Technical Instructions for Functional Skills Learners (Open Awards)

Before taking your online Functional Skills exam, you must read and understand these instructions. Non-compliance may result in rescheduling or cancellation.

Required Equipment

For your online exam, you need:

1. A suitable device with a minimum 13-inch screen:
   - PC (Windows 10 or later)
   - Mac (desktop or laptop)
   - Chromebook (prohibited if you require a scribe)
2. A working webcam and microphone (wired only, no wireless devices allowed).
3. A working keyboard and mouse (wired or integrated, no wireless devices allowed).
4. A pen or pencil.
5. Plain paper for working out.
6. A dictionary (English Reading exams only).
7. A non-scientific calculator (Maths exams only). An on-screen calculator is available, but all workings must be recorded on-screen for marking.
8. Valid photographic ID (passport, driving licence, UK biometric residence permit, or citizen card).

Important Notes:

- Tablets and phones are not allowed.
- If using an integrated webcam, have a mirror or reflective surface to show your screen and keyboard.
- Scientific calculators, bilingual dictionaries, and thesauruses are not permitted.
- If you lack valid photo ID, a third-party verification photo must be provided at least 5 working days before the exam.
- Only one screen is allowed; dual screens are prohibited.

Internet Requirements

Your internet speed must be at least:

- **10Mb/s download**
- **1Mb/s upload** Test your speed here: Speed Test

Note: Mobile hotspots cannot be used.

Device Setup

1. Use an updated version of one of the following browsers:
    - Google Chrome (34.0+)
    - Microsoft Edge (88.0.705.81+)
    - Firefox (31.0+)
    - Safari (6.2+)
2. Download the Zoom Desktop App.
3. Mac users must enable screen sharing in system preferences.
4. Allow pop-ups on your device.
5. Uninstall or deactivate Grammarly and similar plug-ins.
6. Disable predictive text in computer settings.

Note: Windows devices must not be in S-mode. Guide to exiting S-mode.

Room Setup

1. The exam room must be well-lit, warm, and ventilated.
2. Avoid backlighting from lamps or windows. If your room is on the ground floor, you must ensure that any windows are covered, or that you will be facing away from them during your exam.
3. You must be alone; notify household members and arrange childcare if necessary.
4. No food allowed; only drinks in clear containers.
5. No smoking or vaping.
6. Remove pets from the room.
7. Minimise visible posters, books, and electronic devices. If present, they must be turned off or covered.
8. Only one screen is permitted.

Dress Code

1. No hats or sunglasses.
2. If wearing religious attire, inform Pass Functional Skills in advance for identification arrangements.

Headphones & Hearing Aids

1. Wired headphones only (with prior approval, at least 3 days before the exam).
2. Wireless headphones are not allowed.
3. Hearing aid users must notify Pass Functional Skills 3 days in advance.

If you cannot meet any of these requirements, inform Pass Functional Skills immediately. Failure to comply may result in rescheduling.

Preparation Tips

1. Practise sharing your screen on video calls.
2. Test all equipment beforehand.
3. Plug in laptops and Chromebooks.
4. Use the toilet before the exam (leaving the room during the exam is not allowed).
5. Minimise background noise.
6. Contact Pass Functional Skills with any questions before exam day.

Pre-Exam Checks

A trained invigilator will conduct pre-exam checks, including:

1. **Recording** for quality assurance.
2. **Equipment & room setup review**—non-compliance requires rescheduling and incurs a fee.
3. **Exam link** emailed 15 minutes before the start time.
4. **Photographic ID check.**
5. **Webcam and microphone** must be enabled for verification.
6. **Room scan**—invigilators may ask you to adjust your chair or camera.
7. **Controlled conditions confirmation** before starting the exam.

Pre-exam checklist:

● Visual and sound quality check.
● Device plugged in.
● Internet speed meets requirements.
● Room scan for compliance.
● Mobile phones and other electronic devices removed or turned off.
● No notes, books, or unauthorised materials within reach.
● No food (only clear drink containers allowed).
● No smoking or vaping.
● Approved calculators and dictionaries (if applicable) placed out of reach.
● Unnecessary applications/windows closed.

During the Exam

Once pre-checks are complete, the invigilator will send login details and assist you in accessing the exam. The invigilator will:

1. Monitor you and your room via webcam.
2. Watch for any breach of controlled conditions.
3. Challenge suspicious behaviour and conduct additional room sweeps if needed.
4. Stop the exam if controlled conditions are not met, which may void the exam.
5. Disqualify learners engaging in malpractice.
6. Ensure no communication with anyone except the invigilator.
7. Address technical issues with the exam platform.

8. Notify you when you enter the final 10 minutes (on-screen clock turns amber and verbal reminder is given).
9. Prohibit recording or copying of exam questions (doing so results in disqualification).

After the Exam

The invigilator will:

1. Guide you to log out.
2. Inspect any working-out paper.
3. Direct you to destroy all used paper.
4. End the session and recording.

Results will be available **6-16 working days** after the exam. Pass Functional Skills will notify you once they are received.

Exam Conduct Rules

Failure to follow these rules may result in disqualification:

1. Be ready 30 minutes before your scheduled start time.
2. Do not leave the room once controlled conditions begin.
3. Stay visible on the camera at all times.
4. Follow all invigilator instructions.
5. No aggressive or abusive behaviour.
6. No malpractice or attempts to gain an unfair advantage.
7. No disruptive behaviour.
8. Only approved materials are allowed; unauthorised items may void your exam.