



Digital Mocks Service

Tips for delivering exams

We have created this quick reference guide to provide some tips to help you run and get the most out of digital mock exams.

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Before the exam

For Centre Administrators and Invigilators

- Take some time to familiarise yourself with **RM Assessment Master Manager** and review the **three** user guides to understand the system requirements, how to administer exam sittings and how learners sit their mock exams.
- Check your learners' details and assigned testlets match the bookings you made in the Mocks Service application.
- Encourage your learners to read the Taking exams guide so they have some familiarity with the delivery system and can ask any questions beforehand.

Venue

- Ensure there are sufficient computers and workstations for the learners to take the exam.
- Check that all learner computers are working correctly including internet connection.
- For listening exams check that sound is turned on and at a sufficient volume.
- For exams that contain audio, learners must use headphones so they can hear the sound clearly as they progress through the exam at their own pace. Ideally audio played through headphones should not be able to be heard by other learners. You may wish to test the audio of your devices, using a sound file or using the system checker described later in this guide, before the exam.
- Ensure there is sufficient distance (1.25m minimum) between screens where possible.
- Ensure the venue is well ventilated and at a comfortable temperature.
- Ensure the exam URL is available if you have not already opened the log in page for learners on the individual computers. The URL is:
<https://cupa-am.assessor.rm.com/engine/index.php/lms/login/path/ci-mocks>
- Provide some information for learners on a board in the venue such as the date, the exam being taken, duration of the exam with start and finish times.
- You must provide the username and password that learners will need to take the exam.
- Ensure that all learners have sufficient paper and a pencil for any working out or making notes. Our research has indicated that learners have a strong preference for having such paper available while taking digital exams.

Technical specifications

All mock exams are delivered in a recommended browser (see below) running on Windows 10/11, macOS or ChromeOS. Mobile devices smaller than a standard tablet device are not supported. The minimum screen size recommended is 13 inches (diagonally) with a minimum resolution of 1280. Please note that there is no support for ChromeOS Flex.

Minimum operating system version needs to be in line with manufacturer’s supported version Minimum equipment requirement					
System specification			Operation system		
	Windows	Mac OS X	Mac iOS	Android	Chrome OS
OS version	10, 11	13,14	16,17,18	12,12.1,13,14, 15	Latest version
Processor	Intel i3 or better		Air, Mini or Pro	Quad Core or better	
Memory	4GB or higher				
Screen size	8” or larger, minimum resolution 1280x720 pixels				
Bandwidth	Min 0.5Mbps per candidate taking test (content dependent)				


*Note: Support for macOS 12 (Monterey) ended on 30 November 2024.
Support for Windows 10 (10 23H2) will end on 14 October 2025.*

Cookies must be enabled. We recommend using the most recent version of your web browser to improve security, performance, and stability. RM Assessment Master does not support beta or alternative build versions of these browsers.

Recommended browsers

The following table shows the status of various browsers on the supported operating systems.

Browser	Operating system		
	Windows	macOS	ChromeOS
Google Chrome 100+	Supported	Supported	Recommended
Mozilla Firefox 105+	Recommended	Recommended	Unsupported
Safari 15+	Unsupported	Recommended	Unsupported
Microsoft Edge	Supported	Unsupported	Unsupported
Internet Explorer 11	Unsupported	Unsupported	Unsupported



Tips for delivering exams (continued)

Both the recommended and supported browsers can be used but the unsupported browsers should **not** be used.


Assessment Master (For learners)

- Take some time to familiarise yourself with the learner guide, “Taking exams”, to understand the learner experience.
- Encourage your learners to read the “Taking exams” guide so they can feel comfortable taking the exam and raise any questions beforehand.

System Checker

You can check your computers meet the minimum requirements using the Cambridge International System Check from the following website address.

<https://cupa-am.assessor.rm.com/forms/show/id/3>




System requirements check

Please ensure the settings on this device meet the minimum system requirements before taking any test.

		Status
Operating system	Windows 10	✓
Screen resolution	1920x1080	✓
Browser	Chrome Version 131.0	✓
Audio check	Checked	✓

Please check that you can hear the following audio clip clearly.


Play

Delivering the exam

- Allow time for your learners to access their machines and the log in page URL before the exam is due to start.
- Provide the learners with the username and password they will use to login to start their assigned testlet.
- Whilst they are mock exams, you may want to consider applying some of our standard exam day instructions to give an authentic experience to help prepare your learners for future high stakes exams. For example, not allowing any other devices and not allowing talking between learners during the exam. Choose whether you want to invigilate the exam for an authentic exam day experience.
- Monitor the **Assigned Testlet** screen in **RM Assessment Master Manager** to ensure all learners have successfully started the exam and monitor their progress.
- Give your full attention to the conduct of the exam and move around the room. It's important that exam conditions remain close to the real experience, including knowing that measures are being taken to prevent malpractice.

Completing the exam

- Ensure learners have provided an answer to all questions before submitting their assigned testlet and check that all assigned testlets sat show the **Completed** status in the **Assigned Testlets** page.
- If they have left the room without completing the exam you can change the status to **Completed**.

After the exam

- If the exams require human marking, they will be marked by Cambridge and results will be provided in the Digital Mocks Service application within 14 days from the end of the session (exam window.)
- If the exam can be auto-marked results will be available usually within hours after completing the exam.
- You will be able to view the learners' overall marks, individual marks and responses in the results reports provided. Also, you can export these in PDF or CSV format.
- You may want to review the results with your learners and provide feedback, helping them with future study plans for example.

Further help

If you require further assistance, please contact Cambridge University Press & Assessment and not RM directly.

If you need help, please contact our Customer Support Centre

info@cambridgeinternational.org

+44 1223 553554

Please reference Digital Mocks Service in your email title

Our Customer Support team is available 24 hours a day, six days a week, from Sunday 00:00 UTC* to Friday 23:59 UTC (closed on Saturday)

*Co-ordinated Universal Time (Greenwich Meantime in UK also known as Western European Time)

We are committed to making our documents accessible in accordance with the WCAG 2.2 Standard. We are always looking to improve the accessibility of our documents. If you find any problems or think we are not meeting accessibility requirements, contact us at info@cambridgeinternational.org with the subject heading: Digital accessibility. If you need this document in a different format, contact us and supply your name, email address and requirements and we will respond within 15 working days.