

## Online MCQ – FAQ – Learners

### Preparing for the Test

#### **How will I be assessed for the Level 2 Award for Parking Enforcement Officers?**

You will be required to sit an online multiple choice test for each of the two units within the qualification. You will need to pass both tests to achieve the qualification. The test will be provided to you by your Centre, at a set date and time, to be agreed with you and your employer.

#### **Do I need to be able to use computers?**

Yes, you will need to be able to use a mouse. You may decide to undergo some IT training/practice before booking the test - if you cannot use IT or have special circumstances that will require specific testing conditions, please let your Centre know when you register for the qualification. Your Centre will be able to apply for special consideration to WAMITAB, on your behalf.

#### **Can I take a paper-based test?**

No. However, if you have Special Needs then you need to let your Centre know when you register for the qualification. Your Centre will be able to apply for special consideration to WAMITAB, on your behalf.

#### **What is the pass mark?**

The pass mark for the test for each of the two units is 70%.

#### **How many questions will there be, and how long will I get to answer them?**

For your mandatory unit, Managing Conflict, there will be 25 multiple-choice questions to answer and you will have 40 minutes to answer them.

For your optional unit, there will be between 30 and 35 questions to answer, depending on which pathway you are doing, and you will have between 45 and 50 minutes to answer them.

Your Centre will confirm to you how many questions you will have before the test begins, and how long you will have to answer them.

#### **Can I take a practice test, or access some practice questions?**

WAMITAB does not provide practice tests, however, your Centre may include practice questions within the training that you will receive as part of the qualification. None of the practice questions will be repeated in the tests.

### **Can I take anything into the test with me?**

The tests are closed book and you will not be able to refer to any external sources to aid you in answering the questions. You may not communicate in any way with another learner whilst in the test room.

You must not access the internet (other than the test site), email, or any information stored in hard-copy or on the hard-drive of your device or on a memory stick throughout the test or immediately afterwards.

### **Are there provisions for people with special needs to use the system?**

The system provides facilities for people with special needs. Special arrangements can be made under certain circumstances. There is a lead time of 5 days which your Centre must use to agree special arrangements with WAMITAB. Please see the WAMITAB application form for reasonable adjustments.

### **How do I cancel/re-schedule my test?**

If you wish to cancel or reschedule your test, you must contact your Centre as early as possible. Tests which are cancelled within 24 hours of the scheduled time of the test will be subject to a same-day forfeit fee, and you, or your employer/Centre, will need to pay for the next test at the rate of £20.00 per test (so, for example, you will need to pay a re-test fee of £40 if you re-schedule tests for both units of the qualification).

### **What happens if I am ill on the day of my test and I cannot attend?**

If you are unable to attend your test due to illness, and do not cancel or re-schedule at least 24 hours before your appointment, you will be subject to a same-day forfeit fee. Individual claims for non attendance in special circumstances may be considered without the loss of payment. The ultimate decision will be made by WAMITAB.

## **During the Test**

### **Do I need to bring any identity documents with me on the day of the test?**

Yes, before starting the test the invigilator will need to verify your identity by checking one of the following documents – Valid UK Passport, Valid UK Photographic Driving licence or a passport sized photograph endorsed by your employer where neither passport/driving licence is available.

### **How do I answer questions?**

The test is based on multiple-choice with one question at a time shown on the screen. Underneath the question the various answers are set out. To select an answer you use the mouse to touch the button on the screen beside the answer you want.

### **Can I change an answer after I have selected one?**

Yes, you can change an answer until you have clicked to move on to the next question. However, once you have moved past a question you will not be able to go back to it.

**Can I skip questions I am not sure about, and go back to them later?**

No, once you have moved past a question you will not be able to go back to it. This is a technique used to reduce the risk of cheating during online tests.

**What happens if the computer system breaks down?**

If there is a short interruption to the test, your Centre will contact WAMITAB to address the problem and you may be able to continue with the test. However, if there is a large disruption then you will be offered a new test free of charge.

**After the Test**

**What happens if I fail one or both tests? How many times can I retake the tests?**

You need to pass both tests to achieve the qualification. If you pass one test you will not need to re-take the test for that unit, but you will need to retake the test which you failed. You will need to pay a £20 re-test fee, per test (so, for example, if you failed both unit tests you will pay a re-test fee of £40). You will be offered the opportunity to retake each test up to a maximum of two times. After this you will need to re-register for the qualification and will not be eligible to sit another test for a full 6 months from the date of the last test that you took.

**If I fail do I get feedback on what I got wrong?**

No, you will not receive detail of areas where your answers were incorrect. You will have the opportunity to retake the test, after a designated period of study and revision, at a time that is convenient.

**How will I know if I have been successful?**

You will be notified by your Centre of your preliminary results shortly after the testing day. You will need to achieve a pass in both tests to achieve the qualification. Providing that you are successful in both tests, the official qualification certificates will be processed and made available to candidates either via the Centre or direct to the Candidate within 10 working days of the Centre providing us with test paperwork.