



## **Diploma in Geriatric Medicine – Online Examination FAQ**

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The Diploma in Geriatric Medicine (DGM) online exam is similar to any online exam, except that in the case of the DGM exam there will be several invigilators who are tasked with the discreet monitoring of candidate activity during the exam for any suspicious behaviour. This activity is flagged to the invigilator using artificial intelligence and facial recognition software allowing the invigilator to judge instantly if there is an issue. The system collects this information and stores it for analysis after the exam has finished. The system will also notify the candidate of any issues – the alerts for these can be turned off in the settings.

### **Frequently asked questions**

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#### **Who provides the exam?**

The exam is delivered by our online partner Orzone. They have many years of delivering online assessments, specifically for medical exams. Their website is here: <https://www.orzone.com/>

#### **Where can I find more information about the online format?**

<https://remotexam.orzone.com/support/home>

#### **What specification does my computer need?**

You need to have a computer that meets the following specifications - PC Windows 10 (64-bit) or Mac 10.13 and later.

You must have a computer with a functioning camera (external cameras are not recommended)

#### **What type of network do I need?**

You should ensure that you have a stable internet network. The bandwidth required is like that required to read an online newspaper. This can be wired or Wi-Fi.

#### **What are the examination timings?**

Examination timings are calculated based upon UK time. Please be aware that examination timings may therefore fall outside of traditional time slots in some locations, and you should take this into consideration as part of your examination preparation.

If you have been allocated extra time this will be applied automatically to your allotted examination timings. Your amended timings will be confirmed to you via email and via the Orzone app.

#### **Where can take the exam?**

You will need to take the exam somewhere quiet that you can work undisturbed. This could be at your own home, place of work, or a library but you **MUST** ensure that the room is prepared properly. Ideally a plain background is best, with no pictures on the wall behind you. Lighting is also a factor and you should try to ensure that you are lit from the front, not from behind. Further information on this can be found here: [How to prepare your room](#)

### **Does it matter what computer I use?**

The computer you use must meet the specifications mentioned earlier. You must ensure that you have permissions to download the software to the computer and that you have access to the computer on the day of the exam. Whichever computer you use to install the software on and undertake the face recognition process on must be the same computer you use on the day.

Once you have registered this with Orzone, you cannot change it unless there are mitigating factors preventing you from using it on the day. You must submit a ticket to Orzone to request this. You can do this here: [Orzone Support request](#)

### **When will I be able to download the software?**

We aim to send out download links to the software at least 10 days before your examination and it is essential that you do not delay in installing the software once you receive your unique link via email.

Please follow the instructions carefully and if you have any problems please submit a support request ticket to the Orzone team. Remember, whichever computer you download it on to must be the computer you use on the day. [Orzone Support request](#)

There will be a deadline by which you will need to have completed installation of the software. Failure to do so may mean you are unable to take the examination.

### **What do I do if I require a reasonable adjustment for the examination?**

Please see our [reasonable adjustment policy](#) for full details of how to submit a reasonable adjustment request.

### **Will the invigilator know that I have been granted a reasonable adjustment?**

Yes, and these will be taken into consideration when monitoring candidates.

### **Can I have a pen and paper at my desk?**

Yes, and we may ask you to show us that they are blank. You should have no more than 6 pieces of plain A4 paper, and these must be destroyed at the end of the exam. We may ask you to hold them up and confirm this to the invigilator

### **Can I have drinks/refreshments with me?**

Yes. Please ensure you do this with a common-sense approach in terms of what you are eating or drinking. Remember that the artificial intelligence will identify odd behaviour (which may include eating/drinking). Bottles must be clear, with no labels.

### **Can I visit the toilet?**

Yes – but the clock on the exam will continue. A flag will be raised with the invigilator each time you step away from your device to visit the toilet.

### **Can I wear headphones?**

No. If you wish to block out noise then traditional earplugs are acceptable.

### **Can I have someone in the room with me?**

No, the artificial intelligence will pick this up as a potential infringement of the regulations and this will be investigated.

**What happens if my internet connection drops out?**

The Orzone software is designed to allow you to continue the paper you are on if your internet connection drops out. Your results will be synced with the server once your connection is restored.

You must be connected to the internet to begin each paper.

**Can I enlarge images?**

Yes. All images can be enlarged by clicking on them. All have a scale indicated where appropriate, either as part of the question or in the image's caption.

**Can I leave the exam before it finishes?**

If you feel you have completed your examination then you are permitted to end one or both papers early, but by doing so you understand and accept that you will not be able to re-enter the paper to amend answers or complete any questions without responses.

**How do I feedback issues/concerns?**

If you are experiencing technical issues before or during the exam, then please raise a support ticket with Orzone via their Orzone Support request page. Please do not contact the RCP Assessment Unit as we are unable to provide technical support.

**How do I submit an appeal?**

Appeals should be sent to [dgm@rcp.ac.uk](mailto:dgm@rcp.ac.uk) as soon as possible so the RCP Assessment Unit can investigate further.