The Insurance Institute

ONLINE EXAMS

ARE YOU EXAM DAY READY?
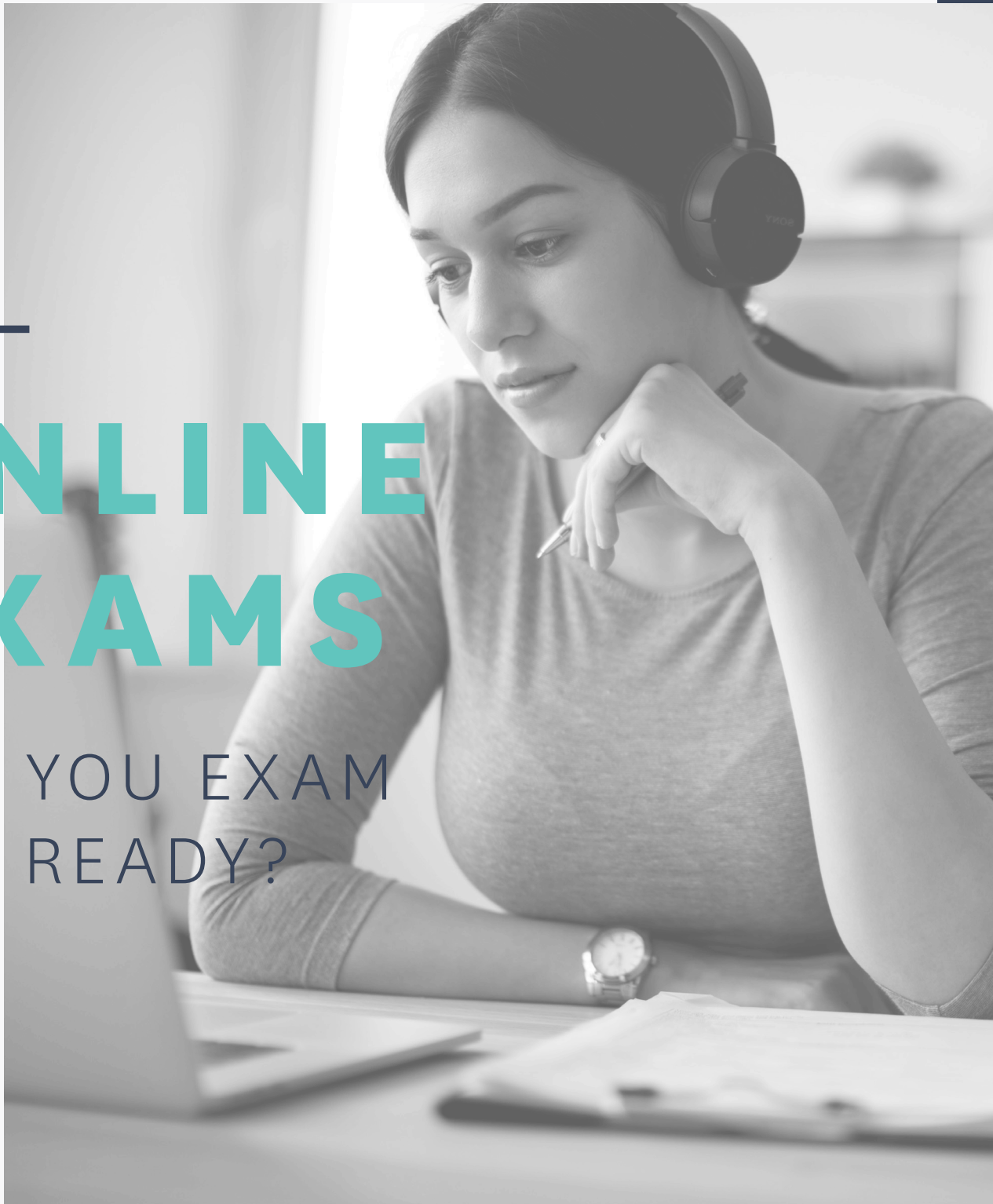
Your Future, Insured.

Contents

The Insurance Institute has created this guide to assist students sitting online exams.

Please read this document thoroughly. All students must ensure that they understand, and are familiar with, the details and instructions it contains.

If you are unsure about any of the information in this document please contact us at memberservices@iii.ie or on 01 645 6670
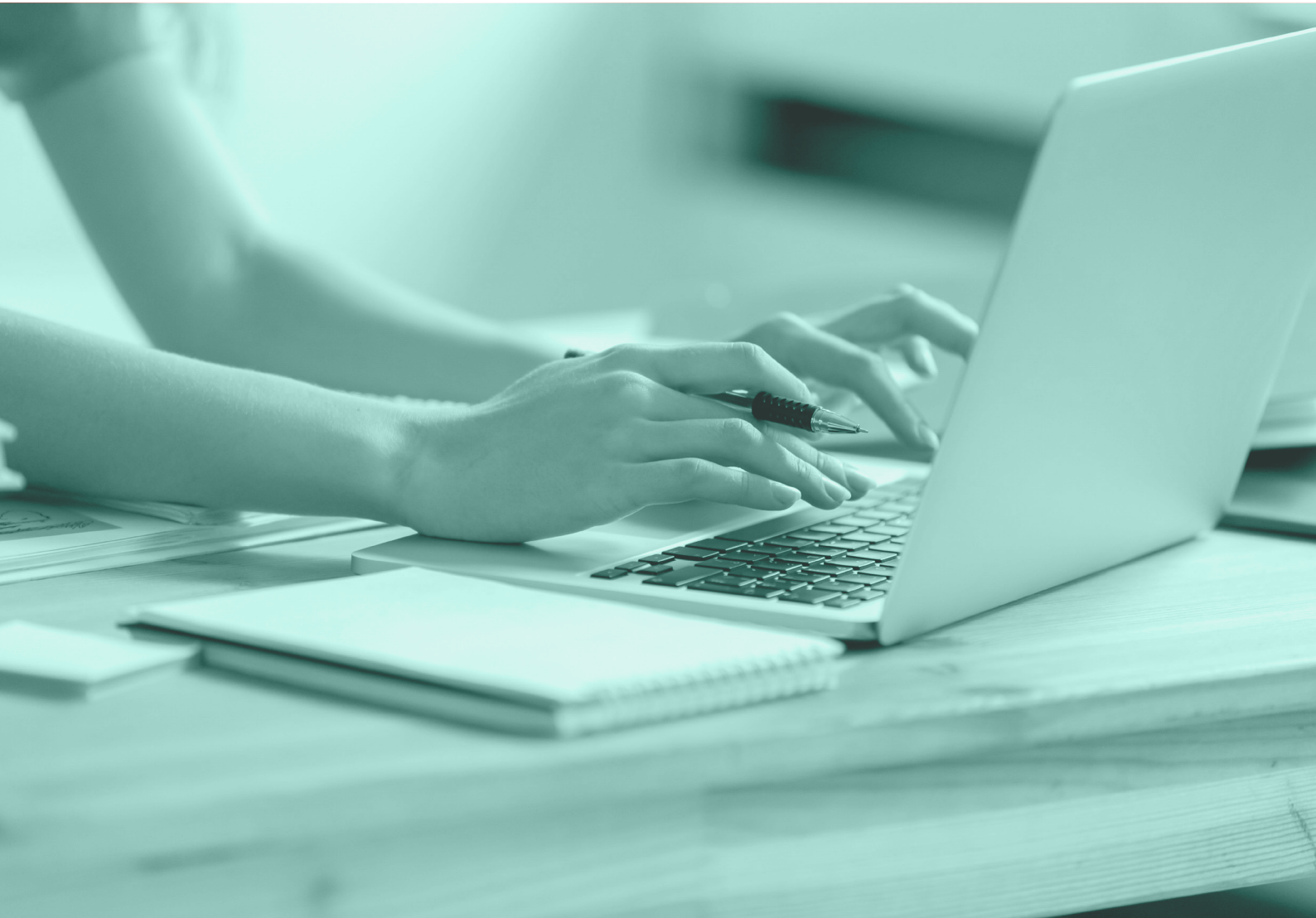
At this stage you have

- ☑ Downloaded the TestReach Application onto the computer/laptop you are using on the day

- ☑ Logged in to the App and set up your user account

- ☑ Selected and confirmed your exam time via your TestReach user account

- ☑ Completed a technical system check and are happy your device meets the relevant technical specification

- ☑ Familiarised yourself with the online exam environment by completing the Test Tutorial in the App

- ☑ Read and understood the exam regulations document relevant for your exam

Are you exam day ready?

- ☑ Have you located a private, well lit, quiet space at home or in the office to use on exam day where you won't be interrupted. Candidates must take their examination on a flat surface, i.e. such as a desk or table with appropriate seating. A candidate cannot take their exam while sitting on a couch or a bed with a device on their lap.

- ☑ Did you successfully test your device from your selected location - Wi-Fi strength can vary from room to room so we advise that you don't change location on the day as this can lead to problems. Please note 'hot spot' tethering is not a reliable source of internet for online exams.

- ☑ Have you decided what signed Photo ID you are going to use on exam day (passport, driving license, EU ID card or Public Service card).

- ☑ Did you double check that the name on your ID is identical to the name on your Member record if it is not please contact memberservices@iii.ie urgently.

- ☑ Have you sourced a non-programmable calculator to use on the day if necessary (you can also use the TestReach App in-built calculator). A mobile phone or any other such smart device is not permitted to be used as a calculator under any circumstance.

? **Do you know and understand the exam regulations - the do's and don'ts and the relevant penalties i.e. not being able to have your mobile/ smart phone and/or wearables, such as a smart watch in the room while doing your exam?**

- ☑ If applicable did you submit your additional support request to Member Services and get pre-authorisation i.e. use of a foreign language dictionary, a reader or other support requests all need to be pre-authorised well in advance with the Member Services team.

- ☑ Is the TestReach Technical Support number +353 (1) 699 1385 saved to your mobile phone?. This is the number used if you have any issues on exam day logging into your exam.

Exam Day

— Ensure you have your TestReach username and updated password to hand before you login to start your exam.

— Have your signed Photo ID ready to show to the invigilator – passport, driving license, EU ID card or Public Service card.

— Ensure that your computer area is free of all clutter and un-authorised materials (un-authorised materials would be another computer, a mobile phone, a smart watch, books/notebooks, any smart device).

— If you have a second monitor, please move this out of reach and turn it off prior to logging in for your exam.

— The only authorised items allowed are water/drinks, a single piece of paper, a pen/pencil and non-programmable calculator – all items will be shown to the invigilator when you login.

— You are not allowed to use any resources or reference materials during the exam. The only exception is the pre-authorised use of a foreign language dictionary.

— No wearables such as smart watches are allowed in the room during your exam. You will be asked to show your wrists to the invigilator when you login.

— Please ensure that you have taken a comfort break before starting your exam.

— Have the TestReach support number saved and your mobile phone fully charged on silent but must not be in the room where you are taking your exam – You are not allowed to have your mobile phone in the room and you should only need to use your phone during your exam if you run into technical issues.

— If you are in the office with other students sitting an exam please ensure that you use headphones/earphones connected to your computer in order to hear and speak to the invigilator when they speak to you, and not to disturb/be disturbed by others interacting with their invigilator.

— Plug in your laptop power cable.

— Turn on your computer/laptop, open your webcam shutter (if necessary) and check your speakers/headphones/earphones are working before you login to your exam.

Exam Login

— Please ensure you login to your TestReach account in plenty of time before your exam is due to start – up to 15 minutes before. As soon as the onboarding process has been completed, your invigilator will commence your exam. This may be slightly earlier or later than your scheduled start time but the duration of your exam will remain the same.

— You are permitted to commence your exam up to 15 minutes after the scheduled start time. Again the duration of your exam remains the same.

— If you have not logged in to the TestReach App and connected with your invigilator within 15 minutes of your confirmed exam time, your exam will expire and you will not be able to do the exam.

— If you have any issue connecting on the day please call the TestReach Support number saved on your mobile immediately.

— Once you login your invigilator will acknowledge you, then once they are free they will speak to you to welcome you to your exam (the invigilator does not have their camera turned on so you won't be able to see them).

— The invigilator will ask

  — *to see your signed photo ID - hold it up to the webcam*

  — *to see your wrists and ears to check you are not wearing any non-permitted devices – smart watches or wireless ear buds etc*

  — *to see your exam area - move your laptop/webcam around the room*

  — *to scan the room for a 360° view to ensure there are no distractions near you - move your laptop/webcam around the room*

— When the invigilator has completed their checks they will confirm you can start your exam.

Note: Please be careful when scanning the room as devices can become unplugged – if this happens and your exam ends we advise you to immediately log back in to your TestReach App and start the exam login process again.

During Your Exam

— Please behave in a suitable manner towards your invigilator, comply with any procedural requests, and respond to all validation questions that you are being asked.

— Your invigilator will be muted so as not to disturb you - but should you wish to communicate with your invigilator - either talk to him/her or use the 'Chat / Instant Messaging' functionality, your invigilator may take a few minutes to respond so please be patient – they may be assisting another student.

— Ensure that you do not block the webcam for any reason during your exam.

— You may not move around during the exam – i.e. no moving around the room. You must remain in the webcam viewing area at all times.

— Don't forget to use the TestReach App Zoom function if you need to enlarge/decrease the question font size.

— While going through your exam you can use the Flag function to highlight any questions you want to come back to at a later stage.

— Your invigilator will give you 2 time warnings – when there is 30 minutes left and when there is 5 minutes left.

— You are not allowed to leave your computer until you have submitted your exam.

— If absolutely necessary you will be permitted to take a comfort break and briefly exit the room to use the toilet, but you will have to seek approval from your invigilator first. If you speak your invigilator will be able to hear you and confirm you have permission to leave the room.

— In the event someone enters your exam space during your exam you are not permitted to chat to them – simply ask them to leave the room.

— Full exam regulations including infringements and penalties have been included and updated on the Institute website, we advise all students to read these in advance of their exam - **iii.ie/exams/exam-regulations**

Technical Issues

If you experience localised technical issues during your exam and/or lose your internet connection, you need to contact the TestReach Support number immediately.

— You may have up to 3 technical instances during your exam, if the issue persists you will be advised to contact The Insurance Institute Member Services team memberservices@iii.ie

— Once called, the TestReach technical team will endeavor to assist you and get you logged back in to complete your exam within the permitted 10-minute window

— If your exam ends due to a technical issue the TestReach App will stop the clock on your exam session

— TestReach auto saves during your exam every 2 minutes so if you experience issues and log back in you do not have to start your exam from the beginning your answers should have been saved (up to the last autosave)

— Once you login your exam session commences, and the clock starts again
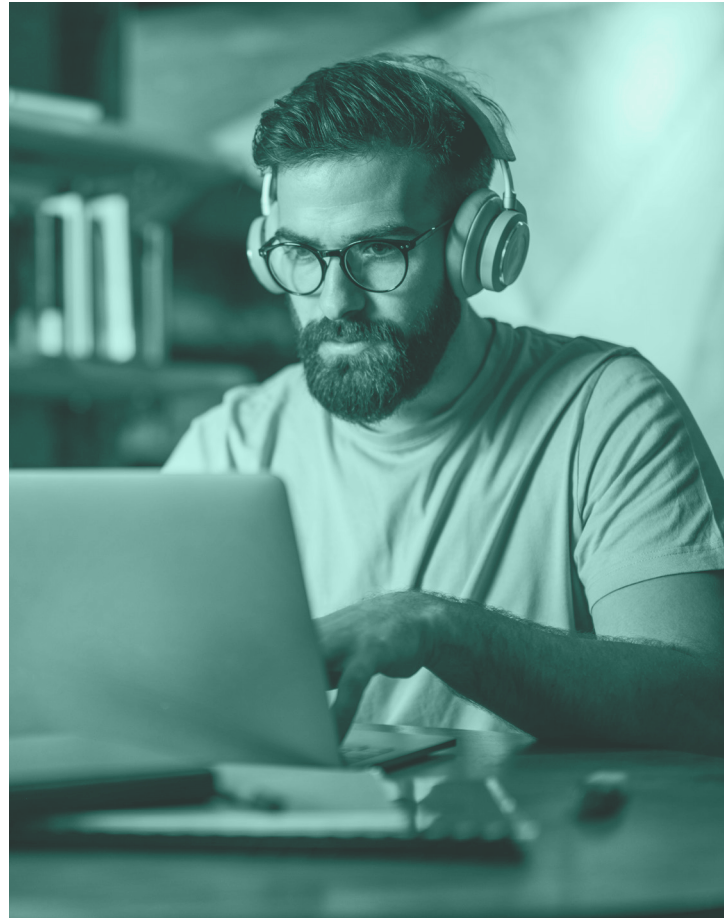
If you have any technical difficulties

please contact the **TestReach Support team**

at: **+353 (1) 699 1385** or email **support@testreach.com**

Additional Assistance

If you have been approved for additional assistance, the the following will apply:

Foreign Language Dictionary

If The Insurance Institute have pre-approved for you to use a foreign language dictionary during your exam, then you are permitted to use your own dictionary. Unfortunately, in the current situation, we cannot provide foreign language dictionaries to students. Online dictionaries are not permitted.

You are permitted to have your foreign language dictionary at your desk during your exam. Your invigilator will ask to see your dictionary, to hold it up to the webcam so they can verify the language of the dictionary and the manufacturer. Your invigilator may ask you to briefly show them the inside of the dictionary into the webcam so they can see that there are no notes written in/on the dictionary. English language dictionaries are strictly not permitted.

Reader

If a student has been pre-approved to have a reader in the room with them (family member/acquaintance) they must not interact except for the reading of the exam questions.

Extra Time

If you have been pre-approved to have extra time for your exam by The Insurance Institute, then this will be accommodated.

Students sitting written papers who have a concern regarding the time required to type an answer versus the time to write one should contact memberservices@iii.ie.