

Information and Rules for Candidates taking IFE Examinations Online

INTRODUCTION

This document provides information and rules for candidates who have booked online examinations. Candidates should read this document before taking the IFE online examinations. They should familiarise themselves with the rules set out below and should ensure that they are aware of their own responsibilities.

PREPARING FOR EXAMINATIONS

Candidates are responsible for:

- knowing the window of time available for taking their examinations
- ensuring they have a suitable space to sit their exam, free from other people, noises, interruptions and distractions
- ensuring that they have photographic identification to take to their online examination
- familiarising themselves with the examination format
- ensuring that they have a suitable device to undertake their examination, and have logged on to the platform prior to the examination
- familiarising themselves with the Rules for Candidates and what constitutes malpractice

Examination Format: Candidates are advised to review the examination syllabus and sample questions on the IFE website so that they are aware of the examination format and requirements.

Candidates should also read the Candidate Guide which is available on the *Preparing for Examinations* page of the IFE's website. This guide provides information about instructions used in examination questions, common errors and the level of difficulty of different qualifications.

Examination window: The examination window will open on the date and start time stated on the examination timetable. The **window will remain open for 8 weeks** from that date for you to take your examination and will close at 23.59hrs on the last date. Please ensure you allow enough time to take your examination BEFORE the window closes.

Suitable devices: Candidates need to ensure that their screen is big enough for them to comfortably read from whilst keeping the device completely still (tablets are often NOT

suitable for this reason). Candidates also need to ensure that they are able to download [Google Chrome](#) and the [remote invigilation add-on](#). Both of these are essential requirements to take the examination. Guidance on using and logging on to the online platform can be found [here](#).

You will need to carry out a room scan with your device, this means that the device will need to be safely lifted and moved around the room to complete the scan. For this reason, a desktop PC may not be suitable and a laptop with integrated camera is recommended. The link to complete your examination is contained in this [document](#).

Reasonable adjustments: Candidates who require adjustments to standard arrangements should apply via MyIFE in line with the Reasonable Adjustment Policy.

REMOTE INVIGILATION

The remote invigilation software uses face-detection, computer monitoring, and gaze-detection to flag students for abnormal mouse movement, head movements, computer window resizing, eye wandering, scrolling, and clicking. Each noted behavior gets flagged and will be reviewed by the IFE following the assessment. Before the examination, candidates will be asked to scan the room with their webcam to confirm that they are in a suitable setting.

Candidates may be disqualified for behaviours such as:

- persistent and prolonged looking away from the examination
- moving away from the device on which the examination is taking place
- extensive background noise
- talking during the examination
- presence of additional media, i.e., headphones, music, radio, smart phone, telephone, smart watch, smart glasses etc.

The remote invigilation software also forces any open browser windows to close and requires any additional screens to be disconnected. While in the examination, candidates will be unable to click away from the examination window. Any attempt to move away from the examination window will result in the examination ending which will mean that (during the allotted examination time) candidates will need to complete identification checks and room scan again. Any amount of time away from the examination will be considered and anything over 5 minutes will be treated as malpractice and will result in disqualification.

BEGINNING THE EXAMINATION

Candidates are responsible for:

- ensuring their chosen examination setting provides adequate internet connection before the examination, whilst taking the examination and to allow submission once complete
- presenting personal photographic identification clearly when requested by the online examination platform, this may include but is not limited to:
 - passport
 - driving licence
 - national identification card
 - military identification
 - employer identification



The identification provided must contain your name as it appears on our records and recent recognisable photo. Only original documentation will be accepted, photocopies or digital copies of documents will not be accepted. If you are not able to provide suitable identification, your examination may be void.

- completing a webcam scan of the examination environment
- ensuring that they do not use unauthorised materials during the examination (see below)

Examination materials: Other than the device being used to complete the examination, no other materials may be present during the examination. Any unauthorised materials present in the examination will constitute malpractice.

Prohibited materials include, but are not limited to:

- smartphones
- smart watches
- smart glasses
- pens
- paper/ notepad (an on-screen notepad will be provided if applicable)
- textbooks/ course materials
- headphones/ earphones
- calculator (an on-screen calculator will be provided if applicable)

Possession of any of these materials during the examination will result in immediate disqualification.

If you are sensitive to noise within your exam environment such as keyboard/typing noise or traffic/construction noise, it is recommended you bring ear plugs. Disposable foam ear plugs are preferred as these cannot be confused with headphone/earphones.

Breaking the Rules for Candidates leads to immediate disqualification

Please remove ALL prohibited items BEFORE your exam starts



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EXAMINATION CONDUCT

Candidates are responsible for:

- checking that they have been given access to the correct examination and referring any queries to exams@ife.org.uk (this will become available to you 30 days prior to your examination window opening)
- ensuring that they understand and follow the instructions for the examination – these are at the beginning of the examination
- following the examination conduct rules and instructions provided prior to the examination start ensuring that they do not use unauthorised materials/items during the examination

Conduct During Examinations:

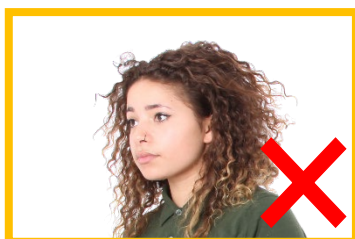
- communication with other candidates during an examination session is forbidden and will result in disqualification
- candidates shouldn't leave the examination room at any point
- if candidates have a medical reason that means they must use the bathroom during an examination session, this can be submitted as a Reasonable Adjustment request by following the IFE's Reasonable Adjustment Policy and Procedure

Candidates must **NOT**:

- ✗ look away from the screen an unreasonable amount of times or for an unreasonable duration
- ✗ move away from the device on which the examination is taking place
- ✗ try to navigate away from the examination screen
- ✗ allow extensive background noise
- ✗ communicate with others during the examination
- ✗ use additional media, i.e. headphones, music, radio, smart phone, telephone, smart watch, smart glasses etc.
- ✗ use any unauthorised items/materials during the examination such as notes, resource materials, smart watches, smart glasses or mobile telephones
- ✗ vacate their desk or leave the examination room during the examination unless in case of emergency (i.e. where the emergency services need to be called) which must be announced to the camera prior to leaving the room. This will be noted and reviewed after the examination
- ✗ smoke during the examination
- ✗ eat during the examination

Candidates **MUST**:

- ✓ know the date and location that they will be sitting their examination – it might be helpful to write this information in a calendar or planner
- ✓ familiarise themselves with the Rules for Candidates – ONLINE Examinations
- ✓ ensure that they have a suitable environment for sitting the examination free from other people, noises, interruptions, distractions and prohibited items
- ✓ ensure that they have used the bathroom prior to beginning the examination
- ✓ close ALL other applications
- ✓ ensure that their photographic identification is clear and fully visible in the identification scan, this can be repeated if necessary, as many times as is needed, and does not use examination time
- ✓ carefully complete the room scan to show the desk is clear of prohibited materials, all walls, floor, under your desk and ceiling
- ✓ carefully read the information page before beginning the examination
- ✓ ensure that their whole face is clearly visible and identifiable throughout the examination (candidates will be able to check this before they start the examination)



FACING AWAY FROM CAMERA



FACING AWAY FROM CAMERA



POORLY LIT



WHOLE FACE NOT VISIBLE



TOO CLOSE



TOO FAR

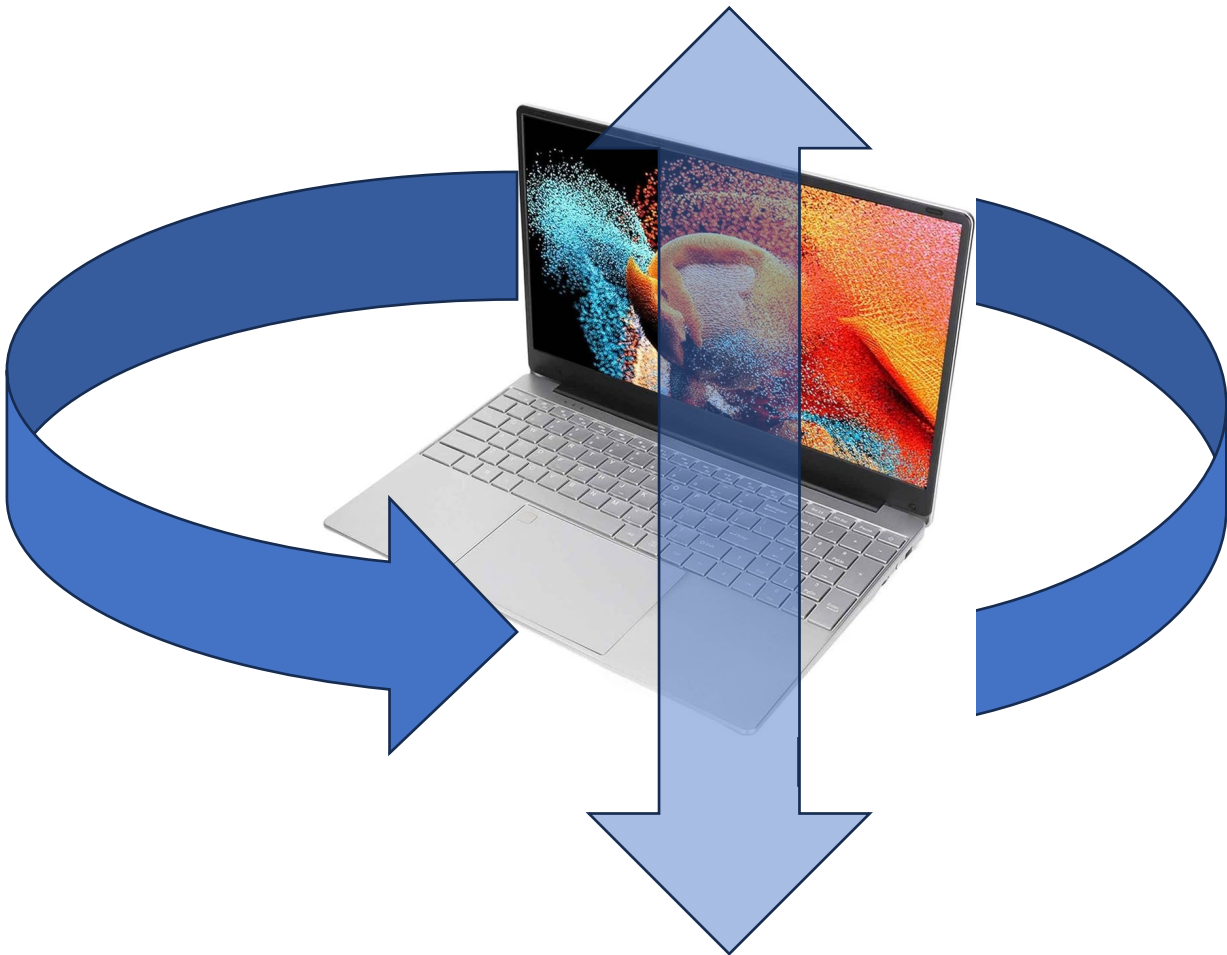


WHOLE FACE CLEARLY VISIBLE
AND IDENTIFIABLE, FACING
FORWARD

Completing your room scan

Candidates will need to pick their device up and slowly move it around to show an unobstructed view of their entire surroundings including their desk, under their desk, all walls, the ceiling and the floor. Remember to plug the power cable back in if it was unplugged. If there are any items that candidates do not want to be recorded, please take a moment to cover or remove the items, or move to a different area.

NOTE: You will need to carry out a room scan with your device, this means that the device will need to be safely lifted and moved around the room to complete the scan. For this reason, a desktop PC may not be suitable and a laptop with integrated camera is recommended.



FAILURE TO FOLLOW THE IFE EXAMINATION RULES

Any act that is a breach of the examination rules and arrangements specified by the IFE and which confers an unfair advantage constitutes malpractice. The IFE is committed to maintaining the integrity of the examinations and to ensuring that all candidates experience equitable assessment conditions.

Candidates should be aware that the IFE will investigate and follow up **all** cases of suspected malpractice. Where justified, this will result in the candidate(s) concerned being disqualified.

Further information on Malpractice and the IFE's procedures is available on the IFE's website - [Policies and procedures \(ife.org.uk\)](https://www.ife.org.uk/policies-and-procedures)

SPECIAL CONSIDERATION

Candidates who experience unexpected problems or medical issues on the day of the examination that affect their ability to perform to their usual standard in the examination may apply for Special Consideration.

Special Consideration is the process by which the IFE and the examiner team review the candidate's situation and the supporting evidence submitted by the candidate in order to determine whether or not a candidate has been adversely and unfairly affected and therefore whether compensation should be applied in determining the candidate's mark for the examination. Special Consideration is applied only in exceptional circumstances. Information on special consideration and the application process is available on the Policies and Procedures page within the Qualifications section of IFE's website - [Policies and procedures \(ife.org.uk\)](https://www.ife.org.uk/policies-and-procedures)

NON-ATTENDANCE

Candidates who are unable to attend the examination as planned will be marked as absent on the attendance register. As advised in the Terms and Conditions for Examination Candidates, the IFE does not refund examination fees where candidates do not attend the examination(s) that have been booked for them. If candidates wish to take the examination(s) at a later examination session, they must submit a new booking form to the IFE and follow the standard process for making a new examination entry.

In some exceptional circumstances where candidates are unable to attend the examination due to severe and unexpected circumstances outside of their control, the IFE will arrange for a deferral of the examination(s). Candidates should note that a fee will be payable where deferral arrangements are agreed. Requests for deferral arrangements

must be made in writing, using the form provided by the IFE and should be emailed to: exams@ife.org.uk. Requests must be supported by relevant documentation.

RESULTS

Results will be made available to all candidates via their MyIFE account. The IFE is not able to give results over the telephone.

The IFE will update the relevant Exams page of the IFE website after the results have been issued to candidates.

Successful candidates will have access to download an appropriate certificate within two weeks of the results date from their MyIFE account.

Where candidates are entered by their Local IFE Branch or by their employer (e.g. Fire and Rescue Service), a copy of their results will also go to the person who submitted the booking on their behalf.

Candidates are responsible for:

- advising the IFE promptly if they change email address after submitting their examination booking; failure to notify the IFE of changes in email address will result in results being sent to an incorrect address and subsequent delays in receipt of results.
- notifying the IFE if they do not receive their results within a reasonable time from the date that they were posted. A digital certificate can be accessed on MYIFE after the results have been issued.

Where candidates are required to pass four examinations in order to achieve a specific qualification (i.e. the IFE Level 3 Diploma in Fire Science and Fire Safety, the IFE Level 4 Diploma in Fire Science and Fire Safety or the IFE Level 3 Certificate in Fire Science, Operations, Fire Safety and Management) the IFE will automatically issue the full qualification certificate when four components have been achieved within the five year timeline.

FURTHER INFORMATION

IFE Website: The IFE will update the relevant examinations webpage regularly – for example to notify candidates when results have been posted or to provide links to relevant documents. Candidates are advised to check this page regularly for information.

Emails: For any queries or further information, please contact exams@ife.org.uk

IFE Online Examinations

FAQ

1. **I'd like to take my examination online, but I can only book it in person.**
The IFE is in the process of rolling out online exams, and not all qualifications are available online yet. Once the examination is available online, you will be able to access it through our online booking system.
2. **What should I wear for my online examination?**
There is no dress code for online examinations. Your face whole must be clearly visible and identifiable against your ID. You must be fully clothed.
3. **How do I log in for my online exam?**
Instructions on how to log in can be found [here](#).
4. **I'm using a Mac, can I take an online examination?**
Yes! You can. You will need to use Google Chrome to sit your exam, but they can be sat on Windows and Mac devices.
5. **Can I sit my exam on any device?**
You must sit your exam on a desktop or laptop PC with a webcam and microphone. You may not sit your exam on a mobile device (smart phones or tablets).
6. **Do I have to be an IFE member to sit an online exam?**
No. IFE online examinations are open to everyone.
7. **Why can't I book to sit two exams that are happening at the same time?**
It is not possible to book two exams that start at the same time. We've removed timetable clashes from the IFE examination timetable to allow a measured and structured approach to the examination day for centres.
8. **Why don't the IFE offer courses to help me study?**
The exams at the IFE offer are self-study exams and therefore we do not offer courses.
9. **Can I take my online exam in a different language?**
Currently we are only able to offer online examinations in English.
10. **What do I need to bring with me to sit my online exam?**
You will need to bring a form of photographic ID to your examination. Accepted forms of photographic ID are a UK drivers' licence or national ID card where a photograph is present.
11. **Do I need a special network?**
No, you do not need a special or private network in order to sit your online examinations.
12. **Do I need to be connected to the Internet?**
Yes, you do need to be connected to the Internet for the duration of your examination. You will also need an Internet connection in order to log in and download the browser add-on for your online examination.
13. **What happens if I lose connection?**
It is your responsibility to ensure that the place that you are taking your online examination has a stable internet connection, however, should you lose internet connection, your online examination will remain live for five minutes after which time you will be unable to continue with your online examination and your attempt will be void. This is to protect the integrity of IFE online examinations.
14. **Are online exams open book exams?**
No, online examinations are not open book examinations. Where applicable you will be provided with an on-screen calculator.
15. **If I'm unable to sit my exam on the day can I postpone it?**
Provided that you did not begin your examination then you may be able to request a deferral following our deferral policy which is published on our website.
16. **Do I need to log on prior to the exam?**
Yes, we strongly suggest that to prevent wasting your exam time you log into your online examination and download the browser add-on prior to your examination.
17. **Will the paper and online examination questions be the same?**
No, the questions featured in the online examination and the paper examinations are different. This is to protect the integrity of IFE examinations.
18. **Can I take both paper and online exams?**
You can take exams in person (on paper) and online provided they are not the same exam.
19. **If I fail an online exam can I request a remark?**
Remarks are not available for online examinations since they are multiple choice and there can be no subjectivity.
20. **What is your refund policy for online exams?**
If you book your exam and did not sit it, we are unable to offer a refund. If this has happened due to documented technical issues that the IFE are responsible for, you will be offered a deferred date for your examination. You must inform the IFE immediately of any technical issues with the online examination platform. Please note that you (the candidate) are responsible for the following, including, but not limited to: your device specification, browser add-on installation, internet access, appropriate examination environment and account access which are not technical issues that the IFE are responsible for and you should check performance of these prior to your examination start so you can rectify them in time, if needed.
21. **What will my online examination look like?**
See the online examination preparation video [here](#).
22. **Am I allowed to leave the room to use the bathroom?**
Candidates shouldn't leave the examination room at any point. If candidates have a medical reason that means they must use the bathroom during an examination session, this can be submitted as a Reasonable Adjustment request by following the IFE's Reasonable Adjustment procedure. If you need a reasonable adjustment as a result of a medical condition, please see our reasonable adjustment policy [here](#).