



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 digital exam platform. 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 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 x 720.

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
<i>OS version</i>	11*	14, 15, 16	16, 17, 18	12, 12.1, 13, 14, 15	Latest version
<i>Processor</i>	Intel i3 or better		Air, Mini or Pro	Quad Core or better	
<i>Memory</i>	4 GB or higher				
<i>Screen size</i>	8" or larger, minimum resolution 1280 x 720 pixels				
<i>Bandwidth</i>	Min 0.5 Mbps per candidate taking test (content dependent)				

*** Windows 10 is not officially supported by Microsoft, but the exam platform will still work. It is recommended to use Windows 11.**

Cookies must be enabled. We recommend using the most recent version of your web browser to improve security, performance and stability.

The digital exam platform does not support beta or alternative build versions of web 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>

Tips for delivering exams (continued)



System requirements check

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

		Status
Operating system	Windows 11	✓
Screen resolution	2560x1440	✓
Browser	Google Chrome version 146.0	✓
Audio check	Checked	✓

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



Play

Bandwidth check:

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



English

Bandwidth check

Number of concurrent candidates:

15

Test again

To test your bandwidth, enter the number of students sitting the test. If your school uses more than one router, provide the student count for each one individually, as the test can only measure one router at a time

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

Recommended

Based on 15 candidates taking the examination we recommend the following connection performance:

Upload	24.75 Mbps
Download	49.50 Mbps
Latency	100 ms

Actual

Upload	⚠️ 23.43 Mbps
Download	✓ 84.27 Mbps
Latency	✓ 16 ms

Advice

✓ +70%

Performance is 70% above recommended. Bandwidth can vary when shared between multiple devices and depending on other activities within your examination venue, so we recommend using specimen examinations to get fully representative experience.

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 digital exam platform 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 marks 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.

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.

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.