



# Clinical Competency Exam

## Candidate technical guide

This technical guide covers the technical aspects of the CCE. It should be read in conjunction with the [CCE FAQs](#), [gplearning](#) modules and other resources and policies available on the [CCE website](#).

In the Clinical Competency Exam (CCE), you will be presented with nine clinical cases. Each case is 15 minutes in duration with five minutes pre-case reading time. Four cases are in the format of a case discussion where you will discuss a case with the examiner. Five cases are clinical encounters where you interact with a role-player while the examiner observes and assesses. The exam is delivered remotely via Zoom.

## How does remote delivery work?

The CCE is held remotely using the video-conferencing platform, Zoom. You will be given a link to a Zoom meeting for each of your exam days. Each Zoom meeting will be split into virtual rooms known as breakout rooms. When you join at your designated exam time, you will arrive in a Zoom waiting room and an RACGP exam administrator will admit each candidate into the exam individually to check photo IDs. There will be a candidate lounge

where the exam administrator will brief you, and four virtual exam (case) rooms on weekend one and five virtual exam case rooms on weekend two. One examiner will be stationed in each case room. The exam administrator will move you through each case room to complete your exam.

When you are moved to your case room the examiner will check your photo ID, then share the case reading material with you using the share screen function. The examiner will give you remote control of the document so you can scroll through the information provided. The reading material stays on the screen for the duration of the five minutes reading time and the 15 minutes case time. After the case ends, you will remain in the room for an extra four minutes. This is a buffer time and may be used by examiners to make up any time you might have missed due to a technical issue. You will then be moved to your next case by the administrator. Once you have completed all cases on each exam day, your final examiner will deliver an exit briefing and you may then leave the meeting. If you are concerned an incident has occurred during your exam, please use the 'Ask for help' button to discuss with an administrator prior to leaving the exam.

You will need your own equipment to access Zoom and can choose your own venue – like your study at home or an office in your practice. Your chosen venue must be private, quiet and have a stable internet connection. Further technical requirements are detailed in the next section of this document.

## Technical requirements

This section outlines the computer and peripheral requirements for using Zoom to participate in the CCE. Please note that these are guidelines only, and you should test your equipment thoroughly before the exam to ensure functionality.

### Equipment

You will need a laptop or desktop computer with Windows 10 or later Operating system, or Mac OS 10.14 Mojave (2018) or above with webcam and audio (speaker and microphone). It's also recommended that you use the largest computer screen you have available to allow clear viewing of the case notes and exam pre-reading material.

You can use either an in-built webcam or an external camera. Most are supported by Zoom. We recommend a camera with a resolution of 640x480 or better. Prior to the exams, test your resolution by visiting <https://webcamtests.com/resolution>. We strongly recommend the use of a headset designed for video conferencing or gaming (as pictured). A microphone and speakers are a fundamental requirement for the exam. Please review the [Zoom guide](#) to test your audio equipment.

To ensure your system works with Zoom, [join a test meeting](#). It is recommended that you conduct multiple testing sessions prior to the day of the exam. If you have issues, a troubleshooting guide is available on the [Zoom website](#).

#### Important:

The following devices currently do not have the required Zoom functionality for the CCE:

- Mobile phone, ipad or tablet devices
- Chromebooks
- Any device that runs on Chrome OS



## System requirements

The Zoom system requirements are documented on the [Zoom website](#), and should be considered the definitive guide for operating system and hardware support.

Any system purchased within the last five years will have adequate processing capacity to run Zoom. If your system is more than five years old, please ensure you do sufficient testing and/or consider upgrading your equipment if an alternative system cannot be used. The use of alternate operating systems, such as Linux, or hardware platforms, such as a mobile phone or tablet are discouraged as they are unlikely to provide the Zoom functionality required for the exam.

### Zoom app (desktop application or client)

The Zoom app must be installed on your computer prior to exam day. Please download the appropriate package from Zoom. If you already use Zoom with an existing account, please make sure your version is the most up to date available.

Link for Windows client: <https://zoom.us/client/latest/ZoomInstaller.exe>

Link to instructions to install on Mac: [https://support.zoom.com/hc/en/article?id=zm\\_kb&sysparm\\_article=KB0062643](https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0062643)

## Network

Whilst Zoom can run on lower speeds, 5.0 Mbps (up/down) is the minimum required bandwidth for an optimal exam experience. Importantly the internet connection must be stable. Visit [Ookla](#) to conduct a speed test on your network.

Your device may connect over WiFi to your internet provider, however for a more stable connection, we recommend using a network cable to connect directly to your router. If this is not possible, position yourself close to the router for better internet coverage. However, you must still ensure your exam space is quiet and private. 5G/4G wireless internet may be satisfactory, but this should be your back up solution and only be used if your regular WiFi or cable connection fails. 5G/ 4G mobile networks may not be as stable.

## Zoom functions you will use

### Logging in

You'll be sent an email with a Zoom link for each exam day in the lead up to the exam. Once you receive this email, keep it in a place that's easily accessible on exam day.

On exam day ensure you are logged in to your Zoom account and that all your equipment is set up and working. If you've forgotten your Zoom password, you can reset it by visiting [zoom.us/forgot\\_password](https://zoom.us/forgot_password). Click the link in your email to join the exam.

If you join before your exam time, you'll see a message that you're waiting for the host to start the meeting. If you join at the designated start time, you'll arrive in the waiting room. An RACGP exam administrator will admit you, check your ID, and move you into the candidate lounge ready for briefing. Please be aware that you might not be admitted into the Zoom meeting straight away as the administrator has to admit and check photo IDs for multiple candidates. The exam administrator will let you into the Zoom meeting as soon as they can.

### Video and microphone

#### Video

- Your video must be switched on at all times.
- You are not permitted to use a virtual or blurred background at any time during the exam.
- If there is a red line through your video camera icon, your video is off and examiners can't see you. Click the video camera icon to start your video.



Video off



Video

#### Audio

- A microphone and speakers are a fundamental requirement for the exam. We strongly recommend the use of a headset designed for video conferencing. Please review the [Zoom guide](#) to test your audio equipment.
- Your microphone must remain on at all times throughout the exam.
- If there is a red line through your microphone icon, your microphone is off and examiners can't hear you. Click the microphone icon to turn on your microphone.



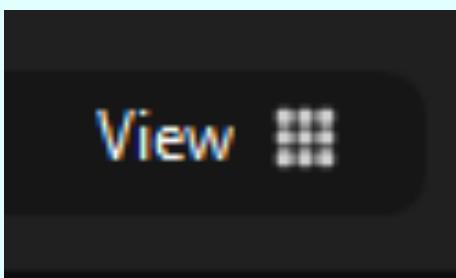
Microphone off



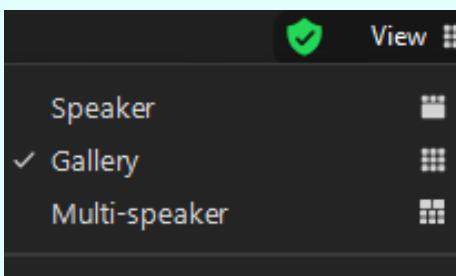
Microphone on

## Best view to use

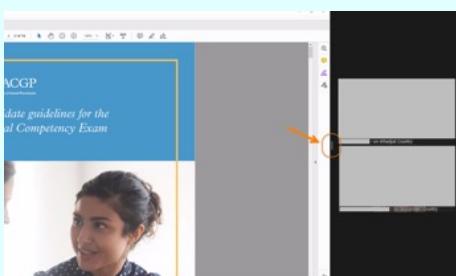
The best view to use is the 'Gallery View' as this allows you to see the participants down one side of the screen, and the reading materials and video feed on the other. The 'View' menu can be found at the top right-hand side of your Zoom interface.



1. Click the 'View' icon.



2. Click 'Gallery View'.



3. Adjust view (if required). When your examiner is screen sharing, if you would like to adjust your screen to a 50:50 view so that the video icons and case information are a similar size, you can hover over the two white vertical lines highlighted in the above screenshot and drag across left or right to the size you prefer.

## Your screen presence

Ensure that your face and shoulders are in view at all times:



## Screen sharing and remote control

After your ID has been checked, your examiner will start your reading time by sharing their screen and giving you remote control of the reading materials for that case. You'll need to click your mouse on the document to activate your control of the document. You can scroll through the document as you would any other document. Depending on your internet connection there could be a slight delay or lag.

Once you can control the reading materials, you will see this message:

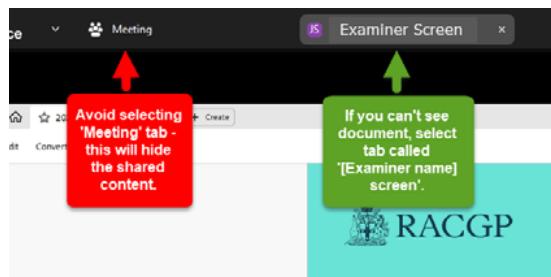


Once the case is completed, the examiner will stop sharing the reading materials and ask you to destroy notes applicable to that case. Then the examiner will turn off their camera and microphone and will complete their online marking.

## View when sharing

When your examiner is screen sharing with you, Zoom will show tabs at the top of your Zoom window.

If you cannot see the shared document, select the tab with your Examiner's name, not the 'Meeting' tab.



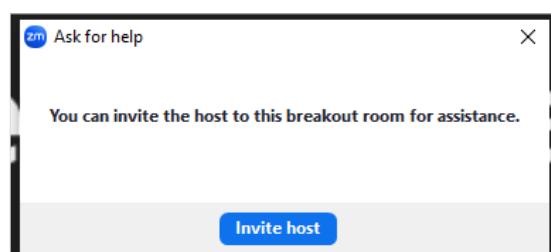
## Asking for help

The 'Ask for help' function is to be used if you encounter an incident or technical issue in the exam, for example if you can't hear your examiner.

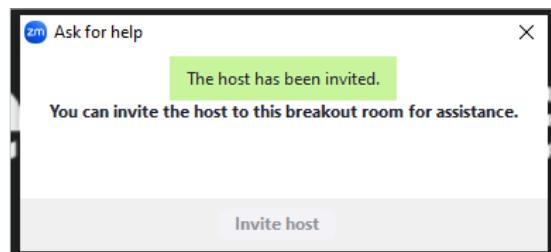
1. Click the 'Ask for help' question mark.



2. Select 'Invite host'.



3. You can see that the host has now been invited. Please be patient as the host may be attending to other matters.



## Leaving the exam

- Your final examiner will brief you and instruct you to destroy all notes before allowing you to leave the exam. If you are concerned an incident has occurred during your exam, please use the 'Ask for help' button to discuss with an administrator prior to leaving the exam.
- Click 'Leave' on the bottom right of your screen, then click 'Leave meeting'.
- Remember that you are bound by the RACGP's [Academic Misconduct Policy](#). You must not discuss or share details of the cases with anyone.

## Frequently asked questions

### Do I need to download Zoom?

Yes, for full functionality you must have the Zoom client (application) installed. You can download the latest version of Zoom [here](#). If the Zoom application is already installed on your machine, please ensure it is up to date by clicking your profile in Zoom and selecting Check for Updates.

### Do I need a webcam for the CCE?

Yes, you must have a webcam to participate in the exam.

### Can I have a virtual or blurred background?

No, the use of virtual or blurred backgrounds are not permitted in the exam.

### Can I use a Bluetooth headset?

Yes, if the Bluetooth device is compatible with the computer you are using, however we recommend using a wired headset designed for video conferencing and testing it before the exam day.

### What happens if my internet drops out?

Simply re-join the meeting as quickly as possible when your internet is restored. If the outage is prolonged, please contact us on the exam hotline (details will be provided in your exam day confirmation email). We recommend that you have a back-up internet source (ie mobile phone hotspot).

## How do I reset my password?

You will be given a link to log in to your exam so you won't need a password. You should, however, have a Zoom account. If you've forgotten your Zoom password, reset it prior to your exam by visiting [zoom.us/forgot password](https://zoom.us/forgot password).

## What will I see when I join my Zoom meeting?

If you join prior to your exam time you'll see a message that you're waiting for the host to start the meeting. If you join at your designated exam time, you will arrive in a Zoom waiting room and an RACGP exam administrator will admit you into the exam. Please be aware that you might not be admitted into the Zoom meeting straight away as the administrator has to admit and check photo IDs for multiple candidates. The exam administrator will let you into the Zoom meeting as soon as they can.

## How do I ask for help in a breakout room?

If you click the 'Ask for help' button, it will notify the meeting host (exam administrator) that you need assistance and they'll be asked to join your breakout room.

1. Click 'Ask for help' in the meeting controls.
2. Confirm that you would like help by clicking 'Invite host'.

## Can I record my exam?

No, you are not permitted to record your exam session on Zoom or any other program or device. All exam materials are confidential. The exam questions and cases must remain confidential and are not to be disclosed after the exam.

## What Zoom functions will be used during the exam?

Breakout rooms, screen sharing, and remote control will be used during the exam. The administrator

will rotate you through breakout rooms to complete the exam.

Each examiner will share the case materials on screen and give you remote control so you can scroll through the document. You should practise the remote control function prior to the exam, asking another person to screen share and give you remote control, so you are familiar with the process.

## I have a Mac. What do I need to be aware of?

Ensure the operating system is Mac OS 10.14 Mojave (2018) or above. Due to increased security settings, you'll need to authorise the Zoom desktop client to use the microphone, camera and remote control. Follow the instructions [here](#).

## I have a tablet/Surface pro, can I use it for the exam?

You are not able to use tablet devices for the exam, as they do not allow scrolling in a document that is being shared on screen. Surface Pro device can be used as they do offer this functionality – ensure you test this prior to the exam. We still recommend a laptop or a desktop as the preferred devices for the exam. We also recommend that you use the largest computer screen you have available to allow clear viewing of case notes and exam pre-reading.

## I have a Chromebook or a device that runs Chrome OS, can I use it for the exam?

Chromebooks and other devices that run Chrome OS currently do not have the Zoom functionality required for the exam and are therefore not suitable for the CCE. Further information [here](#).

## Can I go to the bathroom during my exam?

If you need to use the bathroom during transition time, please ensure your examiner is aware before you leave their view, as they have been advised to observe you even if their camera is not on.

## Disclaimer

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