

FAQ'S FOR ONLINE EXAMS



WHAT ARE THE SYSTEM REQUIREMENTS FOR AN ONLINE EXAM?

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 increase your screen resolution:
<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.

WILL THERE BE TECHNICAL SUPPORT DURING THE 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 and you will receive an email with instructions and tips well beforehand to ensure you can conduct systems access.

The Online team can be contacted through 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.

WILL I NEED A WEBCAM FOR AN ONLINE EXAM?

If the exam is being invigilated remotely webcams need to be on continuously for the invigilator to view your behavior.

If the webcam fails, you may have to re-sit the exam at your cost.

The exam may be recorded for integrity of purposes.

WHAT WILL HAPPEN IF I LOSE INTERNET CONNECTION DURING AN EXAM?

The online system is continually backed up. You will be able to enter the exam where you left it and your answers will have been saved.

If you lose connection through a loss of your Wi-Fi for any continued length of time, the exam may be invalidated, and you may have to resit the examination at your cost.

WILL I BE ABLE TO USE MY OWN COMPUTER OR DO THE TRAINING PROVIDERS HAVE TO PROVIDE THEM?

Yes, you can use your computer unless specified otherwise by your training provider. Please ensure your computer is set up correctly, see above question covering system requirements.



HOW WILL I RECEIVE THE ONLINE EXAM PAPER?

Once an exam has been booked the Online team will send the training provider a Candidate Information Form (CIF) for you to complete and sign. You may have two different email addresses, one work, one personal for example.

However, you must make it clear which address you will be using to access the exam portal so that the training provider returns the correct information on the Candidate Information Sitting (CISS) summary used to set the exam sitting up. You can only gain entry onto the exam using the email address you supplied.

CAN I SIT THE EXAM IN MY OWN HOME?

Yes. You can sit the exam in any suitable venue if there are no external interruptions. You must have Wi-Fi access and can be invigilated through your device camera.

WILL I BE ABLE TO GET A DEMONSTRATION BEFORE THE EXAM?

Yes, copy and paste the following into your browser:

<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

CAN EXAMS BE SAT ONLINE EVEN IF THE COURSE HAS BEEN DELIVERED FACE TO FACE?

Yes, Candidates can sit the exam online even if the course has been delivered face to face. Ask your training provider for details.

WHAT IF MY EMAIL ADDRESS BECOMES INACCESSIBLE BEFORE AN ONLINE EXAM?

You must contact your training provider and Onlineorders@bohs.org immediately and give an alternative email address.

The Online Team will resend you a new link to test. At least 24hrs notice must be given.

DO I HAVE TO GIVE A WORK EMAIL ADDRESS FOR AN ONLINE EXAM?

It is imperative that a correct email address is given, this can be a work or personal address.

WILL I BE ABLE TO TEST THE LINK BEFORE AN EXAM?

Yes. Candidates are advised to test the link as soon as they receive the email.

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 for an online exam you will not need to fill out your personal details such as name, each Candidate is sent a unique link with their personal details pre-populated.



HOW WILL ONLINE EXAMS BE MARKED?

Open question online exams will be marked online, and borderline cases automatically flag for the 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.

HOW WILL I ENTER ANSWERS FOR AN ONLINE 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.

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

CAN I RETURN TO A QUESTION IN AN ONLINE EXAM?

Yes. Candidates can save a question they are unsure about and go back to it at the end of the exam. You will see a notice of any question not answered. Once an exam has been submitted you are unable to return to the questions.

WILL I BE ABLE TO RE-SIT THE EXAM IF I FAIL?

Yes, irrespective of whether you have taken a paper exam or online exam in the first instance.

Once you receive your result you can be entered for a re-sit if you have failed. A re-sit entry must be made by the training provider.

WILL I BE ALLOWED TO OPEN THE STUDENT MANUAL ALONG WITH THE EXAM ON THE SAME LAPTOP?

No, for open book exams a hard copy of the Student Manual should be provided by your training provider. You cannot access documents online during the exam.

WILL I BE ABLE TO USE SPECIAL SYMBOLS OR CHARACTERS IN MY ANSWERS?

A standard keyboard will be sufficient.

WHAT HAPPENS WHEN I HAVE FINISHED THE EXAM?

At the end of the exam, you will be prompted to Submit. You must submit the exam before closing the window or your answers may not be saved. Once the exam has been submitted the invigilator will instruct you to close your screen.



CAN I RETURN TO THE EXAM ONCE SUBMITTED?

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