# Final Membership Exam

# Online delivery guidance for Candidates

# Contents

# FPH team contacts

If you have any queries before the day of the exam, please contact one of the following FPH members of staff.

| Name | Role | Email | Phone |
|------|------|-------|-------|
| Victoria Strode | MFPH Co-ordinator | victoriastrode@fph.org.uk | 07437 416534 |
| Gareth Cooke | Education & Training Manager | garethcooke@fph.org.uk | 07817 528737 |
| Laura Bland | Senior Exams Co-ordinator | laurabland@fph.org.uk | 07702 317091 |
| Julian Ryder | Director of Education, Standards and Advocacy | julianryder@fph.org.uk | 07816 126490 |

# On the day of the exam

If you experience problems on the day please contact the Candidate Support Lead:

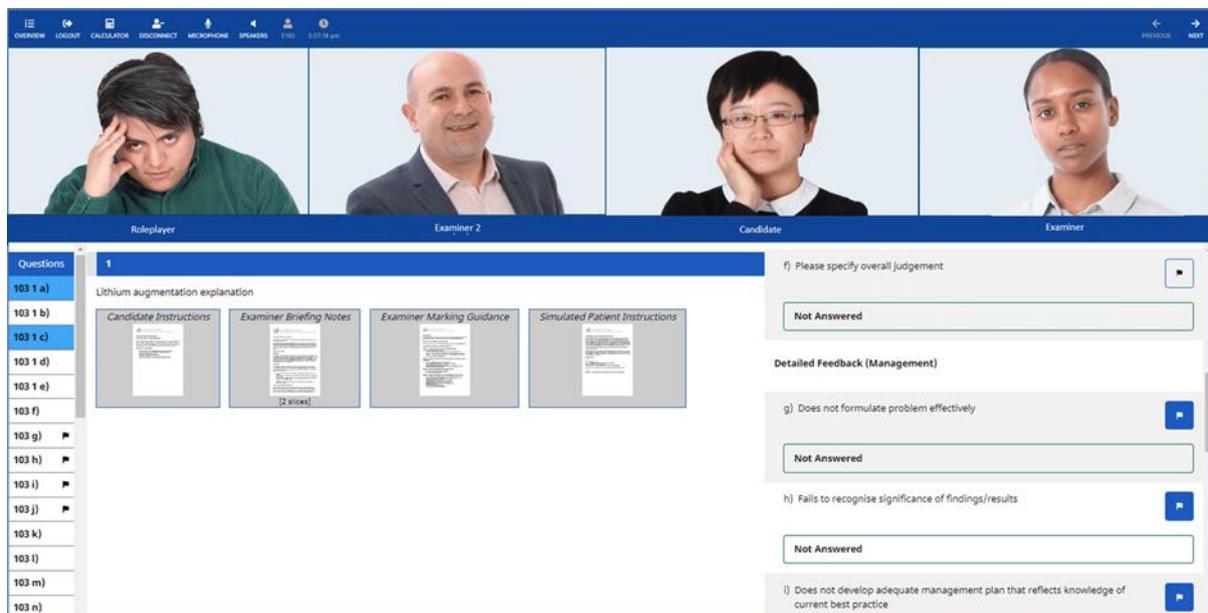| Name | Role | Email | Phone |
|------|------|-------|-------|
| Laura Bland | Senior Exams Co-ordinator | laurabland@fph.org.uk | 07702 317091 |

*Candidates will also receive additional information regarding support on the day as part of the communications before the exam.*

# Background

The following document outlines the processes involved in the delivery of the Final Membership exam for Candidates via the online platform. This includes details regarding troubleshooting, exam regulations and technical requirements to run the exam on a pc/laptop.

The exam will be delivered via an online platform, Practique. The IT provider for the site is Fry IT, who will also provide technical support for the Faculty in the development and delivery of the exam in the future.

The Practique platform will enable you to rotate through a specifically programmed circuit, interact with Role players and Examiners, and be assessed on your performance via a live video stream and record your marks.



## Has the exam changed?

The Final Membership Exam remains the same, only the way it is delivered has been changed. The competencies that you will assessed on and the circuit of Preparation and Examination stations remains the same. An addition to the exam is the introduction of trained Invigilators, and their role is explained later on in this guidance document.

# Technical requirements

Before you can take part in Examination you need to ensure that the IT system you are using meets the specifications to successfully run the platforms used to deliver the exam. This section outlines the minimum hardware/software specification required.

### Screen

A laptop with a minimum screen size of 12.9" / 32.8 cm. You measure this diagonally from the bottom corner to the top corner. This will ensure that you are able to fully view the Practique platform used for your role in the exam – the larger the screen, the better.

*Please note you should not use two screens to take the exam as the platform is not designed to support this and it may cause problems when displaying.*

### Web camera & microphone

Since it is important that you are able to see and hear the Role Player, Examiner and Invigilator, you will be required to use a web camera and microphone. You may use headphones and an external microphone to improve the audio quality if you prefer.

### Internet Connection

You will need to ensure that you have an appropriate and stable Internet connection. The minimum requirements for internet bandwidth are: **450kbps up** and **1.6Mbps down.**

It is advised that you do not use a hot spot connection or a wireless dongle as this will not provide a robust and reliable enough connection for the duration of the exam.

You may want to ensure that other people are not using the broadband at the same time that you are participating in the exam, to ensure that your connection is strong and reliable.

### Using a laptop/PC supplied by your employer

If you are using equipment provided by your employer, you may need their IT support to make adjustments to your machine so the software for the exam can run properly. As such, we recommend that you carry out the tests suggested in this document as soon as possible so that these changes can be made.

### Browser

The Practique platform is hosted on a website that requires all users to access via login details. In order to ensure that you are able to access the website you need to use the latest version of one of the following browsers; Chrome, Firefox, Safari or Edge. Please **do not** use Internet Explorer to log into Practique.

### Fry IT recommend using Chrome to access the website

Detailed guidance for updating your browser, operating system etc. can be found in Appendix 2.

### Test your equipment

In order to make sure that your video stream is of a sufficient quality suitable for the exam, please use the AWS Chimes video readiness test which can be accessed via the following link:

https://app.chime.aws/check

Please open the link on the device and network you will use for the exam. This quick test will run a check on your software and flag up any issues that may stop you accessing Practique. Please contact either your local IT provider or the Faculty to resolve.

**If you are using an Apple Mac device**

Apple have recently released a new update – MacOS Big Sur. If you have installed this update since completing the AWS Chimes video readiness test, please run the test again to ensure that the update hasn't affected your settings.

*****Please test your equipment as soon as possible so that you are ready in good time to take part in the exam*****

**Additional Platforms**

As well as Practique, in order to facilitate the Candidate briefings on the day of the exam, the Faculty will be using Zoom. This can be accessed by creating an account here:

https://zoom.us/freesignup/

If you having difficulty accessing Zoom, please contact the Faculty or your own IT department.

# Logging on to Practique

Before the day of the exam, you will receive login details, including a link to Practique from the Faculty. This will include two very important pieces of information which you should keep to hand throughout the day:

- A Unique ID;
- A Password to access the Practique platform.

On the day of the exam you will receive:

- An Exam Pin number, a unique identifier for each exam delivered.
  This will be sent to you on the morning of the exam and will also be confirmed in the Candidate Briefing Zoom meeting.

First enter the unique ID and Password and you will then be prompted for the Exam pin. Each time you log into Practique (e.g. in case you get logged out or lose connection) you will need these three pieces of information.

You should then enter the Exam Pin on the next page. **You will also see the date of the Examination taking place. Please ensure that this is correct.**
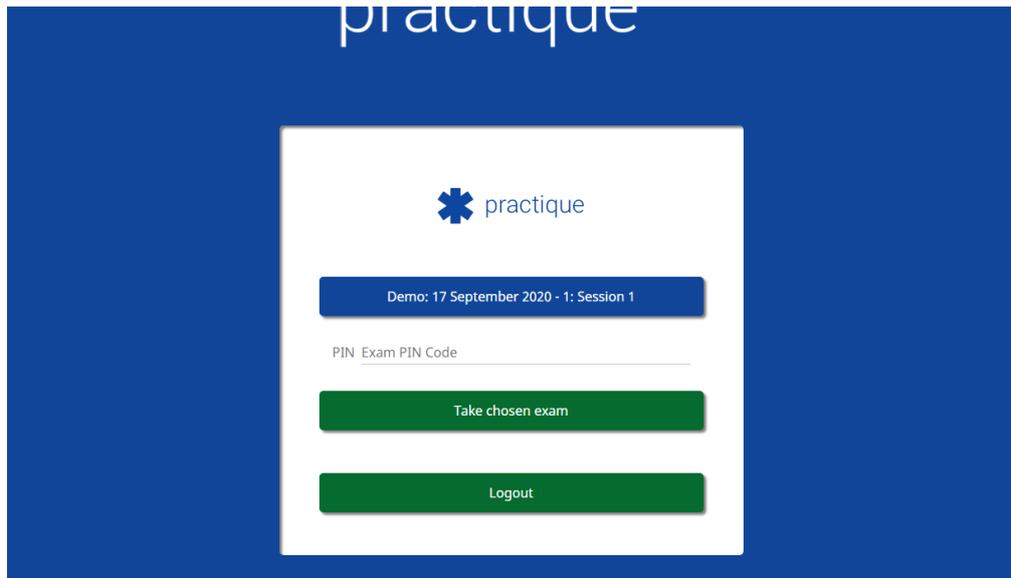


### Problem logging on to the system

Please leave your phone switched on before you start the exam. If you have not been able to login and have not yet contacted the Candidate Support Lead they will make contact with you to see if you would like any help with troubleshooting. Please turn your phone on to silent mode and put it out of reach when the exam begins.

If you are having difficulty logging into the system there are a number of approaches to try:

### Web address

Please ensure that you are using the web address: https://fph.practique.net/html5

### Browser

The simplest of these is to log in using a 'new incognito window' (in Chrome) or a 'new in private window' (in Edge). To do this, left click on the three vertical dots to the far right of the

URL/address bar and choose new incognito/in private window. Alternatively, click Ctrl+Shift+N and this will open a new incognito/in private window.

*The most important thing to remember when accessing the system is to not use Microsoft Internet Explorer. Edge, Chrome, Firefox and Safari are all fine.*

### Clear internet cache

The page maybe loading based on previous cookies stored in you cached items. Please empty the cache on your browser by following these steps:

For Chrome: At the top right click the three vertical dots ('More'), click 'More tools' and 'Clear browsing data'. Ensure 'Cookies and other site data' and 'Cached images and files' are selected and clear.

For Edge: At the top right click the three horizontal dots, 'Settings', 'Privacy, Search and Services', and then select 'Cookies and other site data' and 'Cached images and files' and clear for your chosen time frame.

### Faculty support

There will also be dedicated Faculty staff for each user group who will be on call during the exam to guide Candidates through the process if required. Their details will be circulated along with the login details sent before the exam, but the candidate support lead on the day of the exam will be **Laura Bland, Senior Exams Co-ordinator: 07702 317091.**

### Practique Dashboard Functions

At the top of the screen, there are a number of buttons and additional information for Candidates, which are described below:

*Round details*



- Round Number - There will be 12 'active' rounds for each Candidate. 6 are Preparation rooms, and 6 are Examination rooms. When you login you will be in Round 1.
- Station number – Please check once you are logged into to the correct station.
- Circuit number – This will always be 1

*Dashboard Functions*



2. **Logout**: At the close of the exam you should use the logout function to ensure that the session is fully closed down.

3. **Calculator**: A simple calculator function.

4. **Connect**: When you start a new Round, you should press Connect to join the video stream. If you don't press this button, you will not join the station.
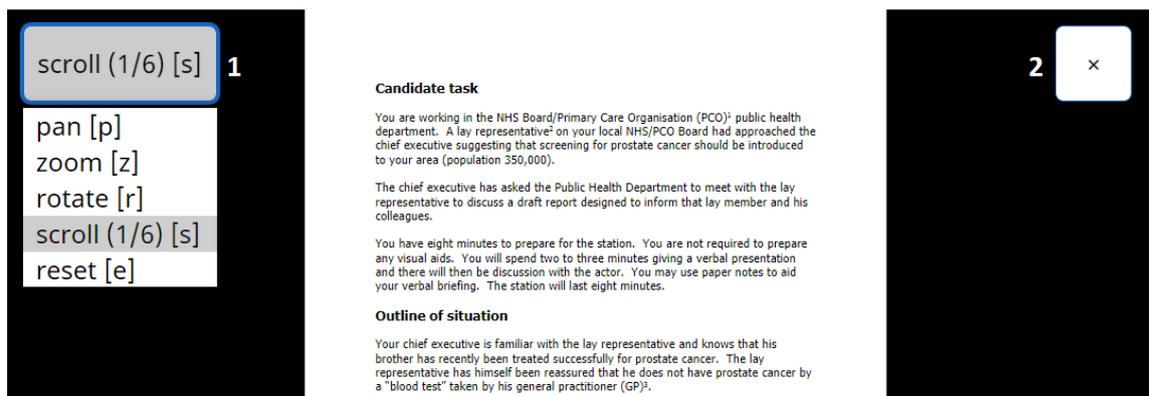
5. **User details**: Your user ID will be displayed here.

6. **Connection timer**: How long the video feed has been active.

7. & 8. **Navigation arrows**: to move to the next Round or back if directed to.
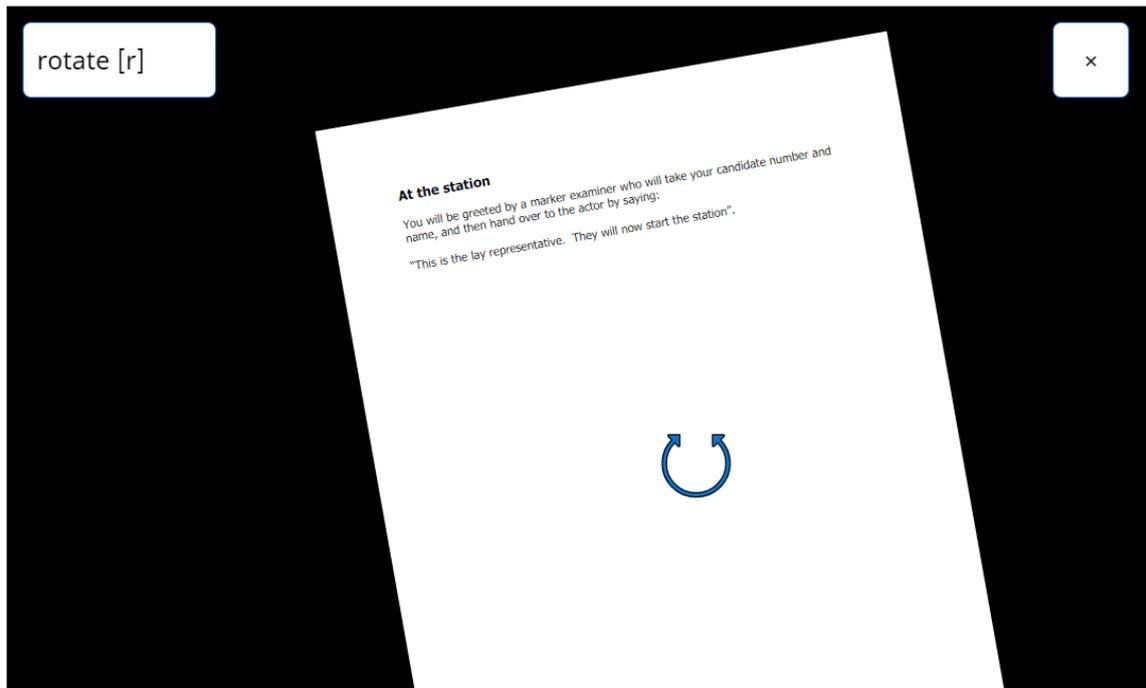
### Accessing Instructions

As soon as you are connected to an Invigilator you will be able to see the Candidate Instructions.

### Viewing Instructions

On clicking on the document, it will expand on the page and using the options (1) it can be viewed in a number of ways. By clicking on the "X" (2), the document will revert back to its original size.

scroll (1/6) [s] **1**

pan [p]
zoom [z]
rotate [r]
scroll (1/6) [s]
reset [e]

**2** ×

**Candidate task**

You are working in the NHS Board/Primary Care Organisation (PCO)[1] public health department. A lay representative[2] on your local NHS/PCO Board had approached the chief executive suggesting that screening for prostate cancer should be introduced to your area (population 350,000).

The chief executive has asked the Public Health Department to meet with the lay representative to discuss a draft report designed to inform that lay member and his colleagues.

You have eight minutes to prepare for the station. You are not required to prepare any visual aids. You will spend two to three minutes giving a verbal presentation and there will then be discussion with the actor. You may use paper notes to aid your verbal briefing. The station will last eight minutes.

**Outline of situation**

Your chief executive is familiar with the lay representative and knows that his brother has recently been treated successfully for prostate cancer. The lay representative has himself been reassured that he does not have prostate cancer by a "blood test" taken by his general practitioner (GP)[3].

By pressing the appropriate letter, the function for viewing will be enabled, e.g. "r" will activate the function to rotate. Once activated use the left hand mouse button to adjust as in the image below.

rotate [r]                                                                    ×

**At the station**

You will be greeted by a marker examiner who will take your candidate number and name, and then hand over to the actor by saying:

"This is the lay representative. They will now start the station".

# The role of the invigilator

Unlike the physical Final Membership exam, the online exam will feature Invigilators in Preparation and Examination stations. Candidates won't be able to see the Invigilators (their video feeds will be blocked out) but Invigilators will be able to see and hear the Candidate in their particular room/station. Candidates must act on the instructions of the Invigilators only, particularly in regard to navigating around the Practique – you should only move in the system when told to do so by your Invigilator.

The role of the Invigilator is as follows

- Ensure that the Candidates are in the right stations at the right time.
- Announcing the timings of the station, including the 1 minute warning.
- Monitor Candidates to ensure that the regulations are being adhered to.
- To manage disruption and answer queries.

The Invigilator will be in constant contact with the Exam controller and will await instruction from them in regards to when an Examination station will be allowed to begin and when Candidates should move on to the next station. The Invigilator will keep Candidates informed of any delays.

*As you move through the Preparation Stations and Examination Station you will connect with a different Invigilator each time.*

### Exam Rounds and Connecting

The Practique platform works as a series of Rounds that the Candidate will navigate to and then connect with.

Once logged on you should use the "Connect" button at the top of the page to join the Round.



You will then connect with the following participants in that Round:

- Examiner – who displays as 'Examiner 1' – Examination Station ONLY
- Role Player – who displays as 'Simulated Patient' – Examination Station ONLY
- Invigilator – who displays as 'Examiner 2' – Examination Station & Preparation Station.

Following each Round, you will then move on to the next Round via the "Next" button and then "Connect" to view participants:

- Each Candidate will complete 6 Preparation Stations and 6 Examination Stations.
- Each station is visited on a Round. The Rounds are numbered and enable us to track where each Candidate should be.
- Each Candidate has a bespoke rotation of rooms which they will "travel" through during the course of the exam.
- The Candidate can move back and forth through these rooms

The Faculty will be able to monitor where Candidates are and if necessary can guide the Candidates in the wrong Round back to the correct one. We will do that either by:

1. Sending an Invigilator to the Round where the Candidate is.
2. Or the Faculty will call you directly and guide you.

As you navigate to a new Round you may find yourself in a Round with the Examiner, or Role player only. We ask that the Candidates be patient and that they do not speak with the other people connected. Examiners and Role players have been instructed not to interact with the Candidate except in regards to the exam.

# Your exam journey

The next section of this document will describe how you will progress around the circuit and how you will view the different videos that appear within the platform.

### Connecting to the Invigilator, ID check and scanning the room

Upon logging into the system, all Candidates should press "Connect".

A second video stream will appear, this will be the Invigilator. Please note that they will not be visible on the video (they will be blocked out to minimise distraction for candidates) but they will be able to see and hear you and you will be able to hear them (when they are not muted).

- If you log on and press connect and there is no second video stream please wait two minutes and then contact the Faculty on the emergency number for the day. It could be that the Invigilator is in the process of accessing the system and will be with you shortly.

*The exam will not start until all Candidates, Invigilators, Examiners, and Role players are logged into the system and this has been confirmed with the Exam Controller.*

In the first station the Invigilator will ask:

1. To see your ID to verify that you are the correct Candidate.
2. You to scan your room to ensure exam security.

You will be in a Preparation Station when first logged in however some Candidates may be asked by the Invigilator to navigate to their first Preparation Station. Again the exam will not be started until we are satisfied that everyone is in the right place to begin the exam.

### Starting the exam

There will be two cohorts of Candidates for each sitting of the exam, and there will be a staggered start to the sitting. All candidates will log on to the Practique platform at the same time and Connect with an Invigilator in **Round 1**

- The **first cohort** of 6 candidates will enter the Practique system in a Preparation Station in **Round 1** and will start their exam there.
- The **second cohort** of 6 candidates will enter the Practique system in an Examination Station in **Round 1**. They will be asked to remain in that initial Examination Station for the first round while the first cohort complete their Preparation Station. Cohort 2 Candidates will not have access to exam materials in this round. When this is complete (approximately 8 minutes), the second cohort will be asked to move to their first Preparation Station to start their MFPH exam. This will be **Round 2**.

*Candidates will be informed which cohort they are in during the Candidate Briefing.*

The Candidates in the first cohort will be instructed by the Invigilator in **Round 1**:

> *'You are now in Round 1. I need to wait for approval from the exam controller to confirm we can start. Please wait"*

The Candidates in the second cohort will be instructed by the Invigilator in **Round 1**:

> *You are now in Round 1. I need to wait for approval from the exam controller to confirm we can start. As you are in an exam station in the first round and we need to stagger the start of the exam, you will be held here until the candidates in the six preparation stations have completed their preparation time in approximately eight minutes. After that time everyone will move on and you will move to your first preparation station and start your exam. Please sit back from your computer, do not attempt to move on in the system or access any of the materials on your screen'*

### In the Preparation Station

This is shown below. You will see the question material on the lower left hand side (titled Candidate Instructions).
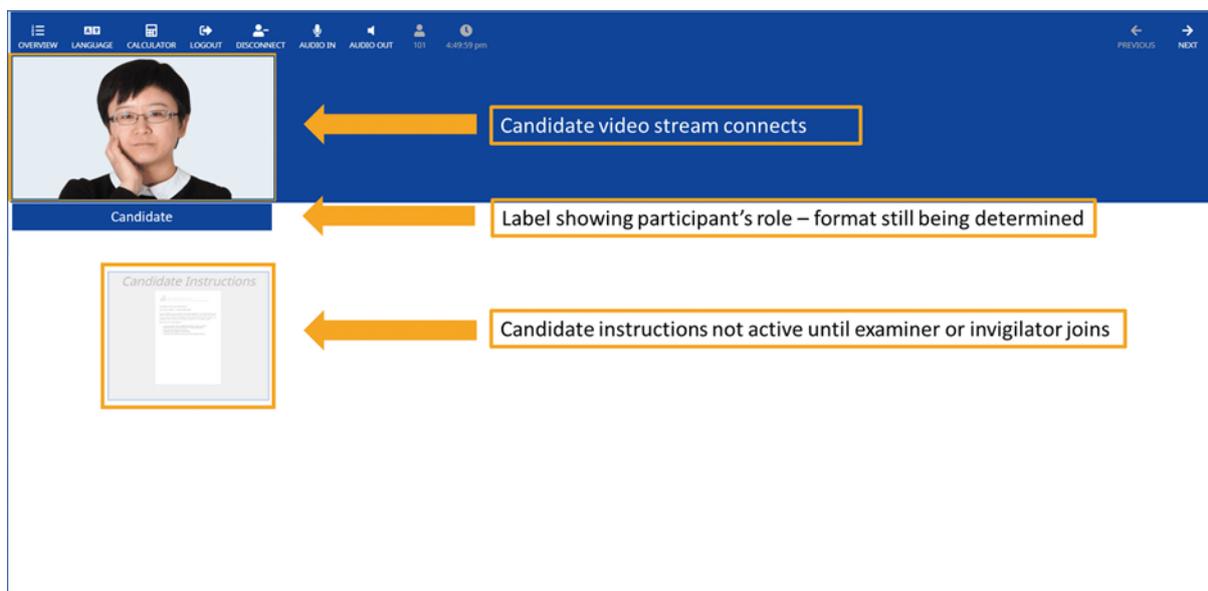


When the Invigilator connects, you will see the Invigilator video stream (blocked out for this exam) join yours at the top of the page.

The Candidate Instructions (Question) will be inaccessible upon entering the station. Only when you are connected to the Invigilator will the item be made active. ***Do NOT access the Candidate Instructions until instructed to by the Invigilator.***

The Invigilator will control the timing of the Station and will issue the following instructions:

- **Start:** *"The Station can now begin. You have 8 minutes"*. At this point you may access your Instructions.
- **After 7 mins:** *"There is 1 minute remaining"*. This will be announced by the Invigilator.
- **After 8 mins:** *"The Station is now finished"*. This will be announced by the Invigilator. You should stop and await further instructions about moving on into the Examination Station for that question.

### Moving between Stations

The Invigilator will wait to hear confirmation from the Exam Controller that all Candidates are ready to move on to the next station. When the Invigilator has received this confirmation, they will inform Candidates:

> *"Please move to the next round. Press NEXT and then press CONNECT when you are in the next station"*

At this point the Candidate will press "NEXT" and then "CONNECT".

***You must always wait until you are instructed by the Invigilator to move to the next Round.***

## In the Examination Station

After leaving a Preparation Station and clicking "CONNECT", you will be brought into the Examination Station. Here you will be visible to the Examiner, Role Player and Examiner 2 (Invigilator').
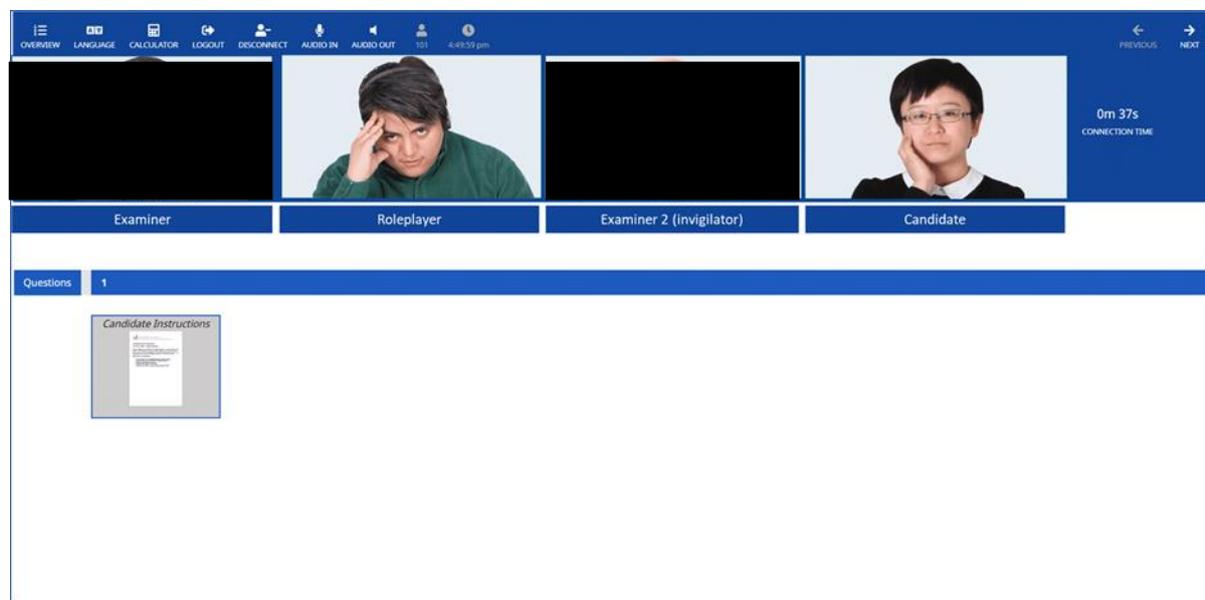


Please note that the Examiner and Invigilator (labelled as Examiner 2 in the system) have been instructed to not display their video feed and to mute their microphones. They will still be able to see and hear the station but this will reduce the possibility of distractions as they observe the exam.

The Candidate Instructions (Question papers) will be inaccessible upon entering the station. Only when you are connected to the Invigilator, Examiner or Role player will the item be made active. During the station, the Invigilator will make the following clear announcements at the appropriate time:

- **At the start of the station:** *"The station will now begin"*. At this point the Examiner will ask you to confirm your identity. You will then begin the Station.
- **After 7 mins:** *"You have one minute left"*. This will be announced by the Invigilator.
- **After 8 mins:** *"This station is now finished. Please wait for my instructions to move to the next station"*. This will be announced by the Invigilator. You should stop and await further instructions about moving on into the Preparation Station for the next question.

## Moving between Stations

The Invigilator will wait to hear confirmation from the Exam Controller that all Candidates are ready to move on to the next station. When the Invigilator has received this confirmation, they will inform Candidates:

*"Please move to the next round. Press NEXT and then press CONNECT when you are in the next station"*

At this point the Candidate will press "NEXT" and then "CONNECT".

**The Final Station and ending the exam**

Once you have completed your final Exam Station you will be directed by the Invigilator to navigate back to **Round 1** and "CONNECT". At this point you are required to navigate back through the stations (without connecting) until you reach **Round 1**. Only at this point should you press "CONNECT".

*When you are connected to the invigilator in Round 1, please wait for further instructions.*

At the end of the exam the Faculty will need to ensure that all marks have been collected for all stations. Please do not log out until this has been confirmed with the Invigilator who will inform you:

*"The Exam is complete, please log out of the system"*

# Delivery of the MFPH on the day

A detailed schedule for the day of the exam can be found in Appendix 1. This information along with, contact numbers, details of the exam, joining and login details will be sent 7 days before the exam.

### Candidate briefing

Candidates will be asked to login to Zoom to attend the Candidate briefing.

- Before the briefing, Candidates will need to register for the exam. Candidates should provide the ID described in the exam joining instructions
- The Candidate briefing will describe the schedule for the day and also provide an opportunity to ask any questions to the exam Logistics Lead.

*When the briefing is finished it is important to close the Zoom window and exit the application completely, to free up your video camera for the exam video streaming.*

Candidates will then log out of zoom and access the Practique platform.

### Logging out

*Please do not log out until the Invigilator has confirmed you may do so.*

When it is confirmed that the exam is over, you will be able to leave the exam by clicking 'DISCONNECT' followed by 'LOGOUT'. The system will ask if you want to 'Finish Exam' – please click 'YES' to leave the exam.

# Troubleshooting

On the day of the exam if you encounter an issue please contact the member of FPH staff listed at the beginning of this guidance or in the exam instructions.

During the exam you should report any issues to the Invigilator present.

Please remember that the exam rounds will not begin until we are satisfied that all candidates, examiners, role players and Invigilators are present and in the correct station/round

Examples of issues that may arise include:

**I can't connect to the Examiner, Role-player, or Invigilator in the station.**

Please log out of the Practique platform and then log back in. This will log you back in the last round you were in.

**I'm in the wrong station/round.**

Flag this immediately with the Invigilator, or contact the Faculty by the emergency number provided for the exam. You will be provided with a list of rounds and the order that you will visit them.

**I need to leave my desk/computer.**

Please inform the invigilator why you need to leave your desk. Please note that time away from the exam will not be added on to candidate's stations.

**I can't hear the other video streams/ the other video streams can't hear me.**

If sound is lost please disconnect and then reconnect your video stream.

**I'm in a station and no one has connected to me.**

We ask that the candidate to ensure that they have pressed "Connect" and wait two minutes. If no one has connected after two minutes contact the Faculty by the emergency number provided for the exam.

**Internet connection failure**

If a Candidate's internet connection fails for less than 4 minutes during a Preparation station, they will be able to reconnect and then should inform the Preparation Station Invigilator that this happened.

On entering the relevant Examination station the Candidate should inform the examiner of the loss of connectivity. The Candidate has the choice at this point of having more preparation time at the expense of their assessment time, which will still end in 8 minutes. The Invigilator for the Preparation station will record this as part of their report. If a Candidate's internet connection fails for less than 4 minutes during the Examination time, the examiner will record this as part of their report. No additional time will be granted for the Candidate when the connectivity failure is for less than 4 minutes.

If a Candidate's internet connection fails for more than 4 minutes, during a Preparation station or Examination station, then the Candidate will have this station discounted, and their assessment will be derived from the remaining five stations.

Should the issue affect more than one station the exam attempt may be voided. However, the Candidate may be allowed to re-run the Examination station (see note on reruns).

Further details can be found in the new FPH Exam Regulations (Online) September 2020 which will be shared before the exam.

If the Examiner/Role Player/Invigilator connection fails for less than four minutes during an Examination station, the station will resume upon reconnection. The Examiner will include this as part of their report. The Candidate may be asked to re-run the Examination station (see note on reruns). No additional time will be granted for the Candidate in these circumstances.

If the Examiner/Role Player/Invigilator connection fails for more than four minutes during an Examination station, and this affects a particular Candidate more than once, the Candidate may be asked to re-run an Examination station. If this is not practical for whatever reason, the Candidate will not be able to complete the exam and the attempt will be voided. The Candidate will then receive a place at the next available sitting without charge

## Exam Re-runs

At the end of each session, re-runs of examination stations are possible. Re-runs will be conducted under the following circumstances:

1. Where there is loss of internet connection in the Examination station for the Candidate, Role Player, or Examiner of greater than 4 minutes duration affecting a candidate for more than one station.
2. Where there is loss of internet connection in the Preparation station for the Candidate affecting an individual candidate for more than one station.

The final decision to re-run of a station and the amount of preparation time allocated will be made by the Chief Officer. The decision will be informed by an update from the Exam Controller.

If this happens, the Faculty will ensure that the Candidate is connected to the appropriate Examination station so that the station can be repeated.

# Regulations

New regulations have been issued to include the aspects of an online Examination. You will have been sent a declaration form which must be signed and returned to show you agree to the new regulations before attending to sit the exam.

A summary of the main additions to the Regulations:

- Candidates are responsible for ensuring they have an appropriate device on which to take to the Examination remotely. This will be an appropriately enabled laptop or PC with a keyboard. Mobile devices such as phones, iPads or other tablet or any device with a touchscreen keyboard enabled are not acceptable devices on which to take the exam.
- It is the Candidate's responsibility to ensure they have an environment that complies with the requirements for taking an online Examination.
- Additional reference materials or study aids are not permitted and should not be present on the Candidate's desk (including, but not restricted to, pre-written notes, textbooks or printed materials.)
- In the event of a disruption such as a second person entering the room the Candidate should quickly ask them to leave. Failure do so may be grounds for a misconduct issue.
- Candidates should not record their exam attempts for any purposes. This will be deemed misconduct and any Candidate suspected of this during a sitting will be expelled from the Examination and their attempt voided.
- Candidates will not be permitted to use phones or smart watches during the exam. Candidates are allowed to have a mobile phone in the room for the purposes of contacting Faculty or other staff in the event of needing technical support, but the phone must be on silent or vibrate mode during the exam and be out of reach of the candidate during the live exam. The volume should only be activated in the event of connection or technical difficulty so we may contact you.

## Candidates are allowed to:

- Use headphones or headsets so that they can ensure that they are able to clearly hear Examiners/role player.
- Have a simple digital or analogue timer on their desk to help them with timings during stations. The timer must have no other functionality.
- Have materials for making notes, for example pens and blank sheets of paper. Notes should be destroyed while observed by the Invigilator at the end of the exam.
- Bring a snack and water for the exam, as long as there are in clear packaging.
- Take a bathroom break. However this is strongly discouraged. They should notify the Invigilator who will record this for the Invigilator report. Please note no additional time will be provided for Candidates who take bathroom breaks.

## Misconduct

The Invigilator may stop any Candidate suspected of misconduct and issue a warning during the Examination, and if necessary expel the Candidate from the Examination. Failing to follow instructions of Examiners and Invigilators may be grounds for a misconduct issue.

# Appendix 1: Candidate schedule

| Time | Event | Instructions |
|------|-------|--------------|
| 08:45 | Candidates begin logging in to Zoom for registration and ID checks. | Zoom link in joining instructions email.<br><br>A Faculty Officer will take you one at a time into a breakout room to register your attendance and check your ID – please have this ready.<br><br>There is no need to communicate with other Candidates during this time. |
| 09:00 | All candidates must have signed in and be registering. | All ID checks must be completed by 09:10. |
| 09:10 | Candidate briefing begins on Zoom, followed by 5 minute Q+A session with the Logistics Lead. | Please save any questions during the presentation video for the Q+A session afterwards. |
| 09:25 | Candidate briefing finishes and candidates log out of Zoom. | This time to be used for a 5 minute bathroom break if needed. |
| 09:30 | Candidates all log into Practique system. | Make sure you are logged in to Practique by 9:45.<br><br>Log in details can be found in your joining instructions email. |
| 10:00 | Exam begins | |
| 12:30 | End of exam | If instructed to do so, log out of Practique. |
| 12.30-13.00 | Allow for re-runs | Latest finish time 13:00<br><br>Please complete candidate feedback survey within 24hrs of the exam. |
| 12.30-13.30 | LUNCH PERIOD | |
| 12:45 | PM candidates begin logging in to Zoom for registration and ID checks. | |
| 13:00 | All candidates must have signed in be registering | All ID checks must be completed by 13:10 |
| 13:10 | Candidate briefing begins on Zoom, followed by 5 minute Q+A session with the Logistics Lead. | |
| 13:25 | Candidate briefing finishes and candidates log out of Zoom | This time to be used for a 5 min toilet break if needed. |
| 13:30 | Candidates log into Practique ready for exam to start | |

| 14:00 | Exam begins | |
|---|---|---|
| 16:30 | Exam ends | If instructed to do so, log out of Practique. |
| 16:30-17:00 | Allow for re-runs | Latest finish time 17:00. |
| | | Log out of Practique.<br>Please complete candidate feedback survey within 24hrs of the exam. |

# Appendix 2: Device requirements for the remote MFPH

Candidates must ensure that their devices are prepared by following these system checks.

### Getting Started

Practique OSPHE works on a range of devices including PC, or laptop. Webcam and audio access are essential for the video calls.

**In advance of the assessment,** participants must complete a readiness check here: https://app.chime.aws/check (there is no need to download Chime once it has completed the checks). If you download any updates after completing the readiness check, please run this again before the exam to ensure that the updated has not affected your settings.

### Minimum Device Requirements

You should have the latest operating system available for your device installed:
- Windows - minimum Windows 7
- Mac - minimum 10.12 Sierra
- Android - minimum version tbc

Sufficient hard drive storage space:
- Minimum 20GB free space on PC/laptop

Minimum RAM (memory) requirements:
- PC and Laptop 4GB minimum, 8GB recommended

### Browser Requirements

You **must** have an up to date version of Chrome, Firefox, Safari or Edge installed on the device you are using. At a minimum:
- Firefox: Version 60
- Chrome: Version 78
- Edge: Version 79
- Safari: Version 12

### Internet Requirements

A stable Internet connection and sufficient bandwidth is required.
**Note. You should not use a hotspot connection**
- 450kbps up and 1.6Mbps down (two examiners + Candidate/SP)

**If using a portable device, ensure it is fully charged in advance starting the assessment.**

### How to update browser

Chrome

1. Open the Google Chrome **browser**.
2. Click the Customize and control Google Chrome button in the upper-right corner of the screen.
3. From the drop-down menu that appears, select Help, then select About Google Chrome.
4. The window that appears will automatically check for **updates** and show you the current version of Chrome.

Firefox
1. Open the Firefox browser
2. Click the menu option in the top right corner
3. Click Options.
4. Click Advanced.
5. Click **Update**.

### How to update iOS

Mac
1. Plug your device into power and connect to the internet with WiFi
2. Go to Apple menu > choose System Preferences
3. Click Software Update
Tip: You can also choose Apple menu > About This **Mac**, then click Software **Update**

### Checking hard drive storage

Windows
1. Open File Explorer. You can use the keyboard shortcut, **Windows** key + E or tap the folder icon in the taskbar.
2. Tap or click This PC from the left pane.
3. You can see the amount of free **space** on your **hard disk** under the **Windows** (C:) **drive**.

Apple Mac
1. Open the Apple menu, then select About This **Mac**.
2. Click the **Storage** tab in the toolbar to see how much **disk space** you have available. (On OS X Mountain Lion or Mavericks, click the More info button, then click **Storage**.)

### Checking memory (RAM)

Windows
1. Click on start menu
2. Type 'about' and press enter when 'about your PC' appears
3. Scroll down, and under device specifications, see 'installed RAM'

Apple Mac
1. Open the Apple menu
2. Click on the Apple logo in the top-left corner of your screen and select About This **Mac**. On the Overview tab, the **Memory** line lists the amount of **RAM** in GB

### Maximising available RAM

Apple Mac
1. For disabling auto-start software, on Mac go to: apple -> system preferences.