

November 2021 AV OSCE

Candidate FAQ's



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GENERAL

When is the 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 delivered using an audio-visual format. Participants will be located at home or work and connect via the internet. Station Materials will be accessible via a secure web page within the AssessApp (iMark) software on the web. Candidates, examiners and role players interact via Zoom rooms. The links to join these rooms at the correct time are presented to the candidate by the AssessApp (iMark) software. This exam is delivered on the web and the only software required to be installed is the latest version of the CHROME web browser. Please ensure you update your version of Chrome if you already have it installed.

How will work?

AssessApp (iMark) houses the station materials and zoom links. There is a reading room and an assessment room for each station, both these rooms will be in Zoom. During the Examination Day, candidates will move through 12 ZOOM rooms in total (6 stations and 6 reading).

Candidates log into the AssessApp (iMark) system using their current College log in detail.

There will be an online registration session with an invigilator, a pre-exam declaration to make and video to view.

At the start of the exam component, the candidate is able to activate their first station from within the AssessApp (iMark) web page. This will present the assessment materials for their first station on the web page. It will also provide the link to the zoom room that the candidate must be in.

When the reading time is over (5 mins), a prompt will appear and when clicked, joins the candidate to the assessment room using zoom. The examiner and role player, if required, will already be in this room. The candidate will still have access to the assessment material in the web page when they change zoom rooms. The assessment component lasts for 15 minutes and starts when the countdown timer in the web page reaches 15 minutes. Note: A transition time of 1 minute has been built into the exam to allow for moving between zoom rooms.

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

Yes, the candidate video can be viewed on 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.

Will there be a bye station?

Candidates will know if there is a bye station when the log into the Assessment tab on the day of the examination.

Can I go to the toilet during the exam?

Candidates should have a bathroom break between registration and the examination commencement. If a break is taken during the examination stations, the candidate will not be able to make up any time lost.

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

Candidates are advised to log into the system at their designated commencement time. The college will advise on nominated start time. All times for this examination are set to Australian Eastern Daylight Savings Time (AEDT).

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?

Candidates 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 wear a smart watch?

No, smart watches and additional devices are prohibited during this examination.

Can I eat and drink during the registration period?

Candidates are permitted to eat and drink during the registration period.

Can I eat and drink during the examination?

Candidates must have submitted a request for special consideration to be given permission to eat during the examination. Candidates may drink water from a clear container with no writing visible.

Can I take notes?

Candidates are able to take handwritten notes on blank notepaper during the examination. Typed notes are strictly prohibited.

What do I do with my notes at the end of the station?

Candidates are asked to destroy notes at the end of the examination.

Will I be asked to show my notes to the invigilator?

Candidates are allowed to make hard copy notes, Candidates may be asked to show their blank notebook at the start of the examination.

Is the exam recorded?

No, however recording may be activated by an invigilator to assist in information gathering.

What photo ID is required for registration?

Candidates must present a valid and current photo identification document at registration. This includes a driver's licence, passport or government issued photo identification card.

How will I know what time the stations start?

The candidate dashboard lists all the stations and associated start times for each. At the allocated start time, a prompt will appear to direct you to the first station. You may also notice that the station line on the dashboard will highlight when the station has commenced. If you are concerned that you have missed a prompt, return to the Assessment Tab in AssessApp (iMark) and re-enter the station.

What do I do if I cannot attend?

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

Australian Line - + 61 3 9236 9170

New Zealand Line - +64 4830 7188

What should I wear?

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

I am very nervous using a new system for this examination. What should I do?

The College appreciates that candidates are nervous using a new system during an important examination. Practice sessions will be made available to ensure candidates have an opportunity to familiarise themselves with the look, feel and movement through the system.

The most important advice is to read each prompt carefully and don't panic if you get stuck. There will be support available on the day for candidates who get stuck or require help.

If you do experience a technical issue that, try to resolve the issue quickly and re-join the assessment.

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.

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 equipment that you intend to use for the exam.

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

Candidates can complete the examination in their house as long as there is minimal interruption/distraction. It is up to the candidate to choose a location that is appropriate to undertake the exam, noting that regular exam conditions should be adhered to.

I am concerned about the room I will be in – can I use a blurred background, so it looks more professional?

Blurred or edited backgrounds are not permitted during this examination. Candidates will not be assessed on their room or background but should be mindful of ensuring they are in a location with minimal distractions/interruptions.

What if there are posters/information on the walls/whiteboards that I cannot remove?

Medical Posters and/or study information on walls should be removed, erased or covered over during this examination.

What if there are bookcases/whiteboards in the room that cannot be moved?

Candidates should ensure that all whiteboards are clear of content, or covered over.

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

Candidates are responsible for securing a safe and appropriate location to sit their examination. Candidates 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 48 hours of the examination, please call the Hotline.

What equipment should I use?

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

What if my screen size is smaller than the recommendation?

As two windows are being used in this examination, the recommendation of a 14" screen is based on maximised viewability. Candidates will be given an opportunity to practice in a live product environment and can check that their screen is appropriate. If the screen size is found to be too small, the candidate can change to a different device, and is recommended to arrange a tech test on the new device.

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

If you are in Assess App, 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 two screens so that I can have Zoom on one screen and AssessApp (iMark) on the other?

Candidates are not permitted to undertake the exam on two separate different devices or screens.

What if I need to use my laptop as a docking station with an external monitor?

Candidates are only allowed to use one screen for this examination. If a candidate requires an external monitor with their laptop, the laptop screen must be closed, this will constitute the allowed one screen. Note: this may not work with an inbuilt webcam.

Why can't I use two screens to undertake the exam?

The examination will involve invigilators who are monitoring candidates' screens during the reading time.

What if the PC I am using is already set up with two screens?

If you have a PC with two screens, you will be required to turn the second screen off and unplug the video/monitor cable for the second screen.

Can I use a projector to increase my screen size?

It is not recommended that projectors are used in this examination.

I am using one screen – how to I manage two windows?

You are encouraged to set up your screen to show both windows side by side. You can do this by resizing your AssessApp window and your Zoom Window and moving them fit on your screen. For instructions on splitting the screen automatically, 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 we use earbuds instead of headphones?

Candidates 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 examiner not being able to clearly hear the candidates' answers. Use of earbuds is at the candidates own risk.

I would rather not use headphones/headset - can I do this?

Use of headsets are a recommendation based on enhanced audio quality. If a candidate chooses to not use a headset/headphone this is at their own risk.

What if my hospital has an automatic screen saver?

Where possible, candidates are encouraged to discuss workplace computer configuration and settings with their employer to ensure they can meet the requirements of the examination.

Will the invigilator ask me to pan the camera around the room?

The invigilator may request candidates to move their camera to ensure optimal positioning (i.e., to show the candidates head and upper torso).

Do I need to change my Zoom view to Gallery or Speaker?

Candidates are encouraged to use a Zoom view that is comfortable for them. There is no requirement to have a set view in Zoom as long as the candidate can see the examiner and role player clearly.

Can I hide my self-view image in Zoom?

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

Do I need to share my screen with the invigilator and/or examiner during the exam?

Candidates will be asked to share their screen with the invigilator during the reading room time. Candidates will not be required to share a screen with the examiner at any time.

I am at a workplace with patient information on the screen/Desktop– what do I do?

Candidates are encouraged to review their hospital's privacy policy. Invigilators will be able to see what a candidate has opened on their screen via the shared screen function. Candidates are advised to clear their desktop of an opened patient files and/or private documents during the examination. Candidates should close all other applications/documents that are not used by the College Exam system during the examination i.e., skype, teams etc.

Can I have my microphone on mute?

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

What can I do to manage the multiple zoom room tabs?

A new zoom tab may open on your browser with each entry into a zoom room. Candidates may choose to close a tab, once that zoom room has finished. This will reduce the chance of candidates accidentally going into a past zoom room.

What if I accidentally close my current zoom room tab?

If you accidentally exit the zoom room, you can re-enter by:

1. Returning to the Assessment Tab in AssessApp (iMark)
2. Click into the highlighted (orange) station link in the schedule
3. Click on the relevant zoom link at the top of the station page (located in the candidate details box)
4. Follow the zoom prompts to re-enter the room.

SYSTEM/TECHNOLOGY

What technology is being used to run the exam?

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

- AssessApp (iMark) will be the system that holds the exam scenarios and the assessment sheets (marking sheets for examiners).
- Zoom will link examiners, role-players, and candidates at their prescribed assessment times.
- Chat Service (Zendesk) will be used to link you to the Command Centre to log issues and request support.

How do I install Assess App (iMark)?

AssessApp (iMark) runs on the web, it does not require installation. You will need the latest version of the CHROME web browser.

Where can I download CHROME?

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

What if I can't install Chrome?

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, please contact clincials@ranzcp.com for information and support.

How do I access the AssessApp (iMark) system?

The AssessApp URL and your unique login details will be provided to you, via email, prior to the exam. Please keep these safe and secure.

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. Candidates 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 candidates 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.

ON THE DAY

How early can I log into the system?

Candidates will be sent the access link to the system prior to the examination day. Candidates may log in at any time, however they will not be able to access their examination scenarios on the Assessment Dashboard until the exam commencement time.

Do I need to register?

All candidates 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 candidates 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 AssessApp (iMark) Registration Room. You will also be required to indicate your agreement to the candidate code of conduct declaration.

Once these are completed, you must remain logged into the exam and be in place to commence your assessments approximately 15 minutes prior to the start of your first station. If you are late starting the exam, the clock will not be adjusted for you.

Can I have my phone nearby?

Candidates must put their phones to silent and place them out of reach.

The only reasons for a candidate to access their phone during the exam is if they experience a technical or equipment issues that requires them to call the Hotline for support or if their internet connectivity fails and the mobile hotspot can be used as a backup.

When will I meet the invigilator?

Your invigilator will conduct the registration process and invigilate you whilst you are in the Reading room of the exam.

Can I communicate with my invigilator?

The invigilator will be set to mute. If you need to ask a question, you can use the chat function in the zoom room or activate the raised hand icon. The invigilator may be with another candidate, so please be patient.

Do I need to share screens with the invigilator?

Yes, once you are in the reading zoom room, you will be required to share your screen. This will enable the invigilator to see what you are viewing on your browser.

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

The Assessment dashboard lists all stations and the commencement time for these. If you click into the station too early, a notification box will appear to say how long until the room is open. Automated prompts will appear to let you know when it is time to enter the zoom room and when you have access to the station materials. The relevant station will also change colour in the dashboard schedule when it is open.

What will I see when I go into a room?

At the beginning of the examination, you will be located on the AssessApp (iMark) Assessment Tab. In this tab you will see a list of the stations that you will be rotating through. At the allocated time, the first link will become highlighted (to indicate that it is open) and a pop-up notification will appear to direct you to open the Zoom reading room, once you have followed your zoom prompts, you will enter the room and see your Invigilator's zoom window with a college message background. (NOTE: It will take approx. 30-40s to enter the zoom room).

The station materials will also become available on the AssessApp (iMark) browser, and you will see your photo and name at the top of the page, along with zoom link access to the zoom reading room and zoom assessment room (ignore these, you will already be in the zoom reading room), as you scroll down, you will see the station scenario and any resources for that scenario. In the top right corner, you will see a green count down timer to show how long you have left. At 1min to go, the timer will turn red to indicate that the time is almost finished.

When the reading room has ended, a pop-up notification will appear to direct you to the Assessment zoom room, where you will see the Examiner and Role player (if applicable). You will still be able to see the station materials and count down timer in AssessApp (iMark) for that station. The station assessment starts when the countdown timer reaches 15mins. When the station has concluded you will see a pop-up notification saying that the station has closed and prompting you to move to the next station's reading zoom room.

Candidates are encouraged to read the pop-up notifications carefully and follow these – candidates should only click on the zoom links on their dashboard if they do not receive a prompt.

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

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

What do the resources look like when opened?

The attachments in the resource section will expand when clicked on. These will 'cover' the station materials and block some of the main content from view.

Candidates can zoom in or out of the attachments to enlarge or minimise as needed. They can also rotate the image as required.

Can I print the examination materials, so I have a hard copy?

No, candidates cannot print materials for this examination.

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 candidate is delayed or late.

What happens if I am late to a session?

Candidates who are running late will be required to still do registration and have a short tech check and watch the candidate briefing video and agree to the code of conduct declaration. Time cannot be made up for late starts for any reason. If this occurs, candidates should complete as much of the exam as possible as well completing an Incident Report at the end of the examination.

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

If you miss a prompt to move to the next room, accidentally cancel out of the zoom room OR your internet drops out, re-enter the AssessApp (iMark) and navigate to the Assessment Tab. Here you will see that the station that is active. Click on that station link and then on the Zoom link (which will be labelled). If this occurs, candidates should complete an Incident Report at the end of the examination.

Are there sound notifications for the timers or pop-up notifications?

No, there are no sound notifications within the system.

Can I highlight the online instructions like a pdf file?

No. There is no functionality to highlight instructions. Candidates may take hard copy notes on notepad paper during the reading room.

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

Yes, for the duration of that station. Candidates will be able to access station materials for the relevant station on the AssessApp (iMark) at the same time as being in the zoom Reading and Assessment Rooms.

What percentage of the screen will the station materials occupy?

Candidates will have access to the practice environment and can experiment with how they prefer their screen to be set up to accommodate both AssessApp (iMark) and Zoom running concurrently.

How will I keep track of time?

There is an examination clock in the far-right corner of the AssessApp (iMark) 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.

Does the timer count up or count down?

The AssessApp (iMark) timer will count down.

Can I use my own timer?

Candidates may use their own timers, however the examination prompts/timings will be coordinated via the built-in timer in AssessApp (iMark) 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 candidates will be greeted and registered by their invigilator. In the Reading room, an invigilator will be present and watching exam conduct but will not be visible to the candidate. In the assessment rooms, candidates will see their examiner and role player (where applicable).

Who will be Observers?

Observers are members of the College's examination committees. Observers may be present before you arrive in a zoom room and will have their video off. Please be aware that observers are there to monitor participants and NOT grade your performance.

Will I know the Observer?

Every effort will be taken to ensure that observers do not have a conflict of interest with a candidate they are observing.

Is there transition time available?

Yes. At the end of each Station there is a 1-minute End of Session (EOS) time built into the end of the assessment room and prior to the commencement of the next reading room, allowing candidates to open the zoom reading room. Candidates will be automatically directed to the reading room in AssessApp (iMark), but will have a pop-up notification (and timer) advising how long until the station materials will be visible. This time will allow candidates to enter the Zoom Reading room before they commence reading time.

Candidates will also be given a 1-min buffer when they enter the Assessment Zoom room. It will take approximately 30-40s for the zoom window to open, to accommodate this, the assessment room timer is configured to count down from 16-min to allow for candidates to complete the zoom prompts and arrive in the room with examiners. Examiners will commence the assessment when the timer has counted down to 15mins.

Will the examiner tell me when to start?

The assessment will start when the in-built timer reaches 15 minutes.

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.

TROUBLESHOOTING

What support is available to me during the examination?

Candidates will have access to the Zendesk 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, candidates should call the Hotline and discuss the issue with a RANZCP staff member. The Zoom chat function is disabled for this exam. All chat messages are via the Zendesk chat function on the AssessApp (iMark) browser page.

How to I ask for help?

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



- Full Name
- Station/Stream you are currently in
- Detail of what the issue is

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

How does the Chat bubble work?

The Chat function is monitored by the RANZCP Command Centre. Notifications will come in and the command centre will triage as required. It is important to make sure you provide your name/stream/station when you commence the chat so that the support team know how to locate you.

What if I need help and my computer isn't working?

If you cannot log a request in Chat, you can call the Hotline. The Hotline number is:
Australian Line - + 61 3 9236 9170
New Zealand Line - +64 4 830 7188

What happens when the camera and audio is not working?

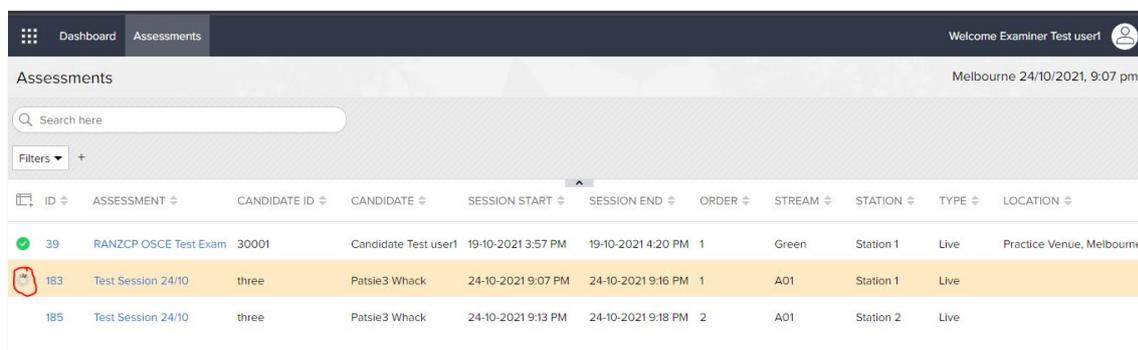
If you experience any equipment issues, please contact the support team via chat or call the hotline. An incident report can also be made following the examination.

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	

There will be links to two different zoom rooms (Assessment zoom room or Reading zoom room). Check your count down timer, if it says 'Reading' choose the Reading zoom room link, if it says 'Assessment' choose the Assessment zoom link.

Once the ZOOM connection to the virtual room is complete click on the AssessApp (iMark) browser tab to return to the reading room or the assessment. You will have two windows (Zoom and the AssessApp (iMark) page) to organise on the one monitor.

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

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

Will I 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 miss a whole station due to technical issues?

Candidates are encouraged to continue with the remainder of the examination, despite missing a station. If this occurs, an incident report should be submitted after 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?

Candidates are encouraged to log back into the system as soon as possible. If a candidate 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?

At the completion of your final session, you will be asked to complete the Candidate feedback survey. The intention of this survey is to collect data on the software platform, the user experience and to improve processes for future examinations. Data from these surveys will be deidentified. When the survey is completed, candidates should log out of the system.

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

Access to the system will be deactivated following the examination.

How to I make an incident report?

An incident report is to be submitted in writing via the RANZCP OSCE website page. The online incident report form will be made available following the examination and will remain open for 5 working days.

When will I get my results?

Candidate results are scheduled to be available from the College website on Wednesday, 8 December 2021.

When is the next examination?

The next scheduled OSCE is Saturday 19 March 2022. Applications close on 26 November 2021.