

The e-Assessment Guide

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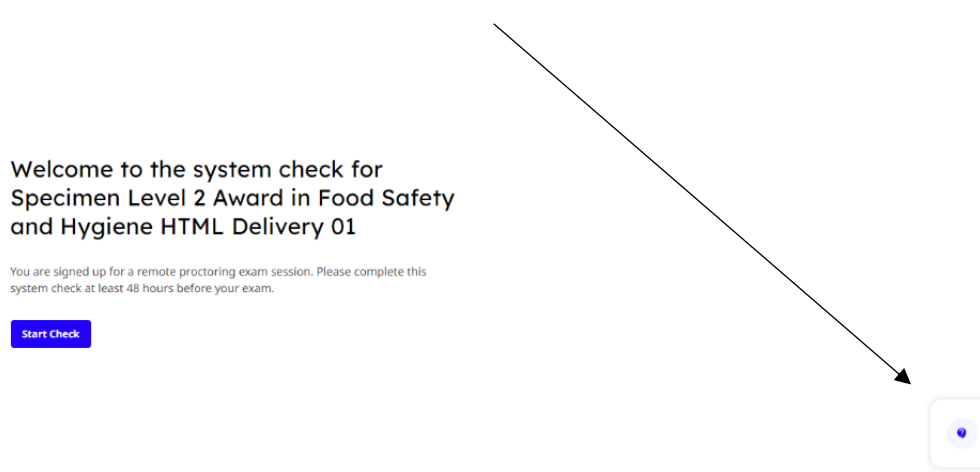
1. An Overview

Once you are registered for an e-Assessment, you will need to complete a few checks to ensure your exam runs smoothly.

- Your centre will send you a confirmation email stating your chosen date and exam qualification. The email will contain the e-Assessment guide (this document), instructional video, our online examination violation checklist, and a link to further help documents.
- noreply@onlinesupport.rsph.org.uk will send you an email 5 days before your exam instructing you to complete your system checks. Please complete these as soon as possible,
- noreply@onlinesupport.rsph.org.uk will send you your exam link 2-3 days before the exam date.

These 3 forms of communication are essential for you to be able to complete your exam. Please check your junk/spam folders. If you do not receive any of the above, please email your centre.

You will take your e-Assessment on a platform called Surpass. When completing your system checks and e-Assessment, you will have access to a live chat box located on the bottom right-hand corner of your screen. This feature allows you to talk to an online support agent who can advise on any technical related issues.

A screenshot of a system check page. The page has a white background with black text. At the top, it says 'Welcome to the system check for Specimen Level 2 Award in Food Safety and Hygiene HTML Delivery 01'. Below that, in smaller text, it says 'You are signed up for a remote proctoring exam session. Please complete this system check at least 48 hours before your exam.' At the bottom left, there is a blue button with white text that says 'Start Check'. On the right side of the page, there is a small, rounded square icon with a blue dot in the center, representing a chat box. A black arrow points from the text 'live chat box' in the paragraph above to this icon.

Welcome to the system check for Specimen Level 2 Award in Food Safety and Hygiene HTML Delivery 01

You are signed up for a remote proctoring exam session. Please complete this system check at least 48 hours before your exam.

Start Check

2. Equipment

To complete the online exam you will need:

- Internet access
- A laptop or desktop computer with a webcam, microphone and speakers (Windows 10 or higher/Mac OS X)
- Mobile device with a camera (smartphone/tablet)
- Valid Photo ID

Where possible, you should use a personal computer/laptop. Work computer/laptops may have restricted access and admin rights installed. This can cause issues when trying to access the Proctor Exam platform.

If you can only use a work computer/laptop, please check with your IT team before scheduling the exam that:

- you will be able to download the 'Proctor Exam Extensions' from the Google Web Store: <https://support.proctorexam.com/hc/en-us/articles/12390471609485--Chrome-Extension-How-to-install-the-ProctorExam-Screen-Sharing-Extension>
- you have installed the latest version of Chrome browser

Please also ensure your email settings are set up to allow the below URLs:

- rsph.surpass.com
- surpass.proctorexam.com

We also recommend using a Windows device. If you can only use a Mac, please refer to the Apple screen sharing guide [here](#) and microphone access [here](#).

For further information on the specific requirements of the devices please refer to:

- Surpass Candidate Guide found [here](#).
- System Requirements for Taking an Online RSPH Examination found [here](#).

3. Preparation

The best way to ensure you are ready to complete your e-Assessment is to watch the instructional step-by-step video [here](#).

You will be shown how to complete your:

- [system checks](#) (before exam day)
- [environmental checks](#) (day of exam)

The video will also explain the Proctor Exam app which you will need to download on your smartphone/tablet.

The purpose of the app is for our online invigilation. As you will not be taking the exam in an exam room by your centre, the invigilator will need to see your surroundings. Your smartphone/tablet will record you and your environment during the exam. This is your environmental checks.

For further information on our online invigilation process please refer to:

- Surpass Candidate Guide [here](#).
- Online Examination Violation Checklist (what you must not do during the exam) found [here](#).
- RSPH Privacy Policy (information on the data we collect) found [here](#)

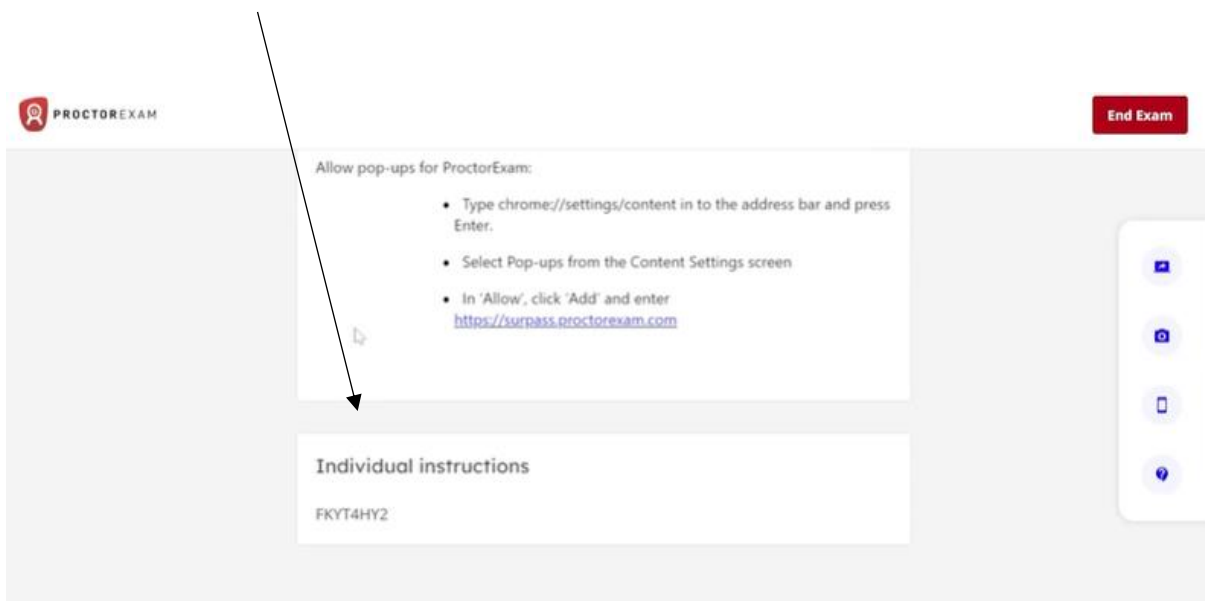
4. Time of E-Assessment

We recommend e-Assessments take place Monday to Friday. This ensures our team can support you.

On the day of your e-Assessment you will have between 9am and 5pm to complete the exam.

5. Keycode

After you have completed the environmental checks on the day of your exam, you can copy your keycode from the individual instructions section below the 'launch test' link and information. You can see exactly where the key code will be in the instructional video [here](#).



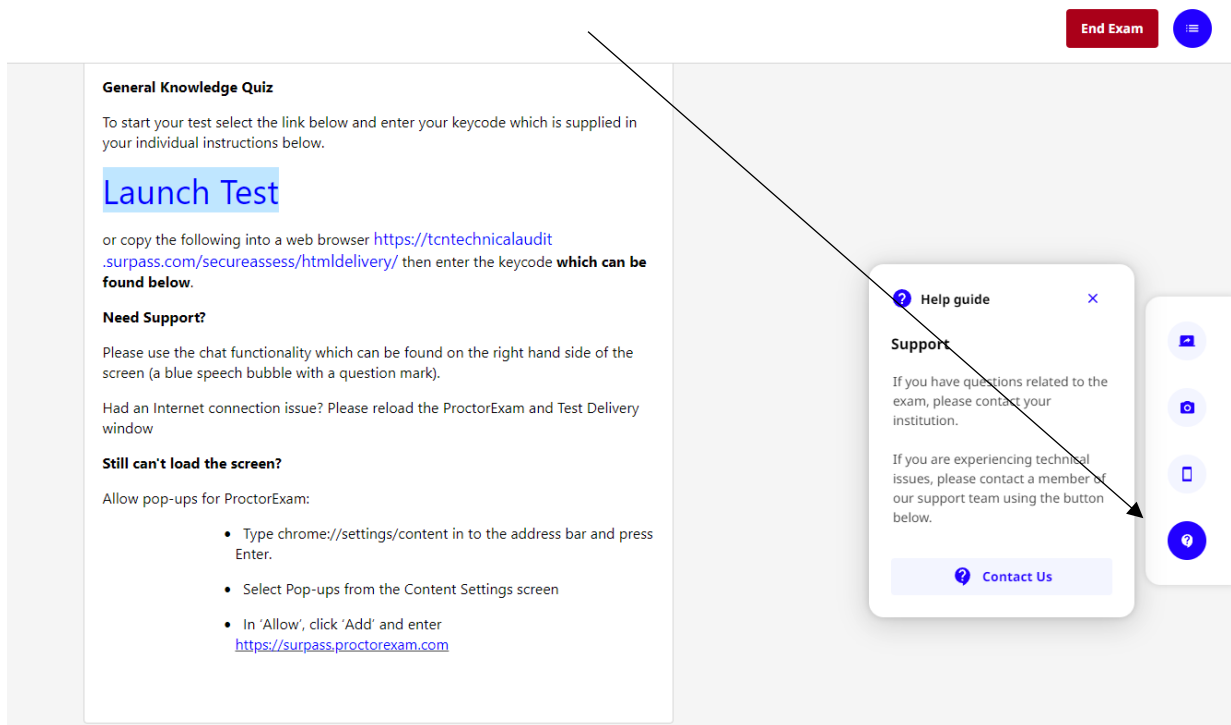
6. Help on the Day

If you can't find your exam or system check link, please first search your inbox and junk for:

-noreply@onlinesupport.rsph.org.uk

If you are still unable to find the links, please contact your centre.

For anything technical, please use the chat box function at the bottom right-hand corner of your screen on the surpass platform.



Any other issues, please contact your centre.

7. Cancellation

If you would like to cancel or reschedule your exam, you will need to contact and inform your centre. This may incur an additional invigilation fee by your centre.

8. Results

Your centre will contact you with your results and certificate. Please contact your centre for timescales.

9. Final Checklist

- I have received my confirmation email from my centre.
- I have all the necessary equipment.
- I have watched the instructional video.
- I have 'tested my equipment' on the link sent by noreply@onlinesupport.rsph.org.uk
- I have the Proctor Exam app downloaded on my smartphone/tablet.
- I know how to complete my environmental checks on the day of the exam.
- I have received my exam link sent by noreply@onlinesupport.rsph.org.uk

Congratulations you are all set for your exam. If you have any questions, contact your centre.

Your centre is your first point of contact.

Good Luck 😊