



Digital Mocks Service

Tips for delivering exams

This quick reference guide has 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**. Read the 'Process Overview', 'Booking an Exam' and 'Delivering Exams' user guides to understand the system requirements, how to administer exam sittings and how learners sit their mock exams.
- Check that your learners' details and assigned testlets match the bookings you made in the Digital Mocks Service application.
- Encourage your learners to read the Student Guide for Taking Exams so they are familiar with the system and can ask any questions beforehand.

Venue

- Make sure there are enough 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, learners should not be able to hear other learners' audio played through headphones. Before the exam, you may wish to test your devices' audio using a sound file or using the system check described later in this guide.
- Make sure there is a distance of at least 1.25 metres between screens where possible.
- Make sure the venue is well ventilated and at a comfortable temperature.
- Make sure the exam URL is available if you have not already opened the login page for learners on the individual computers. The URL is:
<https://cupa-am.assessor.rm.com/engine/index.php/lms/login/path/ci-mocks>
For centres in China, please refer to the appendix [here](#)
- Provide some information for learners on a board in the venue, such as the date, the exam being taken and its duration, with start and finish times.
- You must provide the username and password that learners will need to take the exam.
- Make sure all learners have enough paper and a pencil for any working out or making notes. Our research has shown that learners have a strong preference for having 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			Operating system		
	Windows	Mac OS X	Mac iOS	Android	ChromeOS
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	4 GB or higher				
Screen size	8” or larger, minimum resolution 1280 x 720 pixels				
Bandwidth	Min 0.5 Mbps 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

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 Student Guide for Taking Exams to understand the learner experience.
- Encourage your learners to read the guide so they feel comfortable taking the exam and can ask any questions beforehand.
- Take a look at our demonstration test to help familiarise yourself with the learner experience [demonstration test](#)

System and bandwidth checks

You can check your computers meet the minimum requirements using the Cambridge device checker and the bandwidth checker tool shown below:

Device check: <https://cupa.am.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	1920x1040	✓
Browser	Chrome Version 140.0	✓
Audio check	Checked	✓

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



Play

Tips for delivering exams (continued)

Bandwidth check:

https://cambridge-bandwidth.am.rm.com/?client_name=cambridgeinternationaleducation

CAMBRIDGE
International Education

Select your language
Sélectionnez votre langue
Seleziona su lingua

English

Bandwidth check

Step 1: Number of students

Enter number of students testing concurrently at my location:

Step 2: Diagnostics

Run diagnostic test: [Start Speed Test](#)

Performance results

Actual	Recommended

Advice

Follow step 1 and enter the number of students sitting the test.

The 'actual' and 'recommended' fields will now populate. The 'recommended' field will show the suggested connection performance for the number of candidates sitting the examination

Performance results

Actual		Recommended	
Based on 4 candidates taking the examination, we recommend the following connection performance:			
UPLOAD Mbps:	DOWNLOAD Mbps:	UPLOAD Mbps:	DOWNLOAD Mbps:
0	0	6.60	13.20
LATENCY (Download): 0		LATENCY (Download): 100	

Delivering the exam

- Allow time for your learners to access their machines and the login page URL before the exam is due to start.
- Give learners the username and password they will use to log in to start their assigned testlet.
- Although these are mock exams, you may want to consider applying some of our standard exam day instructions. This will give learners an authentic experience to help prepare them for future high-stakes exams. Examples include not allowing any other devices in the exam room and not allowing learners to talk during the exam. Also 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 make sure all learners have successfully started the exam. Monitor their progress.
- Give your full attention to the conduct of the exam and move around the room. It is important that exam conditions remain close to the real experience, including learners knowing that measures are being taken to prevent malpractice.

Completing the exam

- Make sure learners have answered all questions before they submit their testlet. Check that all assigned testlets show **Completed** status in the **Assigned Testlets** page.
- If learners have left the room without completing the exam, you can change the status to **Completed**.

After the exam

- If Cambridge examiners will mark the exams, we will release results in the Digital Mocks Service application within 14 days from the end of the session (exam window).
- If the exam will be auto-marked, results will usually be available within hours.
- 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 give feedback, helping them with future study plans.

Appendix

Instructions for centres in China only

Page 2 - Venue-

Make sure the exam URL is available if you have not already opened the login page for learners on the individual computers.

The URL is:

<https://am-assessor.digitalexams5.cambridge.org/engine/index.php/lms/login/path/ci-mocks>

Please note this URL is only applicable for centres in China.

Contact us

If you have any questions, email info@cambridgeinternational.org with 'Digital Mocks Service' in the subject line, or call +44 1223 553554. Our Customer Support team is available 24 hours a day, 6 days a week, Sunday to Friday.