

Common Causes for RI Exam Re-Sits

While some re-sits are caused by internet issues beyond the candidate's control, a large number could be prevented. Re-sits for these reasons cost you and the candidate time, money and frustration. Below are the most common exam violations for you to stress to your candidates prior to their RI exam.

- **System Check not completed.** Candidates receive a system check email 10 days before the exam and again 3 days before the exam if the system check has not yet been completed. It is critical this check is completed at least 48 hours before the exam so any technical issues can be resolved. The system check email includes a link to a Candidate Quick Guide to help them make sure their operating device is correctly enabled for recordings to work.
- **Insufficient or Unstable Internet** – If a candidate's internet is not sufficient or stable, the video recordings may drop, and we may not be able to verify exam conditions throughout the exam. Candidates should check their internet speed at www.fast.com prior to beginning their exam. Candidates must have strong wi-fi to complete the exam. If their internet speed is weak, they should sit as close to the internet connection point as possible and ask other nearby users to disconnect and refrain from using Wi-Fi during your system check, then recheck their internet speed.
- **Unable to verify exam conditions.** The room scan completed prior to launching the exam allows us to verify that exam conditions are in place. Each step is critical and allows the RI reviewer to verify exam conditions. Many disqualifications are caused by candidates skipping steps or performing them too quickly for the reviewer to confirm.
- **Secondary Device not setup correctly at the start of the exam.** Prior to entering the exam, the candidate will be presented with a page that shows the view from both the webcam and the secondary device. If the candidate cannot see themselves clearly in both views, the reviewer will not be able to see them. The candidate should stop and correct the problem contacting Online Support if necessary. Note: RI exams are not live invigilated and online support cannot view the candidate's screen. If there is an issue with the candidate's setup, they will not be notified.
- **Secondary Device not on Airplane Mode** - The candidate's secondary device must be placed in airplane mode as any alerts or notifications could stop their device recording. They will not receive an alert that their device stopped recording if this occurs.
- **Candidate has pen and paper and takes notes.** Candidates are not allowed to have pen and paper on their desk during an exam or take any notes. Candidates may flag questions within the exam to identify questions to return to later.
- **Other people in the room.** Candidates must be alone in the room during the exam. We have seen numerous videos where candidates are sitting in a room with others violating exam conditions.
- **Wearing earphones/headset.** Candidates are not allowed to wear earphones or a headset as we are unable to tell what is being played through the earphones.

The list of all exam violations and the video on exam room setup are available on Global Campus.