FACULTY OF PUBLIC HEALTH

MFPH Diplomate Examination

Candidate Information Pack

Monday 14th and Tuesday 15th March 2022

Contents

Introduction

The Faculty of Public Health (FPH) Diplomate MFPH examination is intended to test candidates' knowledge and understanding of the scientific basis of public health, and their ability to apply their knowledge and skills to the practice of public health. It consists of two papers (Paper I and Paper II).

Both Papers I and II are split into two parts/components A and B (Paper IA, Paper IB, Paper IIA and Paper IIB) and taken over two consecutive days.

This pack is designed to provide you with all the information you will need to undertake the Diplomate MFPH examination.

Online examinations

Background
Following the postponement in March 2020 of all exams due to the outbreak of COVID-19, the Faculty decided in June 2020 to migrate all exams to an online, remote delivery platform for the foreseeable future. The Faculty is committed to supporting all registrars throughout their training pathway towards a successful CCT. While online delivery is a very different way of managing the examinations, we are very keen to maintain the current format and 'spirit' of the existing assessments.

TestReach were chosen as the exam platform provider and they have many years of experience of delivering exams with remote invigilation and have worked with other Royal Colleges including the Royal College of Physicians of Ireland, the Royal College of Anaesthetists and the Faculty of Pharmaceutical Medicine.

Equipment and IT Requirements

Candidates should use their own simple, non-scientific, non-programmable calculator. Invigilators will verify that the calculator matches this specification upon registration to the exam.

Please note that following candidate feedback, candidates are now permitted to use their own simple, non-scientific, non-programmable calculator for ALL papers.

Examples of permitted calculators can be seen here:

>   Example 1

>   Example 2

IT equipment

You do not need any special IT equipment for a remotely invigilated exam, a standard desktop or laptop with a webcam, a microphone and good quality internet connectivity will suffice.

All of the key requirements are checked during the system check process and in the unlikely event of any issues, these will be brought to your attention and can be resolved well in advance of exam day. Technical support will also be available to assist during standard office hours if required.

The following minimum system requirements are required. Please also see the TestReach FAQs for any updates on minimum requirements and further information.

- A laptop or computer running Windows v7.0+ or MacOS 10.10+ operating system (MacOS BigSur users need to upgrade to 11.3+)
- Intel Core i3 (or equivalent) and 4GB RAM
- A working webcam that can be used to scan the room
- A working microphone and speakers
- Minimum candidate internet speed of 2 Mbp
- Recommended candidate internet speed of 2.4 Mbps
- A screen size of at least 13″ and a resolution of 1024 x 768
- You cannot use a mobile phone, tablet, Chromebook or Surface Pro.

- Please ensure that you are connected to a power source if you are using a laptop. The TestReach application may use your battery more than usual use so please do not rely on sufficient battery capacity rather than connecting it to a power source.

- Please note that if you have an ethernet cable, connecting to the internet using an ethernet cable rather than using solely the WIFI will help to improve your connection.

- Candidates who do not have a suitable set up could potentially borrow equipment or take the exam in a different location such as your workplace.

- If you have a choice between two devices that meet the minimum system requirements above, a larger screen would be preferable.

- If you decide to take the exam in a workplace setting, please ensure that you have tested the tutorial and checks recommended in the next section as soon as soon as possible to ensure the equipment you will be using is able to load the TestReach app and your keyboard, sound, webcam and screen are working well.

- Please be aware that workplace settings often have firewall restrictions that will need to be resolved with the relevant IT Department in good time before the exam. Please see the appendix for **a guide to the Testreach desktop app for IT departments.**

Accessing your personal TestReach account and checking your device

1. You will receive an email from customersupport@testreach.com with the subject line: 'TestReach New Account'. This will include your TestReach username and a temporary password which you will be able to reset to a password of your choice by clicking on the button in the email.

    If you do not receive this, please check your 'Junk email' first and then contact Educ@fph.org.uk

2. This email will also include a link to download the TestReach application. **Please use the device you intend to take the exam on to download the app.**

   If you have previously sat an exam using TestReach and therefore already have an account, you will receive an email with a link to re-set your password.

   Please note that if you sat the November 2020 online exam and did not sit the March or October 2021 exam, you will be prompted to download a new version on entering the app, and you must do this. The new app can take around 30 minutes to download.

3. If you are unable to download this application due to administrator settings on a work laptop or computer, please contact your IT department. If you have any other issues, please email TestReach or call them on the number below and they will help you to resolve this: +44 (0)20 34758685

   support@testreach.com

   https://www.testreach.com/candidate-support.html

4. When the download is complete click 'Run'
5. Launch the app
6. Please log in using your username and password.
7. A white screen will appear with three tabs – 'Check Set-up', 'Exams' and 'Take Tutorial'
8. Please click on 'Check Set-up' first to test your device. The app will ask you to confirm your webcam, microphone, and speaker settings. It will then test each setting in turn and ask you to confirm what you can see/hear.
9. On completing the check, you should see a message pop up to say, 'Set-up check successfully complete' (there may be a short lag between completing the checks and seeing this message)

It is important to note that this check tests your system compatibility, but you should still check your device against the IT requirements on the previous page.

You should do this well in advance of the exam, even if you have previously completed it. This ensures that any updates have been made to your device since you last ran the check have not caused any issues to the running of the TestReach app.

Familiarising yourself with the online exam canvas

Once you have completed 'Check set-up' please click on 'Take tutorial'. We strongly recommended that you do this to ensure you are fully prepared for your exam.

The tutorial includes an introduction to the online exam canvas and how to use it.

Once you have finished looking through the tutorial, you will be able to enter the FPH Functionality Familiarisation Test.

Please note that this is now part of the same tutorial and can be accessed after Question 14. The text in Question 14 will tell you how to move on to this section.

FPH Functionality Familiarisation Test

FPH offer candidates the chance to try out the functionality that you will see in your customised Diplomate exam canvas. Past Diplomate Exam questions have been included as example content.

As the Functionality Familiairsation Test is now incorporated within the tutorial there is no longer an attempt limit.

Some points to note:

- The exam paper has a set time duration of 2½ hours. Please note that you can re-enter the TestReach tutorial and re-start the Functionality Test as many times as you wish.

- There will not be a remote invigilator element for this trial exam and your answers will not be marked.

- The paper will consist of four questions – one Paper IA question, one Paper IIA question (with a word limit feature enabled) and two Paper IIB questions.

- The Paper IIA question appears with a word count feature enabled (set to 660 words). You can add text in excess of 660 words, but the background will change to red to indicate that you have exceeded the word limit. **In the live exam, examiners will not mark any text after the point where the script exceeds 660 words**.

- The word count feature will also be enabled in the live exam. Please note that this is the only question that has a word count limit. In the live exam this will be on Paper IIA, Question 1.

- Please note that the Functionality Familiairsation Test is intended as a tool to familiarise yourself with the functionality of the online exam canvas ahead of the live exam. It is not intended to be a mock exam.

If you wish to view the full question and answer, these can be found on the website here:

Question 1: key-points-examiner-comments-jan17-final.pdf (fph.org.uk) – Question 1

Question 2: new-paper-iia-specimen-questions.pdf (fph.org.uk) Question 1

Question 3: Paper IIB Specimen questions - FPH – Specimen Question 1

Question 4: Paper IIB Specimen questions - FPH – Specimen Question 2a

Confirming your exam booking with TestReach

Two weeks before the exam you will receive further emails asking you to enrol for your exam. Unless you have already banked a paper, you will receive two enrolment emails, one for each day of the exam.

Please note that as each candidate must be assigned to an invigilator onboarding slot, there will be two different times available to connect to an invigilator: 9.45 and 10.00am. Please be assured that the onboarding slot you are allocated will not affect your overall time allowed for the exam.

Please enrol as soon as possible in case of any issues but at the very latest by 8th March. If there are any issues with booking your exam, we will then be able to resolve these before the day of the exam.

If you experience any issues, please contact TestReach on the details below. If they are unable to resolve the issue, please contact FPH at educ@fph.org.uk.

+44 (0)20 34758685

support@testreach.com

https://www.testreach.com/candidate-support.html

2. Once you have enrolled in your exam, you should receive an email from customersupport@TestReach.com confirming your booking.

Please see the appendices at the end of this candidate pack for more information about the online examination, what to expect on the day and hints and tips about functionality.

Examination Timetable

Please note that you should ensure that you are at your desk, with your valid ID document, ready to connect to the invigilator **15 minutes** before your exam start time**.**

The invigilator will then take you through the necessary ID and equipment checks ready to start the exam.

Please note that the time for Paper IIB has recently changed to two hours.

Paper I (Monday)	Time (UK GMT)*
Paper IA Start time	9.45am
Paper IA Finish time	12.15pm
Paper IB Start time	13.45pm
Paper IB Finish time	15.25pm
Paper II (Tuesday)	Time (UK GMT)*
Paper IIA Start time	9.45am
Paper IIA Finish time	12.15pm
Paper IIB Start time	13.45pm
Paper IIB Finish time	15.45pm

* As noted in the previous section, please be aware that your exam may start 15 minutes later than the time stated in this table. This will depend on the onboarding slot you book when you enroll. The onboarding slot you are allocated will not affect your overall time allowed for the exam.

Late arrival

In the event of any exceptional issues, you will be permitted to start your exam up to 30 minutes late.

Contact numbers

In case of any issues, please store the following number and email address for TestReach in your phone.

44 (0)20 34758685

support@testreach.com

https://www.testreach.com/candidate-support.html

If you have a technical issue and are unable to contact TestReach, please contact the FPH Education Team on 44 (0)2036961471, 44 (0) 203 696 1473 or 44 (0) 203 696 1475.

Once the exam is complete, please ensure that you report any technical issues to FPH so that this can be investigated by FPH.

If you experience a significant delay in being able to connect to your invigilator for your morning paper IA or IIA, please report this to FPH as soon as you have finished the morning paper. The Exam Co-ordinator will then contact TestReach to ask whether it is possible to delay your afternoon paper accordingly to allow you to take a suitable lunch break.

Identification documents

Please ensure you have one of the following forms of ID ready to show the invigilator for each exam paper. This must have a valid date. If your ID does not match the name on your application form, please send through evidence of the change in your name to the Exams Coordinator in advance of the exam day.

One of the identification documents listed below as proof of identity. It must be original, current and bear a photograph:

- Passport
- UK Immigration and Nationality Department identification document
- Home Office travel document
- UK driving licence
- EU identity card
- National identity card (or Hong Kong Identity Card for Hong Kong candidates)

If the name on the identification document is different from that on the examination allocation email, original evidence must be provided to show that the candidate is the person named in that email. FPH will accept:

- A marriage or civil partnership certificate; or
- A declaration from the awarding body which granted the primary medical qualification stating that both names relate to the candidate.
- Confirmation of name change by enrolled deed poll.

If candidates do not bring the documents listed above, or if the identification document does not bear a photograph, they will not be allowed to take the examination. The examination fee will not be refundable under these circumstances.

If you are unable to provide the appropriate ID for your exam, please contact the appropriate exams coordinator.

Permitted examination materials

Candidates are permitted to have the following items on their desk:

1. A valid ID document
2. A whiteboard with an erasable pen – this must be clear on beginning and ending the exam. The invigilator will ask to check that the whiteboard is clear at the beginning

and end of the exam. Please note that following candidate feedback, candidates are now permitted to use either an A4 or A3 single-sided whiteboard.
3. Water/snacks in clear packaging
4. A basic timer with no other functionality other than being a stop clock.
5. Candidates should bring a non-scientific, non-programmable calculator.

Prohibited items

Prohibited items include:

- Any resources, books, paper (including English and/or foreign language dictionaries)
- Please note that it is not necessary to remove or cover up bookcases in your room. Books should, however, be out of reach.
- Scientific or programmable calculator
- Earphones/ ear plugs
- Pens, pencils, paper, or any other material to write on other than a clear A3 or A4 whiteboard.
- Mobile phones (once the exam has started) or any other devices.
- Mobile phones are only permitted to use as a way of showing the invigilator your environment. Once you have completed this check, the invigilator will ask you to turn off your phone and put it out of reach. The only instance you should turn it back on is to contact TestReach should you be completely disconnected from your exam due to internet or power failure.

Please note that if you enter the TestReach app on the day of the exam wearing earphones, you will be asked to remove them and log out and log in to the app again. This is because wearing earphones will affect the systems check validation for sound.

Mobile phones
Please keep your phone with you in the room you will be taking your exam. The invigilator may ask you to use the camera on your phone on 'selfie' mode to show them your desk and screen. They will then ask you to switch off your mobile in front of the camera and put it out of reach in the room.

On the day of the exam

1. When you login to TestReach you will see your exam papers are listed under the 'Exams' tab.

2. Please log in to the TestReach app **15 minutes** before your exam start time to connect to an invigilator.

- Please remember to have:
  - your valid ID document ready
  - your device plugged in to a power source
  - your clear whiteboard and erasable pen (if you choose to use one)
  - any snacks or drinks in clear packaging/container
  - a basic egg timer should you choose to use one (this shouldn't have any other functionality)
  - a non-programmable, non-scientific calculator
  - TestReach and FPH contact details to hand

3. At 15 minutes before your exam is due to begin, the button that previously said, 'Confirm exam time' will change to 'Connect to Supervisor'. (Please note that TestReach use the term 'Supervisor' for 'invigilator').

During the examination

- The invigilator will be able to see your screen and will be able to hear you throughout the exam.
- Should you wish to ask them a question, you can either speak aloud or send them a message in the chat function.
- You are permitted to leave the room to visit the bathroom once during an exam paper for a maximum of five minutes.
- If you have an adjustment, you will receive information about this separately.
- If you wish to use the bathroom, please ensure that you ask the invigilator first and wait for their reply. Leaving the room without first notifying the invigilator will be recorded as misconduct in the invigilator report.

Finishing the examination

- If you wish to end your exam earlier than the full time, again please either speak aloud or use the chat message function to let the invigilator know.
- The invigilator will then ask to check that your whiteboard is clear if you are using one and instruct you to press submit on your exam.
- Shortly after your exam has ended you should receive an email from customersupport@testreach.com confirming that your exam has been submitted.

Leaving the examination

- If you feel unwell during the examination, please tell the invigilator immediately.
- If you feel that you cannot continue, please tell the invigilator that you wish to end the exam.
- Please see our Extenuating Circumstances policy for further information.

Online exam FAQs

Please ensure that you have read the FAQs here before the day of the exam. This includes important information including what happens if your internet connection should fail.

Misconduct

Please note that by signing the application form, you have confirmed that you agree to the new FPH Online Examinations - Interim regulations and information for candidates

Please note that as questions are now from a closed bank, candidates must not attempt to capture questions or share questions after the exam. Please refer to the Misconduct Policy for further information.

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.

Examples of moderate offences include:

- A second person accidentally entering the room.
- Leaning out of view of the camera.

Examples of serious offences include:

- Answering a ringing phone (unless you are contacting TestReach/the FPH Exam team due to a complete loss of connection). Please ensure that phones are switched off before the exam begins to avoid risk of disturbance.
- Using a pen and paper.
- Possession of or consulting any prohibited items in the examination environment, such as textbooks and websites.
- Helping or receiving help from another candidate; and
- Writing down or attempting to capture any details of the exam questions for use outside of the exam.

A list of the infringement levels online invigilators will be using for the Diplomate Exam can be seen in the Appendix of the Exam Regulations.

Candidates committing these offences or any other activity that may be deemed to constitute professional or academic misconduct will be reported to examination officers and the FPH Education and Training Department. All incidences will be investigated in accordance with the FPH Examinations Misconduct Policy and Procedure, and if found to have engaged in misconduct candidates may have their examination result declared invalid and their name reported to their professional regulatory authority, and (if on a UK training scheme) to that training scheme as well.

Withdrawing from the examination

Candidates withdrawing from an examination after the closing date and up to one week before the examination will normally be charged 50% of the fee.

- No refund will be made to candidates withdrawing within seven days of the examination.
- No refund will be made to candidates without written notice of intention to withdraw.
- A greater refund may be granted at the discretion of the Academic Registrar under exceptional circumstances.
- Any candidate who holds a banked paper and withdraws can apply to retain their banked paper. This can be granted at the discretion of the Academic Registrar.

Please see the FPH Withdrawal Policy here.

Extenuating Circumstances

Candidates may complete the Extenuating Circumstances Form to inform FPH of serious circumstances that occurred on the date of the Diplomate Examination and that have adversely affected their examination performance. This information will be made available to the relevant Chair of Examiners.

Please note, marks/results will not be altered to reflect individual circumstances. The only available outcome as a result of a successful submission is that the attempt can be discounted. Please note the record of the sitting will not be deleted.

It is the candidate's responsibility to complete and return this form to arrive at the FPH no later than **three days** after the examination date.

Types of circumstances that the Faculty may consider to be serious include:
- The death or critical illness of a dependent or close relative on the day of the examination
- A severely debilitating illness/accident that strikes on the day of the examination.
- A serious deterioration of a long-standing illness on the day of the examination

Circumstances that would be considered ineligible:
- Late arrival to the examination
- English as a second language
- Long standing illness which was unchanged on the day of the examination
- Existing conditions/disabilities for which modifications are required but which were not notified to FPH ahead of time.

Infectious illnesses
Please do not attend a shared exam venue with an infectious illness. Please submit an application for extenuating circumstances and obtain supporting evidence in the form of a medical report and letter from your employer or Training Programme Director to support your application.

Notification of Results

Examination results will be sent **by email to the email address given on the application form** on Thursday 12th May.

A pass list and results summary will be published on the FPH website in the following week. **Examination results will not be given over the telephone and** are not posted in the Faculty premises.

Candidates who have passed the examination will have their names passed to the Membership Department of the Faculty for election to Diplomate Membership.

Results of candidates on the Training Scheme will be sent to the relevant Training Programme Director.

Please note that it is not possible to apply for the Final Membership Exam until you have received your results letter confirming that you have passed the Diplomate Exam.
We expect there to be a gap of at least 6 to 9 months between passing the Diplomate Exam and taking the Final Membership Exam.

Feedback

Examiners' comments will be posted on the website shortly after the results have been sent out. Candidates will not receive detailed individual feedback.

General Advice to Candidates from Examiners

<u>Examination preparation</u>

You are advised to practise writing exam papers under exam conditions including timing yourself taking a past paper and practising typed answers.

As always, in preparing for this exam, candidates are advised to ensure they can define common terminology and concepts from all parts of the syllabus, practice their examination skills, and be able to apply their knowledge and skills in a public health context. The latter is particularly important for Paper IIA, where being able to synthesise the key issues raised by a research paper and being able to identify and communicate key public health messages (often beyond those narrowly described by the paper's authors) to a variety of audiences, is required for a pass.

Sitting the exam for (or beyond for those with extra time) 2.5 hours is tiring both mentally and physically. It is well worth preparing for that through timed practice exam opportunities (either formal or informal).

<u>Taking the examination</u>

You are advised to read the questions carefully and follow the instructions. The number of parts to the question will be listed at the beginning of each question. **Please ensure you scroll down to view all parts of the question.**

Answer <u>all</u> the questions. Where marks are divided across questions these provide an indication of how you should divide your time in answering the questions.

Please note that you will not be penalised for writing out formulae rather than using symbols. The examiner will mark what you've written regardless of format as long as it is possible to follow your working and understand what has been done.

Please note that Paper IA contains questions 1-6. Paper IB starts at Question 7.

<u>Expectations and characteristics of good answers:</u>

Examiners look for clarity, brevity, focus, structure, an appropriate use of technical terms, avoidance of irrelevant material, and a suitable level of neatness.

Candidates need to show an understanding of key public health principles, demonstrate that they can apply them to a problem and give answers that are framed from a public health perspective.

Candidates are expected to demonstrate evidence of public health knowledge, applied with care and where necessary show an ability to make connections across narrow subject areas. An answer is unlikely to require simply a statement of facts or definitions (although this may form part of an answer), nor should an answer include material irrelevant to the question.

Some questions require evidence that candidates demonstrate knowledge of 'real life' public health practice, rather than an abstract discussion of the concepts.

A good answer will have logical order and an appropriate structure, framework or headings; judicious use of bullet points where appropriate can be helpful, although the expectation is that the bullet points will contain explanatory sentences not single words. Candidates should be able to present facts and other material in an accessible, clear and logical way.

Examiners need to see evidence that the candidate understands and can illustrate all aspects of the question in their answer.

Characteristics of poor-quality answers:

Inappropriate answers: writing information that has not been asked for in the question, even if the information itself is factually correct, will not gain credit.

Lack of focus: candidates who use a 'scattergun' approach that is, using a well-rehearsed general answer to a specific question, will not gain credit for relevant key points they happen to mention along with other material which is irrelevant to the question asked.

Paper IIA and word limit for Question 1

There is a word count limit for your response to question 1 for Paper IIA. Examiners will stop marking if the word count is exceeded by more than 10% (i.e., 660 words).

The online exam answer pad will have a word count limit for Paper IIA, Question 1. Please note that when you exceed 660 words, the background will turn red. The exam canvas will allow you to write over the limit (to allow you to write more before editing your answer) but please note that examiners will not mark text over 660 words.

Examiners' comments and Specialty Registrars' feedback

Please note that feedback from the SpR committee and the letter of response from the Diplomate Exam Chair of Examiners can be found here:

Examiners' comments can also be found in the same location.

Link to advice on preparing for the Diplomate Exam from the winner of January 2018 Michael O'Brien prize

https://betterhealthforall.org/2018/06/06/advice-on-preparing-for-part-a-from-the-winner-of-this-years-michael-obrien-prize/

FPH Twitter feed
Follow @FPH on Twitter for notifications of communications about the exam.

Communications before the exam

Please note that the Exams Co-ordinator will send a reminder email to candidates the week before the exam and the last working day before the exam. These emails will include important reminders and any new updates so please look out for this in your email.

Questions?
If you have any queries, please do not hesitate to contact FPH at laurabland@fph.org.uk or educ@fph.org.uk

Wishing you good luck in the examination!

Appendices: Online Examinations

Appendix 1: Starting the exam

1. Once you have clicked to connect to a supervisor you will see the following page confirming the paper you are sitting.

2. Please note that the duration displayed is the same for all candidates. Adjusted exam durations will not be visible on this screen.


3. Before you are connected to a supervisor, you will be asked to read the terms and conditions of the exam.

4. Please read this checklist carefully as there are some important reminders before you begin the exam.

5. When you have clicked to accept all terms, you will be able to click next and connect to a supervisor.

6. You will be asked to check your settings one more time using the 'Systems check' feature.

7. You will then see a message saying that the system is trying to connect you to a supervisor and an estimated wait time.

Please wait while we connect you to your supervisor

During busy periods this can take up to 15 minutes, however this will not affect your exam duration.

Estimated wait time is 5 minute (s)

Cancel connection to supervisor
Customer Support : +44 (0)203 475 8685 or +353 (0)1 699 1385
TestReach System Status: status.testreach.com
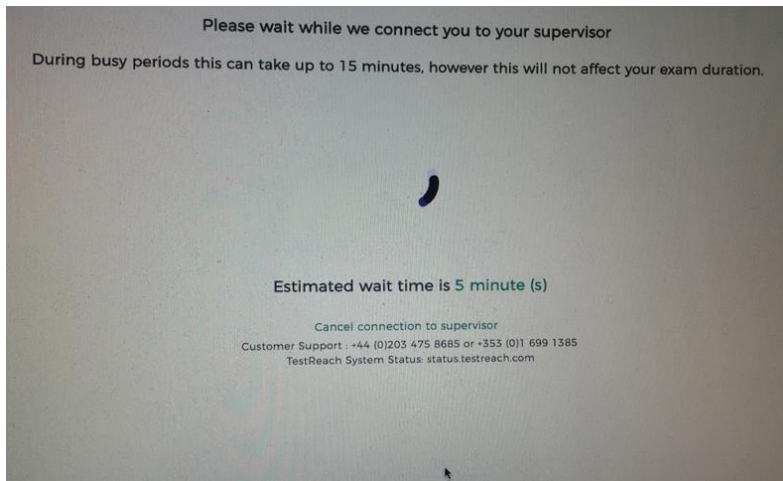
- Should you encounter any issues, please call the TestReach support number that is displayed on the screen.
- If for any reason you are unable to contact TestReach by phone, please email the TestReach helpdesk. Your email will then be time stamped and can be used as supporting evidence should there be further issues.
- Please note that you will not lose any time from your exam if there is a delay in connecting to the invigilator. The exam time will only begin when the supervisor has connected with you and completed the necessary checks.

8. The invigilator will first ask you to show your valid ID document.

   They will ask you to hold it close to the webcam so that they can verify your name and your photograph.

   Please ensure that your ID matches the name on your application form. If it does not match, please send your marriage certificate/appropriate document to confirm the difference in your name to the FPH Exams team as soon as possible. This will avoid this check needing to be completed on the day of the exam.

9. The invigilator will ask you to use your webcam to complete a 360° check of your room. They will also complete a thorough environment check.
   If you are using a desktop computer or you are unable to pick up your device to complete this check, you will be asked to use your mobile phone on 'selfie mode' or a mirror to show the invigilator your environment.

10. If you are using a laptop or portable device, it is best to hold the laptop above your desk to give the invigilator a good view of your desk.

11. Please note that the invigilator will not be able to complete the check and let you start the exam until they are confident that they have seen your desk and the items on it, we would therefore recommend that you practise positioning your device to show your desk on the webcam in advance of the exam so that you can ensure this check is completed as quickly and smoothly as possible.

Appendix 2: Beginning the exam

Once the supervisor has said that you can begin the exam, you will see the following screen with the blue Faculty banner. At this point your exam time will start and you will see that the timer has started. Please click the next button to view the first question.

Next button
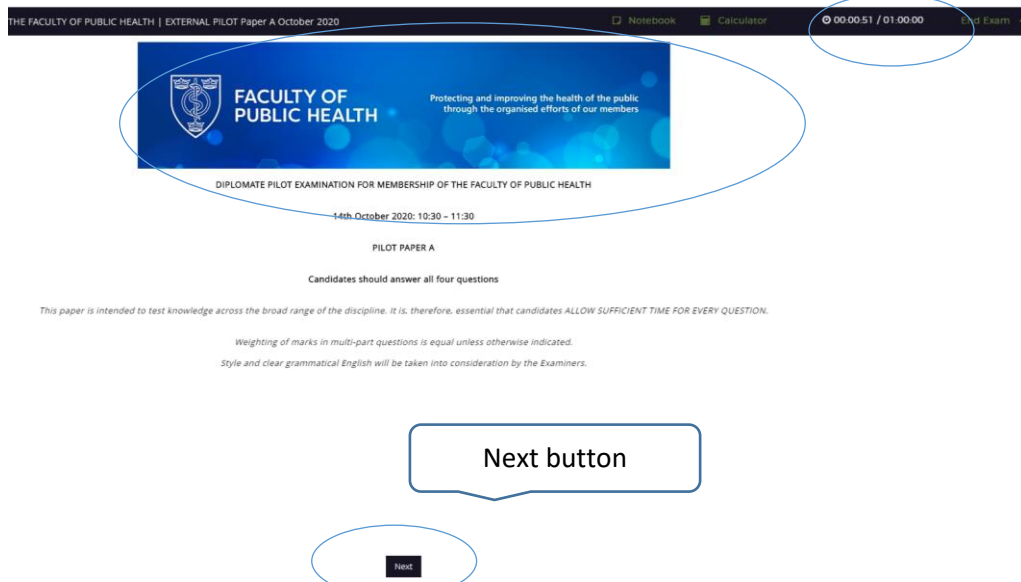
Appendix 3: Viewing the questions

Please ensure that you scroll down in the question panel to ensure that you see all parts of the question.
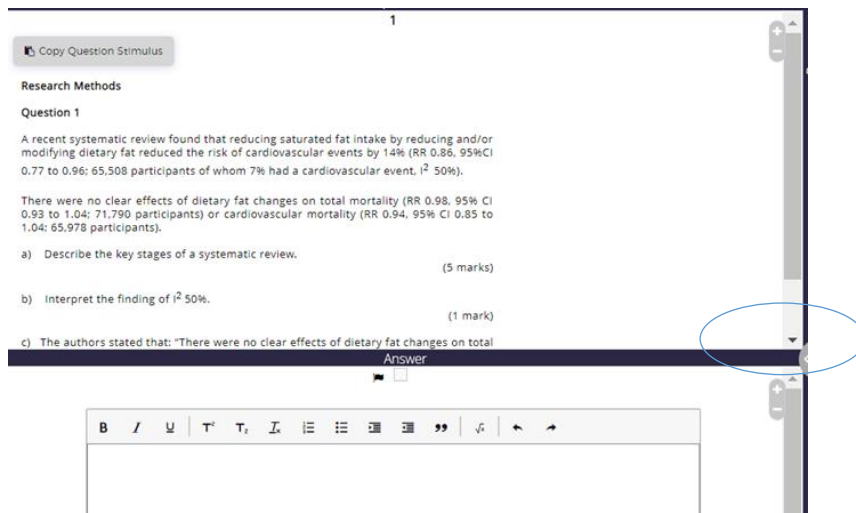
Please note that there is no 'save' button as answers are automatically saved. If you accidently delete part of your answer when cutting and pasting, please use Cntrl V to paste it back into your answer. If you delete it accidently outside of the cut and paste process, please click undo. If for any reason you are unable to retrieve it via these methods, please speak to the invigilator who will be able to restore it for you.

Appendix 4: Invigilator view

- When you are in your exam you will see yourself and the image of your screen on the bottom right-hand side.
- This shows you the invigilator view.
- If you find this distracting, you can minimise the invigilator view by hovering your mouse over the top of the Supervision line title and dragging it down.

Appendix 5: Interaction with the invigilator during the exam

- The invigilator will be able to see your screen and will be able to hear you throughout the exam.
- Should you wish to ask them a question, you can either speak aloud or send them a message in the chat function.
- If you wish to use the bathroom, please ensure that you ask the invigilator first and wait for their reply. Leaving the room without first notifying the invigilator will be recorded as misconduct in the invigilator report.

Appendix 6: Submitting your exam

- If you wish to end your exam earlier than the full time, again please either speak aloud or use the chat message function to let the invigilator know.
- The invigilator will then ask to check that your whiteboard is clear if you are using one and instruct you to press submit on your exam.

Confirmation of your exam submission

Shortly after your exam has ended you should receive an email from

customersupport@testreach.com confirming that your exam has been submitted.

Appendix 7: Hints and tips

Word count

For Paper IIA Question 1, as usual, there will be a Word count limit of 600 words. Candidates are permitted to exceed this by 10%.

As the exam is now in an electronic format, there is now a word count feature within the answer box.

The background of the answer pad is white, however, when you exceed 660 words for Question 1 in Paper IIA the answer box background will turn red.

Please note that it will still be possible to write further text (to allow you to write more and then edit your answer) but examiners will know that you have exceeded the limit and will not mark text past the point of 660 words.
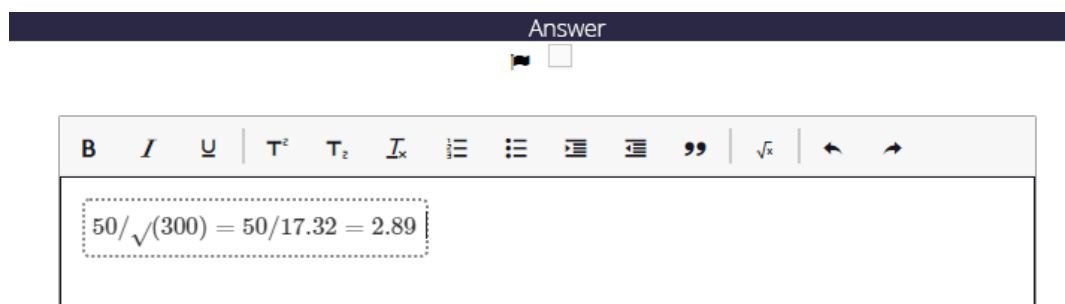
Arithmetic keyboard

An additional feature that is available to view within the FPH Functionality Familiarisation Test is the arithmetic keyboard.
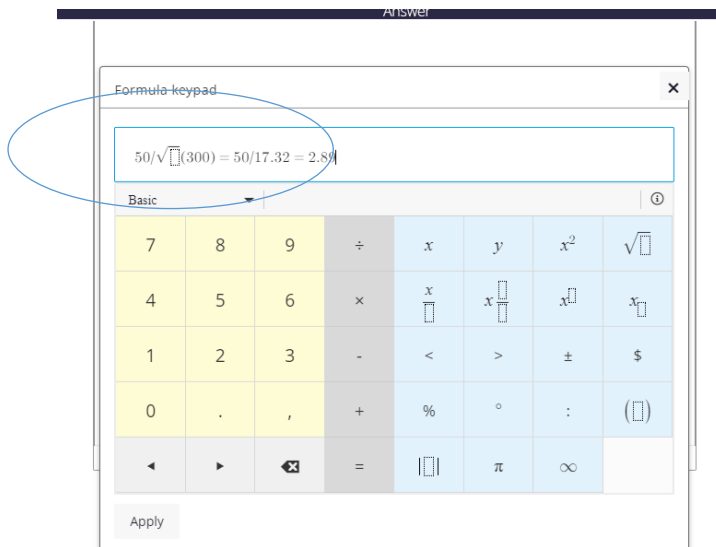
- To access the arithmetic keyboard, please click on the square root button in the formatting toolbar

- Enter the symbols or equation you wish to insert into your answer and click 'apply'.

- You may find it is easier to insert an equation into the arithmetic keyboard in one entry rather than trying to add each operator individually and manipulate it in your answer box.

Formatting tool bar

When using your answer pad, if you have reached the point where you need to scroll to see the end of your answer, the formatting toolbar will disappear.

The solution to this is to fully expand your answer box to the top of the screen, you will then be able to scroll up and down in your answer and see the formatting bar as you will see below.

Undo function

It is useful to note that if you delete something accidently during the exam, you can use CTRL Z to undo. There is also an undo button on the formatting toolbar.

Using an Apple Mac

- Please note that if you will be taking the exam using an Apple Mac and using a separate keyboard, the copy and paste function will only work using the keyboard on your Mac. Please use Cmd C and Cmd P to copy and paste.
- We would advise practicing this in advance of the exam, using the FPH Functionality Familiairsation Test to ensure you can find a solution that works for your set up.
- This is particularly important if you are using a laptop with the lid closed and an external monitor.

We hope you have found this guide useful but please do not hesitate to contact FPH at educ@fph.org.uk or laurabland@fph.org.uk if you have any queries.

With best of luck for the exam.
The FPH Exams Team

A Guide to the TestReach Desktop App for IT Departments

What is the TestReach Desktop App?

The TestReach Desktop App is an application that can be downloaded to a desktop or laptop to enable a candidate to take an exam on TestReach.

When opened, the TestReach Desktop App launches the TestReach Online website and it acts and behaves in the same way as if you were accessing the TestReach Online application using a standard internet browser.

Why is the TestReach Desktop App Required?

The TestReach Desktop App is used for two purposes

1. Remotely Invigilated Exam

A Remotely Invigilated Exam is an exam that the candidate takes while been monitored by our trained supervisors via their webcam, audio feed and screen share. The Desktop App facilitates these connections and ensures a smooth experience for the candidate.

2. Secure Online Exam

A Secure Online Exam is an exam that the candidate takes without being monitored, but they are "locked-in" to the application from the time they launch the exam until the time they complete it. This prevents them from, for example, opening up a web browser and googling the answers while they take the exam.

What are the System Requirements?

The TestReach Desktop App will run on any PC running Windows 7+ or a Mac running OS 10.10+

It requires a minimum computer specification of Intel Core i3 (or equivalent) and 4GB RAM. It is also advised that the candidate uses a screen size of at least 13" and a resolution of 1024 x 768.

Are there any Security Concerns?

The TestReach Desktop App is very robust, safe to run and has been rolled out across the globe in government, EU organisations, professional bodies, corporations, etc. without any negative reports.

Once the exam is completed, the TestReach App can be closed by clicking the <Exit> button and has no notification service or any other configuration that runs while the App is not opened.

When opened it only connects to standard http and https websites through the standard Ports 80 and 443.

For those organisations requiring whitelisted IP addresses, the URL access points are as follows:

testreach.com

learnosity.com zendesk.com

dof8gyq4yceq.cloudfront.net

54.163.229.157 via TCP/UDP 3478

For further information please see https://www.testreach.com/candidate-download.html or email customersupport@testreach.com or call Technical Support on UK: +44 (0)20 34758685 / IE: +353 (0)1 6691385.