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GENERAL

When is the November AVOSCE?

The AVOSCE is scheduled for Saturday 20 November 2021. The AVOSCE will commence at 8am Australian Eastern Daylight-Saving Time (AEDT).

What is an AVOSCE?

An AV OSCE is an exam that will be conducted entirely online from a participant home or place of work. Station Materials will be available to candidates via an online platform, called Assess App and candidates will be virtually joined to Examiners and role players via zoom. Both systems will run concurrently to facilitate the exam.

What is the platform that will be used?

The Examination will use two platforms for this examination: **AssessApp** (iMark) which holds the examination materials, schedule, exam timers and candidate information and, Zoom, which allows candidates to be observed during the reading room, and connects examiners, role players and candidates for the OSCE Assessment.

How will work?

Assess App houses the station materials, mark sheets and zoom links. There is a Candidate registration room, 6 reading rooms, 6 assessment rooms (for each station), all of which, are held in Zoom. During the examination, candidates will move through their stations ZOOM rooms, accessing their materials via Assess App. Examiners and Role players will remain in the same Zoom room to examine candidates who come to them but will be need to access Assess App for each of their candidate's individual mark sheet.

Examiners will log into the Assess App system to commence the examination. Examiners will use their current College log in details (i.e., those used for MyCPD/InTrain). At the nominated time, the candidate will enter the zoom reading room, and will see their invigilator and they will see their assessment materials in the Assess App. When the reading time is over, they will move into the assessment Zoom room, and meet the examiner and role player for the station. The Assess App will be pre-configured to provide the correct zoom links via 'pop ups' at the scheduled examination times. Scenario materials can be viewed on AssessApp (iMark) during the assessment time.

How long are the sessions?

There is an AM session and a PM session. Each session has different content and different examiners/role players.

The station timings are:

Reading Room - 5 minutes

Assessment Room – 16mins (1min for connecting to the room, 15min for assessment to occur)

End of Station - 1min (for the purpose of allowing candidates to leave the assessment room and re-join the next reading room without losing reading time)

Is there a video I can watch to see the platform?

Yes, the Examiner video can be viewed in the OSCE section of the RANZCP Website

How will this examination reflect the normal OSCE experience?

The AVOSCE has been designed to closely reflect the OSCE examination, in that all station materials are as per a regular OSCE. Stations will be examined by one examiner and stations will be a mix of Role player and VIVA style stations.

How will I know what time to go into the system?

Examiners are advised to log into the system at their designated commencement time. The college will advise examiners of their start time. All times for this examination are set to Australian Eastern daylight savings time.

Can I use my mobile phone or tablet to undertake the exam?

No, the exam must be undertaken on the workstation (PC/Laptop) that you used for testing and training. iPad, phones and tables are not suitable.

Can I have my mobile phone or tablet with me during the exam?

Examiners may have their mobile phones in the room, but they must be switched to Silent Mode. Mobile phone use is only allowed to hotspot in the case of connectivity issues or to call the Hotline to request support. Use of tablets or other devices is strictly prohibited.

Can I eat and drink during the registration period and examination?

Examiners may eat and drink during registration, however this will not be permitted once the examination time commences.

Is the exam recorded?

No, however an examiner may request that recording commence, as evidence of suspected misconduct. In this instance, an incident report should be lodged via the Assessment Sheet. Recording will be turned off once the candidate has left the assessment room.

Do I have to register for this examination?

Examiners will undergo a roll call and a basic audio/visual check at registration. Examiners must 'Rename' their zoom name to Ex[stream][station]-[last name].

How do I know when the stations start?

The Assessment Tab lists all the candidates you will examine and associated start times for each. At the allocated start time the relevant candidate link/row will become highlighted orange/red and the circle to the left of the name will begin to twirl/rotate. When you click the link, you will see a timer at the top right of the page.

How will I know that the station is ended?

The timer will be green until there is 1-minute left. At 1 minute to go, the timer will turn red to prompt examiners to finish up their questioning.

What do I do if I cannot attend?

Examiners who intend to withdraw from the examination should notify the College as soon as possible. Examiners should call the RANZCP Hotline, which can be called during business hours, the week prior to the examination and on Friday 19 November 2021 and during the examination day on Saturday 20 November 2021.

Australian Line - + 61 (03) 9236 9170

New Zealand Line - +64 4830 7188

What should I wear?

Examiners are expected to present themselves in professional attire as they would during a face-to-face examination.

SET UP/PLANNING

What location will I use on exam day?

You will need somewhere that is quiet, where you will not to be interrupted by others for the exam period. The location must have an internet connection that is stable and reliable. Please check for planned outages in your area.

If you plan to do the exam at home, family members/housemates should limit internet downloads or streaming activities during the exam period.

A technology test, provided by the college, should have been completed at the location and on the workstation (pc or laptop) that you intend to use for the exam.

What if I have to do the exam in my kitchen/loungeroom?

Examiners can complete the examination at their house as long as there is minimal interruption/distraction. It is up to the participant to choose a location that is appropriate, noting that regular exam conditions must be adhered to.

What if I can't do the examination at my home or workplace?

Examiners are responsible for securing a safe and appropriate location to undertake the examination. Examiners must ensure that the equipment that will be used for the examination has been tested during a RANZCP Testing session. If there is a last minute/emergency change to your location, please contact clinicals@ranzcp.org to arrange an urgent testing session. If this occurs within 48hours of the examination, please call the Hotline.

What equipment should I use?

- **MUST** be a Laptop/PC/Mac
- **recommend** a screen size of 14" or larger
- **With** the latest ZOOM application installed and the latest versions of CHROME or Edge browsers installed
- **And a headset** that is compatible with ZOOM

Can I use two screens so that I can have Zoom on one screen and Assess App on the other?

Examiners may wish to undertake the exam on two separate devices or screens. In this case, the examiner would set up AssessApp (iMark) on one screen and the Zoom browser on the other. If you do not have a second screen/monitor, one screen is absolutely sufficient. Minimising the two browsers (Assess App and Zoom) should be done during the registration period to optimise your experience.

I am using one screen – how to i manage two browsers?

You are encouraged to set up your screen to show both browsers side by side. You can do this by either,

minimising each browser, using the (-)  icon on the right side of the top bar and then moving the smaller browsers to sit next to each other or by splitting the screen. For instructions on splitting the screen, see the links below:

- Windows PC - <https://www.digitaltrends.com/computing/how-to-split-your-screen-in-windows-10/>
- Mac PC - <https://support.apple.com/en-au/HT204948>

Can I change the size of the text in the AssessApp (iMark) system?

If you are in AssessApp, and need to make the text smaller or larger, hold Ctrl key, and press the + or – key to zoom in or out.

There is also a zoom option that can be accessed by clicking the three vertical dots in the top right-hand side of the browser screen.

Can I use earbuds instead of headphones?

Participants are encouraged to use a headset with a microphone for an enhanced audio experience. Use of earbuds may lead to audio issues including the candidate not hearing the examiner or role player adequately, and/or the candidate not being able to clearly hear the examiners questions or role player's dialog.

What if my hospital has an automatic screen saver?

Where possible, examiners are encouraged to discuss workplace computer configuration and settings with their employer to ensure they can meet the requirements of the examination. Please note any automated disruptions may cause concern for a candidate and lead to an incident report being lodged. Considering this we ask that all possible equipment or technology interruptions are mitigated pre-exam. It may mean that you have to choose another work station to complete the exam at.

Can I hide my self-view image in Zoom?

As long as your camera remains on, participants may choose to hide their self-view.

Do I need to share my screen with the candidate during the exam?

Candidates and examiners will not be required to share a screen at any time.

Can I have my microphone on mute?

Examiners must have their audio enabled at all times during this examination.

SYSTEM/TECHNOLOGY

What technology is being used to run the exam?

There are two applications and one chat service being used on exam day:

- Assess App will be the system that holds the exam scenarios, Marking sheets and examination timers.
- Zoom will link examiners, role-players, and candidates at their prescribed assessment times.
- Chat Service will be used to link you to the Command Centre to log issues and request support.

How do I install Assess App?

Assess App runs in either Chrome or Edge browsers. It does not require installation, but you do need to be on the latest versions of Chrome or Edge browsers.

Where do I get the latest Chrome or Edge browser from?

The two locations that these can be downloaded from:

Chrome https://www.google.com/intl/en_us/chrome/

Edge <https://www.microsoft.com/en-us/edge>

What if I can't install Chrome or Edge?

If you are completing the examination in a hospital environment, discuss this requirement with the hospital IT team. If you are still unable to get access to Chrome/Edge, please contact clincials@ranzcp.com for information and support.

How do I access the Assess App system?

Assess App is accessed via this link: <http://assess.ranzcp.com>

Your Log in details is the same as the RANZCP website. If you have forgotten your password, please use the re-set password feature prior to the exam day to avoid any interruptions logging in.

Do I need to register or buy a ZOOM account?

No, you do not need to purchase a Zoom account to participate in the exam. Participants are advised to ensure they have the latest version of the zoom downloaded as an app or accessible via their browser.

How do I install Zoom?

You do not need to install Zoom as it is able to run in a browser. However, candidates who do have Zoom desktop installed on then you should also upgrade to the latest from this link:

<https://zoom.us/support/download>

Do I need to purchase a zoom supported headset?

The college recommends that participants use a headset with a built-in microphone for this exam. Headset audio will be checked during the technical tests prior to the exam and during registration. Candidates may wish to have a backup headset ready as a contingency.

Why do I need a headset?

Headsets assist with increasing sound quality amongst participants over zoom and effectively block out background noises.

Can I use multiple devices?

It is strongly recommended that examiners use one device during the examination.

Can I use multiple screens?

Examiners may choose to either split their single screen so that two browsers can be seen next to each other OR they may use dual screens and have one browser on each screen. It is crucial that examiners practice this during the practice environment so they can decide on a set up that suits their needs.

ON THE DAY

How early can I log into the system?

Examiners will be notified, via email, that they can access the platform via the access link prior to the training and calibration day. Examiners may log in at any time, however they will not be able to access their Marking sheets in the Assess App until the exam commencement time.

Do I need to register?

All participants will be required to register their attendance and will undergo a short technical check to ensure their video and audio is working and they are positioned correctly for the examination. A registration window will be available for 1.5 hours to ensure all participants can register, be checked and receive any technical support well in advance of the examination start time.

Following registration, what am I permitted to do prior to the commencement of the exam?

Once you have completed the registration process, you will be directed to watch the welcome briefing video, which will be housed in the Assess App Registration Room.

Once this is completed, you are able to leave your exam desk for a toilet break or to get water. You must be positioned ready to commence your exam approximately 15 minutes prior to the start of your first station. If you are late with commencing the exam, the time cannot be caught up and will result in the candidate being disadvantaged.

Can I have my phone nearby?

Examiners must put their phones to silent/vibrate.

How will I know where to go/what to do?

The Assess App Assessment tab lists all stations and the commencement time for these. If you click into the station too early you will see that the timer has not yet started and you will not be granted access. If you enter the room early, you are required to go back to the Assessment tab and re-enter at the correct time, this will ensure that the timers are correctly synced.

What will I see when I go into a room?

At the beginning of the examination, you will be situated on the Assess App Assessment Tab. Here you will see a list of the candidates that you will be examining. At the allocated time, the first link will become highlighted and twirl (to indicate that it is open), click on the highlighted link to enter the station. You will see an Assessment room zoom link in the candidate details box at the top of the screen. Click on this to enter the zoom room, where you will meet your role player (if applicable).

NOTE – YOU DO NOT LEAVE THE ZOOM ROOM – THIS WILL BE OPEN FOR THE REMAINDER OF THE SESSION.

The station materials will be available on the Assess App browser, and you will see each candidates' details at the top of the page, along with zoom link access to the Zoom assessment room and any special considerations for each candidate. In the top right corner, you will see a green count down timer to show how long is left for the Reading room, Assessment Room or End of Session. When there is 1min to go, the timer will turn red to indicate that the time is almost finished.

As you scroll down, you will see the station scenario and any resources for that scenario, followed by the Assessment Marking sheet for that candidate and an incident form.

When the candidate has finished the station, you will complete and submit the assessment sheet. Stay in the zoom room. In Assess App, return to the Assessment tab, and move into the next candidate link. This will refresh the Assessment Marking sheet and timer for the next candidate.

How will I see domain information?

When you scroll down to the domain information you will note that there are chevron arrows that need to be expanded to see the full domain.

Will I have control over how I view the station materials?

The station materials will be provided via Assess App. Attachments can be opened and rotated, increased/decreased as needed. Examiners will have access to a test environment to familiarise themselves with the platform and how the documents are presented.

Can I print the station materials?

Yes. We strongly encourage examiners to print their station materials.

To print the station materials -

- go to assessment tab
- click on one of the links (Text that is in Blue) - Not registration link – to take you to the scenario page.
- On the scenario page, make sure your screen is maximised
- There is an icon on the top right corner that has 3 dots.
- Click on that and choose download PDF OR print option.
- If you download, you can save the materials to your desktop and you can view it this way. (The name of the file is the event title and full name of the candidate)
- OR if you would like to print, choose the print option and click print.

Will there be any delays to the examination times?

No. The system has been auto configured to commence at certain times as per the exam schedule. The College cannot stop the examination if a participant is delayed or late. To assist College staff in mitigating this, please contact the Hotline asap if you are aware of a potential delay.

What happens if I am late to a session?

Examiners who are running late will be required to still do registration and have a short tech check. A back up examiner may be bought in to ensure that the candidate is not impacted.

If you are running late, please call the hotline immediately to let them know.

What if I miss the cue to move to the next station?

If you get lost, accidentally cancel out of the zoom room OR your internet drops out, re-enter the Assess App and navigate to the Assessment Tab. Here you will see a link that is highlighted and twirling – click this. To join the zoom room, click on the Zoom link within the candidate details box, which will take you to the zoom room again.

What if a role player doesn't arrive?

If you are assigned a role player but notice that a role player is not present when you log in, please logged an issue via the Chat function. If you do not get a response within a few minutes, contact the Hotline immediately.

What do I do if a candidate doesn't arrive?

If a candidate is more than 1min late to the assessment room, please log this via Chat and log it as an incident.

Will the instructions and station materials remain on screen for the entire examination?

Yes, Station materials are visible via each candidate link in Assess App. The materials for that station will be the same in each candidates link.

What percentage of the screen will the station materials occupy?

Participants will have access to the practice environment and can experiment with how they prefer their screen to be set up to accommodate both Assess App and Zoom running concurrently.

How will I keep track of time?

There is an examination clock in the far-right corner of the Assess App platform. It will indicate what section of the exam you are in (Reading Room, Assessment Room or End of Session) and will count down, indicating how long you have left in that session.

Can I use my own timer?

Participants may use their own timers, however the examination prompts/timings will be coordinated via the built-in timer in Assess App as the most accurate way to track time during the examination, as this is the official timer of the exam.

Who will I see in the Zoom rooms?

During registration examiners will be greeted and registered by an RANZCP Staff member. In the Assessment room, you will see the role player (where applicable) and candidates will join at the scheduled time.

Do I need to ask the candidate to start?

Candidates will automatically enter your zoom room.

The assessment time is 16 minutes, however the first minute of the timer will be buffer time to allow the candidate to enter the zoom room and greet the examiner. It takes approx. 30-40s for a candidate to arrive in the Assessment Room. When the timer (counting down from 16 minutes) reaches 15mins, the examiner will need to tell the candidate to commence.

Do I need to tell the candidate to stop/leave?

Yes. The timer will turn RED when there is one minute left. This is to prompt examiners to start finishing their examination of that candidate. When the timer has finished the examiner must ask the candidate to stop talking and prompt them to leave the zoom room.

What do I do if a candidate arrives in the assessment room early?

Candidates will receive training and advice on how to use the system, however the configuration of the platform does allow candidates to access the assessment room before the time begins. If a candidate comes into the assessment room, examiners should use their judgement and either ask the candidate to return to the reading zoom room or if there is under 1min left, may allow the candidate to stay in the room, HOWEVER no additional assessment time should be given.

When should I complete the assessment form/mark sheet?

Examiners may complete the assessment form, once the assessment timer has commenced. Examiners may also choose to fill out the assessment form during the Reading time/End of Session time directly following a candidate's assessment.

Examiners are able to SAVE assessment forms and return to them later, however caution must be followed to ensure that you have the right candidate open.

What if I run out of time to complete the marksheet?

Examiners will have 6 minutes post each examination to complete their marksheets. The marksheet has been configured to ensure that this is easily achievable. If an examiner does run out of time, they are able to re-enter the candidates link and submit at a later time, however extreme caution is required to ensure that the correct marksheet is being submitted for the correct candidate.

What do I do if I cannot submit my marksheet?

If the submit button has greyed out and cannot be used, go back to the Assessment tab, click back into the candidates link and reattempt to submit. If this still does not work, please log a request for support via Chat function.

Can I send in a hard copy marksheet?

Examiners are sent some hard copy marksheets, which can be completed, scanned and emailed to the College HOWEVER this is for emergencies only. The College requires all marksheets to be submitted via the online system in the first instance.

Who will be Observers?

Observers are identified members of the OSCE Subcommittee, AVOSCE Steering Group and/or RANZCP Board. Observers will be present before the candidate arrives and will stay for the duration of the assessment. Please be aware that observers not there to grade candidates' performance.

Is there transition time available?

Examiners will not require transition time for this examination as they will stay in the same zoom assessment room for the duration of the exam.

The Assessment room timer is set for 16-minutes, with the first minute provided to give them time to enter the Assessment Room and greet the examiner (approx. 30-40s). Examiners must commence the examination when the count down timer reaches 15-minutes

At the end of the Assessment time, Candidates have a 1-minute End of Station (EOS) time built into the end of the assessment room and prior to the commencement of the next reading room, which allows them to open the next zoom reading room without losing reading time.

Candidates will be automatically directed to the reading room in Assess App, however if an examiner notices that a candidate is still in the Assessment Room during EOS time, they will need to ask them to leave the zoom room.

How will I know when to start the Assessment time?

The Assessment timer will count down from 16-minutes. At 15-minutes, the examiner will commence the assessment. Examiners should be guided by the in-built timer.

Is the exam recorded?

The examination will not be recorded. The Invigilator or examiner may record during the Zoom reading/assessment room if there is suspected misconduct observed.

How will I know if a candidate has withdrawn?

Candidate withdrawals prior to the examination will be changed in the system so that withdrawals are removed. If a candidate withdraws on the day of their examination, the examiner will be notified by the Examiner and Role Player Coordinator. They will still see the candidate information on the Assessment Tab schedule, but will not be required to submit a mark sheet for that candidate.

How do I communicate with my Role Player?

The examiner and role player will be in the same assessment room for the duration of the exam session. Examiners can communicate with the role player while on Zoom in the Reading Time/End of Station time. Please be aware that candidates will enter the room at the Assessment Time, so sensitive information during the 1min prior to assessment should be avoided.

TROUBLESHOOTING

What support is available to me during the examination?

Participants will have access to the chat function to request help and support during the examination. If your internet connection is not functional, or you are experiencing an equipment issue that prevents you from accessing this function, you should call the Hotline and discuss the issue with a RANZCP staff member.

How do I ask for help?

The Chat can be accessed via a floating chat bubble . To request support, you will need to provide:

- Ex[stream][station]-[last name].

Support staff will be monitoring the Chat function and will be in contact to arrange support.

The Hotline number is:

Australia Line - + 61 (03) 9236 9170

New Zealand Line - +64 4830 7188

What happens when the camera and audio is not working?

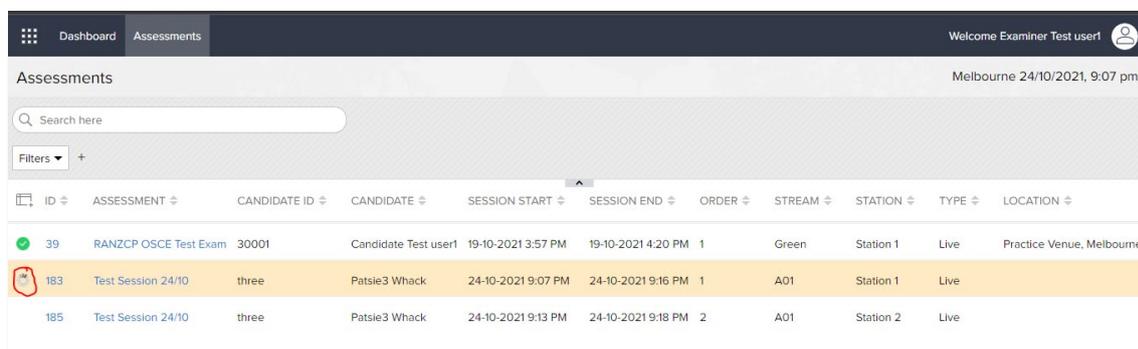
If you experience any equipment issues, please contact the support team via the Chat bubble or call the hotline. An incident report can also be made following the examination.

What if my ZOOM drops out during an assessment?

If your Zoom drops out in an assessment, the following steps should be followed to log back into the system as promptly as possible:

Go to the Assessments Tab.

Open your Active Assessment, which is indicated by the 'swirl' and the shaded colour:



ID	ASSESSMENT	CANDIDATE ID	CANDIDATE	SESSION START	SESSION END	ORDER	STREAM	STATION	TYPE	LOCATION
39	RANZCP OSCE Test Exam	30001	Candidate Test user1	19-10-2021 3:57 PM	19-10-2021 4:20 PM	1	Green	Station 1	Live	Practice Venue, Melbourne
183	Test Session 24/10	three	Patsie3 Whack	24-10-2021 9:07 PM	24-10-2021 9:16 PM	1	A01	Station 1	Live	
185	Test Session 24/10	three	Patsie3 Whack	24-10-2021 9:13 PM	24-10-2021 9:18 PM	2	A01	Station 2	Live	

Click on the Assessment Room link to re-join the ZOOM room.

ZOOM will open require a separate browser tab to open; Assess App will remain open in another TAB.

Important: You can close the ZOOM tab, however, it is important to avoid the option to 'Close all tabs', as this will drop you out of the Assess App application.

Once the ZOOM connection to the virtual room is complete click on the Assess App browser tab to return to the reading room or the assessment.

What if my PC/Laptop/Mac requires a reboot during the day?

Participants are encouraged to make sure that any updates to their PC/Laptop/Mac are done PRIOR to the exam day.

Will candidates be able to make up time missed due to technical issues?

No. The Examination has been pre-configured to set times, so make up sessions cannot be accommodated. If a candidate misses time in a particular station, they are encouraged to continue to access the station and complete as much of the station as possible. An incident report should be submitted following the conclusion of the examination.

What if I get lost navigating the exam platform?

Do not panic. If you get lost during the examination, return to the Assessment Tab. Access to the zoom rooms and scenarios will be available at this location.

What will happen if my computer fails?

Participants are encouraged to log back into the system as soon as possible. If a Participant is unable to re-establish contact with the platform, after several attempts they should contact the Hotline and await further advice.

POST EXAMINATION

What will happen when I have finished all my stations?

Once all 6 candidates have been assessed, you will note you have a final link in the dashboard for the Examiner debrief. Click into the link, access the zoom room link at the top of the page, and enter the zoom room, where you will meet with your station master to complete a debrief. When the debrief is completed, candidates should log out of the system.

Will I be able to access the platform and materials after the examination?

Examiners will have some time directly after the examination to finalise any outstanding marksheets. Access to the system will be deactivated 60mins following the examination.

How to I make an incident report?

Examiners may complete an incident report within the Marking sheet. These are for any incidents that occur that have an impact on the candidate's performance/ability to complete the station. For issues outside of a candidate, incident reports can be submitted in writing via the RANZCP OSCE website page.

When is the next examination?

The next scheduled OSCE is Saturday 19 March 2022.