



Candidate Online Exam Delivery Frequently Asked Questions

As you are aware, the membership and fellowship written examinations will be held using online delivery. Some candidates have posed important questions regarding what to prepare ahead, and what to expect on the day. To help ensure all candidates are fully -informed, the following answers to your questions have been compiled.

Do you have a question that is still unanswered? Please send to examinations@anzcvs.org.au

Q1: What are the minimum requirements for my laptop?

Answer: Please refer to the following table for the minimum requirements for your examination device. We suggest you check these details well in advance.

Components	Requirements for Windows	Requirements for macOS
Operating System	Required: Windows 10 or later, 64-bit operating system Recommended: Windows 10 or later, 64-bit operating system	Required: macOS 11 or later Recommended: macOS 11.2 or later
Processor	Required: 2-Core, 1.8 GHz, x64-based processor, Intel/AMD CPU Recommended: 4-Core, 2.0 GHz or faster, x64-based processor, Intel/AMD CPU	Required: 2-Core 1.8 GHz Recommended: 4-Core 2.0 GHz or faster
Available Physical Memory	Required: 2 GB or above Recommended: 4 GB or above	
Available Disk Space	Required: 1 GB or above Recommended: 5 GB or above	
Camera	Required: Video resolution 480P Recommended: Video resolution 720P (HD) or above	

*Site for testing bandwidth & latency: <https://www.speedtest.net/>

VPN or similar services need to be completely disabled



Q2: Will I need to remove files from my laptop prior to the examination?

Answer: No, you will not be required to remove any content from your laptop as the online system will not permit you to open any other files on your computer while the examination is in progress.

Q3: Do I have to install a program to do the examination?

Answer: Yes, you will receive instructions on how to download the application to access the online system, including login details.

Q4: Do I need to disable VPN's (Virtual Private Network) on my device. on my device?

Answer: Yes, you will need to know how to and have the permissions on your device to disable or turn off any software that prevents the examination platform from restricting internet access. These apps are usually referred to as VPN's.

Q5: What happens if my device fails?

Answer: In the case where your device has a permanent failure. You will have up to 30 minutes to replace the device and continue with the examination. The replacement device can either be one that you brought with you on the day or one that is delivered to you within the timeframe. It is important that you minimise the disruption to other candidates whilst replacing your device.

All candidates are welcome to bring a secondary device as a backup. It is important to note that the College does NOT have the ability to provide devices to candidates.

Q6: Are there potential issues with using a work/organisation laptop?

Answer: Yes, a lot of organisations restrict your permissions on their devices, and will not allow you to load or disable software (VPN's). It is vital that you seek advice from your organisations IT support area to determine if this will be an issue. You are also welcome to bring a secondary personal device as a backup.

Q7: Can the College give me a sample exam showing how a question would look and the format in which I need to answer?

Answer: Yes, you will be given access to a sample examination which you can access as many times as you wish. A short video will also be available to walk you through the whole process from the beginning, outlining everything you need to know to find your way around.

Q8: Will I be given examination answer booklets to write in?

Answer: No, you will enter all your answers directly on your laptop. No answer booklets will be required.



Q9: Will I type my answers in the online paper?

Answer: **Yes**, text boxes for each question, suitable to the question type, will be clearly shown on your screen as part of each question. For example, if your paper has multiple-choice questions, you will be required to click a button for the answer you choose and for longer questions, requiring more writing in the response, an expandable text box will be provided.

Q10: Is there facility to draw diagrams as part of my answer?

Answer: **No**, you will not be required to draw any diagrams. Some examinations will show images, tables, or diagrams within the questions.

Q11: Can I bring my own separate keyboard and mouse to use with the laptop?

Answer: **Yes**, you can bring in a separate keyboard and your mouse to connect to your laptop if you wish. No accessories that produce loud sounds like mechanical keyboards can be used as this impacts the experience of other candidates.

Q12: Will I be provided with scrap paper to make notes during perusal time?

Answer: **Yes**, one piece of blank scrap paper will be provided to you. The scrap paper can be used for notes during perusal time or jottings during the examination. The paper will be collected at the end of the examination and will not be uploaded or used for marking purposes.

Q13: Will I have a problem being able to complete the examination if I cannot type fast?

Answer: **No**, you should not be concerned with how fast you type. Examiners have taken this into consideration in the design of the examination. All examinations are time limited though, so you will still need to manage your time well, just as you would in a handwritten examination.

Q14: If I make typos when answering my questions, will I be penalised when marked?

Answer: **No**, you will not be penalised for a couple of general typos however, there may be penalty if it affects the accuracy of your answer. It is advisable to ensure your answers are as well communicated as possible when completing any examination.

Q15: Can I complete the exam using pen and paper?

Answer: **No**, it is expected that you enter responses electronically, but remember to bring a pen for writing on your scrap paper.

Q16: Am I allowed to bring ear plugs to block out keyboard noise?

Answer: **Yes**, ear plugs will be permitted to use during the examination. However, electronic headphones or earbuds will NOT be permitted.

Q17: What happens if my laptop crashes during the examination?



Answer: We have systems in place to help ensure that candidates are not disadvantaged in any way and the computer can be reset and you will be able to continue with your examination.

Q18: **How can I ensure that my examination has been submitted successfully before I leave the venue?**

Answer: The College staff can confirm that the paper has been submitted, if you wish to have additional confirmation beyond the examination platform on screen messages.

Q19: **Who can I contact if I am having difficulties before the day of the examination?**

Answer: Candidates will be given a number of date/times for drop-in sessions via TEAMS where one of the College staff can go through any concerns and walk you through where to find and how to use features.



Q20: There is no copy and paste button in the Examena editor, can I use keyboard shortcuts?

Answer: Yes, keyboard shortcuts for Mac and PC below:

	PC	MAC
CUT	Control Key + X	Command Key + X
COPY	Control Key + C	Command Key + C
PASTE	Control Key + V	Command Key + V
UNDO	Control Key + Z	Command Key + Z

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