CESGA | EFFAS® Certified Environmental Social and Governance Analyst

Online Exam Guide

Instructions for sitting the online certification exam



EFFAS® Academy

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Before the Exam: Set Up

Make sure you have:

- **Stable internet:** If you can check email easily, you're fine.
  Check System Compatibility HERE
- **Right device:** Windows, Linux, or macOS (with Chrome or Firefox).
  → **Safari does not work.**
- **Camera, microphone, speakers:** Built-in or connected.
- **Only one screen:** No dual monitors.
- **No mobiles/tablets:** Not allowed for the exam.
- **Updated browser:**

Chrome (v63+)
Microsoft Edge (v84+)
Firefox (v52+)



Your exam space:

- Bright lighting so the proctor can see you clearly.
- Quiet and distraction-free.
- Desk completely clear (only your computer and a glass/bottle of water).

Any interaction outside the exam is strictly prohibited; having other people in the room or receiving calls may result in penalties of up to disqualification from the exam.

Pro tips:

- Use the same computer and internet you tested earlier.
- Avoid company networks (firewalls can block the exam).
- Have a backup internet option ready (e.g., phone hotspot).

Try the Mock Exam

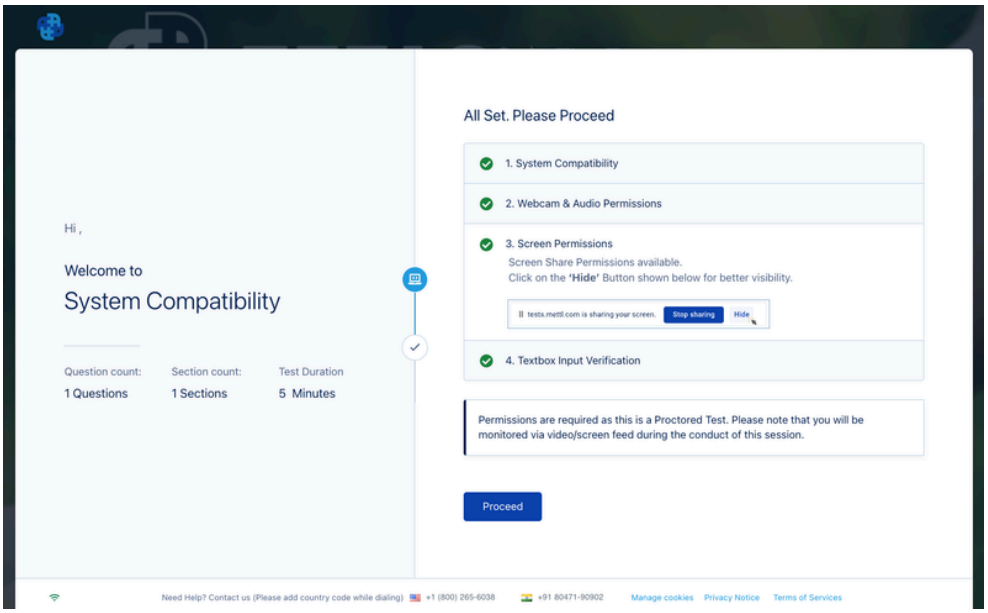
The Mock Exam is a short practice test that will be sent to you by email in the days leading up to your exam.

Why do it?

- Test your setup.
- Learn how to navigate the platform.
- Avoid technical surprises on exam day.

Details:

- 5 questions: 4 MCQs + 1 case study sample.
- Takes about 5 minutes.
- Available for the 72 hours prior the exam (only one chance!).



Before the mock:

- Complete the compatibility check.
- If there's a problem: take a screenshot, explain the issue, and send to mettl-support@mercer.com (cc your training provider).

Starting Your Exam

01 **Log in at your scheduled time** (you have 30 min after start time to enter).

02 **Verify ID:** Show your face and your passport/ID to the camera.

03 **Read instructions carefully.**

04 **Click "Start Exam":** Your timer begins.

Important:

- Do not refresh the page or press F5.
- Stay in front of the camera.
- No talking, reading aloud, or leaving your desk.
- No other devices (phone, smartwatch, etc.).

If your internet drops:

- The timer pauses, answers are saved.
- Rejoin via your exam link.
- If you can't log back in, **email mettl-support@mercer.com** (cc training provider).

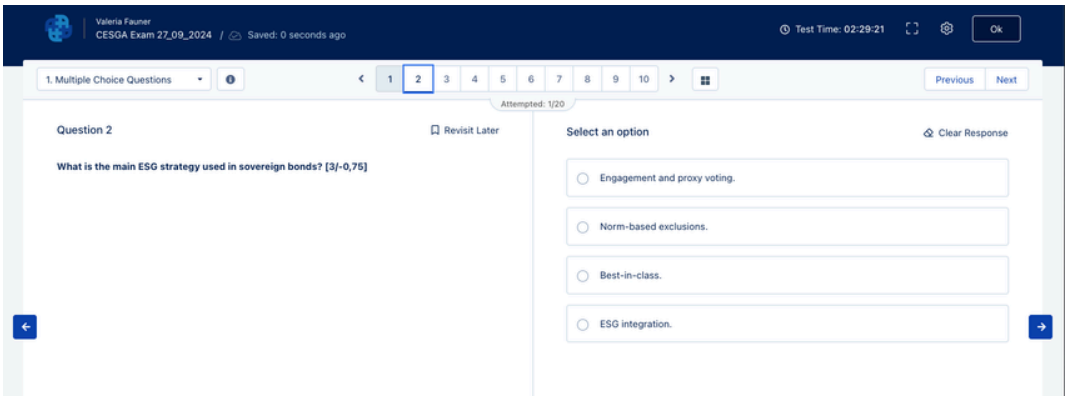
During the Exam

Format:

- **Part 1:** 20 MCQs (60 points).
- **Part 2:** 1 case study with open questions (60 points).
- **Total time:** 150 minutes.

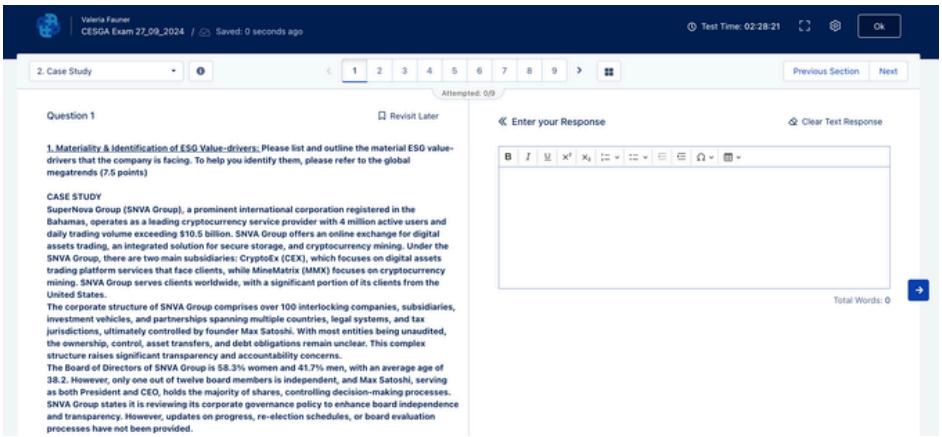
Navigation:

- Scroll to **move between questions**.
- Use **"Next"** or dropdown to change sections.
- **Timer is top right.**



Case study tips:

- The **same text appears** for all case study questions.
- **No copy/paste or highlight functions are allowed.**
- **Use the toolbar** (bold, numbering) **for clear answers.**
- **No spellcheck or translator available.**

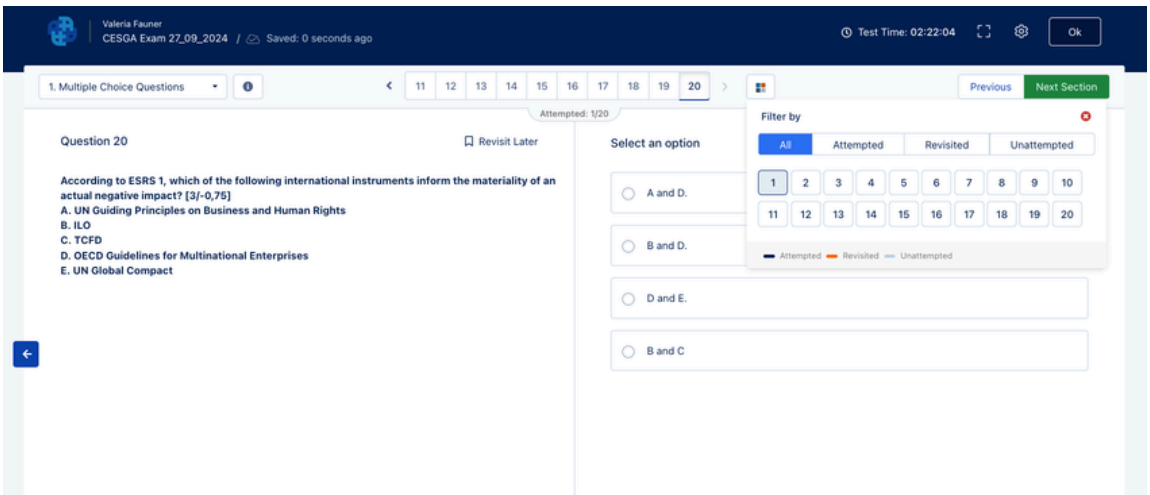


During the Exam:
Platform Tools

Using the Exam Platform

During your CESGA exam, you will have everything you need directly on the exam platform:

- **Navigation bar:** Move between questions using the arrows or by clicking the question numbers.
- **Filter tool:** Filter to see All, Attempted, Revisited, or Unattempted questions (as shown in the screenshot).
- **Timer:** Always visible at the top to help you manage your time.
- **Answer options:** Select your choice with a single click – changes can be made until you submit.
- **Proctor chat:** Contact the live proctor for technical help or clarifications at any time.



Important rules:

- **All work must be done within the platform:** no notes, extra paper, calculators, or external tools are allowed.
- **No writing or calculations outside the screen** are permitted.
- **No interactions with other people**: the exam must be completed entirely on your own.

After the Exam

Passing criteria:

To pass the CESGA exam, you must achieve more than 50% overall and score at least 30% in each part of the exam.

Security & privacy:

Your privacy and security are our priority. The exam process is GDPR compliant and ISO certified, ensuring that your personal data is protected. All your exam data is stored securely and will be permanently deleted three years after your exam date.

Feedback:

We value your opinion and continually work to improve the exam experience. Please share your feedback by emailing exam@effas-academy.com.

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