Before the exam

Network speed
- Stable internet connection.
- If you can access your email account without difficulty it means you have the required speed.
- **Check your speed HERE**

Compatible operating Systems
- Windows
- Linux
- iOS

Compatible browsers
- Chrome (version 63 and above)
- Microsoft Edge (84.0.522.63 and above)
- Firefox (52 or later)
- Internet Explorer (from version 10)
- *Mac users must download Firefox or Chrome. Safari does not warranty a good user experience.*

Camera, microphone and speaker
- Inbuilt on your computer or peripherals attached.
- Camera with high resolution
- Headphones / earphones are not permitted.

Mobile phones and electronic devices
- The online exam CANNOT be taken on smartphones or tablet computers.

Laptop and PC monitors
- Your PC or laptop CANNOT have more than one monitor screen during the exam.

Click on the link below to check your computer meets the compatibility requirements for you to use it in the online exam.

Check System Compatibility HERE

Key points to note :
- Use the same machine that you have used to check system compatibility link shared here.
- Use the same internet connection that you intend to use in the exam. Using the internet connection of your company may compromise the stability of your connection during the exam due to the firewalls it may have.
- Make sure that you device is fully charged or should have the system already plugged in when you are starting your test.
- Make sure you have a stable internet connection also a backup connection e.g. hotspot etc. just in case.

Do you need support? Please write to **mettl-support@mercer.com** or call the 24x7 hotlines:
+441665667000 (UK) | +1 650 924 9221 (USA) | +91 8287803040 (India)

If you have already completed the compatibility check you can move on to point 3 of this guide.

IMPORTANT: In cases where you are using the company's computer, it is likely that the **company's computer has several FIREWALLS** that prevent you from using the interface for the exam. We suggest that you contact your IT department to ensure that you access the exam platform. Using your company's **internet connection may compromise the stability of your connection** during the exam.
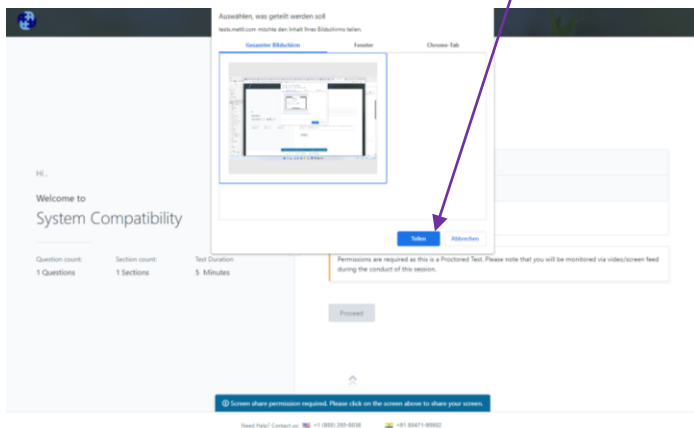
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Before the exam

Using Google Chrome:

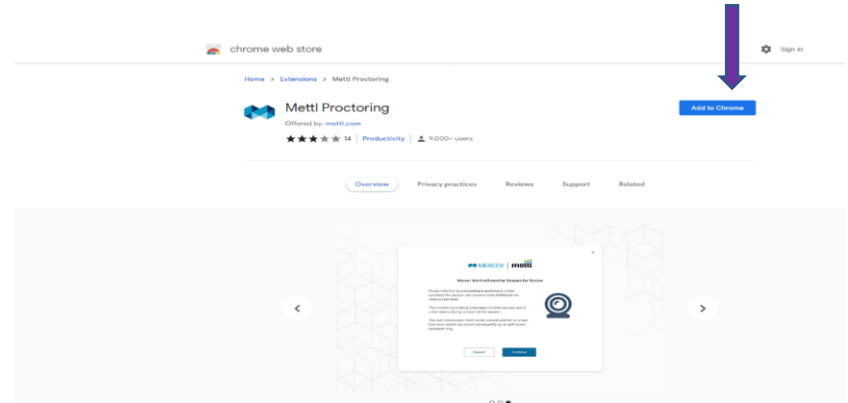1. System Compatibility is confirmed by a green checkmark.
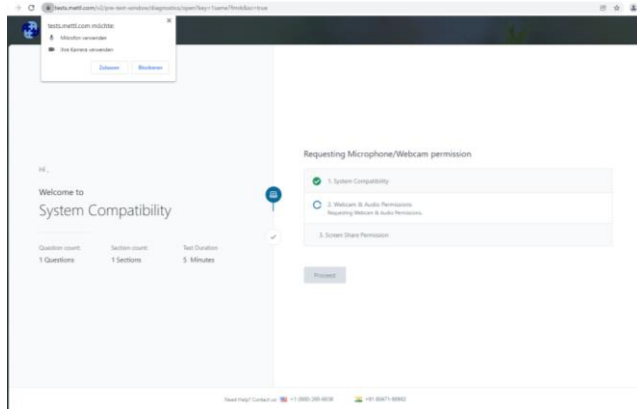
2. Allow Webcam & Audio Permissions
3. Allow Screen Share Permission by clicking the "Start Screen Capture" blue button
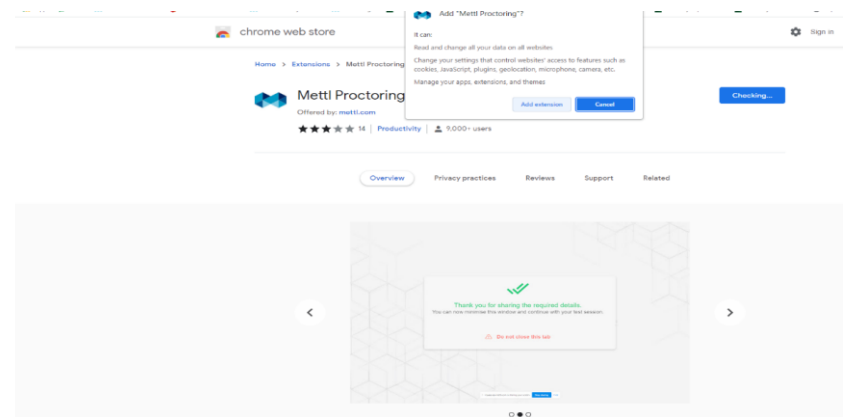4. Select the option "Full Screen" and click the "Share" blue button

5. Click the "proceed" blue button.

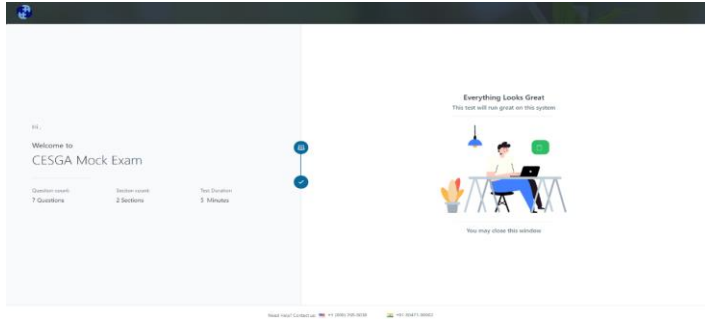6. Download the Mettl add on by clicking on the blue "Add to Chrome" button.

7. Click "Add extension"

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Before the exam

8. Click Hide and you will hide the Mettl screen sharing bar.

9. You are now ready to start the online exam. At the allotted time in the Exam Ticket email you can click on the start exam link and proceed to the exam.

Using Mozilla Firefox:

1. With Mozilla Firefox there is no need to install an extension. Click on the System Compatibility check link and you will see a pop-up screen in the top left corner asking to share your screen.
2. Permit sharing your webcam and audio by selecting default built-in or peripheral devices.
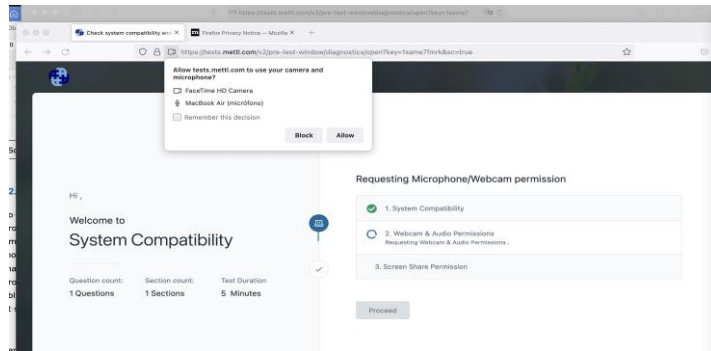
3. Select "**Entire screen**" and click on the share button and then on the **allow** button.
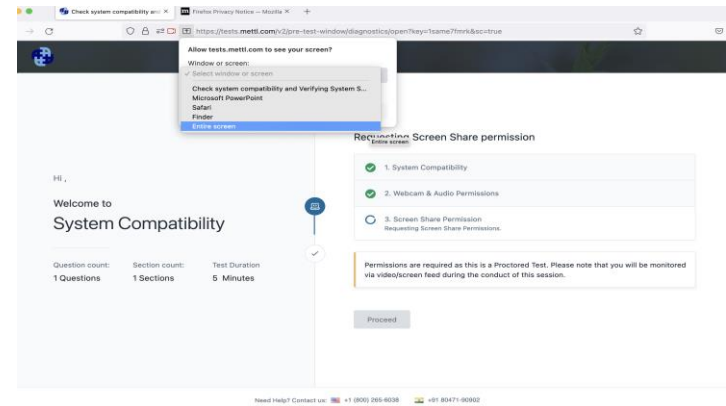
4. You are now ready to do the test on this computer.

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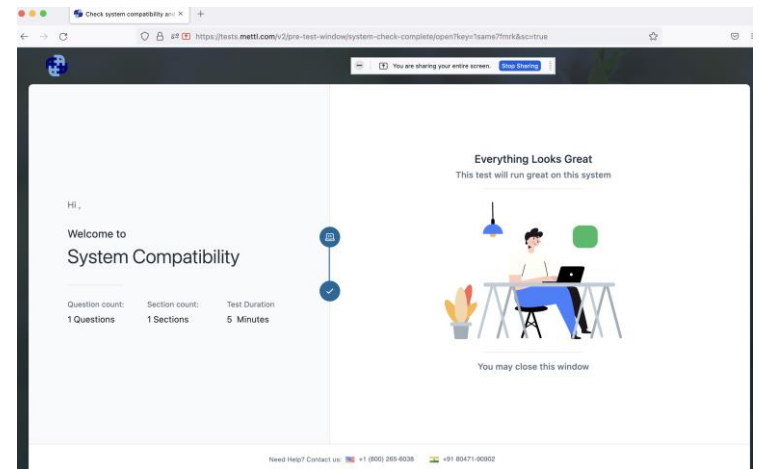
Before the exam

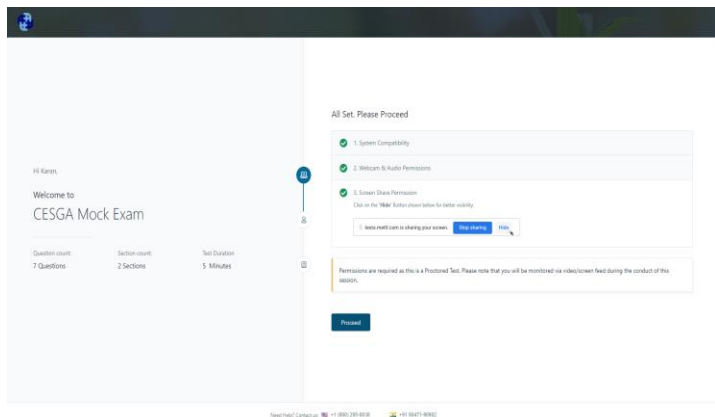5. Now click on "Proceed" and your computer is ready to start the test. 10-15 minutes before your allotted exam start time click on the Start test button in the Exam Ticket email.

3. Check your exam environment is appropriate

Your exam room

- Is clearly lit to allow clear video capture.
- Is isolated from distractions and interruptions.

Your desk

- Is clear of papers, books, printed material, pens and pencils.
- **Has no pens nor pencils because you are NOT allowed to write notes on paper during the exam.**
- Is free of any kind of devices other than your computer and its peripherals.
- You are allowed to have a glass/bottle of water on your desk.

4. Check you are ready to start the exam

Your PC/Laptop

- Close all browsers (except for the one being used for the exam) & files
- **Use the WC before starting the exam because you cannot leave your desk once you have started.**

Have to hand

- Personal ID to show to the camera for verification by the invigilator. Use your passport as it normally has a better quality photograph.
- **IMPORTANT:** You can ONLY access the exam on the date and at the time of your exam session. Once the exam session closes you will NOT be able to enter the exam.

Use the link provided to start your exam. The exam link will open at the agreed time and you have 30 minutes to access the assessment platform. A waiting time of 15 to 20 minutes to complete the identification process to start the exam is normal. Please be patient, **your examination time will only start counting after the verification is completed and you click the "start exam" button.**

When filling in your details make sure you **use the same email address used to receive your exam ticket.**

Warning: If you are using a monitor with a very wide screen please inform the Proctor of this situation before you start your examination. The Proctor may suspect that you are looking elsewhere and not at your screen, and will send you warning messages.

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Before the exam

5. Verifying your identity with a snapshot of your face and your ID document

- Capture a clear image of your face. You can repeat the snapshot if you feel the image is not clear enough to identify you.

- Capture a clear image of your ID document. Make sure your name is clearly visible in the image and repeat the capture if it is not.

6. The Mock Exam

What is the mock exam?

The mock exam is an opportunity to experience the online exam platform by doing a mini version of the DiAM exam. It has 5 Multiple Choice Questions and an example open question from a Case Study. The mock will not be corrected or invigilated.

What is the purpose of the mock exam?

You will go through the log in process where you photograph your ID with your computer camera as explained in section 5 to this Guide. You can also practise navigating forwards and backwards through the mock exam paper which will be the same way you navigate through the real online exam. See the During the exam section to this Guide.

Please note that in previous exam sessions **ALL the candidates who had technical problems** were those **who had not used the mock exam** to test their computer set up beforehand. We encourage you to do so.

How long is the Mock exam?

The mock exam is only 5 minutes long.

When can I do the mock exam?

Candidates will receive an email with a link to the Mock exam. **The mock exam will be open for a period of 72 hours. Please use this opportunity! There will only be ONE opportunity to do the mock exam per exam session.** If you miss it we are not able to offer you another mock exam.

TAKE NOTE: If you experience difficulties to start the mock exam please:

1. Make sure you do the compatibility system check before starting your mock exam to avoid any technical problems.

2. If you still experience problems, please take a screenshot of the issue you are facing.

3. Send the screenshot with a short explanation to Mettl support (**mettl-support@mercer.com**) and set your training provider in CC.

Before the exam

7. You are now ready for the DiAM Common Exam

Did everything run smoothly?

Yes…you should have no foreseeable difficulties doing the online exam.

Did you have any issues?

Please write to **mettl-support@mercer.com** or call the 24x7 hotlines
+441665667000 (UK) | +1 650 924 9221 (USA) | + +91 8287803040 (India)

You **MUST**:

(i)   read the DiAM Online Exam Guide from cover to cover

(ii)   complete the Compatibility Check and

(iii)   do the mock exam.

WARNING: If you do not follow the above recommendations your exam performance will be severely affected, and EFFAS will not accept responsibility for this.

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During the exam

8. Test start

After taking the snapshots of your face and ID document you are guided to a "Section Instructions Page". Upon carefully reading the instructions you may start the test by clicking the "Start Test" button. The instructions are set out in detail in the following section. NB: **Once you click on the "start the exam" button the exam clock will start counting down the exam time**. From now on you cannot leave your place. Good luck for when you do your exam.

WARNING:

If you lose your internet connection during the exam the clock will stop and your answers will be saved. Click again on the **Start the exam link** and log on to continue.

If you are unable to log on, email mettl-support@mercer.com and put your training provider in CC.
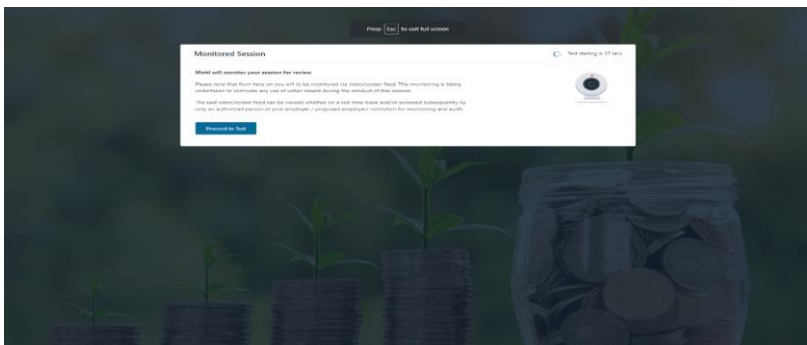
You must NOT use/press the following buttons

- F5 as this will terminate the exam.
- Refresh the browser or use the browser buttons.

Undertake any of these suspicious activities

- Speak / Communicate with anyone in any way other than the proctor invigilator via chat.
- Read the questions out loud to yourself.
- Move away from or leave your desk.
- Look away from the screen for long periods of time (15 seconds or more).
- Have any programs running such as mailbox, chats, screensavers and browsers other than the exam proctoring program.
- Photograph or video the computer screen.
- Use or view any hidden listening or communication device such as a smartphone, smart watch, etc.

WARNING:

In case of suspicious activity, the proctor will send you a Warning Message. After a Second Warning Message your exam may be terminated.

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During the exam

Online Exam Environment MCQ Section

Timer

1. The timer (upper right corner) will start once you access the exam and see the first question.

Navigation in the exam

2. Go back and forward throw the Multiple-Choice Questions by scrolling down & up.

3. The number of questions is indicated in each section in the bar below the timer. Answered MCQ will have a green mark in the bar below the timer, MCQ not answered remain grey.

4. Change the section by clicking next.

5. Change to a specific section through the drop-down menu.

Chat for support

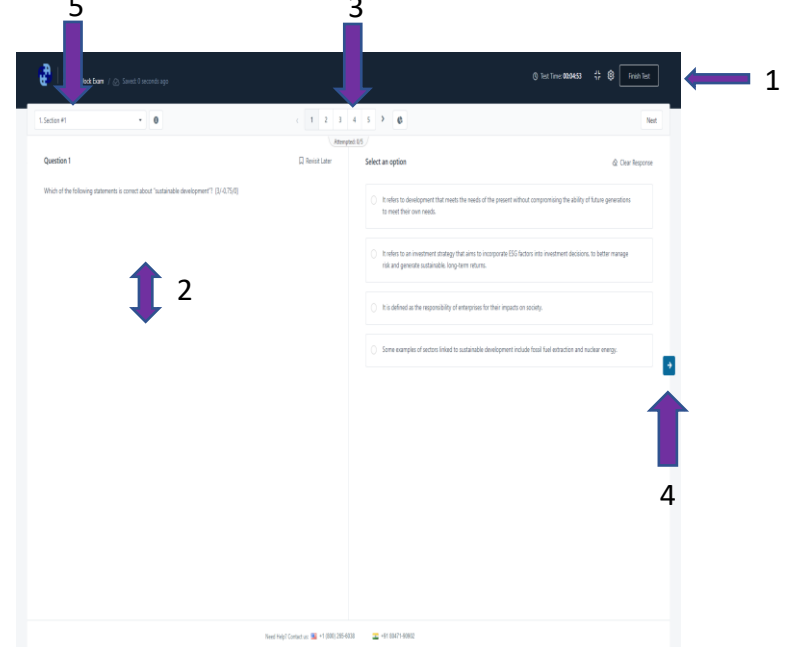- In case you require support, you can contact the live proctor through the chat dialogue box.

End exam

- Your exam will end automatically when the exam timer reaches zero or at any time by clicking the button end exam or F5.

Navigating through the exam
Multiple Choice Question Section View

After the exam

1. You have finished; your exam & your data are secure

Commitment to world-class standards

- Mercer | Mettl is General Data Protection Regulation (GDPR) compliant.

- ISO 27001:2013 and 9001:2015 certified.

Data Management

- **Data Storage and Security:** Mercer | Mettl is a cloud-based SaaS platform and is hosted on AWS. All the data in transit and at rest is secured using industry-standard mechanisms.

- **Data retention:** Mercer | Mettl will delete the data from its cloud-based servers 3 years after the exam.

- **Data Breach Management:** Mercer | Mettl continually monitor and upgrade its systems and processes to maintain the highest standards of data management and privacy practices. In the unlikely event of a data breach, Mercer | Mettl will notify EFFAS (Data Controllers) immediately and no later than 24 hours after becoming aware of such a breach.

2. EFFAS has access to the following information to assess the online exam

Video recorded material for identification purposes
- ID or Passport.
- Picture of the candidate taking the assessment.

Video recorded material for validation of the online live proctor invigilation
- Screen sharing video.
- PC/Laptop video camera incl. sound.

Exam answers for assessment purposes
- Multiple Choice Questions.

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After the exam

3. The content of the online exam and the paper exam is exactly the same

The DiAM Common Exam is a 90-minute exam based on the complete DiAM® syllabus with the following two-part structure:

- **Multiple Choice Questions (90 points):** 20 MCQ are randomly set from all the different syllabus topics. **The questions on the Platform are examples of the types of questions you will find in the exam.**

- **To pass the examination**, students must demonstrate their knowledge by gaining more than 50% of the total, i.e., you must have more than 50% of the answers correct.

4. EFFAS request your feedback

How was your online exam experience?

We are committed to continually improving our services and would highly appreciate any feedback you kindly share with us at:

exam@effas-academy.com