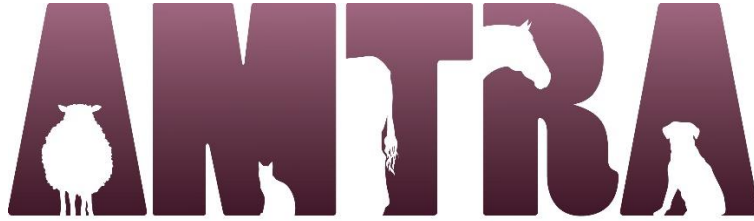




**Harper Adams
University**



ANIMAL MEDICINES TRAINING REGULATORY AUTHORITY

Online exams

Instructions and Information for Candidates and Employers

Updated 22 January 2025

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Introduction

This document provides information for candidates, employers and trainers, about the online AMTRA assessments that take place via remote invigilation.

What is remote invigilation?

This is where the AMTRA exam is carried out at the candidate's home, or other chosen location, using online screen sharing software to record and monitor the candidate's actions. The system is able to view the candidate, their environment and their computer/laptop screen at all times during the exam. This closed book assessment must be completed under **exam conditions**. This means you cannot seek any assistance to answer questions or access any other notes or learning materials. The assessment is covered by Harper Adams University's Assessment Regulations.

Where will my data be held and how long are recordings stored?

The recording of your exam will be retained in line with the HAU Retention Policy. Recordings of your exam will be viewed and audited as required by staff at Harper Adams University; this data may also be shared with AMTRA.

Exam Duration Details

Exam paper	Start Time	Time duration
Base	10:30am	1 hour 30 minutes
Companion Animal	10:30am	1 hour 30 minutes
Avian	10:30am	1 hour 30 minutes
Equine	10:30am	1 hour 30 minutes
Farm	10:30am	2 hours
Vet Nurse	10:30am	2 hours

If you think you may be eligible for extra time, please refer to the Learner Support Information provided during enrolment and email animalswd@harper-adams.ac.uk at least two weeks before your exam.

How do I access the exam?

Full exam details are emailed to your Harper Adams Student Email Account at least 2 weeks before your exam (***provided you have successfully completed online enrolment and completed the mandatory Systems Access Test***)

Preparing for the exam - Checklist (tick when actioned)

- Complete the Systems Access Test (details in exam email) by the specified deadline. Use the same device and internet connection you will use on exam day.
- A stable internet connection (preferably wired) and supported web browser.

If you see the below message while taking the Systems Access Test, please do not ignore it as you may not be able to take the real exams if the problem continues. In these circumstances we recommend closing down the Systems Access Test before the assessment begins and trying again with a different computer.

Just a heads up...

It looks like your computer is pretty busy right now.

You can still proceed with your exam, but we recommend that you close all open tabs and any applications you have running in the background and try again.

- A webcam and photographic ID (Passport, Photocard driving licence, UK CitizenCard)
- Scheduled time in a suitable room - it must be well lit, quiet and private. No one else is allowed into the room during the exam(s). Ensure others know not to disturb you.

If you have questions before an exam you can contact us on 01952 815042.

On the day of the exam

Follow the '*Instructions for Exam Day*' in the exam email sent to your HAU Email Account.

You cannot leave your desk for the duration of the exam, so it is advisable that you prepare to sit the exam in a refreshed state, having taken a comfort break just before you begin.

Check you have:

- Your HAU student login credentials
- Your photographic ID

During the exam

Please read [AMTRA Assessments FAQ / Troubleshooting Guide](#).

If you experience issues on exam day please email animalswd@harper-adams.ac.uk – we require an email for audit purposes so will be unable to deal with queries via phone. All emails will be dealt with swiftly.

PLEASE INCLUDE A SCREENSHOT / PHOTO OF YOUR SCREEN WITH YOUR EMAIL – this will assist us in identifying any issues.

We are unable to regrant access if you are suspended but will advise the next steps by reply.

If you are unable to access the exam at 10:30am please refresh your screen – if your exam does not appear please email us with your HAU student number and a screenshot to help us identify the issue – please note that you will still receive the full amount of time for your exam if you enter slightly later than 10:30am.

At the end of the exam

Only click the 'Submit' button when you have completed all of the questions. Until this point you are able to navigate back and review previous answers. Once you click 'Submit' your exam will end. If you have not finished the exam at the allocated finish time the exam automatically ends and saves your answers.

Frequently Asked Questions

Q. Can I leave the room during the exam?

No - candidates are only permitted to leave in an emergency, which may void the exam.

Q. What do I do if I have problems during the exam?

- If you have not yet started the exam/cannot access it:
Please read [AMTRA Assessments FAQ / Troubleshooting Guide](#), which may solve your query without the need to contact us. Should you still need assistance, please find out [Who To Contact](#)
- If you have been suspended from the exam:
We are unable to regrant access, but please email animalswd@harper-adams.ac.uk with a screenshot / photo so we can advise of the next steps.

NB: If you are unable to access the exam at 10:30am please refresh your screen – if it still doesn't appear, please email us with your HAU student number and a screenshot to help us identify the issue – please note that you will still receive the full amount of time for your exam if you enter slightly later than 10:30am.

Q. What can cause Proctorio to suspend my exam?

Please read the [AMTRA Assessments FAQ / Troubleshooting Guide](#).

Q. Why do I need my HAU login credentials?

You will need your HAU student ID/username and password to access this exam and to communicate any issues you may have for verification purposes. If you have any login credential issues please go directly to servicedesk@harper-adams.ac.uk

Q. How do I log in to my e-mail?

Open [HAU Main Site](#), select 'Current Student' on the top of the page, and scroll down the page until you see the 'Our Key Systems' section, finally select the 'Outlook Webmail' link.

Sign in with your HAU credentials (student email and password). The format of your student email address is HAUstudentnumber@live.harper.ac.uk e.g. 00000000@live.harper.ac.uk

Q. Can I access the NOAH Compendium during the exam?

You are not permitted to access the Compendium during the exam.

Access will be provided to a small subset of data sheets / SPCs (or extracts of them) where relevant to specific questions. The data sheets will be embedded into the 'Question Mark' software which hosts the exams. Candidates should continue to be familiar with what data sheets / SPCs look like and interpreting and using them, either from the book if they have access to a copy, or in future via the NOAH or VMD websites. This mirrors daily life, where it is entirely normal and reasonable to look up details about a specific medicine, and it is not expected that anyone will remember all the key details about every product.

Appendix 1 - Technical Requirements

Device Minimum Requirements

In general, Record and Review Proctoring assessments require:

- A stable internet connection (preferably wired) – dropped connections cause a suspension
- A supported web browser (both require the installation of the Proctorio Extension)
 - Google Chrome or Microsoft Edge
- A webcam and microphone

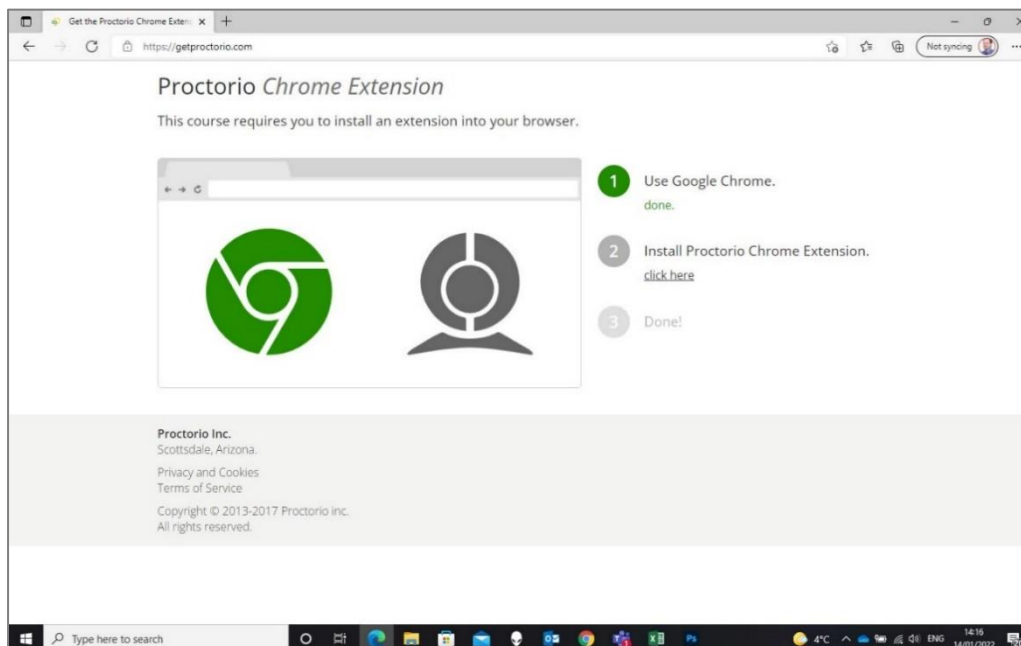
Please note that Chromebooks, iPads, tablets and phones cannot be used

	Windows	Mac
Browser	Chrome or Edge with Proctorio Extension	Chrome or Edge with Proctorio Extension
Operating System	Windows 7+	macOS 10.11+
Processor	Intel Pentium or better	Intel or M1 Chip
Free Disk Space	250 MB	250 MB
Free RAM	2 GB	2 GB
Upload Speed	0.092 - 0.244 Mbps	0.092 - 0.244 Mbps
Microphone	Any Microphone, either internal or external	
Webcam	320x240 VGA resolution (minimum) internal or external for all systems	

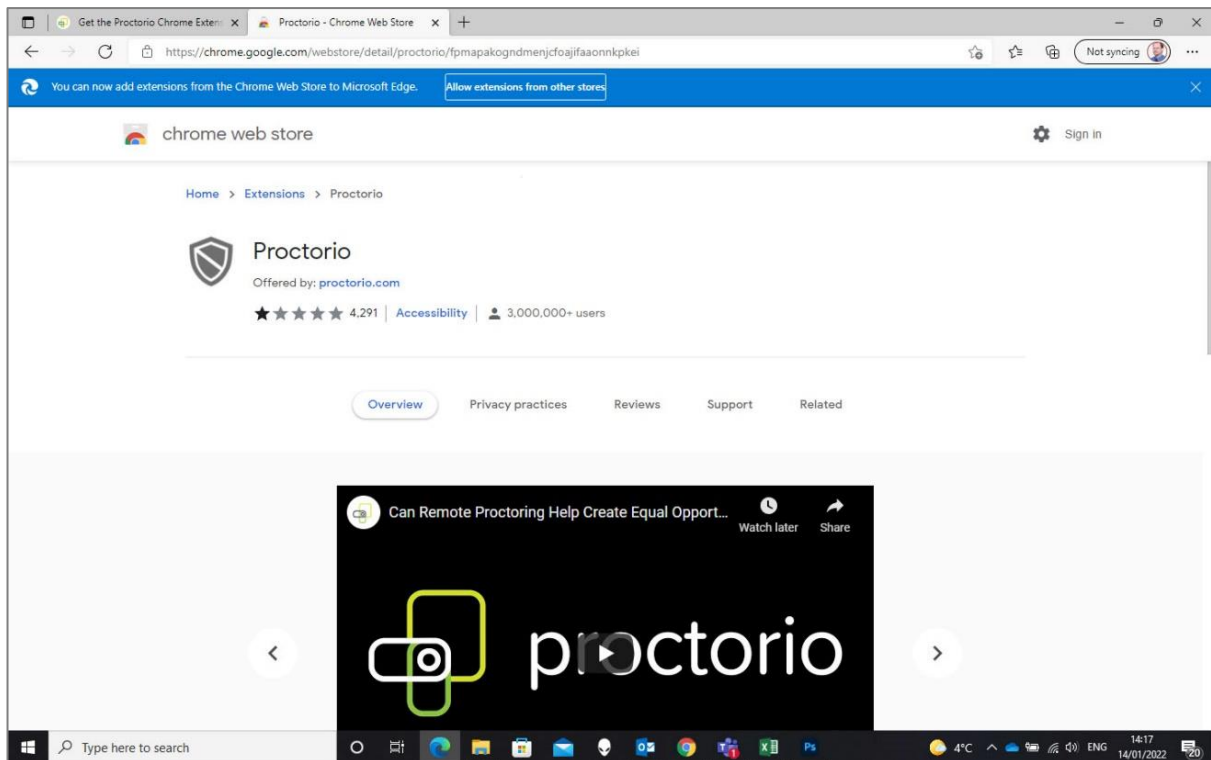
Installing the Proctorio Extension

You need Google Chrome or Microsoft Edge web browser installed on your device

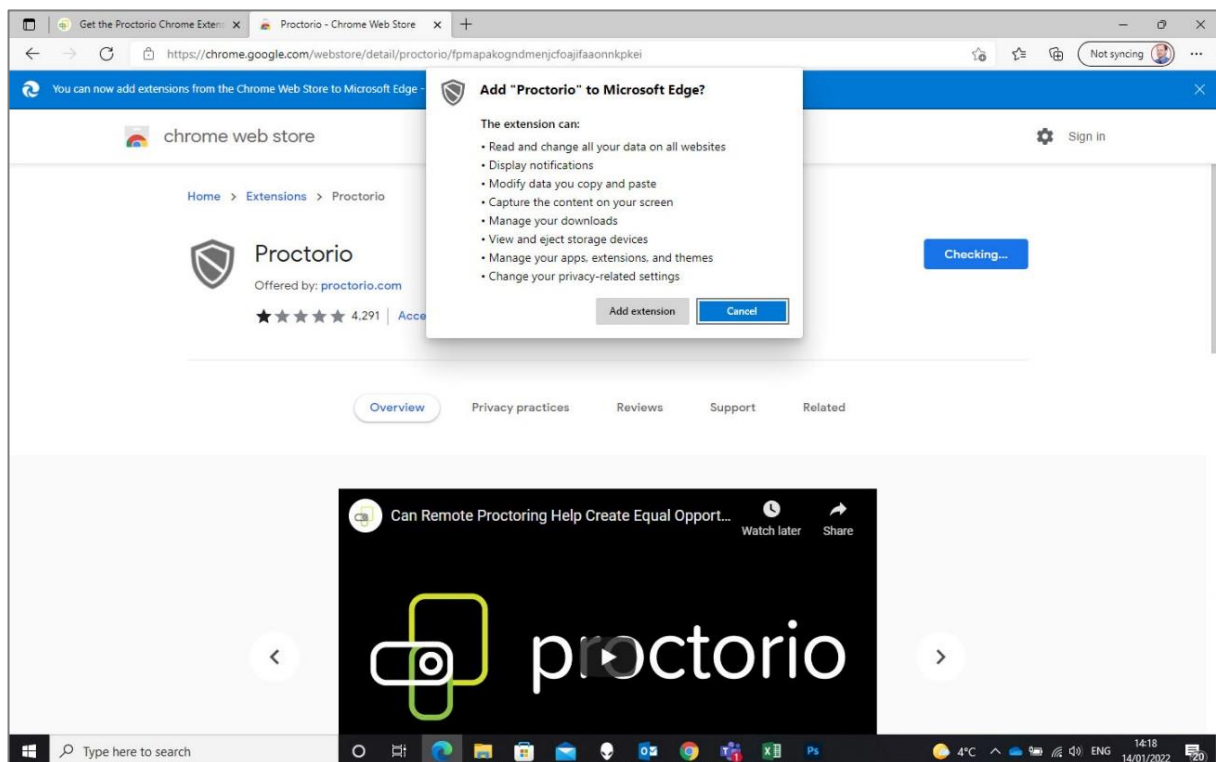
Open the browser, then head to getproctorio.com to install the Proctorio extension by selecting the **Click here** button.



If you are using Microsoft Edge you will need to enable the browser to use Chrome extensions (screenshots below)



Click the **Add to Chrome** followed by **Add extension**

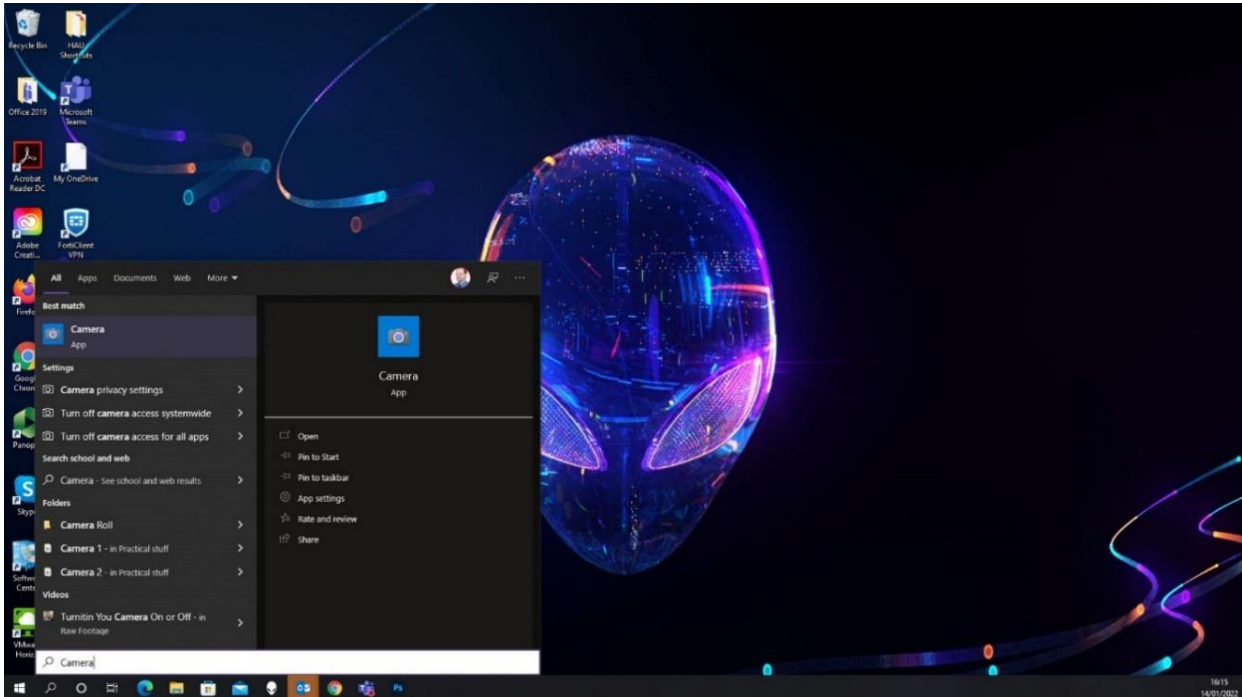


Checking the camera and microphone functionality

Windows Computers

Check to make sure your camera is working

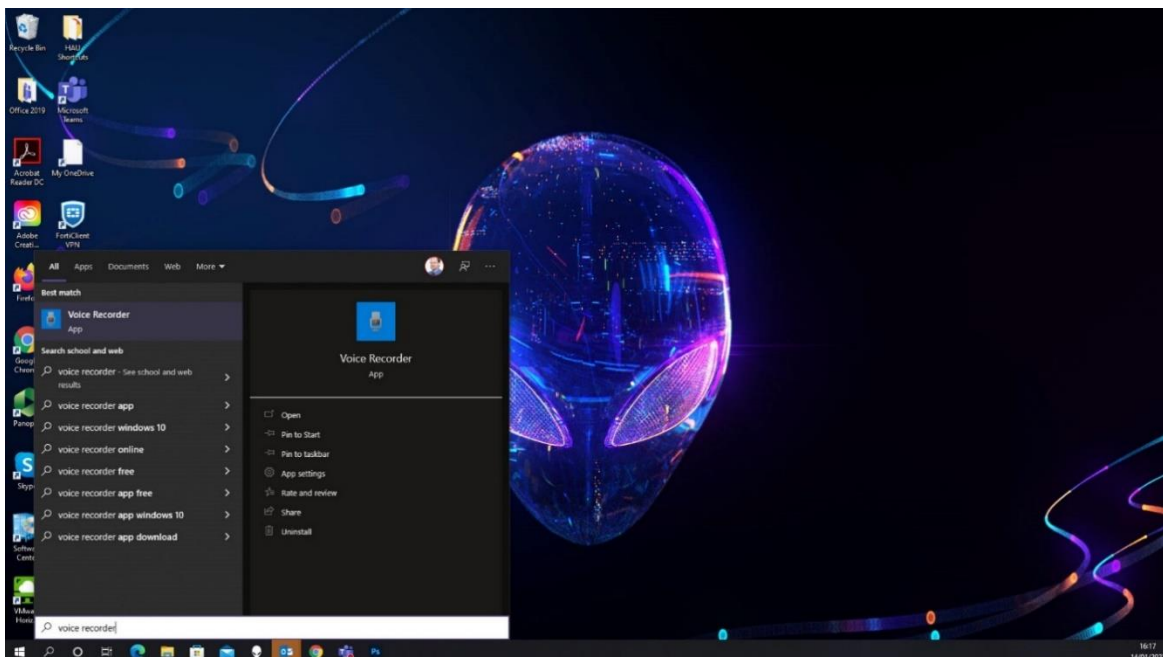
- Click the Windows (Start) button and type 'camera'. Click on Camera App



- You should see yourself on camera. If you do, your camera is working.

Check to make sure that your microphone is working

- Click the Windows (Start) button and type 'voice recorder'. Click on Voice Recorder App



- In Voice Recorder, click on the blue Record button record for a few seconds then click stop.



- Play the new file that was recorded on the left-hand pane.
- If you hear yourself, then you have a properly configured microphone.

For Apple computers

Check to make sure your camera works

- Click the Photobooth icon on your dock or from the applications folder.
- The camera should come on automatically. If you see yourself, the camera is working properly.

Check your microphone works

- Click Apple icon in the top left corner of the screen and click System Preferences
- Under system preferences, select Sound either by clicking it or by searching for it in the search text box.
- Select the Input tab.
- The list of recording devices will appear. Make sure that the “Internal Microphone” is selected. Try speaking into your microphone and look for bars moving beside Input Level while you talk. If they are, your mic is working properly
- If the camera or microphone are having any issues, please fix those issues before starting your exam.
- If your camera or microphone fails the pre-check, please set their permissions to allow.

