Frequently asked questions

# CII in-house online examinations

**Here are listed the answers to the most frequently asked questions. If your question is not answered here, please contact your CII Corporate Development Manager (CDM), or the CII Online Exams Team.**

## How do we apply?

Complete the 'Exam centre profile', which is contained within the information pack, and return to the CII. The information you provide will be analysed and a quote provided. We will then provide you with a link to download the assessment software. Once installed on PCs, the software is very simple to use and does not normally require a server.

Once you have signed the CII Approved Centre Agreement, you will be able to schedule your first examination sessions (subject to the usual notice period for booking).

## What are the technical requirements?

Most IT infrastructures and equipment will meet the requirements without the need for any enhancements.

## How long does it take to become an online centre?

The whole process is typically completed within 30 days.

## How much does set-up cost?

This depends on your preferred set-up. A quote for the service will be given to you by the CII's online exams team once you complete the 'Exam centre profile' and we have analysed the information provided. You are under no obligation whatsoever to continue with the application if you do not accept the quote.

## Is it a one-off fee?

The initial set-up cost is a one-off fee. This is typically £1250, but will be confirmed in our quotation.

## How do we pay?

To enable all entries and orders to be submitted easily we will provide an invoicing account. This will allow you to quote your unique account number for candidate entries and for payment of the initial set-up cost quoted by the CII's online exams team.

## How much does each examination entry fee cost on the online system?

The examination entry fees per candidate are the same as those for entering a public CII examination. However, you will most likely make cost savings from candidates taking less time away from the office in travelling to and from examinations at public centres and travel expenses.

## What exams are available?

Only objectively tested examinations (those of a multiple-choice type or similar answer format) will be available.
For a list of those offered please contact your CDM or visit **www.cii.co.uk/online**

## Will the CII send an invigilator each time we hold an examination session?

No. The invigilators will be trusted and named members of your own staff. However, an invigilator must not have any direct involvement with any candidate (e.g. be a relative, be a line manager or be a training provider for any unit being sat). Full training is provided and your organisation must abide by the rules as laid down in the 'Regulations for the conduct of CII online examinations'.

Examination sessions are also subject to inspection.

## Is the system secure?

Yes. The system used to run CII online examinations has been used to deliver over 1,000,000 exams.

## Can we run exam sessions in different regional locations?

Yes. However you may need to apply for a centre in each location. It may be possible to administer exams from a central location (but invigilation rules must be adhered to). You will need to fill in the 'Exam centre profile' in order for us to advise you of the optimal set-up.

## When will public centres be available?

These are available now.

## How much notice do we need to give before an exam session?

7 working days.

## Can we run examination sessions throughout the year?

Typically CII online exams are available to sit throughout the year. However, in order to undertake essential maintenance and ensure CII examinations remain up-to-date occasionally some units will not be available for a short period.

## Glossary of terms

The following terms/acronyms are used within CII online examinations forms and user guides:

| | |
|---|---|
| **e-volve** | The collective brand name for the online assessment software suite |
| **Secure Assess** | The name of the software used for administering the tests (usually an internet page) |
| **Secure Client** | The name of the software installed on the candidates' PC to make it secure during the exam |

## Contact us

If you do not have the contact details of your CII CDM, please call the CII Corporate Customer Service team on **+44 (0) 020 8530 0815** who will be happy to help you.

**CII Customer Service Online Exams Team** 42–48 High Road, South Woodford, London E18 2JP

tel: **+44 (0)20 8530 0816** or **+44 (0)20 8530 0805**
fax: **+44 (0)20 8530 3052** email: **online.exams@cii.co.uk**