERE ANY ADDITIONAL SUPPORT FOR CANDIDATES IF THEY DO NOT HAVE THEIR OWN IT EQUIPMENT?**

This is a discussion for the Candidate and training provider.

BOHS does not have any equipment to provide.

## **CAN CANDIDATES SIT ONLINE EXAMS IN THEIR OWN HOMES?**

Yes. They can sit the exam in any suitable venue, without interruption, providing they have Wi-Fi access and can be invigilated through their device camera and answers submitted.