Technical Instructions for Functional Skills Learners (TQUK)

Before your online Functional Skills exam, you must read and follow these instructions. Failure to comply may result in your exam being rescheduled or cancelled.

Required Equipment

You must have:

- **A suitable device**:
  - PC (Windows 10 or higher) or Apple Mac (desktop or laptop).
  - Tablets and phones **are not allowed**.
- **A working webcam and microphone**.
- **A pen or pencil** (Mathematics exams only).
- **Plain paper** (Mathematics exams only). Only 1 piece of plain paper is permitted.
- **A physical dictionary** (English Reading exams only; bilingual dictionaries and thesauruses are not allowed).
- **Valid photo ID** with your image, full name, and date of birth (e.g., passport, driving licence, UK biometric residence permit, or citizen card).

Important Notes

- If your webcam is integrated, you need a mirror or reflective surface to show your workspace.
- Calculators **are not allowed**.
- **Do not** write down exam questions.
- **Only one screen** is allowed; second monitors must be removed.

Internet Requirements

Your internet must meet these minimum speeds:

- **Download speed:** 10Mb/s
- **Upload speed:** 1Mb/s

You can test your internet speed here. Mobile hotspots **cannot** be used.

Device Setup

- **Browser:** Use the latest version of **Google Chrome**.
- **Apple Mac users:** Enable screen sharing in system preferences.
- **Pop-ups:** Allow pop-ups.
- **Extensions:** Disable Grammarly and any plug-ins that could give an unfair advantage.
- **Predictive text:** Disable in settings.
- **Windows S-mode:** Disable S-mode (guide here).
- **Download Secure Browser:** Access here. Select which operating system you use (Windows or Mac. If you are using Windows select the Lab Edition). Download the zip file and right-click on the zip folder to extract all. Follow the on-screen instructions to complete the installation. Ensure that you **enable changes** to your device. Once downloaded, you are now ready to log into the Saras exam platform.

Exam Room Setup

- The room must have **adequate lighting, warmth, and ventilation**.
- **No other people** can be in the room during the exam.
- Arrange **childcare** if needed.
- **No food** is allowed; drinks must be in **clear, label-free containers**.
- **No smoking or vaping**.
- **Pets must be removed**.
- **Walls should be clear** of posters, books, or notes.
- **Remove or switch off** additional technology (e.g., intercoms, extra computers, TVs).
- **Only one screen** is permitted.

Clothing & Accessories

- **No hats or sunglasses**.
- Religious clothing is permitted, but you must inform Pass Functional Skills in advance for ID verification.

Headphones & Hearing Aids

- **Headphones are not allowed**.

If You Cannot Meet These Requirements

- Contact **Pass Functional Skills** as soon as possible. Failure to meet these requirements may result in rescheduling.

Preparation Tips

- **Check** that your equipment is working **before the exam**.
- If using a laptop, **plug it in** to avoid battery issues.
- **Use the toilet** before starting, as you **cannot leave the room** once the exam begins.
- **Minimise background noise** to avoid distractions.
- **Contact Pass Functional Skills** in advance if you have questions.

Pre-Exam Checks

- Your exam **will be recorded**.
- If you **do not meet requirements**, the exam will be rearranged, and a **fee may apply**.
- You will receive your **exam login details** via email from TQUK—keep them safe. Pass Functional Skills **cannot access your logins**.
- **Pre-exam checks include:**
  - Webcam and microphone functionality.
  - Internet speed verification.
  - Room sweep to confirm setup.
  - Checking that all **electronic devices (except your exam device) are removed or switched off**.
  - Confirming **no books, notes, or food** are visible.
  - Ensuring drinks are in **clear, label-free containers**.
  - Checking that permitted dictionaries (if applicable) are correctly placed.
  - Confirming that all **extra tabs, apps, and windows are closed**.

During the Exam

- **Malpractice will result in disqualification**.
- **Do not communicate** with anyone during the exam.
- If the platform is not working, contact **TQUK immediately** at **0333 358 3344 (option 1)**.
- **Watch the countdown clock** in the exam window.
- **Do not copy or write down any exam questions**—this could lead to disqualification.

After the Exam

- Show **both sides** of your scrap paper to the camera before destroying it.
- Results will be emailed within **1-6 working days**.

Exam Conduct

- **Be ready** with all required materials 30 minutes before your exam time.
- **Stay in the exam room** once the exam begins.
- **Remain visible** on camera at all times.
- When communicating with Pass Functional Skills, or TQUK directly, **aggressive or abusive behaviour will not be tolerated**.
- **Attempts to cheat** will result in disqualification.
- **Using unauthorised items may void your exam**.