Sitting CPQ Exams using TestReach

Candidate Guide

Version 1.7 June 2025

What happens once I have booked my exam?

Once you have booked your exam you will receive an automated email confirmation of your exam booking. This will include a link to the exam regulations. You should read these before your exam takes place.

You will have up to 14 days to cancel your exam once the exam deadline has passed.

Approximately 4 weeks before your exam date you will receive two further emails. These emails will be from TestReach. You might need to check your junk mail if these do not come through to you.

Email 1 → Account set up

Email 2 → Password for the exam booked

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Logging into TestReach & booking your exact start time

Once you have received your emails from TestReach you must login using the account details you have been given and **book your remote invigilation slot**.

This is the exact time your exam will start. **If you miss this step, you will not be able to sit your exam**.

Do **not** leave this step any later than 5 working days before your exam date.

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Online exams – equipment check

Your laptop/PC must meet the following requirements:

- **Laptop / computer with 4GB of available memory**. (Chrome books, ipads/tablets or surface pro are **NOT** permitted as the app will not work on these). **Touchscreen and gaming devices**, while passing the system check, may cause connectivity issues when loading the exam due to graphic card or other incompatibilities. Therefore, **we do not recommend** using these devices to take your exam as you may not be able to connect to your supervisor and may encounter other technical issues.
- **A Windows v7.0+ or Mac10.10+ operating systems. MacOS BigSur users need to upgrade to 11.3+**
- **Intel Core i3 (or equivalent)**
- **A working webcam that can be used to scan the room, microphone and speakers**
- **Internet connectivity with continuous internet speed of a minimum of 2 Mbps**
- **Recommended screen size of *at least* 13" and a resolution of 1024 x 768.**

Using work devices means that **certain VPN's or Firewalls can block the app**. Please disable these or obtain permissions from your work IT department where possible. It is recommended to use a personal laptop/desktop.

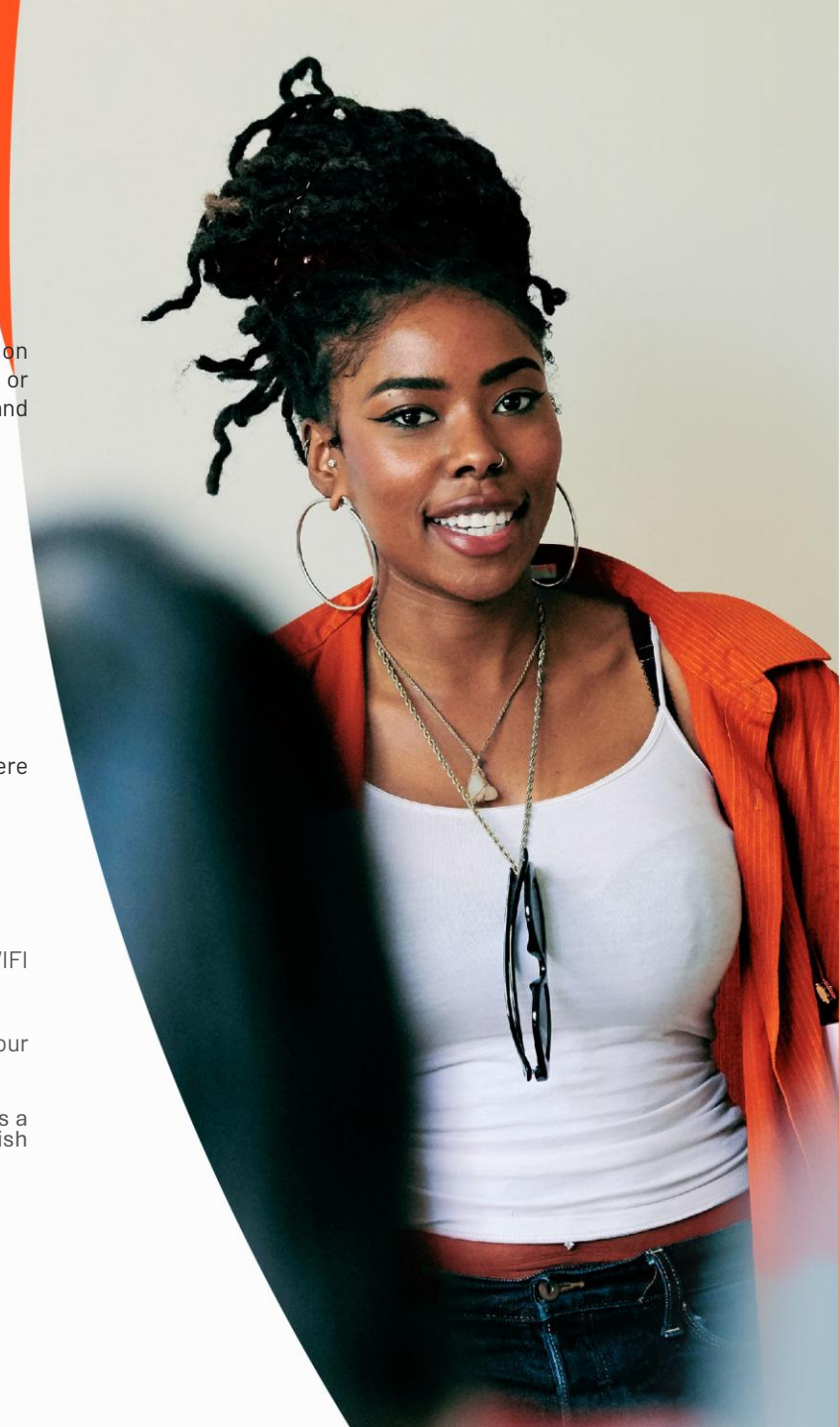
You may use a second keyboard and separate computer mouse.

Except for A5 Skills exam and CPQ Professional P2-10 exams, you are **not** permitted to have a second monitor on your workstation or within reach .

The TestReach assessment system is an online system. The success of your exam will be dependent on you having continuous internet access. If your WIFI connection is not strong, you may consider using an ethernet cable to connect your device directly to your router.

Ensure you have completed the TestReach Test Tutorial. This is available once you have downloaded the TestReach application. You will have a link to this in your email from TestReach. If you are experiencing difficulties or you have not received your email from TestReach, you must email support@testreach.com.

TestReach has prepared an Exam Preparation Video. https://www.youtube.com/watch?v=4DqrQtAoUJs&t=47s This guide summarises the key points and offers a step-by-step visual tutorial on downloading the application, booking exams, navigating the overall online exam experience and what to expect from start to finish on the exam day.



Online exams – equipment check

Additionally, please note the following points to be used in your pre-exam checks to help ensure that you successfully enter the paper, and to reduce the possibility of disruption to your exam experience owing to device or internet related issues.

- Connecting to an Ethernet cable is recommended if WIFI connection is unreliable.
- Check all external programs and applications running in the background such as Microsoft Teams, Slack and emails are shut down prior to connecting.
- Ensure minimal traffic is using the WIFI connection at the time leading up to and during the exam.
- Conduct the systems check as close as possible to the exam start date.

Shut down Firewall and VPN restrictions prior to connecting.

Where to sit your exam?

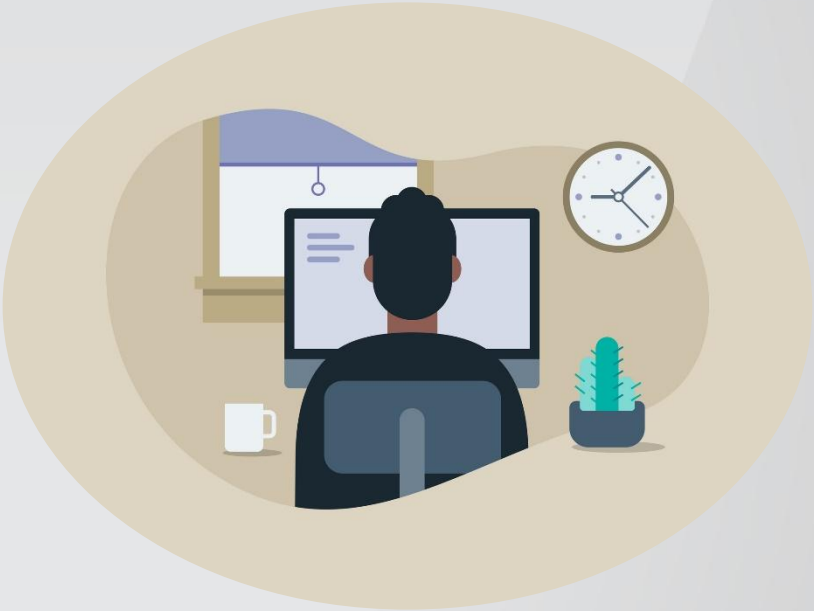
- Your remotely invigilated assessment may be taken at ANY location where there is a private, well-lit room, with the required internet connectivity.

- You must not be interrupted throughout your exam.

- Your workstation should be free of all personal items, unauthorised materials and a second screen.

  You should also ensure that there are no unauthorised materials in your exam room, for example, revision notes, on the walls or other surfaces within reach.

- If you are using a room at your employer's premises or at a training providers facility, please ensure you have permission and will not be disturbed.



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ID checks with your remote invigilator

15 minutes before your exam, system and ID checks will commence.

It is advisable to log in to your exam 20-30 minutes before your exam start time, which you have booked with TestReach.

You will be required to show signed Photo ID:

- Current Valid Passport (any nationality)
- Current Full or Provisional UK Photo Card Driving Licence
- UK Residence Card

If you do not present ID meeting the CILEX identity check requirements, will not be able to sit the exam.

Your remote invigilator will check your test environment and then guide you through the exam start.

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To recap

Step 1.

Go through technology checks using the device which you will be using on exam day.

Step 2.

Book a time slot with the remote invigilator (15 min intervals).

Step 3.

Read the exam regulations provided.

Step 4.

Arrive at least 20-30 minutes before your exam start time.

Step 5.

Proceed through ID checks, ensuring ID complies

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How remote invigilation works

During the exam, your invigilator will be able to:

- see you via webcam and see your screen;
- use a chat box to communicate with you;
- hear you and talk with you when required.

If the invigilator notices any issues, they will send you an instant message or talk to you, asking you to refrain from the behaviour.

A toilet break is permitted but the clock will **NOT** be stopped. You **MUST** inform your Invigilator before you leave the room.

Dealing with issues

From time-to-time technology can throw up challenges for online assessment but the TestReach team will support you.

Poor internet connection

You may have your exam resumed up to a maximum of 3 times. After this, you will be asked to contact CILEX to rebook your exam.

Device issue

The TestReach Support team will spend up to a maximum of 15 minutes on a phone helping you to resolve issues local to your device i.e. webcam, sound card, graphics card. If your issue is unresolved you will be asked to contact CILEX to rebook your exam*.

Issues logging in to the TestReach app

Call the TestReach customer support line within 30 mins of your exam start time, the customer support team will help you to resolve the issue. If they are unable to, you will be asked to contact CILEX to rebook your exam.

TestReach server issue

In the very unlikely event that the TestReach service has a major or critical incident, you should go to https://status.testreach.com. This website will keep you up to date on any actions you should take and when TestReach expect the service to resume.

*You will be required to pay a fee to rebook your exam at a future session.

CILEX will consider requests to rebook an exam at a future session for no extra fee, in accordance with the requirements set out in the Special Consideration Policy and Special Consideration Procedure, only if there is evidence that you completed the system check prior to the exam or if the issues experienced were caused by a major or critical incident.

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TestReach contact information

TestReach contact details are:

Phone: +44 (0)20 34758685

Phone: +353 (0)1 6991385

Phone (US): +1 833-202-2819

Email: support@testreach.com

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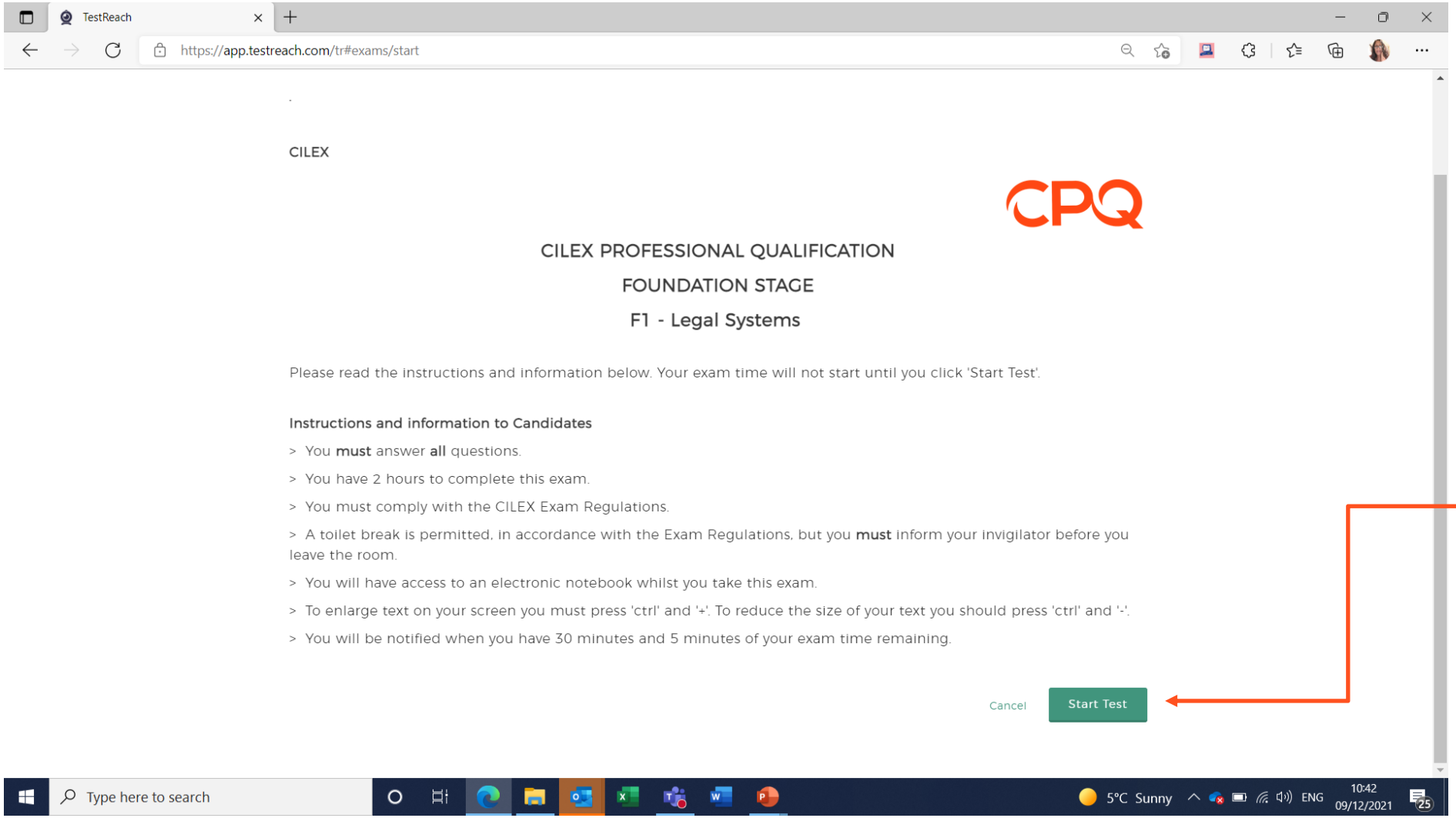
What does TestReach look like?



Start your test here

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Terms and Conditions

I agree to and accept the following:

- [ ] I agree to and accept the following: I have a valid photo ID, as set out in the CILEX Exam Regulations, ready to show to the supervisor.
- [ ] I have made sure that my exam environment is clear from any resources, reference materials and personal items other than those permitted in the Exam Regulations.
- [ ] I am using only one monitor/screen.
- [ ] My drinking vessels are clear.
- [ ] I am aware that during the exam, my supervisor will be muted so as to not disturb me - but should I wish to communicate with my supervisor I can either talk to him/her directly or I can use the 'Chat / IM' functionality. I am aware that the supervisor may take a few minutes to respond.
- [ ] I am aware that if any infringements occur, these will be brought to my attention. I am also aware that any unacceptable behaviour or breaches of the Exam Regulations will be taken very seriously by CILEX and will have consequences, in accordance with the CILEX Malpractice and Maladministration Policy and Procedure.
- [ ] I agree to take this examination in accordance with all the above

I agree to take this examination in accordance with all the above.

Cancel **Next**

This is an example of the terms and conditions that you will need to comply with

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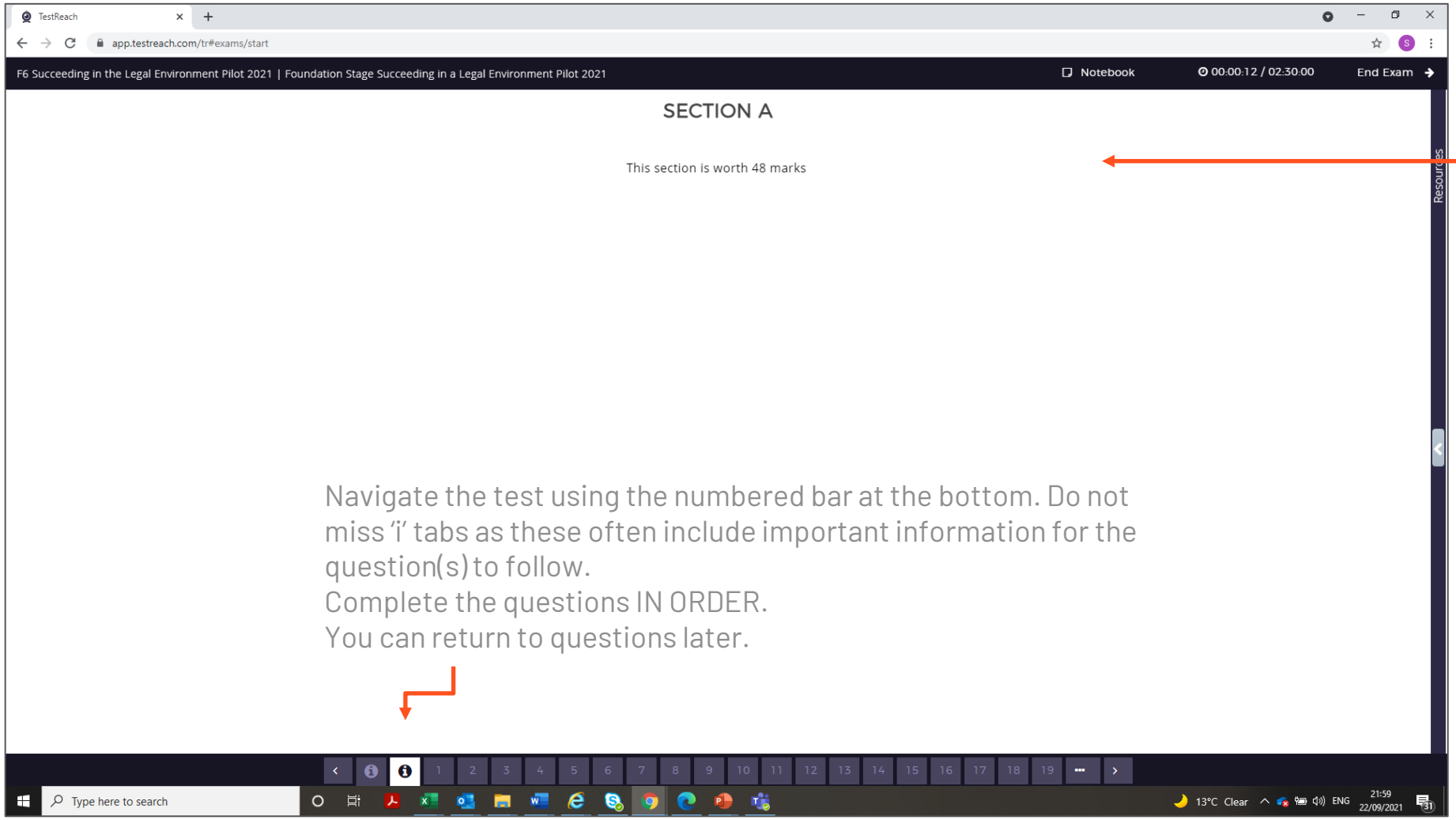
Navigating TestReach



Navigate the test using the numbered bar at the bottom. Do not miss 'i' tabs as these often include important information for the question(s) to follow.
Complete the questions IN ORDER.
You can return to questions later.

To enlarge text on your screen you must press 'Ctrl' and '+'.

To reduce the size of the text you should press 'Ctrl' and '–'.

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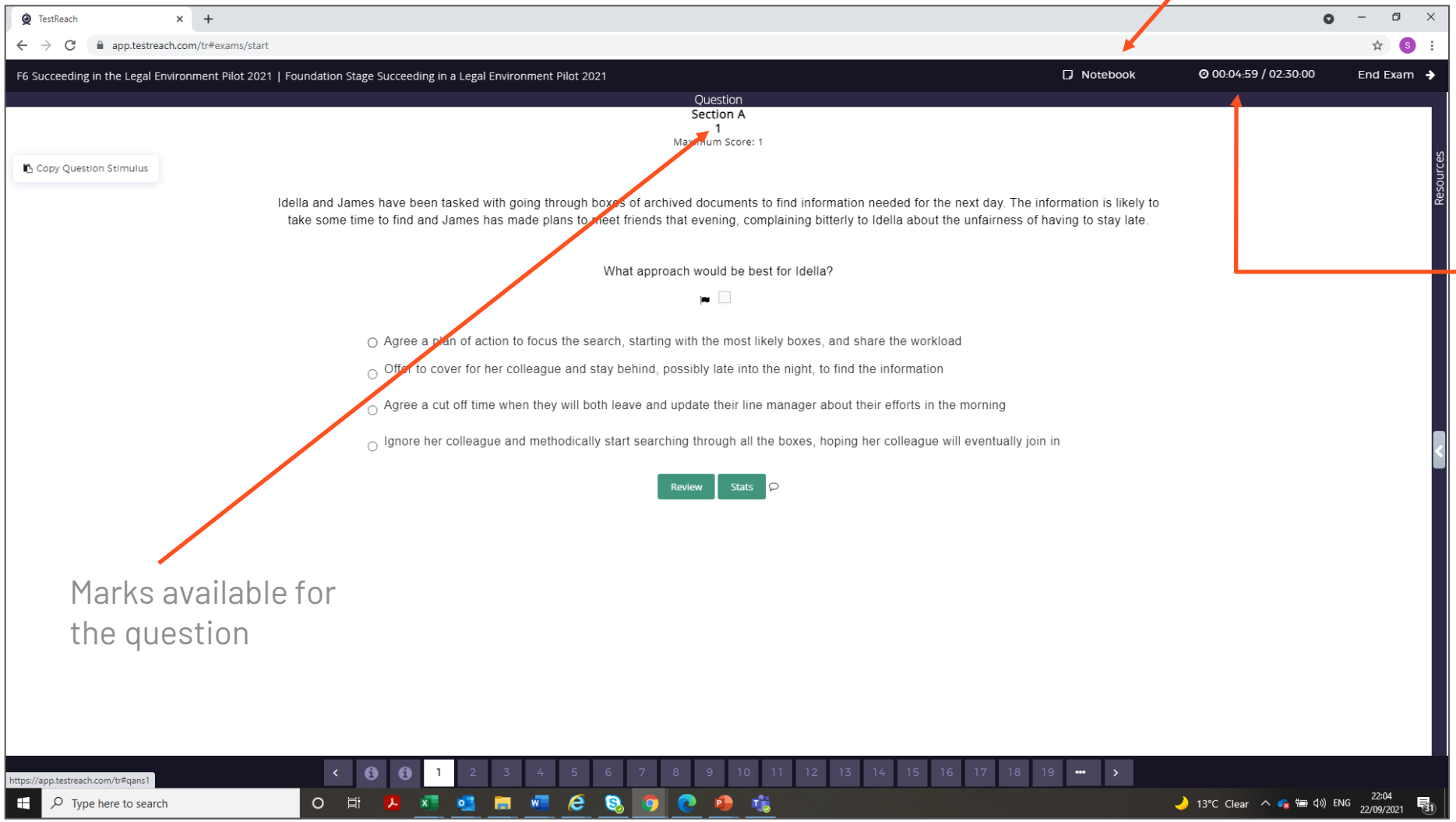
Navigating TestReach *cont.*

A notebook for optional use- (useful for A5 exam if certain websites restrict cut/paste direct to TestReach. First paste content from external source into notebook and then copy and paste from the notebook into the answer box)



Clock with remaining time and a notebook for optional use

Marks available for the question

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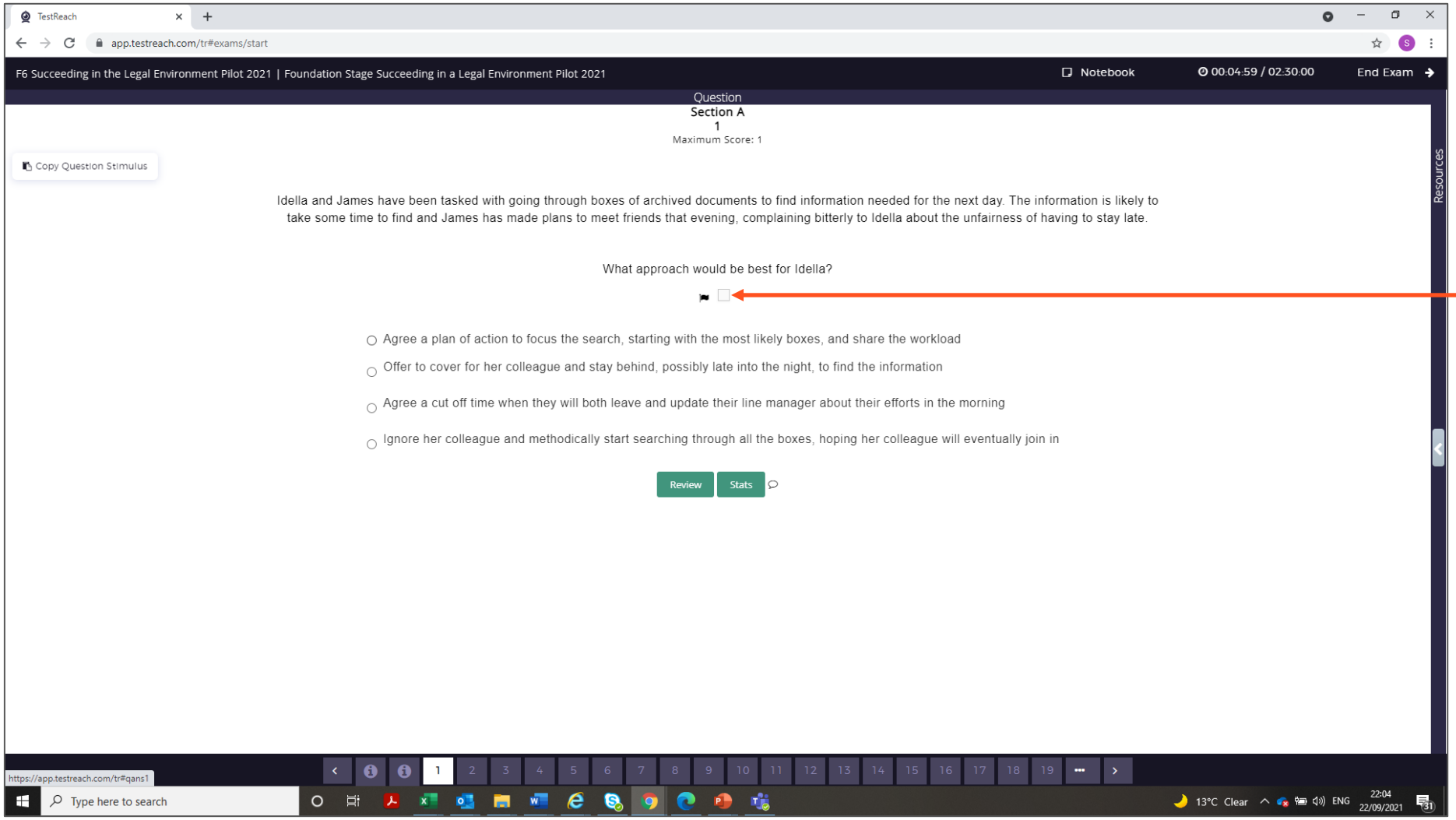
Flagging a question to go back to later



Tick this if you want to revisit the question. The question in the tab below will turn orange. Untick it to remove the flag.

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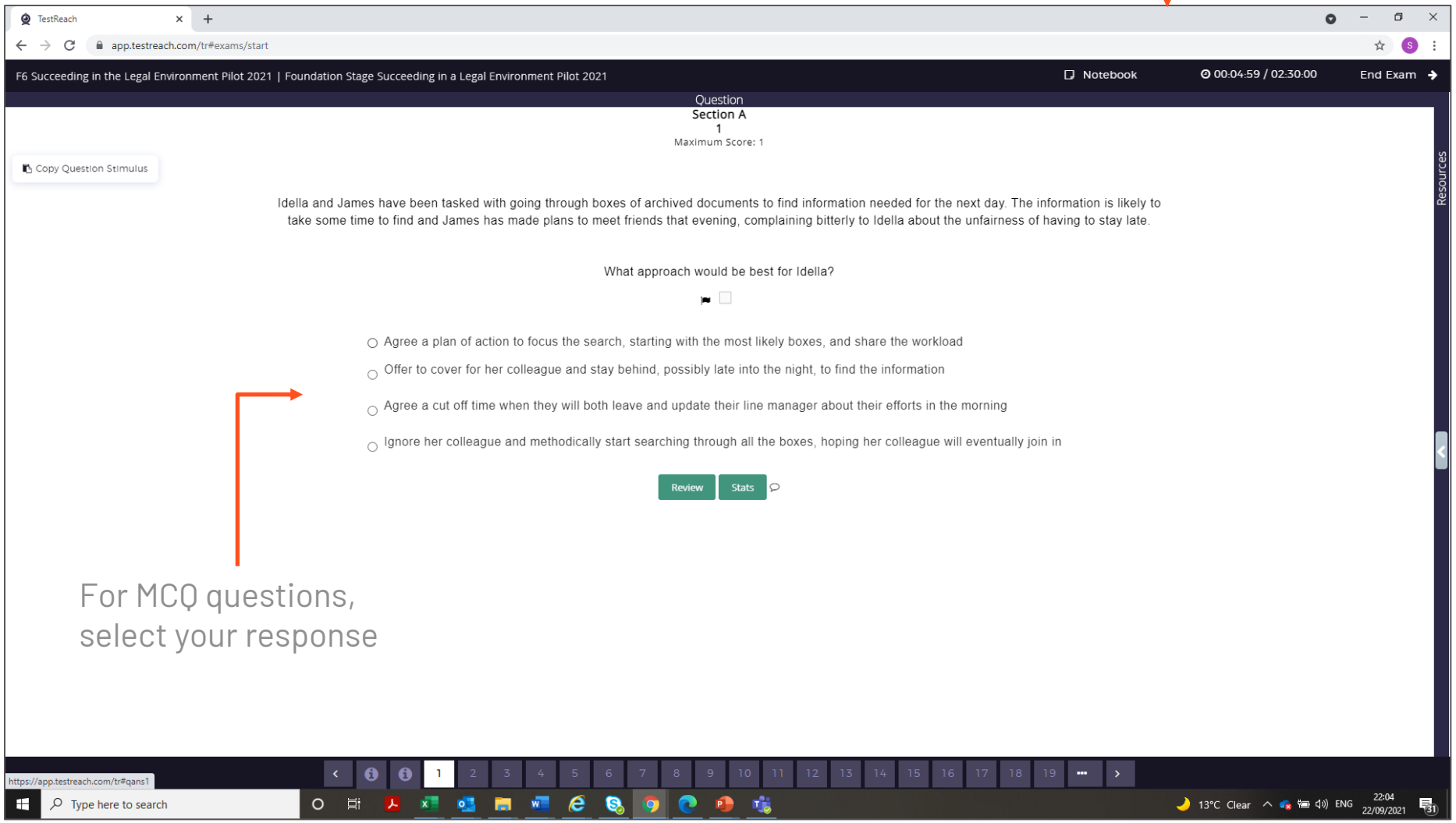
Different question types

Standard multiple choice question example



For MCQ questions, select your response

There are a range of item types used in CILEX CPQ exams.

You can expect:

- Standard and multiple response MCQ
- Ordering
- Drag & drop
- Drop down
- Highlight
- Sort
- Match
- Open Text

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Different question types *cont.*

TestReach

https://app.testreach.com/tr#exams/start

F3 Contract Law Pilot 2021 | CPQ Foundation Stage Contract Law Pilot 2021 | Notebook | 00:01:33 / 02:00:00 | End Exam

Question
Section B
46
Maximum Score: 2

Copy Question Stimulus

Resources

Choose from one of the following options to fill in each of the FOUR blanks shown below:

Vera visits Shirley's garden centre to purchase a new lawnmower. Vera decides on a mid-range petrol lawnmower priced at £250, which she pays for and takes home. The next day, Vera tries to mow the law but finds that the lawnmower does not work. After trying unsuccessfully to start it a number of times, Vera decides to take the mower back to Shirley's garden centre, but Shirley refuses to give a refund. Vera consults your firm as to her position in the matter.

You are a trainee lawyer and you discuss this with one of the partners at your firm. She gives you the following advice:

'Firstly you need to consider whether a contract has been formed. Displaying the lawnmower at the shop with a price of if £250 is [ ]. A contract was formed when Vera [ ]. Once you have established this you need to consider the terms in the contract. In this case it is [ ] of the contract between Shirley and Vera that the lawnmower sold by Shirley is [ ].

- An invitation to treat
- An offer
- An implied term
- An express term
- An equitable remedy
- Fit for their purpose
- Sold as seen
- Paid for the lawnmower
- Took the lawnmower home
- Decided on the lawnmower she wanted

Review | Stats

41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60

Type here to search | 18°C Sunny | ENG | 15:31 15/09/2021

Drag & drop question example

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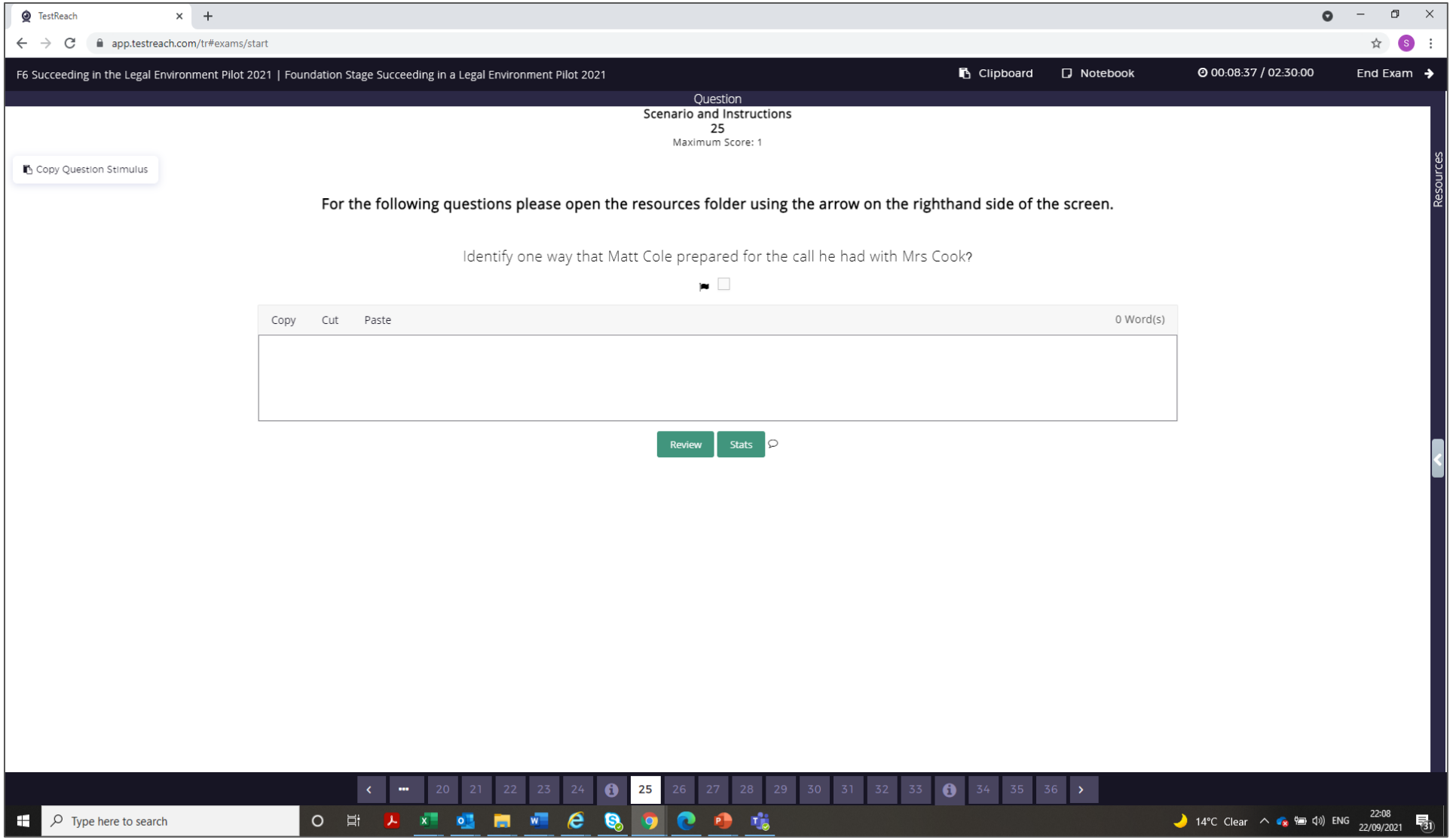
Accessing Resources



Open your resource library here if prompted to.

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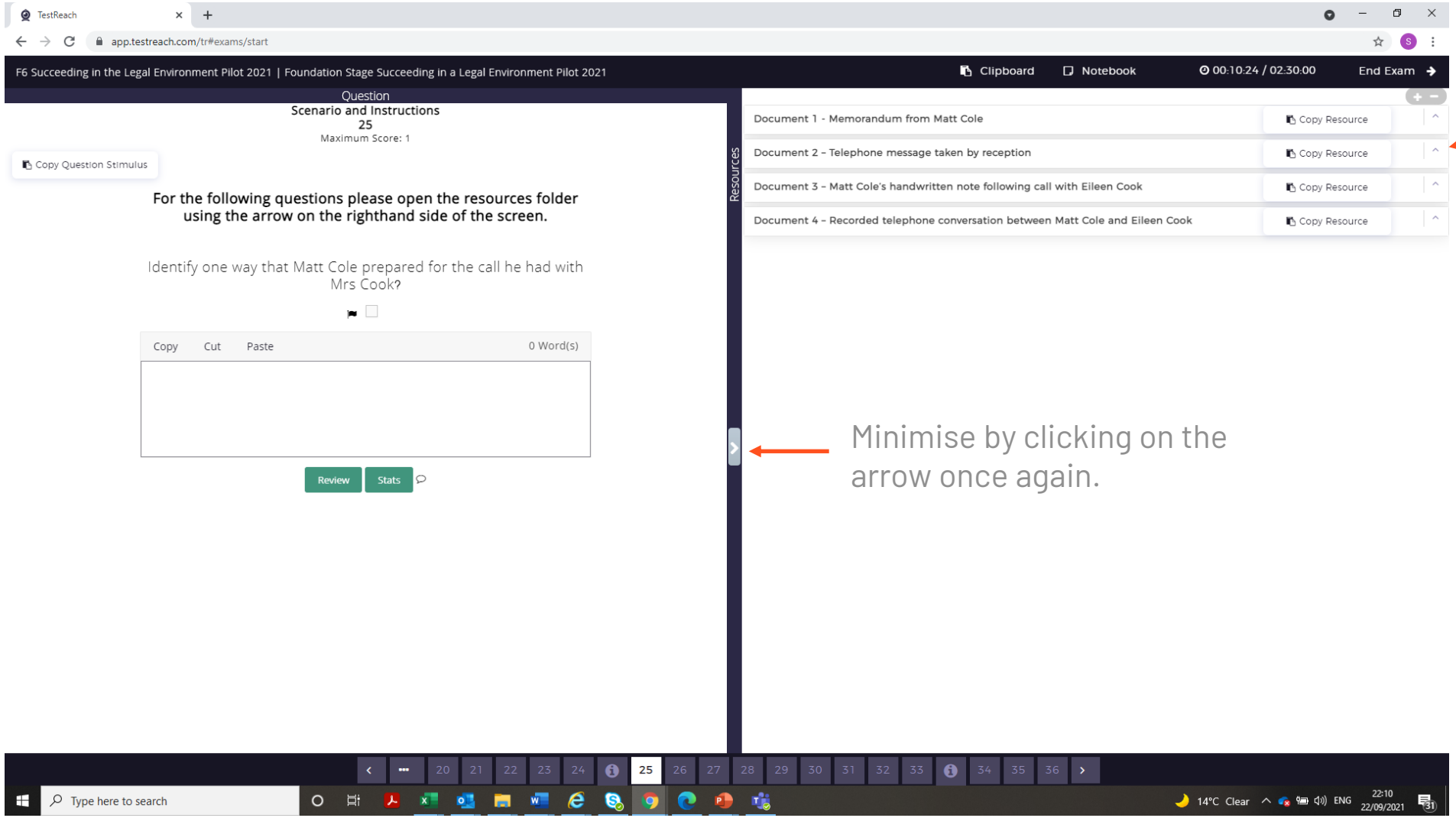
Accessing resources *cont.*



Minimise by clicking on the arrow once again.

Resources will be shown as split screen and can be opened one by one by clicking on this arrow.

You can open all of them, but you will need to scroll up or down to see each one.

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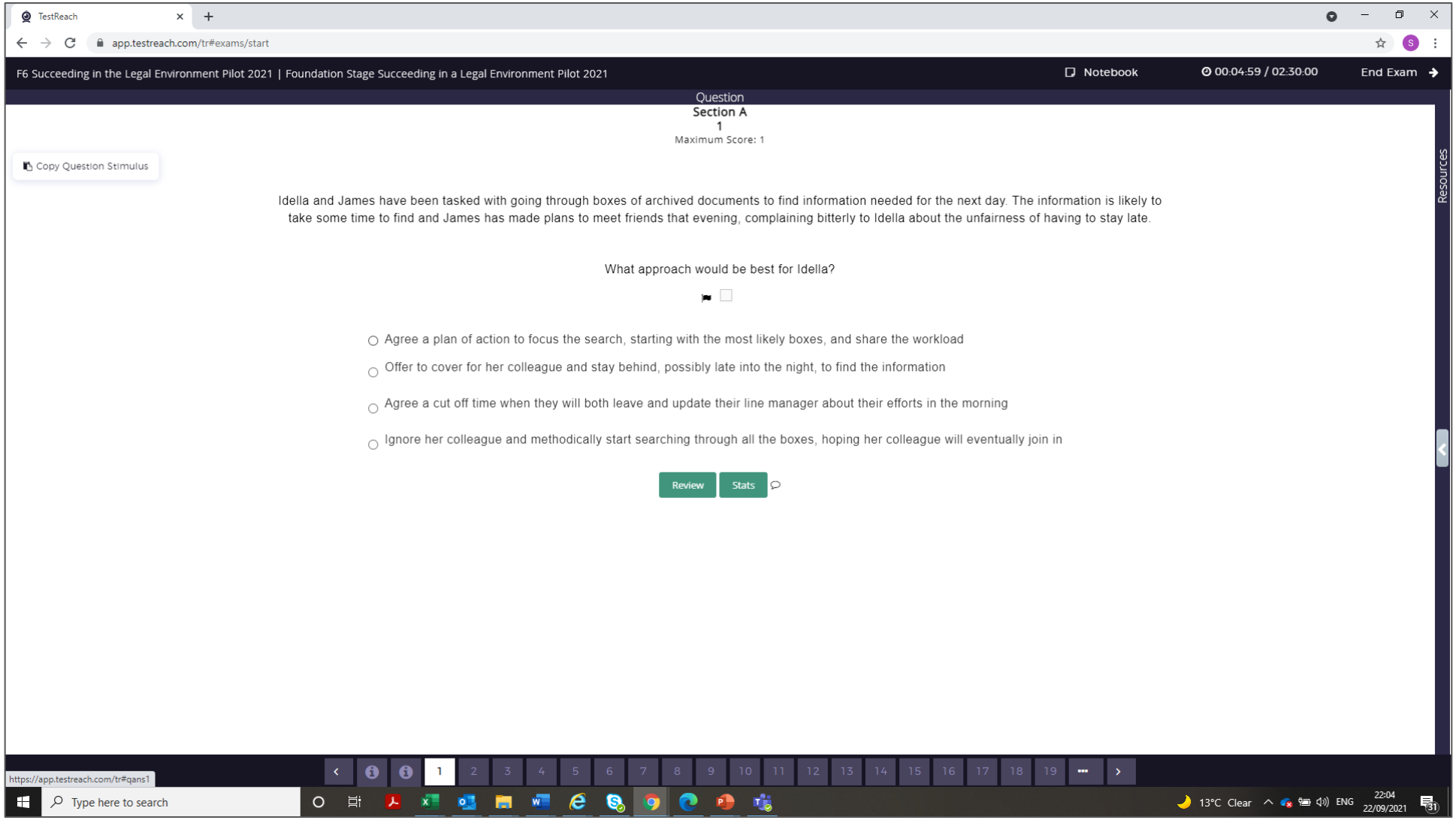
Ending your exam



Once you are satisfied with your responses, end your exam to submit your answers.

If you have not answered all the questions or you flagged some questions, a warning box will appear.

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What will happen after your exam?

Once you have submitted your exam on TestReach, you will receive a confirmation both on screen and via email.

CILEX will mark your responses, run quality checks and finalise results.

Details of exam results release dates can be found on myCILEX.

If you have any questions regarding your exam or if you would like to give feedback on your experience with TestReach, contact our Customer Service Team.

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