



Diploma in Global Health

Knowledge Based Assessment FAQ

The Diploma in Global Health Knowledge Based Assessment (DGH KBA) is like any online assessment, except that in the case of the DGH KBA there will be several invigilators who are tasked with the discreet monitoring of candidate activity during the assessment 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 assessment has finished. The system will also notify the candidate of any issues – the audio alerts for these can be turned off in the settings of the Orzone app.

It is very important that you read the following FAQs carefully and seek assistance from Orzone if you encounter any technical issues whilst installing and setting up the Orzone software on your device. If, by the scheduled start time of your KBA, your device does not have a fully functioning webcam and/or has not been set up to allow for screenshots to be collected by the Orzone software, then your participation in the KBA will be cancelled. This is to protect the security and integrity of the KBA; invigilators must be able to see you, your environment and your computer screen at all times.

Frequently Asked Questions

Who provides the assessment?

The assessment is delivered by our online partner [Orzone](https://www.orzone.co.uk). They have many years of delivering online assessments, specifically for medical assessments.

Where can I find more information about the online format?

When you have downloaded the Orzone software a demo examination will be available, which will replicate the format you will see on the day of your KBA.

What specification does my computer need?

You need to have a computer that is running either Windows 10 (64-bit) or later, or Mac 10.13 or later.

Your device must have a functioning webcam (external web cams can be used but are not recommended).

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 assessment. 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.

What type of network connection do I need?

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

The software is designed to allow you to continue with your KBA if you temporarily lose internet connection and your results will be synced with the server once your connection is restored. However, images within questions cannot be displayed unless you are connected to the internet. You must also be connected to the internet to begin each paper.

For these reasons, we recommend you have a secondary internet connection (for example a mobile phone hotspot) available to switch to if required.

How is the DGH assessment delivered?

The Diploma in Global Health (DGH) is a knowledge-based assessment and comprises 200 questions delivered as two 100 - item papers sat on the same day. Each paper is three hours long, with a 60-minute break between each paper.

What are the assessment timings?

Assessment timings are calculated based upon UK time (UTC + 1). Please be aware that assessment timings may therefore fall outside of traditional time slots in some locations outside of the UK, and therefore you should take this into consideration as part of your assessment preparation.

If you have been allocated extra time this will be applied automatically to your KBA timings. Timings will be confirmed to you via email 48 hours before the KBA, and are also displayed in your Orzone app.

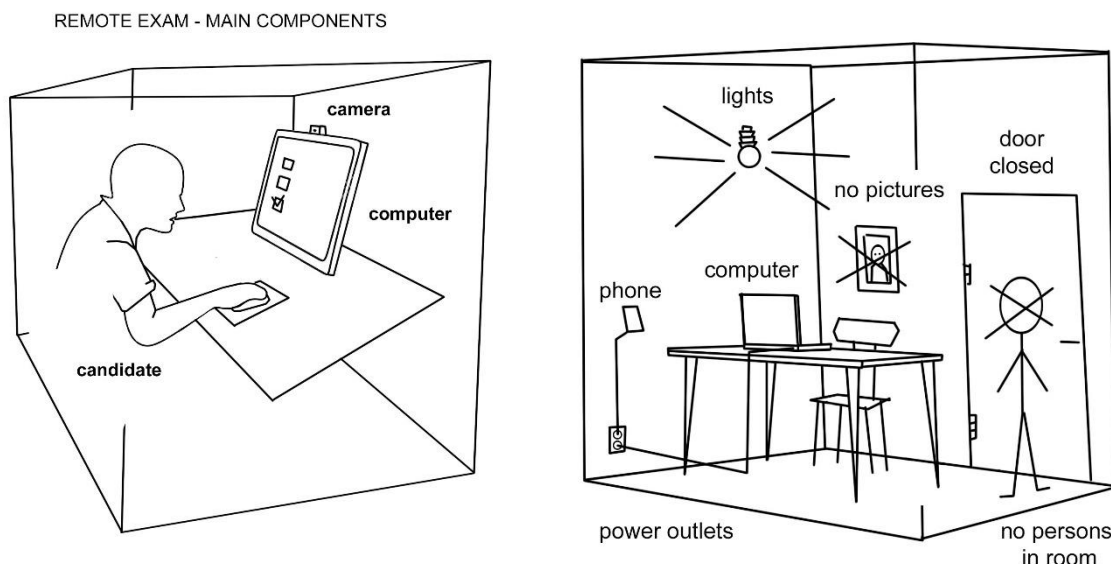
Where can I take the assessment?

You will need to take the assessment 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.

Please also ensure to factor in the lighting in your room of choice. You should ensure that you are lit from the front, not from behind, as the camera will need to recognise your face during the assessment. Failure to do so will result in you being flagged to an invigilator for further investigation and you will be asked to adapt your environment accordingly.

You should sit in front of a plain background, with no pictures on the wall behind you. As the AI software needs to identify your face only, please ensure no pictures are present in your background, i.e., artwork, family portraits, or photographs.

Further advice regarding your room setup can be found within the Orzone app. The ideal computer and room setup is as follows:



When will I be able to download the software?

Software download links and unique login details will be sent via a separate email by the RCP Assessment Unit at DGH@rcp.ac.uk. These may end up in your junk and spam folder. We will confirm to eligible candidates via email when these have been sent.

Please follow the instructions carefully when this is sent, and if you have any problems, visit the support menu in the Orzone app, or email them via support@ortrac.com. Support is available weekdays between 08:00 and 15:00 (UK time).

Technical support from the Orzone team will only be available for a select period closer to the exam. You may install the software and set up your device after this date, however the RCP Assessment Unit and Orzone accept no responsibility for any technical difficulties you may encounter as a result of beginning the installation process after the date and time stated above.

What do I do if I require a reasonable adjustment for the assessment?

The deadline for requesting reasonable adjustments has now passed. If you require an adjustment owing to a sudden illness or accident please see our [reasonable adjustment policy](#) for full details of how to submit an emergency 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 assessment. 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 assessment 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.

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 assessment before it finishes?

If you feel you have completed your assessment 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.

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.

How do I feedback issues/concerns?

Most technical issues on during the KBA can be resolved by restarting the Orzone app. If this does not solve the issue restarting your computer itself may also help.

If you are still experiencing technical issues after trying the above steps, then please use the 'raise your hand' function within the Orzone app. This will connect you to an invigilator, who can provide further guidance where appropriate. 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 dgh@rcp.ac.uk as soon as possible so the RCP Assessment Unit can investigate further.