CILT(UK)
Awarding Organisation

Transport Managers CPC
Examination FAQs

Contents

Familiarisation

Below are links to help you familiarise yourself with some test example papers – this will help you as a Learner feel more comfortable with the platform.

CILT Online Assessment Top Tips
By clicking on this link and watching this video will give some top tips on how Learners can use the Online examination system, which will enhance your user experience. This is to help Learners familiarise themselves on how to navigate around the pages for when you sit your exam on examination day.

Paper 1 Practice Test
This link is a practise test paper (paper 1) for you to sit which also ensures you as a Learner to feel more comfortable and familiarise yourself on how test papers can look when sitting your examination online.

Paper 2 Practice Test
This link is a practise test paper (paper 2) for you to sit which also ensures you as a Learner to feel more comfortable and familiarise yourself on how test papers can look when sitting your examination online.

Online Assessment Learner Journey
This guide will help familiarise yourself with the assessment platform where you will be taking your assessment.

The rest of this guide gives examples of what you will see and need to do to access your CILT assessment on the day.

Online Exams: Setting up the system

System Check – Part 1
You will need to do this step as soon as you receive your email confirmation for the examination you are due to sit. This will ensure that your device is compatible and meets the minimum requirements, you must run a system check. Please run this system check now by clicking on the following link - **https://systemcheck.rpexams.com/**

If your system check fails, please contact CILT directly by calling **01536 740 170** or email ao@ciltuk.org.uk. If you send an email, please include a screenshot.

System Check – Part 2
After completing the system check please go back to your confirmation email, that was sent by CILT(UK) and **click here to watch our CILT candidate journey video**. The video will show you how to download the software, how to login and what to expect on the day of the assessment. Please note that this video is generic and on your exam, areas may look different but the functionality, and how it works, is the same. You can also download our CILT candidate journey document that will help you follow the steps. You can save and print this document to refer back to. **Click here to download the CILT candidate journey document.**

System Check – Part 3
Once you have completed the above 2 steps for the system check, you are now ready to download the software to your device.

Click the link or copy and paste the link below into your internet browser (example google) to access the assessment system. From here you will be able to download the secure browser to access your exam.

Click the following download link into your internet browser >>

https://cilt.remoteproctor.com/RPInstallCEF/latestinstall/InstallV2.html?orgName=CILT

Then, following the steps as detailed in the CILT candidate journey video and CILT candidate journey document, install the software.

Guidance For Exam Day: All Exam Types

When and Where is my exam?
Prior to the exam, you will be issued with confirmation details confirming the time and date of the exam. Should you be sitting the online assessment, then you should make arrangements to complete this in a quiet area with no disruptions, your PC will also need to meet the system check requirements as noted in the 'Familiarisation' section. Please ensure you communicate with the IT providers if you are planning to sit at an external venue (ie. workplace) to ensure you are able to access the examination platform. For paper exams, your Learning Partner will have made the arrangements for where you will be sitting the exam and will confirm the venue, date and time with you.

What items am I allowed to take into the exam?
Paper 1 is a closed book assessment, therefore Learners are **not** permitted to take in any additional aids to the exam.

Paper 2 is an open book assessment, which means Learners **can** take Learning Materials supplied by their accredited CILT(UK) Learning Partner in during the examination, however you are not permitted to take in any other documents.

Permitted items for both examinations are plain paper, pen, pencil and calculator – within online examinations these items must be clearly shown during the room scan. A physical calculator is permitted; please ensure you supply your own as access to your computer calculator is not permitted. Mobile phones or other electronic communication equipment such as smart watches that have access to the internet are not permitted. Headphones or earbuds are not permitted.

Room Scan and Identification
When sitting the online examination, you will be asked to complete a room scan before starting the assessment. You will need to follow a clear desk policy with Learning Materials only being permissible in the open book assessment (which is Paper 2 only). You will need to clearly show your exam environment, including your desk and the permitted items as stated above, underneath your desk and around the entire room using your computers camera – for Learners unable to move their computer or camera, please contact CILT(UK) directly.

If Learners decide to take plain paper into the examination, this will need to be shown during your room scan, where you clearly show picking up each individual blank piece(s) of paper. This allows the online proctoring to make sure there is nothing written on any sheet(s) or anything hidden underneath the paper(s).

Reasonable Adjustments
If a reasonable adjustment is required for your assessment, arrangements will need to have been made following the correct procedures, you will need to contact your Learning Partner to organise this.

Guidance For Exam Day: Online Exams

Exam conditions
When completing the online exam, you must ensure you follow full exam conditions despite the fact you may be at home. The microphone is used for monitoring purposes to ensure that there are no outside influences affecting answers to questions. The microphone is not to be used for communication purposes such as 'leaving to get a drink'. This would not follow exam conditions and is not allowed in the examination. However, we do advise all Learners to bring a drink if needed before you start the exam, this ensures you do not go out of the room during your examination.

Can I leave the room during my examination?
Learners who require a bathroom break during the Assessment should state to the camera the reason why they are leaving the room. Learners are not allowed to take any papers or notes out of the room during the examination. We strongly advise that you should limit the time away from the assessment.
Please note: Any questions answered prior to you leaving the room will be subject to additional scrutiny and the time away from the computer will be flagged for review by the invigilators once the exam is completed to maintain the integrity of the assessment.

Can I have someone else in the room whilst taking my exam?
Only the Learner is permitted in the room where the remote online proctored assessment is taking place, unless a reasonable adjustment has been confirmed with the CILT(UK) AO prior to the Assessment.

The End of the Assessment
Learners must ensure they finish the assessment on the screen by clicking **'END TEST'** and exit the browser to stop the recording. This should be done after every assessment even if you have another assessment on the same day.

Editing Answers
Should you wish to edit any answers to the questions on review, you will need to ensure you select the 'edit' button to amend your answer selection.

Pausing the exam
 If you see a 'pause' button on the online examination (PSI) platform, please do not use this as this will end your test and you will not be able to log back in.

Logging in issues
On examination day, should you experience any issues with logging in, you will need to contact CILT(UK) Awarding Organisation in the first instance. Please see the contact information section.

The platform is only accessible 30 minutes before the exam start time, so any attempts to access the platform before this will be unsuccessful. Should you attempt to log in sooner you will need to refresh (the site will not do this automatically), you will need to exit the browser and re-launch it.

General Guidance

When do I get my results?
Please contact your Learning Partner to confirm when your results will be issued.

I'm going to be late for my exam, what should I do?
If you believe you are going to be late for your assessment you will need to contact your Learning Partner who will advise you of the next steps.

If you are sitting an online exam but experiencing issues logging in and believe you will be late starting, please do not panic and contact CILT(UK) AO as soon as possible.

I missed my exam, what should I do?
Please contact your Learning Partner who will be able to advise you regarding the next steps.

Where is my Learner ID?
Your learner ID will be issued to you in your confirmation letter/email. Please refer to this to locate the Learner ID, alternatively you can contact your Learning Partner to obtain this information.

Troubleshooting/Technical Issues

System checks and Bandwidth
The Learner confirmation email will include the link to a systems check used to ensure the PC meets the minimum requirements to use the remote proctoring platform. Should the test show that minimum bandwidth requirements have not been met, you will be unable to sit the online assessment and will need to discuss with your Learning Partner whether alternative arrangements can be made.

Incorrect test papers
When logging into the online platform, if you notice that you have access to the incorrect paper, you must contact CILT(UK) immediately.

Microphone and/or Camera not working?
In the first instance, please contact CILT(UK) who will talk you through some options, or refer you to an online proctoring system (PSI) technical team member.

WIFI Connection Issues
Should you experience internet connection issues during the exam, this is an issue that CILT(UK) or PSI are unable to resolve. In these cases the Learner will need to contact their Learning Partner to discuss the next steps.

Captcha Window
In the first instance, please contact CILT(UK) who will talk you through some options, or refer you to an online proctoring system (PSI) technical team member.

Buffering
In the first instance, please contact CILT(UK) who will talk you through some options, or refer you to an online proctoring system (PSI) technical team member.

Online Assessment Learner Journey
Please click the above link to view the Online Assessment Learner Journey

Emergency Guidance

Emergencies – Online Examination Guidance:

In the event of an emergency, such as a fire alarm, Learners are advised to:

➢ Evacuate the Assessment room/building as appropriate.

➢ Contact the appropriate Learning Partner to let them know what happened.

➢ Your Learning Partner will contact CILT(UK) AO to discuss options.

Emergencies – Paper-based Examination Guidance:

In the event of an emergency, such as a fire alarm, the Invigilator must:

➢ Evacuate the Assessment room/building as appropriate, leaving all scripts in-situ.

➢ Continue to supervise the Learners and remind them that they are still under Assessment conditions, and should not discuss any content relating to the Assessment at any point.

➢ Note the time and length of the disturbance on the Invigilator Report.

➢ If possible, allow the Learners the allotted time for the Assessment in full, upon re-admittance to the Assessment room.

➢ If possible, and where appropriate, the Invigilator can relocate Learners to an alternative room or place to complete the examination.

Contact Information

- On examination day, should you have any issues with the online platform, you will need to contact CILT(UK) AO in the first instance using the following details:

  > Contact number – 01536 740170
  > Email address – AO@ciltuk.org.uk

The Team will then advise you accordingly, should you need to contact PSI, CILT(UK) will provide you with their contact number.