

SCA Examination Day Guide

A comprehensive guide to sitting your examination on the Osler Online platform

Introduction

This guide provides a comprehensive overview of your SCA examination day. It will cover all the key aspects of the examination from logging in, candidate registration with your invigilator, navigating each station from reading time to consultation, breaks and logging off. You will be able to familiarise yourself with key platform functionality and learn about how to seek support if you need to do so throughout the examination.

After reading this guide you will be left with a clear understanding of exactly what to expect from your SCA, so you can go into your examination day feeling well prepared.

It is important to note that this guide has been developed in conjunction with the **Candidate Surgery Guide**, which provides a detailed look at the steps you need to take to prepare yourself in the weeks leading up to your examination day.

Please read and complete the steps laid out in the [Candidate Surgery Guide](#) ahead of reading this document.

This guide covers

<u>Examination day schedule</u>	04	<u>Key functionality</u>	22
<u>Exam date and time allocations</u>	06	<u>Consultation</u>	24
<u>Logging on to the platform</u>	07	<u>Telephone consultations</u>	36
<u>Automatic device check</u>	08	<u>Station ending</u>	37
<u>Position and Volume Check</u>	09	<u>In between stations</u>	38
<u>Audio test</u>	10	<u>Breaks</u>	39
<u>Waiting room</u>	11	<u>The quarantine period</u>	41
<u>On the day</u>	12	<u>Reruns</u>	42
<u>Candidate registration</u>	13	<u>Rest stations</u>	45
• <u>ID check</u>	14	<u>Logging out</u>	46
• <u>Rules and procedures video</u>	15	<u>FAQs</u>	48
• <u>Environment check</u>	16	<u>Technical issues and troubleshooting</u>	49
<u>Exam conditions</u>	19	<u>Remember</u>	51
<u>Reading time</u>	21		

Examination day schedule

- There will be two SCA examinations scheduled per day, and you will be allocated to either the AM or PM examination.
- The scheduled running time for the AM examination session is **08.45** to **13.30** and for the PM examination session it is **13.15** to **18.05**.
- The scheduled running time will also apply to those candidates with a reasonable adjustment of 25% extra reading time.
- Candidates with other reasonable adjustments, including extra consultation time or extra breaks should plan for their examination session to run from **08.45** to **15.00**.

Examination day schedule



AM	PM	Examination activities
8:45	13:15	Candidate registration/quarantine (45 mins AM/55 mins PM).
		Login to Osler. The invigilator will conduct the ID check, ask you to watch the rules and procedures video and then conduct the environment check.
		Please be patient, it may take some time for the invigilator to appear.
9:30	14:10	Examination starts.
9:30-11:00	14:10 - 15:40	Rounds 1-6 (1hr 30mins).
		15 mins per station (3 mins reading time, followed by a 12 min video or telephone consultation with the role player).
11:00 - 11:10	15:40 - 15:50	Comfort break (10 mins).
		Please note that to leave the room you must message the invigilator. Please also message your invigilator once you have returned.
11:10 - 12:40	15:50 - 17:20	Rounds 7-12 (1hr 30mins).
		15 mins per station (3 mins reading time, followed by a 12 min video or telephone consultation with role player).
12:40 - 13:30	17:20 - 18:05	Rounds end, wrapping-up and rerun time begins (45 mins).
		Please note you <u>may not log out</u> or leave your examination room at any point during the wrapping up and rerun period.
13.30	18:05	Examination officially ends.
		You may log out once given permission by the invigilator.

Exam date and time allocations

Four weeks prior to your examination you will receive an email from the examinations team containing your date and time allocation. This email will also outline the key steps you need to complete before your examination, including a link to perform your device check.

Please be aware that you cannot select your examination day or time however, if there are exceptional circumstances preventing you from attending the SCA examination on a particular day or session, please review our [criteria](#) and fill in our [form](#) as soon as possible.

We are unlikely to be able to accommodate any requests for changes once allocations have been made, so it is essential to contact us before the allocation date (four weeks before the exam).


If you are aware that you will be sitting your SCA exam in the same practice as another candidate, please fill in our allocations [form](#) as soon as possible so that we can make arrangements for you to sit your exams on alternative dates to maintain exam security.

Logging on to the platform

Two weeks prior to your examination you will receive an email from the examinations team containing a URL link to the platform and your own unique username and password. This link will take you directly to the login portal to enter the details provided. If you would like to look around the platform ahead of examination day, you can log in to the platform as soon as you receive the email with the URL and your log in details. You can also view your exam day schedule, down to the minute each station and break starts, by logging in using your details.

This email will also contain a link to the 'Guide to the SCA examination rules and procedures' video. This video is mandatory viewing for all SCA candidates, and you will be required to declare that you have watched this video before logging into the exam.

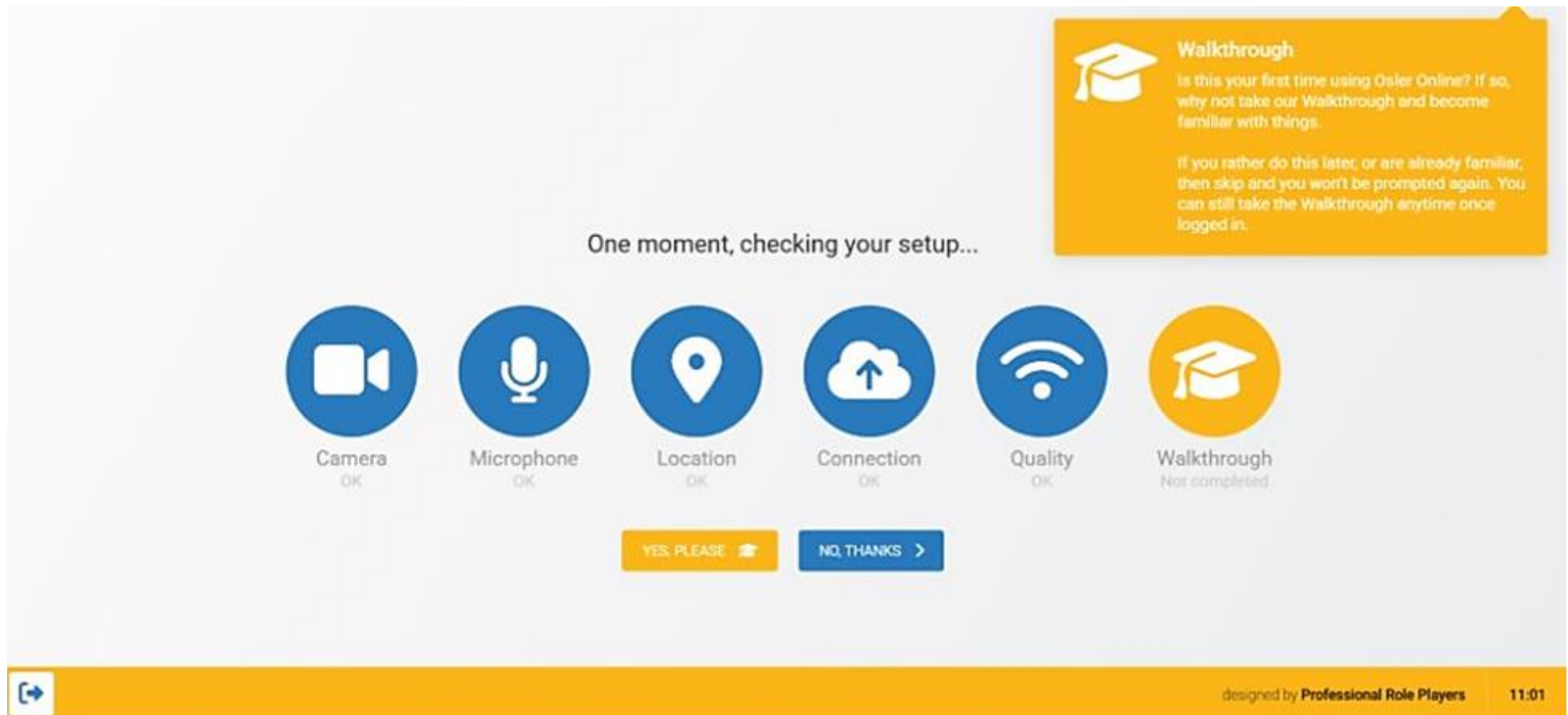
Should you have issues logging in, try clicking directly on your exam link or copying it into your browser. You cannot type the link into your browser. Also, ensure you are not copying across blank spaces in your login username or password. You may wish to type your username and password manually and ensure caps lock is turned off.



Automatic device check

After you have successfully logged in, the platform will take you through a device check. It will automatically test your microphone, video and internet connection. If you experience any issues during this check and are unable to connect to the platform, please contact the IT Support helpline on 020 3188 7680.


On the day of the examination, please have your phone on hand, as the IT team will try to call you to offer support if you are not visible on the examination platform.



Position and volume check

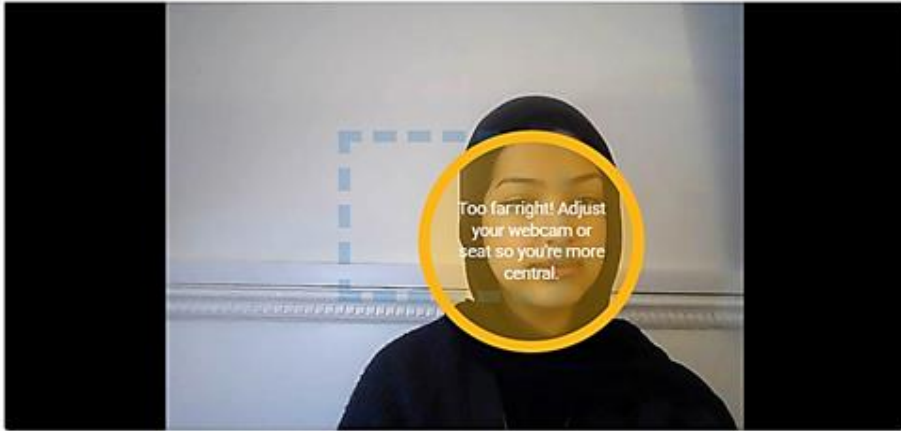
From there you will proceed to a position and volume check screen, that will capture your video feed and audio volume accurately. Follow the onscreen instructions to position your face correctly in the frame of your video feed. A blue oval will appear around your face when you are correctly positioned. If it shows a yellow oval, you are not correctly aligned and will need to adjust your position until the oval turns blue, and you are correctly positioned in the frame.

It is important that you are positioned correctly on camera. Firstly, so your role player has a clear view of you throughout the consultation and secondly, so that your examiner can see you properly, to mark the station accurately.


**Position check**

Use this tool to make sure you're well positioned and clearly seen. Try to position your face inside the dashed box.

The tool will let you know if it thinks your face can't easily be seen, if you're too close or too far away, or if you're too far over to one side.



PROCEED

**Volume check**

Use this tool to check your microphone volume by recording your voice and listening back.

If too quiet or too loud you may consider adjusting the distance you are from the microphone or changing your device settings.


Select microphone


Communications - Microphone Array (Realtek(R) Audio)


☒


Microphone Array (Realtek(R) Audio)

☐


Start recording


End recording


Play recording



designed by Professional Role Players

11:07

Audio test

Now it's time to test your audio and microphone. Click on the blue **start recording** icon and speak clearly. For example, you could say your full name and the surgery you will be sitting your exam in.



When you have finished speaking, press the **end recording** icon.



Then press the **play recording** icon to hear what your audio sounds like when it plays back.



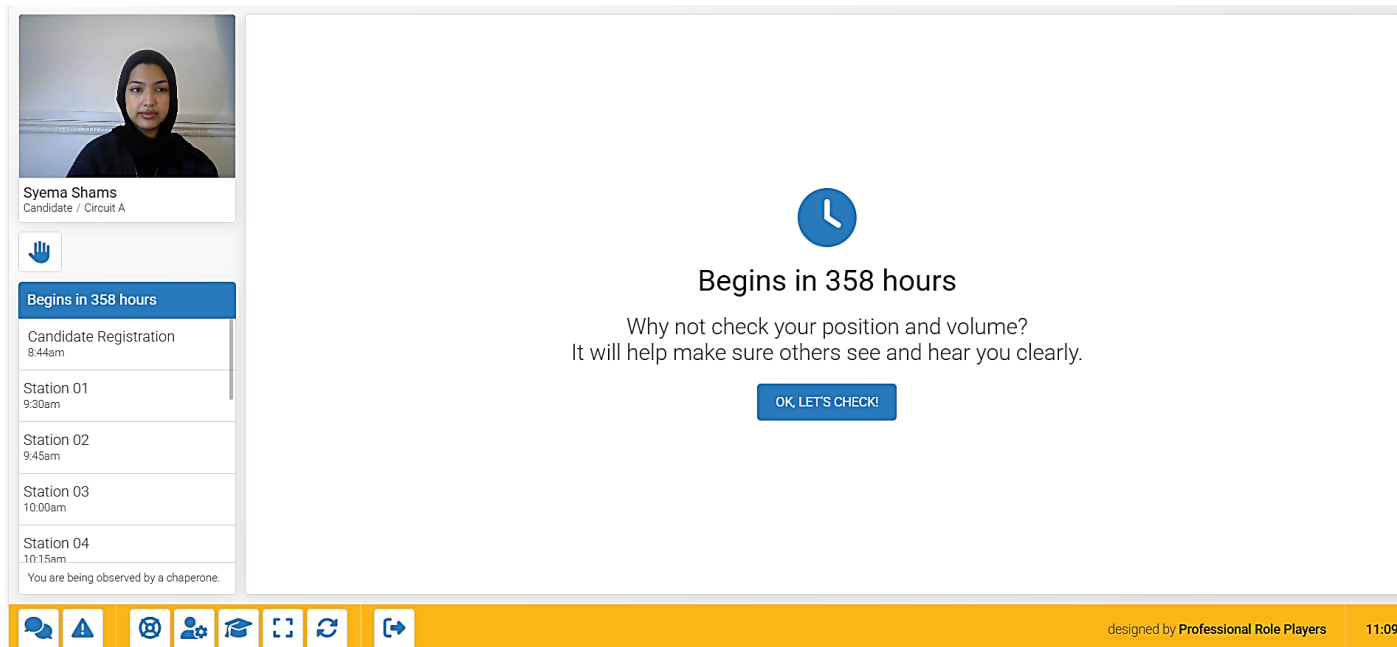
Your audio will play back through your speakers to confirm your microphone is working and for you to check the volume. If you are too loud or too quiet, you can adjust your distance from your microphone or adjust your device volume. Ensure your recording is clear and easily understood.

When your video feed and audio check is complete you can click **proceed** at the bottom of the screen and you will be taken through to the waiting room for candidate registration.


Waiting room

Two weeks before the examination

You can see the image below is of an examination waiting room where the timer on the screen indicates that the examination will begin in 358 hours.



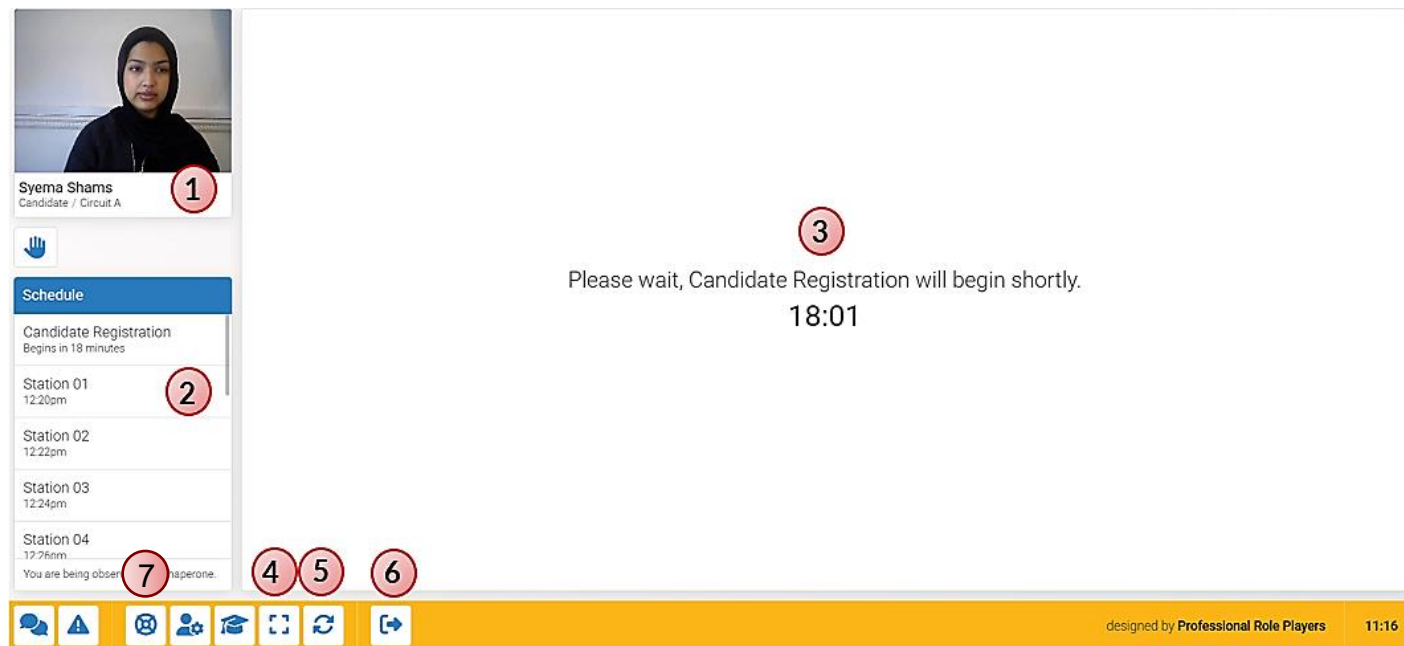
Schedule - Take this time to familiarise yourself with the schedule on the left-hand side of your screen. Under each station, you will see a time indicated. This will enable you to keep track of how your examination will run from start to finish. The platform will automatically transition you between stations and your break. Please note the schedule will only be visible on the platform before your registration begins, in between stations and during the break.

Walkthrough – you can press the  icon on the yellow bar to complete the platform walkthrough as many times as you like, ahead of your examination day, to refresh your memory on the platform functionality. You will also be prompted to complete the walkthrough when you log in for the first time.

On the day

On your examination day you will log in to the platform and remain in the examination waiting room until the platform automatically moves you through to your candidate registration. You can see the timer on the screen now shows that your candidate registration will start in under 20 minutes.

Here is some key functionality to note on this screen, while waiting for your candidate registration to begin.



- ① **Camera view.** This window displays your video feed, so you can check your positioning on screen and how you will appear to the invigilator, role player and examiner.
- ② **Schedule.** This is the schedule for your examination. As you can see the schedule is showing that you are currently waiting for your candidate registration to begin.
- ③ **Countdown.** The middle of the screen is indicating the time left until your candidate registration.
- ④ **Full screen.** This button removes the tabs at the top of your page and expands your screen.
- ⑤ **Refresh.** You can automatically refresh the examination platform if you're encountering any technical issues.
- ⑥ **Log out.** You can log out of Osler Online using this button. Please note, on examination days you should only log out if asked to do so by the examinations team or at the end of the examination when your invigilator gives you permission to do so.
- ⑦ **'Cog' symbol.** This will give you the option to download IT software. You do not need to use this unless asked.

Candidate registration

This is what your screen will look like when your invigilator joins you for your candidate registration. Don't worry if you are not greeted by your invigilator as soon as registration begins, they will acknowledge that they can see you on the platform as soon as possible. Please note, it may take up to 30 minutes for them to join you to perform the ID and environment checks. The screen shot highlights some key functionality to help you communicate with your invigilator during the registration period and the examination.



- ① **Hand raise.** This button will allow you to notify your invigilator if you need to contact them at any stage throughout the examination. This will prompt your invigilator to watch your station more closely.
- ② **Mute.** This button will mute and unmute your microphone. When there is a line through the microphone icon you are muted. Click it again to remove the line and unmute.
- ③ **Countdown timer.** This timer tells you how much longer you have until your candidate registration ends.
- ④ **Direct message.** Your invigilator will show you where you can access the direct message function on the platform in case you need to send them a message at any stage throughout the examination.

ID Check

When your invigilator joins you, they will ask you to complete an ID check. Please ensure you have a Government issued photographic ID ready to show them (e.g. Passport or UK Driving License). The ID must be in English (or a notarised translation), and valid (unexpired).

You will need to hold your ID up to your camera, for the invigilator to inspect and confirm your details. If your ID looks blurry when you hold it up to the camera, (due to your camera being unable to focus), you will be required to hold your ID up to your face and take a selfie to verify your identity.

You must do this before your examination begins or at the end of your exam. Email this selfie to exams@rcgp.org.uk for verification. Your invigilator will guide you through this process, if you are required to do so.

Rules and procedures video

After your ID check, you will be asked to watch the rules and procedures video. This video outlines examination terms and conditions, demonstrates key platform functionality and highlights the essential rules you must follow during your examination. You will have already received a link to this video in your login letter and signed a declaration confirming that you must watch it before proceeding.

Your invigilator will reveal this video to you and ask you to play a few seconds of it to confirm that both the audio and video are working. Once they've verified that you can view the video successfully, you may begin watching it. The invigilator will then leave your room to assist another candidate.

You can fast forward or rewind the video by clicking on the progress bar at the bottom. You should avoid pausing the video unless absolutely necessary. If you have any questions or concerns, you can raise these to your invigilator when they come back to conduct your environment check.

Once you have finished watching the video, your invigilator will return to your room, hide the video and proceed to your environment check

If you can't watch the video

If you're unable to watch the video, there's no need to worry. Your invigilator will provide the necessary information to you verbally. They will briefly leave your room to play the video for other candidates and then return to deliver the content to you directly.

Environment check

Following this, there will be an environment check. Your invigilator will ask you to use your camera to show them a 360-degree view of your examination space.

It is important to make sure your room is set up correctly before your examination.

- Please only use one monitor and unplug or cover all other monitors.
- If the room you are using has a landline telephone in it, please disconnect this.
- Please ensure that the room is free from noise and distractions e.g. music, notifications, radio and announcements.
- Clinical guidance documents, medical charts or posters on your wall should be covered or removed.
- Consider placing an 'examination in progress' sign outside your door on examination day.
- Please ensure that the room is well-lit, particularly during the winter months. Inadequate lighting can make it difficult for the examiner to see you clearly while marking your cases. You can check your video quality and lighting during the device check.

Environment check

Please note, when you are performing the 360-degree check, in instances where the web cam is bolted on to, or embedded in your monitor, the invigilator will ask you to perform the environment check using a combination of your web cam and the camera on your mobile phone. Please make sure your phone is available, if required.

The invigilator will also observe your workspace. Please ensure it is clear except for these optional items:

- Small discreet snacks and drinks
- **A whiteboard and marker to take manual note (pen and paper cannot be used during the examination)**

If you lose contact with your invigilator at any stage throughout your ID and environment check, please contact IT Support on **020 3188 7680**.

As part of our exam security checks, candidates who wear a head covering of any kind or have long hair covering their ears may be asked to show their ears to an invigilator before the start of the examination. This is a standard examination security measure to ensure that no unauthorised electronic devices, such as Bluetooth earpieces, are being used.

Candidates will have the opportunity to request a male or female invigilator to conduct this check, in line with their personal or religious preferences.

If you are wearing a name badge, we will ask you to remove it to maintain candidate anonymity.

Please bring:

Your mobile phone, switched on but set to silent and placed in a clear plastic sleeve. It is important that your mobile phone remains switched on in case you experience any technical issues and IT support need to contact you.

Make sure vibrate and digital assistant is also turned off before the exam.

To turn off vibrate:

On iPhone: Settings > Sounds & Haptics, then switch off Vibrate on Ring and Vibrate on Silent.

On Android: Settings > Sound & Vibration (or Sound), then turn off Vibrate for calls, Vibrate on silent, and any other vibration options.

To turn off digital assistant:

On iPhone: Settings > Siri, then turn off Listen for "Hey Siri", Press Side Button for Siri, and Allow Siri When Locked.

On Android: Settings > Google > Settings for Google apps > Search, Assistant & Voice > Google Assistant > General, then switch off Google Assistant.

During the environment check, place your phone out of arms reach

During the environment check, your invigilator will ask you to place your phone out of arms reach, preferably in view of the camera. You may not touch or remove your phone from the exam room without permission from exam officials, unless you are disconnected from the platform and cannot contact your invigilator.

Please do not bring:

- Personal electronic devices e.g. tablet, iPad, smart watch, smart glasses, camera, recording device.
- Any preparation materials or notes.

Exam Conditions

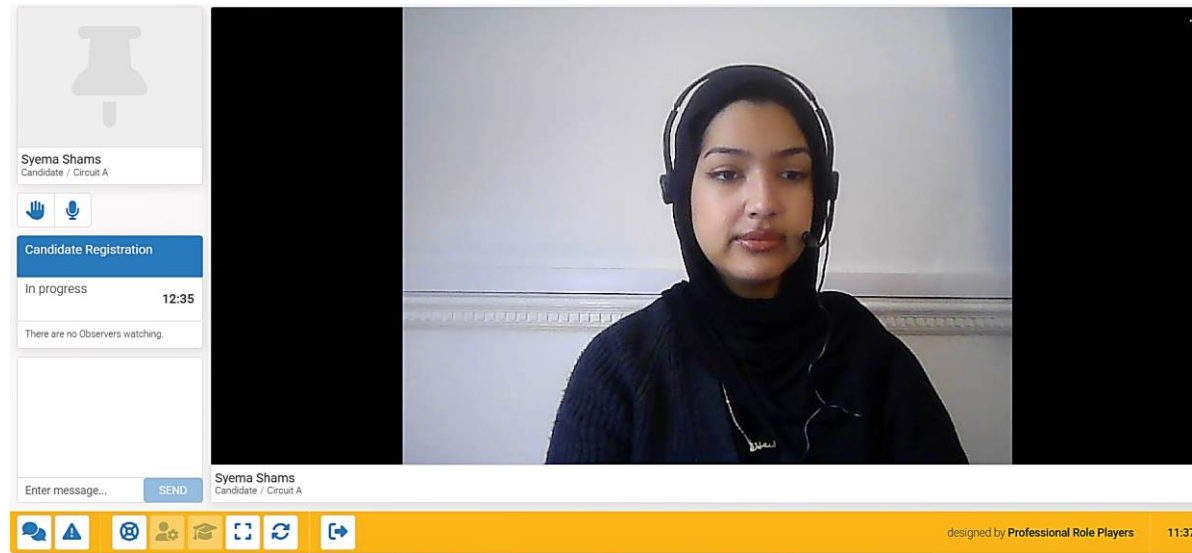
If you're sitting the morning session, exam conditions begin once your invigilator has completed a full 360-degree check of your environment.

If you're sitting the afternoon session, you're under exam conditions as soon as you log in, because of the mandatory quarantine period. You remain under exam conditions for the entire exam period, including the break, until your invigilator confirms that the exam has officially ended.

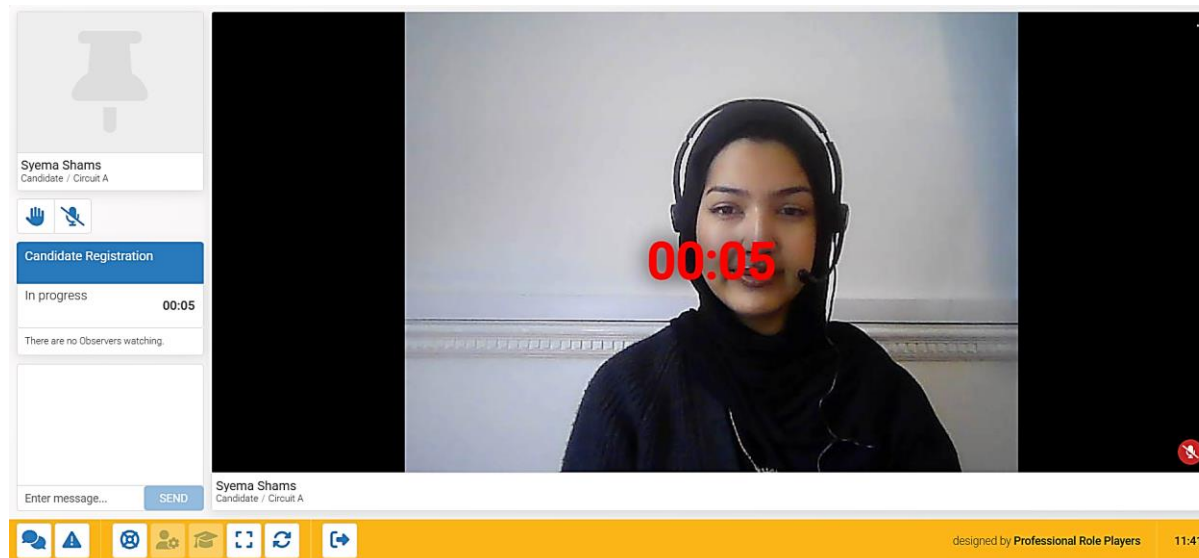
As a reminder, exam conditions include:

- Staying logged in to the platform until you are given permission to log out.
- Not communicating with anyone except officials directly involved in administering the exam, without permission from exam officials.
- Not accessing the internet or any application outside of the exam platform unless given permission.
- Not using pen and paper at any time.
- Not sharing or taking any case information outside this room.
- Staying in sight of the camera at all times, except for short toilet breaks.
- Mobile phone use is strictly forbidden unless you are given permission by exam officials. Breaching exam conditions by using your phone may result in disciplinary action.

When your invigilator has completed their checks, they will leave you to wait for your examination to begin. Keep an eye on your countdown timer on the left so you know how much longer you need to wait.



When your candidate registration is about to end you will see a red 5 second timer appear prominently on the screen.



Reading time

You will have 15 seconds between your candidate registration ending and your first reading time beginning.

Syema Shams
Candidate / Circuit A

Schedule

- Candidate Registration Completed ✓
- Station 01
Begins in 1 second
- Station 02
9:45am
- Station 03
10:00am
- Station 04
10:15am

You are being observed by a chaperone.

Please wait for reading time to begin.
00:01

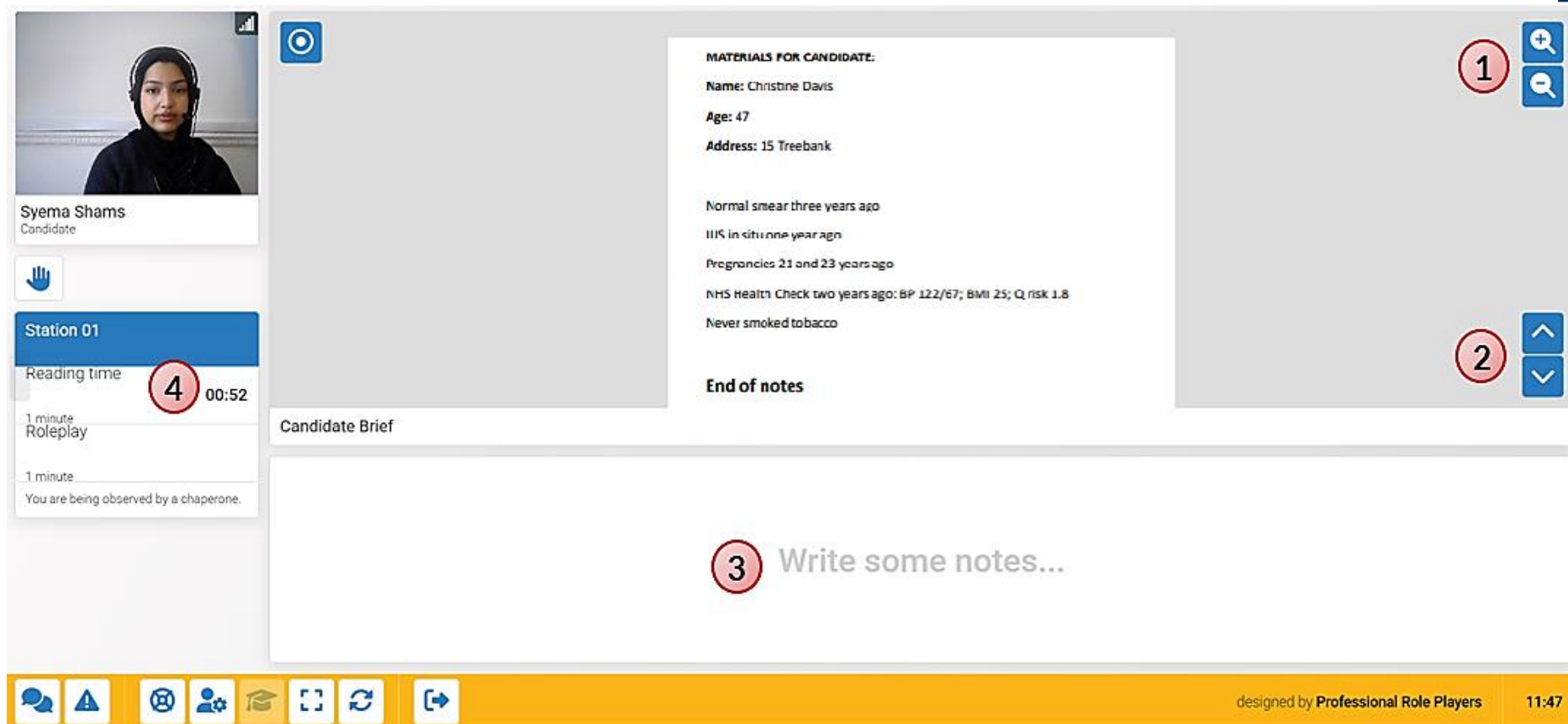
designed by Professional Role Players 12:41

From there the platform will automatically take you through to your first station to begin your reading time.

You will have three minutes to read your candidate brief.

Key functionality

This image shows you the key features you can use to read and take notes on your candidate brief.



- ① **Zoom in and out.** You can use the + icon to zoom into the brief document and make it larger and you can use the – icon to zoom out and reduce its size.
- ② **Scroll.** There are arrows down the right-hand side of the screen that will allow you to move through your candidate brief. You can also click and drag your brief up and down using your mouse or track pad.
- ③ **Notes window.** This is where you can type in any notes you would like to make about the brief. These notes will be automatically carried through to your consultation. The notes you take are private and cannot be seen by anyone during or after the examination.
- ④ **Countdown timer.** This timer indicates the time remaining for your reading time.

Key functionality

You may also see one or more of the following messages on your brief:

'This is a telephone case - you will hear the patient but not see them' - To inform you as to whether you should expect a video case or a telephone case in your upcoming consultation.

'Please scroll down' - To indicate if there is another page in the brief. It is important to make sure that all pages have been read.

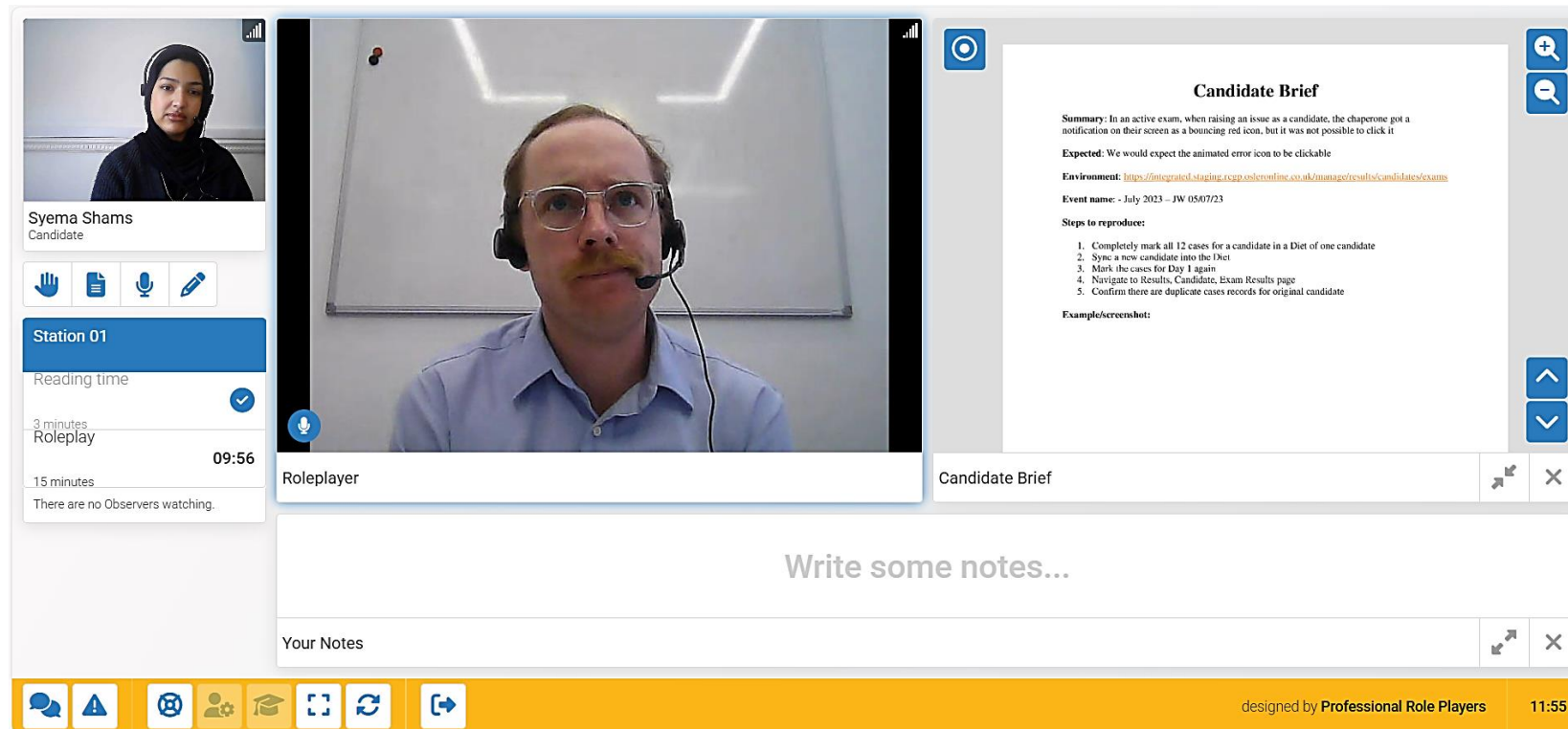
'End of notes' - To indicate that you have come to the end of the brief.

Consultation

When your three-minute reading time has ended you will be automatically taken through to your first consultation. The role player will appear on screen, and you can begin speaking with them. Please note, it may take up to 30 seconds for the video call with your role player to stabilise. If, after this time, you are still experiencing issues with the video or audio quality, please contact your invigilator.

Both your brief and your notes will automatically be carried over from your reading time.

This is how your screen will appear when the consultation first begins. The role player will be on the left, the brief will be on the right, and your notes will be across the bottom.



The screenshot displays the consultation interface. On the left, a video feed shows Syema Shams, a candidate, wearing a headset. Below her video is a sidebar with icons for hand, document, microphone, and pencil. The sidebar also shows 'Station 01', 'Reading time', '3 minutes Roleplay', and a timer at '09:56'. In the center, a video feed shows the role player, a man with a mustache and glasses, wearing a headset. To the right, a 'Candidate Brief' is displayed, containing a summary, expected outcome, environment, event name, steps to reproduce, and an example/screenshot. Below the brief is a 'Write some notes...' section with a text area labeled 'Your Notes'. At the bottom, there is a yellow bar with various icons and the text 'designed by Professional Role Players' and '11:55'.

Syema Shams
Candidate

Station 01
Reading time
3 minutes Roleplay
09:56
There are no Observers watching.

Candidate Brief

Summary: In an active exam, when raising an issue as a candidate, the chaperone got a notification on their screen as a bouncing red icon, but it was not possible to click it

Expected: We would expect the animated error icon to be clickable

Environment: <https://integrated-staging.rcgp.org/online-exam/management/candidates/exams>

Event name: - July 2023 - JW 05/07/23

Steps to reproduce:

1. Completely mark all 12 cases for a candidate in a Diet of one candidate
2. Sync a new candidate into the Diet
3. Mark the cases for Day 1 again
4. Navigate to Results, Candidate, Exam Results page
5. Confirm there are duplicate cases records for original candidate

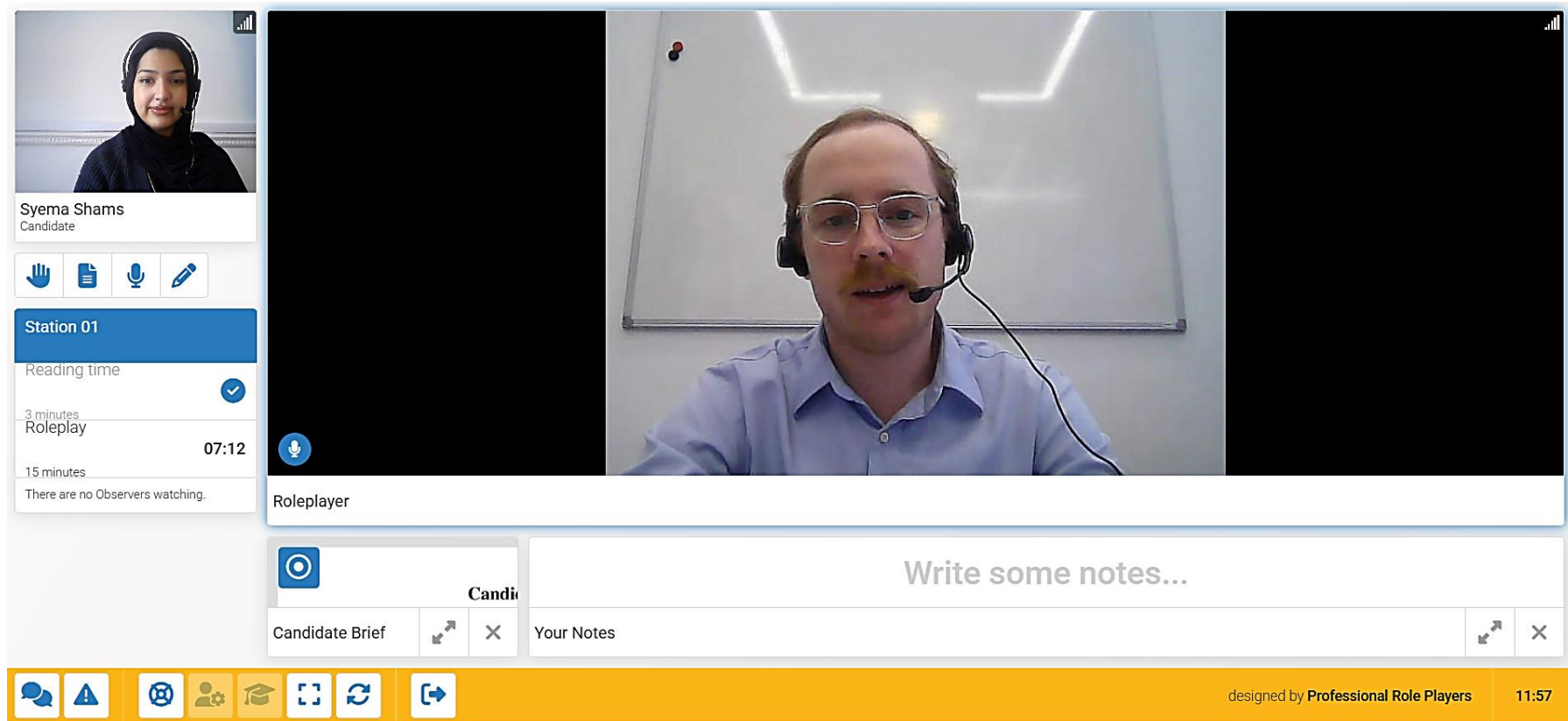
Example/screenshot:

Write some notes...

Your Notes

designed by Professional Role Players 11:55

If you don't think you will need to access your brief throughout the consultation, you can press the  button to minimise brief and place it next to your notes.



The screenshot displays the RCGP virtual consultation interface. On the left, a sidebar identifies the participant as Syema Shams, a Candidate, and shows the station details for Station 01, including a 3-minute reading time and a 15-minute roleplay period. The main video area shows a roleplayer, a man with glasses and a headset, in a consultation room. Below the video, there is a section for notes, with a 'Candidate Brief' tab and a 'Your Notes' area. The bottom bar contains various icons for navigation and a timestamp of 11:57.

Syema Shams
Candidate

Station 01
Reading time
3 minutes
Roleplay
15 minutes
07:12
There are no Observers watching.

Roleplayer

Write some notes...

Candidate Brief

Your Notes

designed by Professional Role Players 11:57

If you would like to close the brief entirely press the screen **X** button. Now only your notes will appear across the bottom of the screen.

The screenshot shows a video call interface. On the left, a small video window shows a woman wearing a headset, identified as Syema Shams, a Candidate. Below her name are icons for hand, document, microphone, and pencil. The main video window shows a man with glasses and a headset, identified as the Roleplayer. Below the video windows is a text area for notes with the placeholder text "Write some notes...". At the bottom, there is a yellow bar with various icons and the text "designed by Professional Role Players" and "11:58".

Syema Shams
Candidate

Station 01

Reading time ✓

3 minutes
Roleplay

06:35

15 minutes
There are no Observers watching.

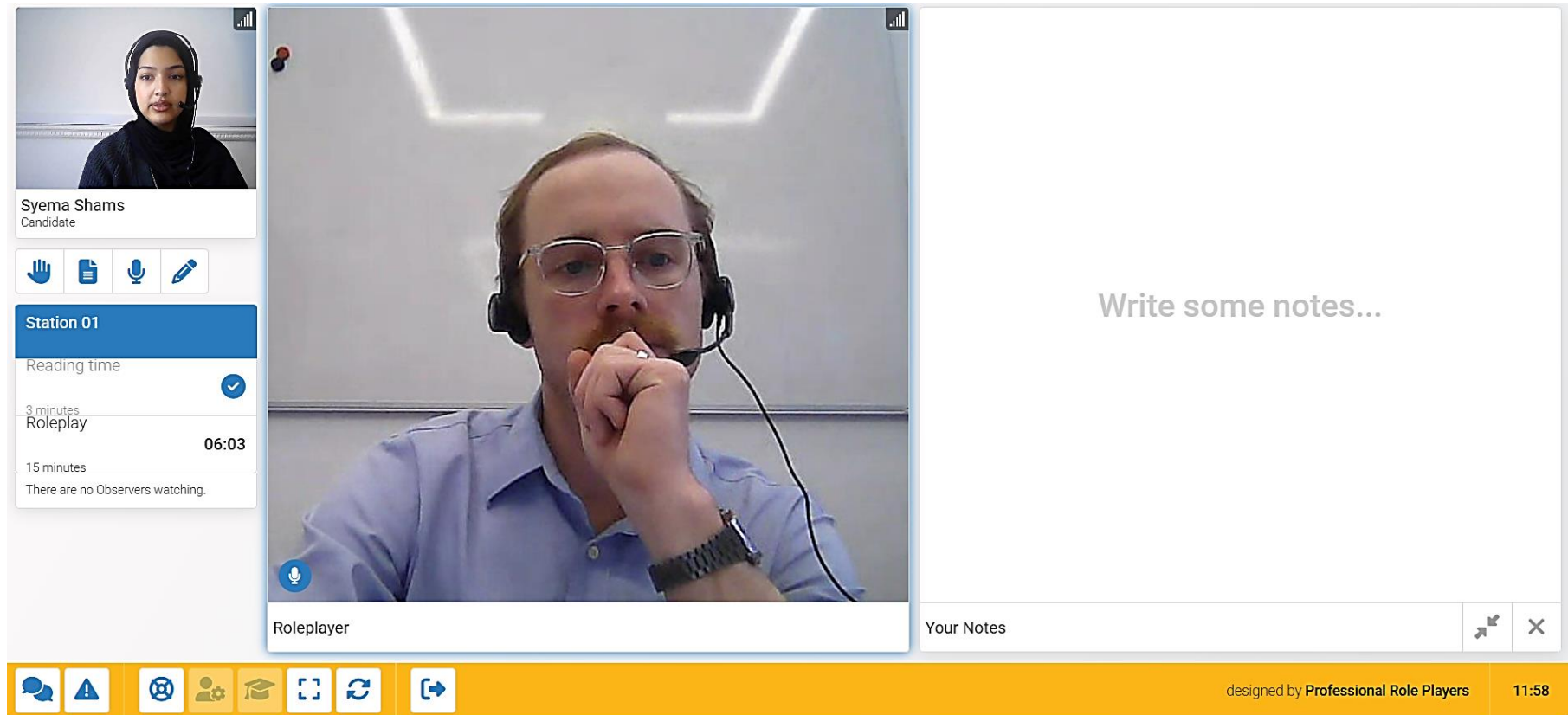
Roleplayer

Write some notes...


Your Notes

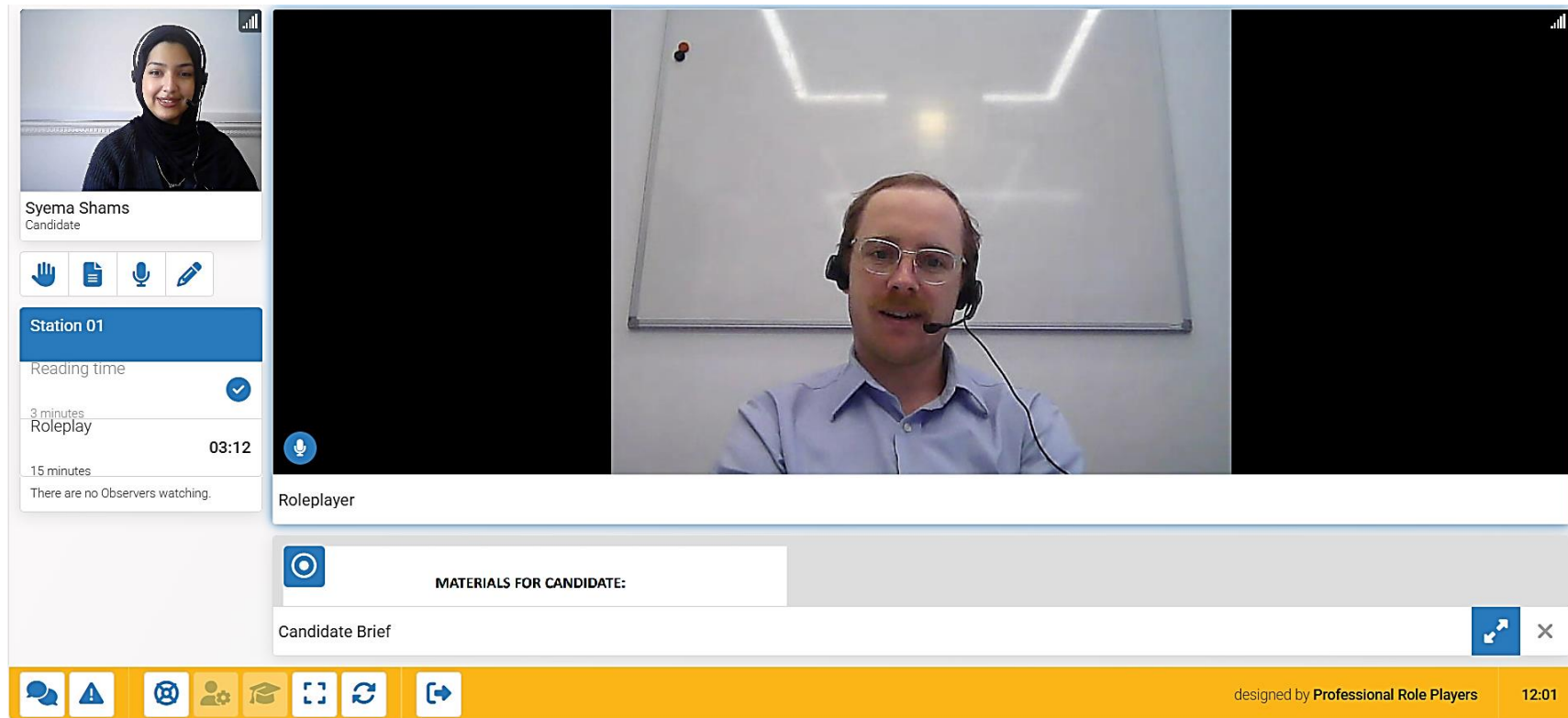
designed by Professional Role Players 11:58

If you would like to expand your notes press the  button to bring them up beside the role player.



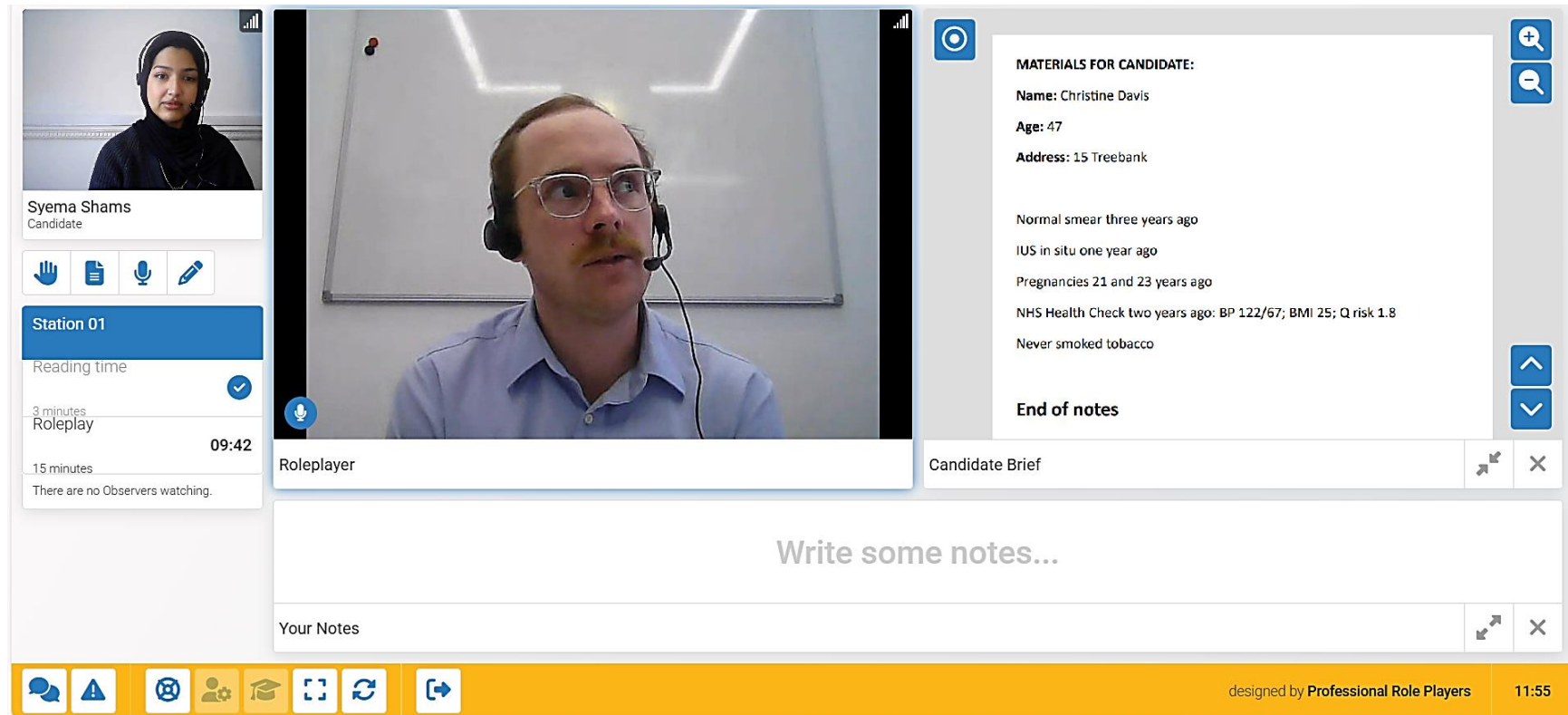
The screenshot displays a video call interface for a roleplay station. On the left, a small video window shows a candidate named Syema Shams. Below her name are icons for hand, document, microphone, and pencil. The main video window shows a roleplayer, a man with glasses and a headset, with his hand near his mouth. To the right of the roleplayer video is a large white area for notes, currently displaying the text "Write some notes...". Below the notes area is a button labeled "Your Notes" with an expand icon and a close icon. At the bottom of the interface is a yellow toolbar with icons for chat, alert, settings, roleplay, and navigation. The text "designed by Professional Role Players" and the time "11:58" are visible in the bottom right corner.

If you would like to bring the brief back up, you can press the  icon on the left-hand panel. The brief will appear again at the bottom of the screen.



The screenshot displays a video conferencing interface for a medical roleplay station. On the left, a sidebar identifies the participant as Syema Shams, a Candidate, and shows icons for hand, document, microphone, and pen. Below this, 'Station 01' is active, with a 'Reading time' section showing '3 minutes Roleplay' and a timer at '03:12'. A note states 'There are no Observers watching.' The main video area shows a male Roleplayer in a light blue shirt and headset, positioned in front of a whiteboard. Below the video, a 'MATERIALS FOR CANDIDATE:' section contains a 'Candidate Brief' document icon. The bottom orange bar includes various control icons, the text 'designed by Professional Role Players', and the time '12:01'.

Press the  icon to bring the brief back up to full size beside the role player, now you are back to the original configuration.



The screenshot displays the RC GP exam interface. On the left, a video feed shows the candidate, Syema Shams, wearing a headset. Below her video, her name and 'Candidate' status are listed, along with icons for hand, document, microphone, and pencil. A 'Station 01' section shows 'Reading time' with a 3-minute timer and a 'Roleplay' section with a 15-minute timer. The main area features a video feed of the roleplayer, a man with glasses and a headset, with a microphone icon below. To the right of the roleplayer is a 'Candidate Brief' panel titled 'MATERIALS FOR CANDIDATE:' containing patient information: Name: Christine Davis, Age: 47, Address: 15 Treebank, and medical history: Normal smear three years ago, IUS in situ one year ago, Pregnancies 21 and 23 years ago, NHS Health Check two years ago: BP 122/67; BMI 25; Q risk 1.8, and Never smoked tobacco. Below the brief is an 'End of notes' button. At the bottom, there is a 'Write some notes...' section with a text area and a 'Your Notes' label. The bottom status bar includes icons for chat, alert, settings, and other functions, along with the text 'designed by Professional Role Players' and the time '11:55'.

Syema Shams
Candidate

Station 01

Reading time
3 minutes
Roleplay
15 minutes
09:42
There are no Observers watching.

Roleplayer

MATERIALS FOR CANDIDATE:

Name: Christine Davis
Age: 47
Address: 15 Treebank

Normal smear three years ago
IUS in situ one year ago
Pregnancies 21 and 23 years ago
NHS Health Check two years ago: BP 122/67; BMI 25; Q risk 1.8
Never smoked tobacco


End of notes

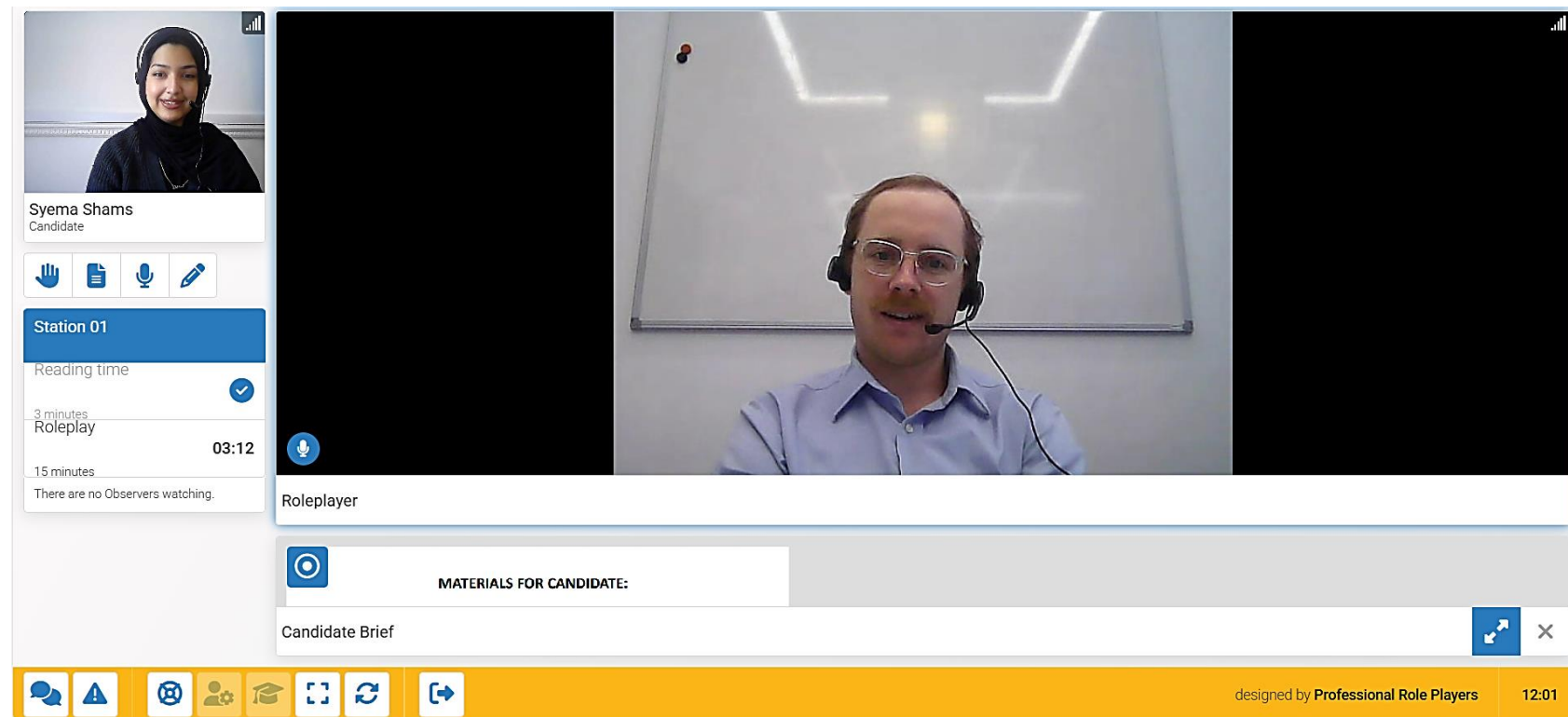
Candidate Brief

Write some notes...

Your Notes

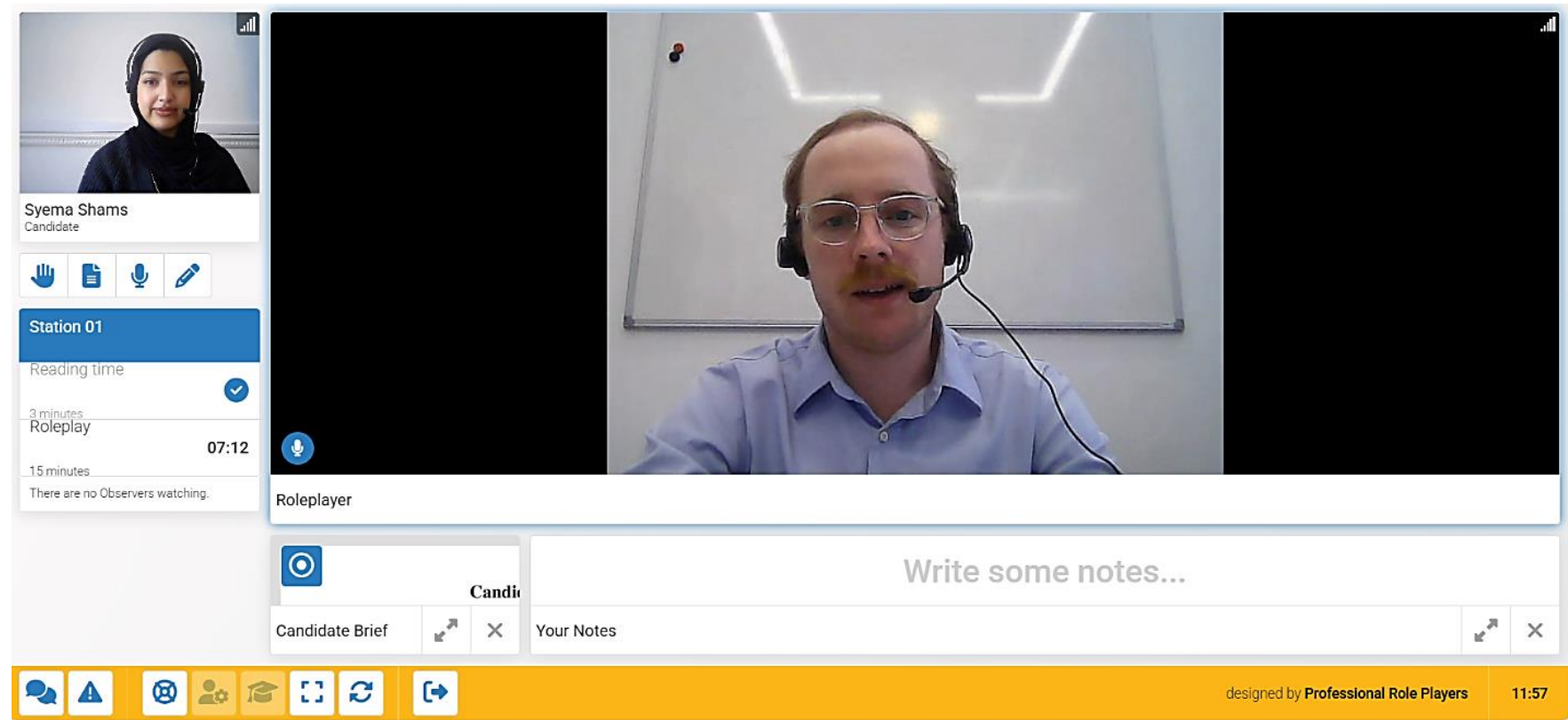
designed by Professional Role Players 11:55

If you would like to remove the notes from the screen you can press the  button. Now only the candidate brief is visible on screen below the role player.



The screenshot shows a video conferencing interface. On the left, a sidebar identifies the participant as Syema Shams, a Candidate. Below her name are icons for hand, document, microphone, and pen. The sidebar also displays 'Station 01' with a 'Reading time' section marked by a checkmark, a '3 minutes Roleplay' timer, and a '15 minutes' section. A status message at the bottom of the sidebar states 'There are no Observers watching.' The main video area shows a Roleplayer, a man with glasses and a headset, in front of a whiteboard. Below the video, a 'MATERIALS FOR CANDIDATE:' section is visible, containing a 'Candidate Brief' document icon. A close button (X) is located next to the document icon. The bottom of the interface features a yellow toolbar with various icons for chat, alerts, settings, and navigation. The text 'designed by Professional Role Players' and the time '12:01' are displayed in the bottom right corner.

You can press the  icon to bring the notes back up at any time. They will appear at the bottom of the screen once more.

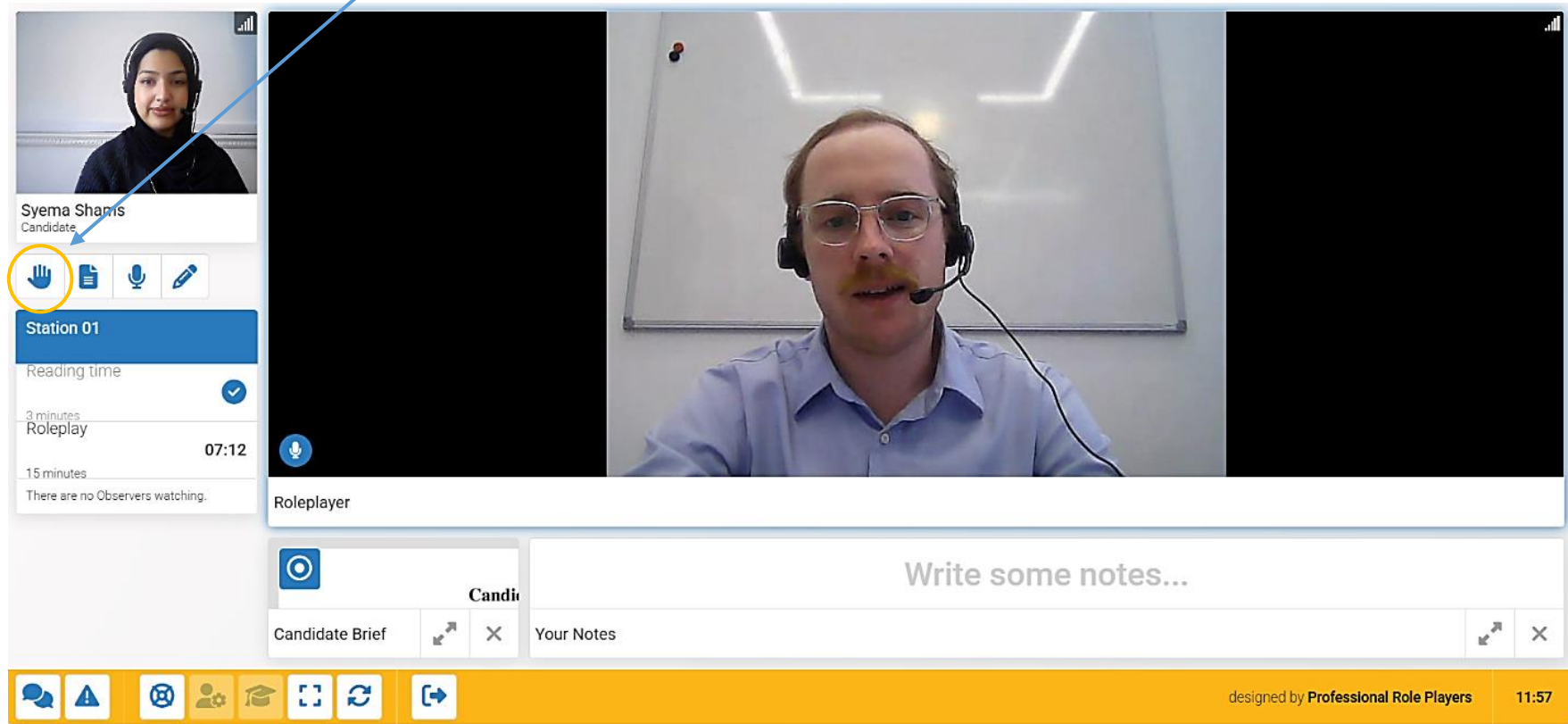


The screenshot shows a video interview interface. On the left, a small video feed shows a woman wearing a hijab and headset, identified as Syema Shams, Candidate. Below her video feed are icons for hand, document, microphone, and pencil. A sidebar on the left displays 'Station 01' with a 'Reading time' section (3 minutes, Roleplay, 07:12) and a '15 minutes' section (There are no Observers watching). The main video feed shows a man wearing glasses and a headset, identified as Roleplayer. Below the video feed is a 'Write some notes...' section with a 'Candidate Brief' tab and a 'Your Notes' tab. The bottom of the screen features a yellow bar with various icons (chat, alert, settings, user, graduation cap, expand, refresh, share) and the text 'designed by Professional Role Players' and '11:57'.

In summary, you can use the expand, minimise and close icons to resize and close your candidate brief and notes, and the pencil or paper icons (below your video feed) to bring them back up at any time.

The raise hand icon

The 'raise hand' button will allow you to notify your invigilator if you need to contact them at any stage throughout the examination. This will prompt your invigilator to watch your station more closely.



Your invigilator will not step in unless they see something that needs urgent attention. You cannot stop your own station and should continue unless advised otherwise.

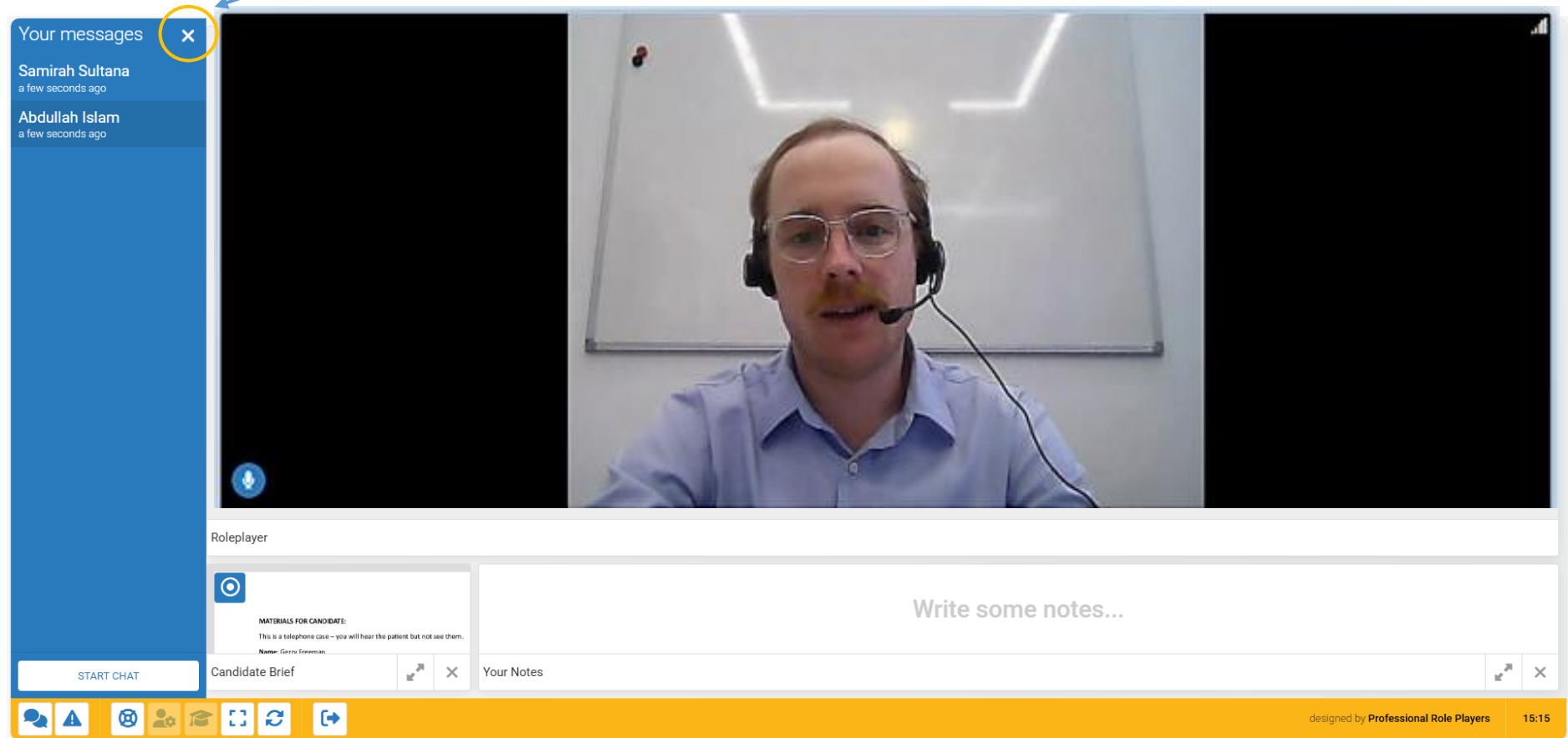
The chat function

The screenshot shows a video conferencing interface. On the left, a small video window shows a woman wearing a headset, identified as 'Syema Shams, Candidate'. Below her name are icons for hand, document, microphone, and pencil. A blue bar labeled 'Station 01' is below the icons. Underneath, it says 'Reading time' with a checkmark, '3 minutes Roleplay' with a timer at '07:12', and '15 minutes There are no Observers watching.'. The main video window shows a man with a headset and glasses, identified as 'Roleplayer'. Below the main video window is a 'Write some notes...' section with a 'Candidate Brief' tab and a 'Your Notes' text area. At the bottom is a yellow toolbar with several icons. The first icon, a speech bubble, is circled in blue with an arrow pointing to it. Other icons include a warning triangle, a group of people, a graduation cap, a refresh symbol, and a share symbol. The bottom right corner of the toolbar says 'designed by Professional Role Players' and '11:57'.

If you want to open your message pane, you can click the chat icon on the bottom left.

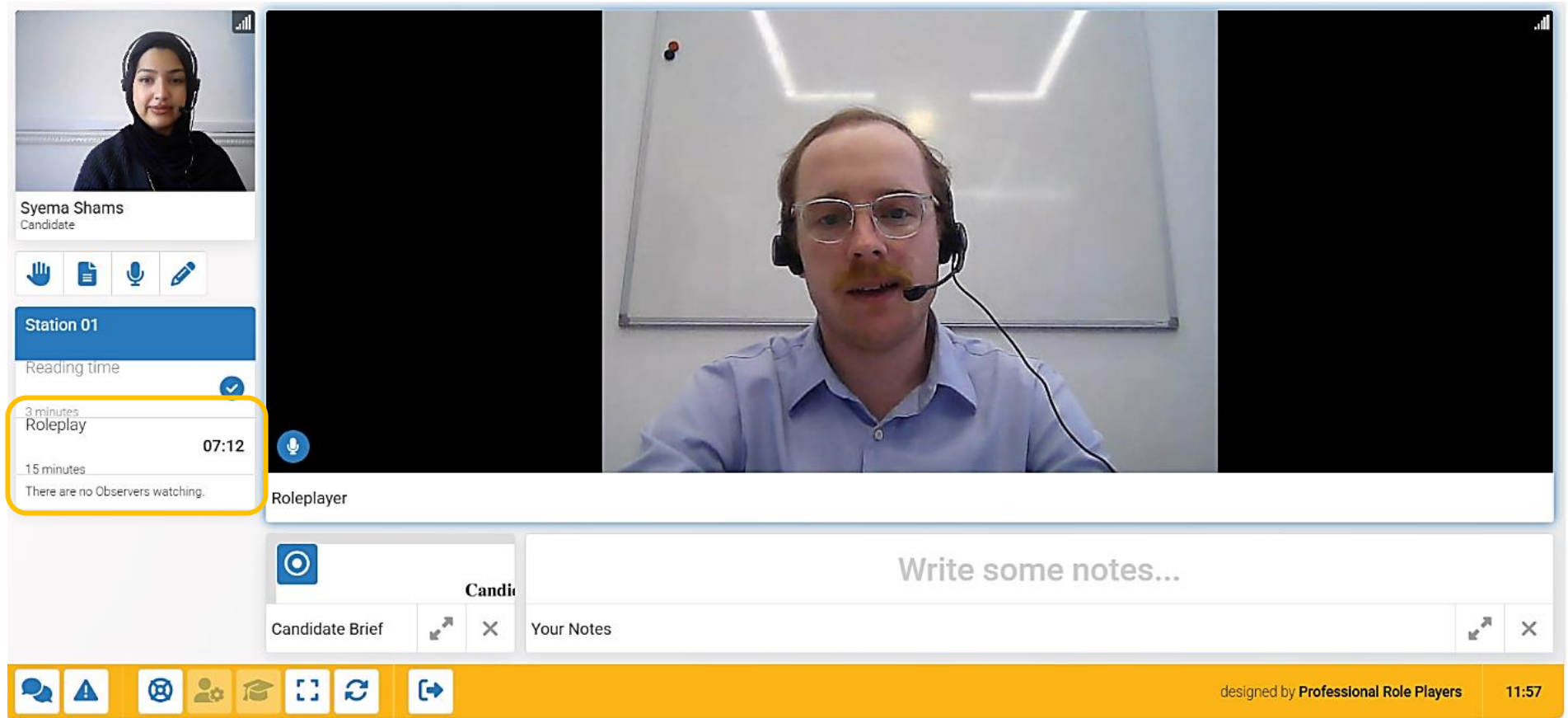
This will open your message pane, but it will also block your timer.

When you're done using the chat function, close it by clicking the X.



The screenshot shows a video call interface. On the left, a blue sidebar titled "Your messages" is open, displaying a list of contacts: Samirah Sultana and Abdullah Islam, both with "a few seconds ago" status. A yellow circle highlights a close button (X) in the top right corner of this sidebar. A blue arrow points from the text above to this button. The main area of the interface shows a video feed of a man with glasses and a headset. Below the video feed, there is a "Roleplayer" section with a "Candidate Brief" and a "Your Notes" section with a "Write some notes..." prompt. At the bottom, there is a "START CHAT" button and a row of icons for various functions. The bottom right corner of the interface shows the text "designed by Professional Role Players" and the time "15:15".

This will bring your timer back up.



The screenshot shows a video call interface for a roleplay station. On the left, a small video window shows a woman, Syema Shams, identified as a Candidate. Below her name are icons for hand, document, microphone, and pencil. A blue bar labeled 'Station 01' indicates 'Reading time'. A timer shows '3 minutes' for 'Roleplay' and '07:12'. Below the timer, it says '15 minutes' and 'There are no Observers watching.' The main video window shows a man, the Roleplayer, wearing a headset and glasses, speaking. Below the video windows, there is a 'Candidate Brief' section with a 'Write some notes...' text area and a 'Your Notes' section. The bottom of the interface has a yellow bar with various icons and the text 'designed by Professional Role Players' and '11:57'.

Telephone consultations

Some of your stations will be video consultations and some will be telephone consultations. If when you read your candidate brief during reading time it indicates that you are having a telephone consultation, then you will not see the role player during the consultation.

Instead, the screen will show an image of a telephone, and you will simply hear the role player's voice.

You will always remain on video, even during telephone consultations so that the invigilator can observe you. The examiner will not see you when marking your consultation.

The screenshot displays the RCGP consultation interface. On the left, a video feed shows a candidate, Syema Shams, wearing a headset. Below the video, a sidebar indicates 'Station 01' with a 'Reading time' of 3 minutes and a 'Roleplay' time of 15 minutes. The main area is a large black rectangle with a green telephone icon, labeled 'Roleplayer'. To the right, a 'Candidate Brief' panel lists patient details: Name: Christine Davis, Age: 47, Address: 15 Treebank. It also includes medical history: Normal smear three years ago, IUS in situ one year ago, Pregnancies 21 and 23 years ago, NHS Health Check two years ago (BP 122/67; BMI 25; Q risk 1.8), and Never smoked tobacco. Below the brief is a 'Write some notes...' section. The bottom of the screen features a yellow toolbar with various icons and a footer indicating 'designed by Professional Role Players' and the time '11:55'.

Syema Shams
Candidate

Station 01
Reading time
3 minutes
Roleplay
15 minutes
09:56
There are no Observers watching.

Roleplayer

Candidate Brief

MATERIALS FOR CANDIDATE:
Name: Christine Davis
Age: 47
Address: 15 Treebank

Normal smear three years ago
IUS in situ one year ago
Pregnancies 21 and 23 years ago
NHS Health Check two years ago: BP 122/67; BMI 25; Q risk 1.8
Never smoked tobacco

End of notes

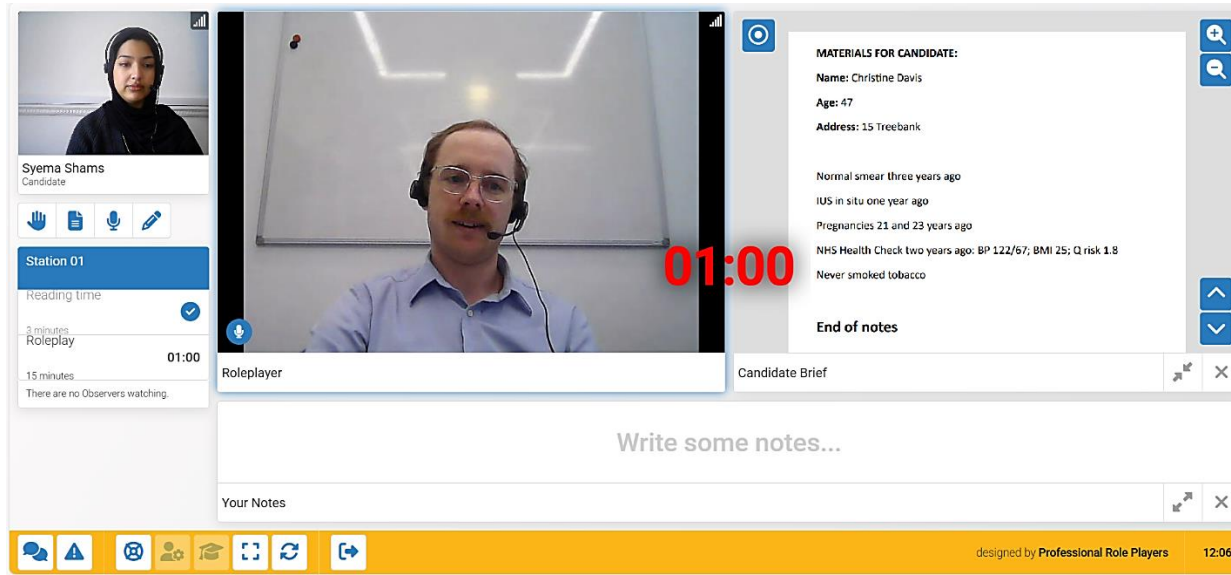
Write some notes...

Your Notes

designed by Professional Role Players 11:55

Station ending

When your consultation is coming to an end, a one-minute warning will appear in red in the middle of your screen.



The screenshot shows the RCGP station interface. On the left, a video feed of the candidate, Syema Shams, is visible. Below it, the station details for 'Station 01' are shown, including a 'Reading time' of 3 minutes and a 'Roleplay' timer at 01:00. The main area displays a video feed of the roleplayer, a man with glasses and a headset. A large red '01:00' timer is overlaid on the video feed. To the right, the 'Candidate Brief' is displayed, containing the following information:

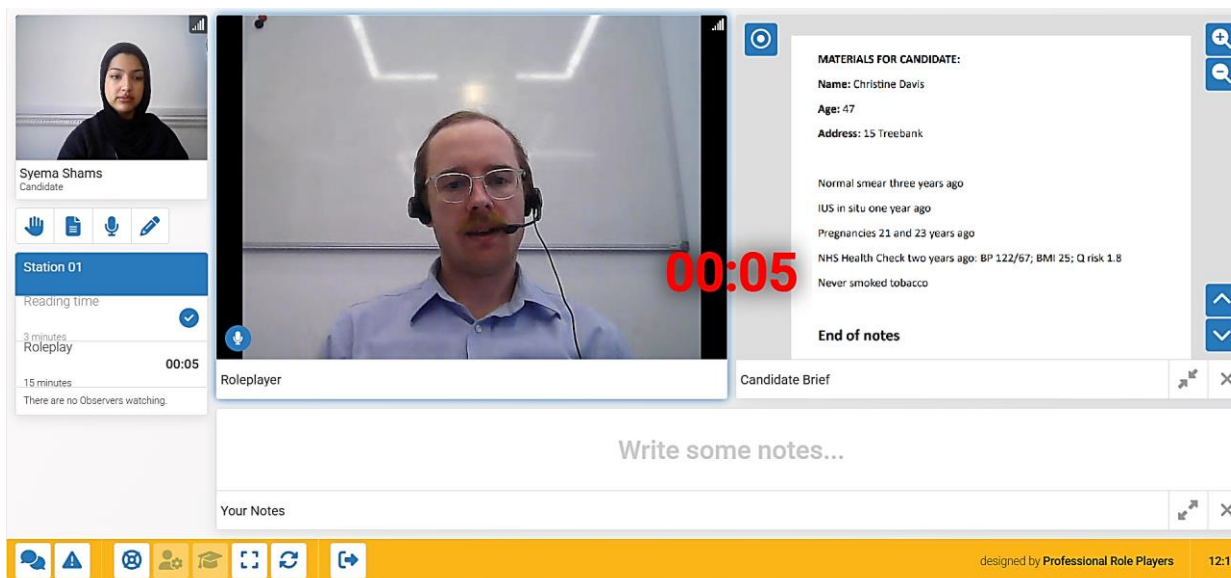
MATERIALS FOR CANDIDATE:
Name: Christine Davis
Age: 47
Address: 15 Treebank

Normal smear three years ago
IUS in situ one year ago
Pregnancies 21 and 23 years ago
NHS Health Check two years ago: BP 122/67; BMI 25; Q risk 1.8
Never smoked tobacco

End of notes

Below the video feed, there is a text area labeled 'Write some notes...' and a 'Your Notes' section. The bottom of the screen features a yellow toolbar with various icons and the text 'designed by Professional Role Players' and '12:06'.

You will then receive a five second countdown to let you know your consultation is about to end.



The screenshot shows the RCGP station interface with a five-second countdown. The 'Roleplay' timer now shows 00:05. The 'Candidate Brief' remains the same as in the previous screenshot. The 'Write some notes...' and 'Your Notes' sections are still present. The bottom of the screen features the same yellow toolbar with icons and the text 'designed by Professional Role Players' and '12:14'.

In between stations

There will be a 15 second gap in between stations where you will be automatically taken back to the examination waiting room. The only exception is at the very start of rounds 4 and 10, where the transition moves directly into the next station.

The time will appear in the middle of your screen to provide you with a countdown until your next station. This is not a break, but rather some time to compose yourself before your next station. You may want to clear your whiteboard (if you're using one) or have a drink of water!

As you move through your stations, the panel to your left will mark those stations that you have completed with a green tick.

The screenshot displays the examination interface. On the left, a video feed shows a candidate, Syema Shams, wearing a headset. Below the video, a name tag identifies her as 'Syema Shams, Candidate / Circuit A'. A hand icon is visible below the name tag. To the right of the video feed is a 'Schedule' panel with a blue header. The schedule lists: 'Station 09 Completed' with a green checkmark, 'Station 10 Completed' with a green checkmark, 'Station 11 Begins in 6 seconds', 'Station 12 1:00pm', and 'Ad-hoc Station 12:47pm'. At the bottom of the schedule panel, it states 'You are being observed by a chaperone.' In the center of the screen, the text 'Please wait for reading time to begin.' is displayed above a large digital timer showing '00:06'. At the bottom of the interface is a yellow bar containing several icons: a speech bubble, a warning triangle, a person with a plus sign, a gear, a graduation cap, a square with a plus sign, a circular arrow, and a square with an arrow. On the right side of the yellow bar, the text 'designed by Professional Role Players' and the time '12:41' are visible.

Syema Shams
Candidate / Circuit A

Hand icon

Schedule

- Station 09
Completed ✓
- Station 10
Completed ✓
- Station 11
Begins in 6 seconds
- Station 12
1:00pm
- Ad-hoc Station
12:47pm

You are being observed by a chaperone.

Please wait for reading time to begin.
00:06

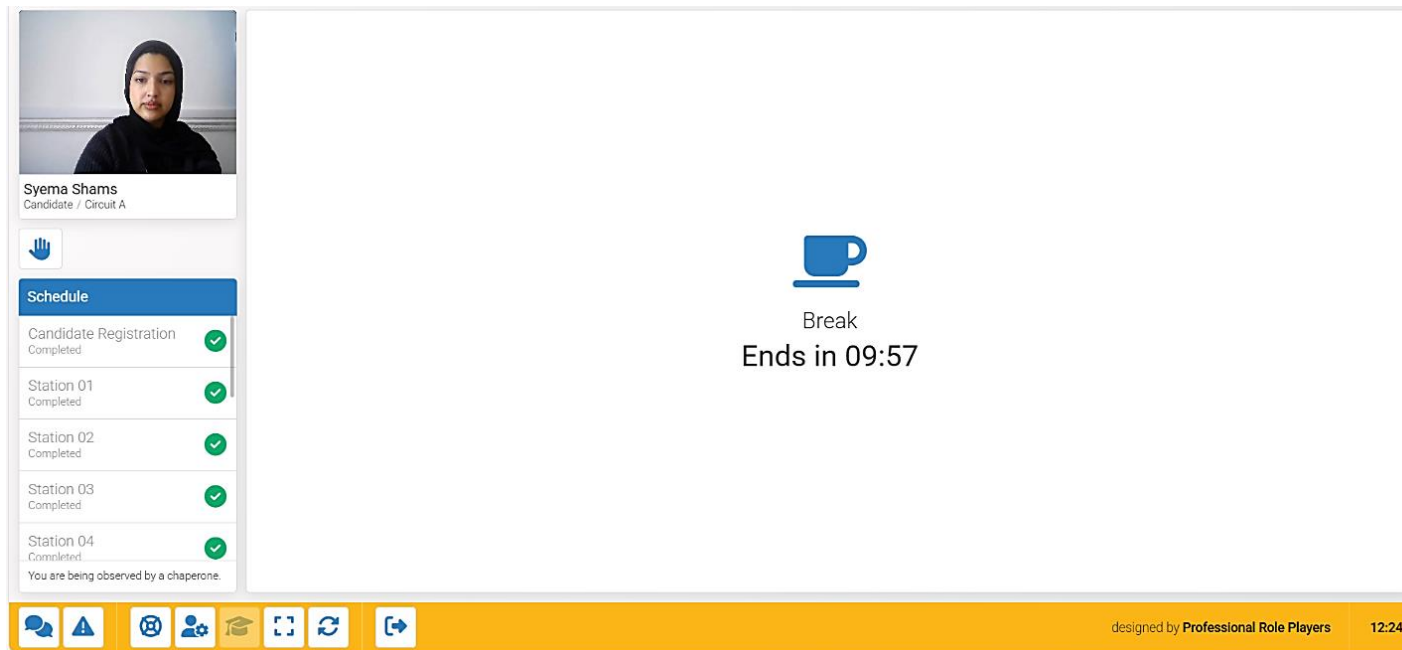
designed by Professional Role Players 12:41

Breaks

When your first six consultations have been completed, you will then enter a 10-minute break period. The examination will pause, and a blue coffee cup icon will appear on your screen along with a countdown that shows how long you have left until your examination begins again.

During the break you can leave your examination room to use the bathroom. However, if you choose to leave the room, you must inform your invigilator through the direct message function. This is required so that there is a log of the time at which you left the room. You do not need to wait for your invigilator to reply to your message. When you return to the room, send a message to your invigilator to confirm you have returned. You are not permitted to use a phone during the break, as examination conditions will still apply. It is your responsibility to return before your examination recommences. If you leave to use the toilet you must come back to the room immediately and return to being visible on camera. This includes returning to the room to consume any refreshments, or to rest and relax.

If you experience any issues during rounds 1-6 of your examination, it is important to flag these to the invigilator during the break time. If the issues are technical, the invigilator can arrange for IT Support to contact you, to resolve them. If you feel the issues impacted your performance in any of the stations, please notify your invigilator and they will arrange for the recording of the consultations to be reviewed by a lead examiner, to determine whether a rerun is required.



The screenshot displays the examination interface during a break. On the left, a candidate profile for Syema Shams (Candidate / Circuit A) is shown. Below the profile is a 'Schedule' section listing completed stations: Candidate Registration, Station 01, Station 02, Station 03, and Station 04. A note at the bottom of the schedule states 'You are being observed by a chaperone.' The central area features a blue coffee cup icon and the text 'Break Ends in 09:57'. The bottom of the interface has a yellow bar with various icons for communication and navigation, along with the text 'designed by Professional Role Players' and the time '12:24'.

Breaks

Personal items during breaks

You must not take a mobile phone with you during a break and any use of mobile phones during break time is a breach of examination regulations. Your phone must remain on silent and out of arms reach, where you placed it at the beginning of the exam.

You may not take a backpack or bag with personal items with you outside of the examination room during a break, unless this has been pre-approved by the exams team, such as for medical reasons. If you require taking a small bag of personal items, such as hygiene items, outside the room please show the bag to the invigilator prior to the examination starting. They will approve you taking this bag with you from the room during the break.

Unscheduled breaks

If required you may take a toilet break outside of specified break times, but a rerun will not be offered for missed consultation or reading time.

Like in your scheduled break, you **must not** take your phone with you.

Conduct during breaks

Remember that you are under [exam regulations](#) for the entirety of the examination, including during breaks. Speaking to **anyone** other than online exam staff during the exam period without express permission, including when you are outside the room, is a breach of exam regulations. Allegations of candidate misconduct during an assessment will be investigated and may result in sanctions.

The quarantine period



Where morning and afternoon sittings of the SCA take place on the same day, candidates sitting their exam in the morning examination session will be required to remain logged into the examination platform in a quarantine period until released by the invigilators. Morning candidates will be released once afternoon candidates have logged on. The quarantine period ensures there is no communication between candidates in morning and afternoon sessions, to maintain fairness and examination security.

Once candidates finish the consultation section of the exam and enter the quarantine period, they remain under examination conditions and throughout this time must ensure they follow all instructions and follow examination regulations.

The quarantine period lasts approximately 45 minutes and for most candidates will finish around 13.30. During this time, you may communicate with your invigilator or examination staff if necessary. Otherwise, this is a time to rest and relax. Your invigilator will speak to you and ask you to clear your whiteboard of any notes during this period. Candidates who must complete reruns of their stations will do so during this period as well.

A short comfort break to use the bathroom is permitted during quarantine period. You must return to the room immediately following your toilet break. You **are not** permitted to take, or use, your phone during this break.

It is important to note that candidates remain under examination conditions during the quarantine period, this includes:

- remaining logged into the platform until you are given permission to log out
- not communicating with anyone except officials directly involved in administering the exam without permission from exam officials
- not using pen and paper at any time
- not sharing or taking any case information outside this room
- always staying in sight of the camera, except for short toilet breaks.

Reruns



A rerun is a repeat of one of your 12 scheduled stations within your SCA examination, made necessary by a disruption to your original station.

Reruns are an important component of your SCA examination. They exist to ensure that you are not disadvantaged due to circumstances outside your control. Without reruns, you might have to abandon the examination if an issue occurred, which would disrupt your training.

When reruns take place

A 45-minute period is reserved at the end of the examination for candidates who need to rerun one or more of their stations. If you are required to complete a rerun, your invigilator will inform you of this during the break, or at the end of your twelfth station.

Requesting or being offered a rerun

In most circumstances the invigilator or the exams team will identify if a candidate's consultation has been disrupted through these monitoring processes and will offer a candidate a rerun if the qualifying criteria are met (see below). Additionally, candidates may raise a concern directly to the invigilator by flagging the case.

Reruns must be reported in a timely manner:

- If an issue occurs during one of your first six consultations, you must inform your invigilator during the comfort break that you would like to have your consultation reviewed for a rerun.
- If an issue occurs during the second half of your examination, you must inform your invigilator within five minutes following your 12th and final station.
- If you raise an issue too late, after the break or after the five-minute window, we will not be able to investigate. We will show you how to raise an issue later in this video.

Rerun criteria

Reruns can be straightforward and may be granted directly by the invigilator. Consultations may also be reviewed by senior members of the examinations team and by a lead examiner, where necessary. Further information on reruns is also available on our [website](#).

The criteria for determining a rerun are as follows:

- A technical issue that impacts a candidate's reading time leading to a reduction in reading time of more than 30 seconds;
- Delay of 30 seconds or more in participants connecting to the station leading to the consultation not being completed in time;
- Drops in signal of more than 30 seconds either as a single incident or cumulatively for the candidate and/or role player;
- The quality of the audio feed is deemed not to be at an acceptable standard to mark the case;
- The quality of the audio feed makes it difficult for candidate and/or role player to hear each other and significantly disrupts the flow of the consultation;
- External noise arising from the role player environment, exams team, or invigilator which is observed to significantly disrupt the flow of the consultation;
- Interruption to role-player physical or online environment which is observed to significantly disrupt the flow of the consultation
- The role player experiences an unexpected health-related issue during the consultation.

The following circumstances would not meet the criteria for a rerun:

- Case interruption relating to candidate factors. This includes a request for additional comfort breaks or timeout, interruptions related to the candidate's local environment, e.g. practice staff or telephone call;
- Candidate perception of role player inconsistency or performance;
- Candidate upset, anxiety or distress unless caused by demonstrable failure of assessment delivery;
- Candidate stopping a consultation themselves without being advised by exam officials.

It is important that you only flag an issue with your invigilator if it adheres to the above criteria. Minor disruptions will not be reviewed.

Being notified of your rerun

When it has been confirmed that a rerun is required:

1. Your invigilator will inform you that your consultation has met the criteria for a rerun.
2. They will inform you during your break, or after the end of your 12th station, that you have the option for a rerun.
3. You decide whether you would like to rerun the station or not. (Occasionally, if there has been a significant disruption and it is not possible to mark your original consultation, you will be asked to rerun a station).
4. If you accept the offer for a rerun, your original consultation will no longer be available for marking, and your rerun will become the marked consultation.
5. The rerun station will appear as an ad hoc station at the bottom of your examination schedule, located on the left-hand side of the platform.
6. Time is allocated at the end of the examination for candidates to rerun up to three stations.

Updating your exam schedule:

If you are granted a rerun, the consultation will appear as an Ad-hoc Station at the bottom of your examination schedule.

The screenshot displays the exam interface. On the left, a sidebar shows the candidate's name 'Syema Shams' and 'Candidate / Circuit A'. Below this is a 'Schedule' section with a list of stations: Station 09 (Completed), Station 10 (Completed), Station 11 (Begins in 6 seconds), Station 12 (1:00pm), and an 'Ad-hoc Station' (12:47pm) which is highlighted with a yellow box. At the bottom of the sidebar, it says 'You are being observed by a chaperone.' The main area of the interface is a large white rectangle with the text 'Please wait for reading time to begin.' and a timer showing '00:06'. At the bottom of the interface is a yellow bar with various icons and the text 'designed by Professional Role Players' and '12:41'.

Rest stations

Rest Stations

In some SCA exam circuits you may encounter a rest station. A rest station is the same length as a standard station. It is treated as a scheduled break within the examination circuit where you do not engage in a consultation with a role player or undertake any reading tasks.

We run rest stations to accommodate 13 candidates sitting across 12 stations. This enables us to deliver the SCA examination as efficiently as possible and accommodate candidates that would otherwise not have the opportunity to sit the examination. The rest station is included in the circuit to balance the timing and maintain the structure of the examination.

How rest stations work

- Each rest station is the same length as a standard station.
- The exam platform will display a countdown timer indicating how much time remains before your next station begins.
- During your rest station you are still under examination conditions.
- You should sit back from your computer, and must leave your camera on and stay in view of it at all times
- You may take a short comfort break during a rest station.

Leaving the room during a rest station

You are permitted to leave the examination room during your rest station for a short break. If you choose to do so, you must:

1. Inform your invigilator via the direct messages function on the platform before leaving.
2. Ensure you return promptly from your break. Long breaks will be investigated and may result in an investigation by the examination team.

Your exam schedule on the platform will indicate when your rest stations occur, so you can plan accordingly. If you are allocated to a rest station the invigilator will advise you at the start of the exam.

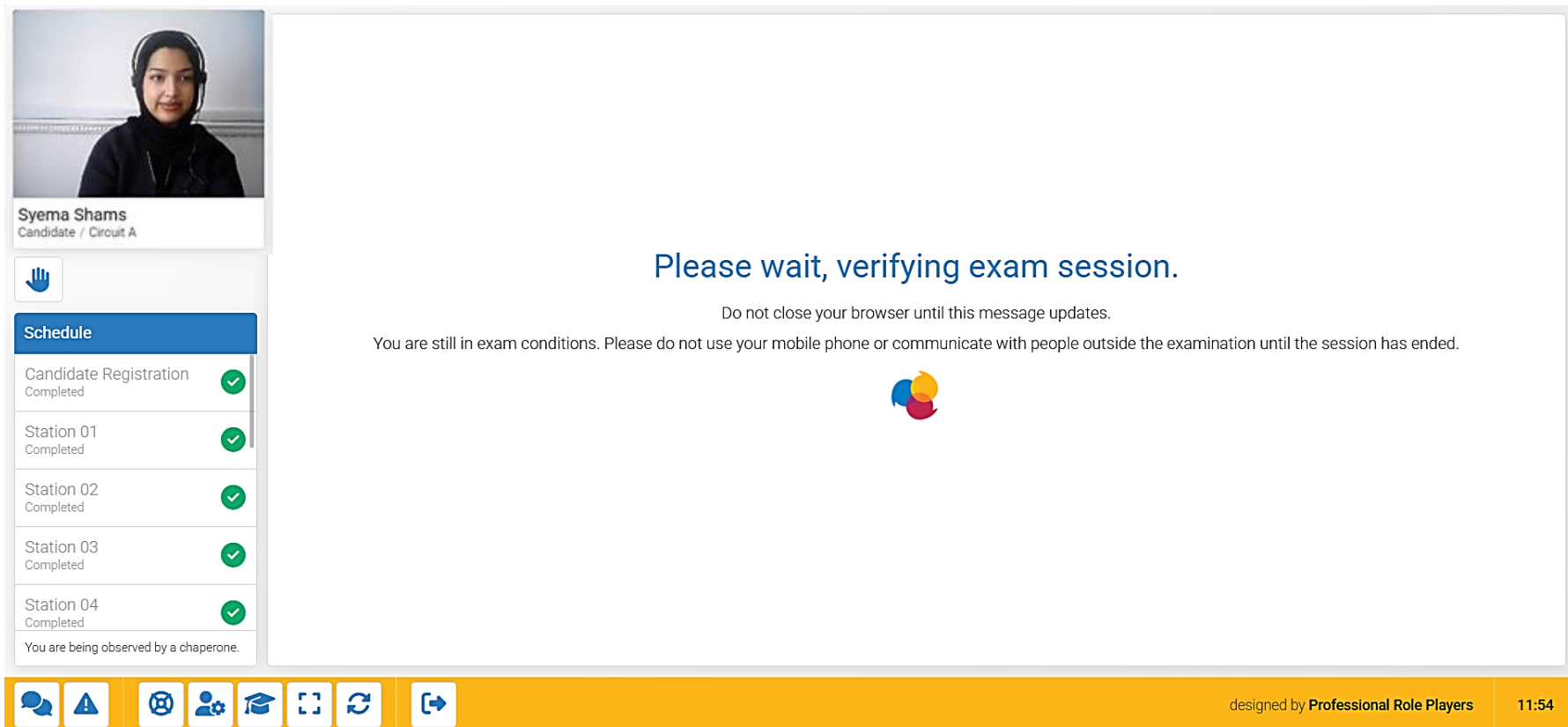
Logging out

When all your stations are complete you will be taken back to this screen.

Please relax whilst your examination is being processed. However, please note that you are still under examination conditions.

The examination processing period will be 45 minutes long, however, in some circumstances you may be permitted to leave sooner.

If you have been using a whiteboard to take notes, your invigilator will ask you to remove the notes and show them, so they can verify that the board has been wiped clear.



The screenshot displays the RCGP exam interface. On the left, a sidebar shows the candidate's name, Syema Shams, and a 'Schedule' section with a list of completed stations: Candidate Registration, Station 01, Station 02, Station 03, and Station 04. Below the schedule, it states 'You are being observed by a chaperone.' The main area of the screen displays the message 'Please wait, verifying exam session.' with a sub-message 'Do not close your browser until this message updates.' and a warning 'You are still in exam conditions. Please do not use your mobile phone or communicate with people outside the examination until the session has ended.' A loading spinner is visible in the center. The bottom of the screen features a yellow bar with various icons for navigation and a footer that reads 'designed by Professional Role Players' and '11:54'.

Syema Shams
Candidate / Circuit A

Schedule

Candidate Registration Completed	✓
Station 01 Completed	✓
Station 02 Completed	✓
Station 03 Completed	✓
Station 04 Completed	✓

You are being observed by a chaperone.

Please wait, verifying exam session.

Do not close your browser until this message updates.

You are still in exam conditions. Please do not use your mobile phone or communicate with people outside the examination until the session has ended.

designed by Professional Role Players 11:54

Once your whiteboard has been cleared, your invigilator will leave you. You must wait until you see that the screen changes to the message below.

This will confirm that your examination is complete, and you are free to log out of the platform.

The screenshot displays the RCGP exam interface. On the left, a sidebar contains a video feed of the candidate, Syema Shams, wearing a headset. Below the video, a 'Schedule' section lists five stations (08 to 12), all marked as 'Completed' with green checkmarks. A note at the bottom of the sidebar states, 'You are being observed by a chaperone.' The main area of the screen displays the message 'Thank you, the exam is now complete.' followed by 'You may now safely close the app.' and a large green checkmark icon. At the bottom, an orange toolbar includes icons for chat, alerts, navigation, and other functions. The bottom right corner of the toolbar shows the text 'designed by Professional Role Players' and the time '12:52'.

Syema Shams
Candidate / Circuit A

Schedule

Station 08	Completed	✓
Station 09	Completed	✓
Station 10	Completed	✓
Station 11	Completed	✓
Station 12	Completed	✓

You are being observed by a chaperone.

Thank you, the exam is now complete.

You may now safely close the app.

designed by Professional Role Players 12:52

FAQs

What happens if we lose internet connection?

If you lose internet connectivity, you will automatically disconnect out of the platform. Refresh the webpage to connect back in. If this does not work, then follow the link in the email again and join back in. You will not be prompted to log in again. If the disconnection has caused a significant disruption to your consultation, then that particular station will become eligible for a re-run.

What if I freeze mid-examination?

If you experience any issues with your video feed, click the 'refresh' icon at the bottom of your screen. If this does not solve your problem, please log off and back in again.

What if I have a technical problem during the examination?

In the first instance please use the hand raise and direct message features to notify your invigilator. If you cannot connect to the platform, please phone the SCA IT helpline on 020 3188 7680.

I have a question about the SCA examination platform, what do I do?

If you have any questions about the SCA examination platform, you can get in touch at exams@rcgp.org.uk.

Technical issues and troubleshooting

In the event of unexpected technical issues logging in to the platform or throughout the examination, we strongly suggest you bring the following, if they are available to you:

- A backup laptop and charger (it is fine to use a personal or GP practice laptop for the examination, alternatively we recommend having an additional device available).
- Mobile phone and charger – please check your phone if you are having issues, as we will call you to provide IT support.
- A wired USB headset and microphone. If you are experiencing any sound issues, these can often be resolved by switching from the inbuilt speaker and microphone to wired headphones. Bluetooth headsets (wired and wireless) are not permitted.

We also recommend completing your device check on any backup laptops or alternative PCs you may use during the examination.

Sometimes unexpected connection issues can be resolved by swapping to an alternate Wi-Fi network, which may be less restricted or have a better connection strength. Whilst not compulsory, we would appreciate you speaking to your practice manager to attain any Wi-Fi network passwords that our IT Support may require on examination day. Not every practice will have an alternate Wi-Fi network or a network that requires a password.

Please note: If you experience any technical issues during the examination, please contact your invigilator. If you cannot reach your invigilator, please contact IT support on 020 3188 7680.

Technical issues and troubleshooting

Below are some quick checks you can perform yourself if you are having issues while on Osler Online. If these checks fail, please call your invigilator.

Logging in issues

- Make sure you have copy and pasted the URL correctly.
- When typing in your username, make sure you don't have caps lock on.
- When typing in username or login pin make sure there are no spaces.

Video issues

- Make sure all permissions have been enabled on your browser.
- Close all other video-streaming software including Teams/Zoom.
- Make sure you are sitting in a well-lit room.
- If you still experience video feed issues press the refresh button in the bottom yellow panel of the screen. It will take 15 seconds to reconnect you to the examination platform and reboot your video feed.

Audio issues

- If you hear echoing, do not move closer to your screen, it will make the echo worse.
- Try turning the volume down on your device as it may be carrying through your microphone.
- If you still experience audio feed issues press the refresh button in the bottom yellow panel of the screen. It will take 15 seconds to reconnect you to the examination platform and reboot your audio.
- Try using an external wired USB headset and microphone.

Please note, it may take up to 30 seconds for the video call with your role player to stabilise. If, after this time, you are still experiencing issues with the video or audio quality, please contact your invigilator.

Remember

- Use an updated version of Google Chrome or Microsoft Edge.
- Only use a PC, Laptop or Mac (no phones or tablets).
- Use the same device and location you used for the device check.
- For further details, please visit the SCA section on our website.