Written Exam FAQs

1. Can I use my iPad?
   1. No. You cannot use any tablets. You can only use the technology specified by the NEBDN. All details of both the hardware and software can be found on our website.
2. Is a webcam required for the written exam?
   1. Yes. A photo will be taken at the validation stage of the exam. You will need to give the NEBDN access to your webcam at the start of the exam so that they can see your photographic ID and know that you are the person taking the exam.
3. Why is a webcam required for the written exam?
   1. Answer noted above.
4. Will I have to speak to anyone during the written exam?
   1. No, not during the written exam.
5. How will they check my ID?
   1. Via the webcam, you will need to show your photo ID. See point 2.
6. Can I have a pen and paper to write things down?
   1. Yes
7. I haven’t received the exam login details. How do I download the exam software?
   1. All download details will be given when the NEBDN email you your exam login and password. The ‘Download App Instructions’ are on our website in the exam page.
   2. You will also know how to do this when you have completed your mandatory practice session.
8. What happens if I can’t log on the morning of the exam, who should I contact?
   1. The NEBDN. They are the only people that can help. Their email is [assessmentandawards@NEBDN.org](mailto:assessmentandawards@NEBDN.org) and their phone number is 01772 429917.
9. What happens if I fail, can I sit the next written exam?
   1. Provided your ROE is valid you can sit the next written exam.
10. When will I receive my results?
    1. We are waiting for the NEBDN to confirm this date. In the past it has been approximately 3-4 weeks after the exam date.
11. Can I have a second screen for my exam as my laptop screen is small?
    1. It is not advised as the movement of learner looking at 2 screens may trigger an invigilation cheat detection.
12. How soon can I download the software before the exam?
    1. You will have downloaded the exam software for the mandatory practice session.
13. Can I do the exam from home or do I need to be at work?
    1. You can take the exam anywhere that is quiet and you won’t be disturbed by people, door bells, doors opening / closing, animals. Anything that could disturb your concentration or be classed by the examining board as someone in the room helping you.
14. Where can I sit the exam?
    1. See answer above.
15. How long will it take?
    1. You have 2 hours to complete the exam.
16. What is the cost to re-sit?
    1. The written re-sit fee is £150.