

The Candidate Experience - Navigation in the Test (Part 1)

The Test Window

Once the test has started the Test Window is displayed. This consists of 4 parts: (1) **control panel** (contains all the navigation and answer buttons), (2) **question text** (3) **question area**, and (4) **answer button**.

The Test Window – In-Application

For in-application questions, an application window replaces the **question area** in the test window. Once the test has started, the test window is displayed. This consists of 3 sections: (1) **control panel** (contains all the navigation and answer buttons), (2) **question text** and (3) **application area**.

Working through the Control Panel

Answering a Question

There are a variety of question styles in a test, for example, multiple choice, hotspot, and in-application questions.

When the question is answered it must be submitted.

To submit the answer to a question:

- Click the **Answer** button to the right of the Control Panel

The system will automatically move on to the next question.

Please note that the Answer button will be grey (disabled) until the first step is taken to answer the question.

When answering In-application questions please remember:

- Do **NOT** close the application, it will be closed automatically
- It is **NOT** necessary to save the document before answering

Clearing an Answer

The **Clear** button is used when an answer has already been submitted to a question but it needs to be cleared and reattempted.

To clear the answer to a question:

- Click the **Clear** button (located to the right of the Control Panel next to the *Answer* button)

Please note that once the Answer is submitted for a **Certification** test, it is not possible to clear that question and re-answer it. However, it is possible to clear a Diagnostic test answer.

Suspending a Test

The **Suspend Test** button is used to suspend a test allowing the test to be continued another time.

Within the testing system, Candidates *only* have the option to suspend *Diagnostic* tests, using the **Suspend Test** button.

To suspend a Diagnostic test:

- Click the **Suspend Test** button (located on the top right of the Control Panel next to the *End Test* button)

Please note that Certification tests *cannot* be suspended and must be completed in one attempt, therefore the Suspend Test button does not appear within Certification tests.

When suspending a test, the system will remember the last question selected and all the answers previously submitted so once the test is accessed again, it will return to the test at the point where it was left.

Navigating

The Navigation buttons are used to move between questions. Clicking these buttons will allow the user to move forward (**Next**) or backward (**Prev**) to another question within the test. The **Nav** button will show the list of all questions and allow one of those questions to be chosen (this is covered in more detail in the *The Candidate Experience - Navigating in the Test (Part 2)* section).

Please note that the **Prev** button and the **Nav** button are disabled for a Certification test.

Flagging Questions

It is possible to flag questions so they can be attempted later in the test.

To flag a question:

- Use the **Flag** button (located in the Control Panel to the left of the *Clear* button)

Then move onto the next question without selecting the Answer button and the question will be displayed ready for answering at the end of the test. When several question are flagged, they will appear in the order that they have been flagged at the end of the test. The flagged questions can be accessed prior to the end of the test by using the Nav button (see *Skipping to a Particular Question* section in *The Candidate Experience - Navigating in the Test (Part 2)* for more info).

Ending a Test Early

The **End Test** button is used when the Candidate wants to finish a test early.

A Candidate can end a test at any point during a test.

To end a test:

- Click the **End Test** button (located in the top right hand corner of the Control Panel)

A dialogue box will display to show that some questions are still unanswered. The button may have been selected in error so it gives the Candidate a chance to change their mind. If they select **End Test** at this point, it is considered the Candidate's desired wish to end the test and not to go any further with it.

The Candidate is prompted again to either end the test completely by clicking on the **End Test** button or click **Close** to continue with the unanswered questions.

To **confirm** to end the test with unanswered questions:

- Click the **End Test** button

To **cancel** ending the test and continue with the unanswered questions:

- Click the **Close** button

Ending a Test With All Questions Answered

As soon as all the questions have been answered, the following message will be displayed:

You have answered the last question. To end the test, press the End Test button

The Candidate can now choose to end the test completely by clicking on the **End Test** button or click **Close** to go back to the test.

To **confirm** to end the test:

- Click the **End Test** button

To **cancel** ending the test:



- Click the **Close** button