Complaint under Rule 19 IPREE - concerning the conduct of the examination – Paper B on March 15, 2022, under 8 of the Instructions to candidates concerning the conduct of the European qualifying examination 2022 (OJ 2022, A20)

Name of the Candidate:

EQE Reg No:

Statement of facts

Technical issues

I had a technical problem [specify in detail] with the FLOWlock Browser (also called LockDown Browser), which meant that I was unable to start the exam on time [Or, unable to continue with the exam]. [Or, I had to restart the FLOWlock browser to rectify the technical problem]

The assignment preview window was too blurry to read. This is the only possibility in FLOWlock Browser to allow side-by-side comparison of non-printable pages of the exam with my answer. [Or, I contacted the invigilation chat who advised that I should just close the preview and not use it]. [Or, I contacted the invigilation chat who advised that it was an isolated issue with my computer].

It took 1-5 minutes before FLOWlock Browser could load the exam. [Or, in each assignment tab]. I was therefore not able to read the assignment during this time.

[Or, In addition to the time spent during the invigilation chat to rectify my issues, I was instructed to restart the browser to rectify the issue]

Altogether, from the xxxx minutes of the scheduled exam block, I estimate that my time to do the exam block was reduced by xxx minutes.

Copy/paste and formatting problems

During the exam, I copied parts of the exam into my answer [to support my answer] [Or, to provide a required part of my answer] [Or, to provide a side-by-side view of the exam and my

answer] [Or, to provide a sided-by-side view of part of the exam]. CTRL-C and CTRL-V did not work correctly, so I estimate that I wasted xxxx minutes during the exam reformatting and deleting empty lines. CTRL-SHIFT-V did not give any improvement. I was using an Apple computer (Mac), so I was disadvantaged compared to the candidates using Windows who had much less reformatting to do.

Mistakes in exam or technical field not accessible to everyone

The English / German / French version of the exam comprised a mistake in the printable / non-printable parts. [Or, an incorrect / ambiguous / unclear term]. [Or, an incorrect / ambiguous / unclear technical term].

The drawing in xxxx was missing a reference number. [Or, the drawing was not sufficiently clear to understand the function / structure of feature xxx].

The subject of the exam was not technically accessible to everyone. It required a specialist knowledge of xxxx to complete.

Technical problem with Camera

After successfully completing the entry procedure, where the camera and microphone are tested, I was contacted later by an invigilator [at time] who said that the images being captured were blank.

I was instructed to refresh the browser / close FLOWlock Browser / reboot computer / disable drivers / unplug cameras etc. which cost me xxx minutes.

Compliance with room / desk requirements

I was contacted by the invigilator through the chat widget [more than once] and asked to move my camera so that they could check my environment. I estimate that this disruption cost me xxx minutes.

Technical problem with submitting the exam

I had a technical problem when submitting the exam. At the end of the exam, when I clicked hand in, an error message occurred [and all the clickable buttons were greyed out].

This meant I had to contact the invigilator [at time] and wait for [duration] to submit the exam.

I was instructed to [force quit the browser (by restarting my PC)], [Or to restart WISEflow] [Or to search for the locally saved exam]. [This took [duration] to submit my answer, thus reducing my overall scheduled break time between the exams by xxx].

However, even after following the instructions [for duration], I still could submit my exam. Since it was [time], and the next part of the exam was starting, I was asked to move to the next exam, and was informed that a server backup will be recovered at a later stage.

Handed-in answer is incomplete / not most recent version

I downloaded my handed-in answer [on date] [Or, I just got checked]. On checking the pdf of my handed-in exam, I was surprised to find that part of my answers were missing. [Or the answer I handed-in did not seem to have my complete answers, or was not the most recent version of my answer] [Or, Since the hand-in button was missing, I had to refresh the browser before handing in].

Printable documents not available on time

I had logged in [at time], but could not find the printable parts of the exam. Repeated attempts to refresh did not help either. [Even after following the steps indicated in the WISEflow guide, I did not find the documents which were promised 20 minutes before the start of the exam] [Or, contrary to the schedule, the printable parts were still not available even 10 minutes before the Exam] [Or, when I tried to download the printable parts, I encountered error message]

9a. Having tried for xx minutes, and not wanting to be late for the Exam, I had to log in to the locked browser [at time]. Therefore, I was unable to download the printable parts of the exam before the start of the Exam.

Indicate how you had tested your system

I had tested my system by making [several] mock exams in WISEflow. [Or, by making mock exams under exam conditions]. I had followed the provided instructions [Or, the WISEflow user guide].

Interaction with invigilators

It took me xxxx minutes to contact an invigilator.

I was repeatedly contacted by the invigilator through the chat widget [from time-to-time]. [Or, In addition to the time spent during the chat to rectify my issues, I was instructed to restart the browser to rectify the issue]

[Following a spontaneous crash of the FLOWlock Browser and restarting,] My chat window was frozen in "Contacting invigilation" mode. There was no way to exit this mode, to move it, or to contact an invigilator. So it was not possible to request an unscheduled break. [Or, to report any other issues]. Additional time was lost contacting the EQE helpdesk by telephone.

I requested additional time from the invigilator [and was provided XXX minutes] [but was not provided any additional time].

The above technical issues encountered during the Exam resulted in an improper conduct of the examination, caused by events beyond my control.

This resulted in

1.   Inadequate time: I was kicked out of the blocked browser / or was only able to restart the flow after ==xxx== min]. Therefore, was left with inadequate time to complete the exam / did not submit it properly -

Inadequate time: Due to the above technical [Or invigilation issue] costing me ==xxx== minutes, I was unable to complete the exam [Or properly answer the questions] [Comment: for other technical problems].

2.   Increased stress: The events during the exam, resulted in increased stress in the remaining part of the Exam. [Or, for the next part of the exam later on the same day].

Since the above technical issue cost me ==xxx== minutes, I was unable to correctly plan the allocation of the remaining time.

3.   Reduced time for scheduled break: Due to the above issues, the scheduled breaks could not be followed. This resulted in reduced recovery time between each part. [Or I had other planned medical/personal matters to take care of during the break, and the changed time disrupted my schedule and concentration in the Exam].

4.   **Incomplete [or no] submission**: Due to the technical issues, I was unable to hand in the Exam. [Or, the handed-in exam was incomplete, or it was not the most recent copy of the answers].

5.   **Significant disadvantage due to lack of printed documents**: Since I did not have Printable documents on time, I had to rely solely on the documents in the browser, leading to significant disadvantage and reduced efficiency in the Exam.

Additional details: add anything in your own words that you feel was not in your control, and how it affected your performance. Don't assume that the marker will see this in your answer. They do not know why you skipped a question, did not attempt a question, misread a question etc.

Requests:

I request:

-       the complaint be acknowledged;

-       the Examination Board determine the exact circumstances involved and provide a reasoned decision (D 12/21);

-       to duly consider the circumstances when marking the exam, including the additional stress, and provide an indication of how the incident was taken into account in the marking (D 37/21; D 12/21);

-       to provide equitable compensation for the lost time and additional stress (D 37/21).