Assessment Resource Centre
Preliminary review candidate user guide
First step

As a new candidate your first step is to familiarise yourself with the Assessment Resource Centre (ARC). This is the environment where you will keep all your training and experience records, CPD activity, your selected competencies.

This is also the place your counsellor will sign off your competencies and support you through each stage of your assessment.

Follow this guide on how to use the Assessment Resource Centre.
Contents

- Home 04
- View profile 06
- Edit profile — personal 08
- Edit profile — employment history 09
- Edit profile — academic qualifications 11
- Edit profile — professional qualifications 12
- ARC Mobile 13
- Selecting your competencies 14
- Mandatory competencies 15
- Core competencies 16
- Optional and Optional plus competencies 17
- Competency detail 18
- Competency review 19
- Messages 20
- Summary of experience 21
- Historic competencies 23
- Case study 24
- CPD 25
- Ethics assessment 27
- Preview submission 28
- Proposer and Seconder 29
- Declaration 30
- Preliminary review — application 31
- Preliminary review — selection 32
- Preliminary review — result 33
- Final assessment — application 34
- Final assessment — selection 35
- Final assessment — submission 36
- Final assessment — Result 37
The candidate home allows you to see your progress at a quick glance and reach the key areas of your journey so far.

To navigate back to the candidate homepage at any point you can click on the RICS logo at the top of the screen.

You must complete the progress tracker in conjunction with the criteria for the route you are following which is set out in the APC candidate guide.

01. Profile, message and help
Click the dropdown arrow to edit your profile. Click the envelope to view messages from your counsellor or RICS; a red circle indicates the number of unread messages. Click the question mark to access help.

02. Navigation bar
Hover on the navigation bar; it will expand to show you all areas of the ARC. Click the RICS logo to return to the homepage from any screen.

03. Candidate details
Your name, company, job title and pathway will show here.

04. Counsellor details
Name and contact details of your selected counsellor

05. Progress overview
Displays the status of the key activities you need to complete to meet the minimum requirements for your assessment. The blocks also provide shortcut links to these areas of the ARC.
Candidate home

06. Competencies
   A shortcut to access your competency information.

07. Messages
   A shortcut to access your messages.

08. Help
   Access details of your local RICS office.

09. Preview Assessment Document
   You can view a draft copy of your assessment documentation at any point.

10. Historic Competencies
    You can view any data you have entered against your competencies even if you changed your pathway. This is explained in more detail on page 23.

11. Profile
    Click the dropdown arrow to edit your profile. You will be able to edit your profile photo, personal details, employment history, academic qualifications and professional qualifications. This also populates your details to our database, so no need to ring up separately.

12. Help
    Access your local RICS office contact details, the pathway guide, RICS requirements and competencies guide and RICS APC Candidate guide.
View profile

The profile view displays information about you.

01. Your profile photo, name, honours and contact details.

02. Your chosen pathway for assessment.

03. Your address.

04. The academic qualifications you provided when you completed your enrolment. This will form part of your final assessment submission.

05. The professional qualifications you provided when you completed your enrolment (if required). This will form part of your final assessment submission.
View profile

06. Your Primary employment. This is your current employer and will form part of your final assessment submission.

07. Your employment history. This will form part of your final assessment submission.

08. Your counsellor’s membership number.

09. If you have previously attempted the final assessment this will display ‘Yes’.

10. Your assessment type also known as your route.
Edit profile — personal

You can insert and edit the following personal details:

**01. Profile photo**

Note: your profile photo will be used on your submission documentation which will be shared with the assessors at your final assessment interview.

Make sure that it is a professional passport sized photo, which has been taken within the six months prior to applying for final assessment.

**02. Title**

**03. Honours**

**04. Personal address**

**05. Phone numbers**

**06. Email address**

Any changes you make will automatically update the central RICS database. There is no need to contact RICS with these changes.

To amend your name you will need to contact your local RICS office, as proof will be required.
Edit profile — employment history

You can add your employment history and edit your current employer details.

01. Click to add a new employment entry.

02. Indicates your primary employment.

Note: Adding a new employment entry will automatically default it to your primary employment. You can change this by clicking the slider.

03. Include a brief description of your job role. The details will form part of your final assessment submission.
Edit profile — employment history

You can find your employer on the RICS database.

01. Enter the country and then postcode or city as prompted. Click ‘Look up’ and select your company from the list.

02. If you are unable to locate your employer you will be able to confirm the details which will go to RICS to update.

03. Indicates your primary employment. This is your current employer and will form part of your final assessment submission.

04. Enter your job title and your telephone number (if current employer).

05. Enter your start date, and end date [if not current employer].
Edit profile — academic qualifications

The academic qualifications you entered when you completed your enrolment will be displayed. To add a new academic qualification click ‘New’.

Enter the qualification details. Click ‘Reset’ to clear your entries. Click ‘Save’ to add the qualification to your profile.
Edit profile — professional qualifications

The professional qualifications you entered when you completed your enrolment will be displayed (if required). To add a new professional qualification click ‘New’.

Enter the qualification details. Click ‘Reset’ to clear your entries. Click ‘Save’ to add the qualification to your profile.
ARC Mobile

ARC has been optimised for use on a mobile/tablet device using a web browser. All functions are available.

01. You can access your profile information by selecting the drop down arrow, this can be minimised to back to your progress tracker.
Selecting your competencies

01. Hover the cursor on the navigation bar and it will expand. Click on ‘Competencies’. Click on ‘Competency selector’.

You must ensure your first action in ARC is to select your required competencies. Please refer to your pathway guide for an overview of your competency requirements. You will be unable to proceed with your assessment in ARC until this is completed.
Mandatory competencies

01. Menu bar
   Indicates the competency type you are currently reviewing.

02. Competency requirements
   States the number and level of competencies you must demonstrate.

03. Individual competency
   Each competency is displayed in a box with the selected level highlighted in purple.

04. Competency detail
   Click 'Show info' to read full details on each competency.

05. Save and Continue
   Click to progress to the core competency selections.
Competency selector

Core competencies

01. Competency requirements
States the number and level of competencies you must select.

02. Competency list
Displays the competencies available to select. Click on a competency to read an overview of the levels.

03. Competency overview
Displays the competency description for each level of the highlighted competency.

04. Competency level
Click on the level you wish to be assessed at. You can only select the level(s) highlighted in purple.

05. Your competency selection
Competency levels you have selected are displayed here. Click the x symbol to remove a competency from your selection.

06. Competency detail
Click ‘i Show info’ to read full details of the competency at each level.

07. Clear
Use this if you want to remove all competencies from your selection.

08. Save and Continue
Click to progress to the next stage.

Note: You will progress to the optional competency selections or the final review page. This is dictated by your pathway criteria.
Optional and optional plus competencies

01. Competency requirements
States the number and level of optional competencies you must select.

02. Competency list
Displays the optional competencies available to select. Click on a competency to read an overview of the levels.

03. Optional plus competencies
Some APC pathways require a competency from the full list of competencies, including any not already chosen from the core and optional lists. This will only show if it applies to your pathway.
You can read the full details of each competency by clicking ‘i Show info’ in the top right corner of the competency box. Core competencies will display examples of the types of work/experience you are required to demonstrate the competency at each level.

01. Read the description at each level before confirming your selection.

02. Click the level to read the competency description at each level.

03. Click ‘i Hide info’ to return to the competency selector page.
The review page displays all the competencies you have selected. Review them before you confirm your selection.

01. The mandatory competencies are listed. You cannot change these.

02. Your technical competencies will be listed with an edit button to use if you wish to edit them.

Note: You can change your competencies at any time before you submit for final assessment but the edit button will remove all competencies from your selection, this is to ensure the validation for the competency selection matches the requirements as stated in the pathway guide.

03. Click ‘Done’ to confirm your selection.
We will contact you through the ARC with key messages as you progress with your assessment.

01. Total messages
The total number of messages you have received.

02. Unread messages
The total number of unread messages.

03. Title
The title of the message.

04. Mark as read
When you select a message it will be marked as read.

05. Message content
Use the dropdown arrow to open and close the message content.

06. Help
Access contact details for your local RICS office and the ARC user guide.
Summary of experience

To begin completing your summary of experience, click on ‘Summary of Experience’ in the navigation bar.

01. Filter headings
You can filter the competencies by type and by progress status.

02. Competency progress
You can view your progress for each competency and level.

03. Full details
Click here to view and enter your evidence for each competency.
Summary of experience

01. Level status
   Displays your progress for this competency submission.

02. Target level
   Indicates the level you are entering experience for.

03. Competency type
   Indicates the competency type you are entering experience for.

04. Competency information
   This will display the competency detail for the target level.

05. Text box
   Enter your commentary to demonstrate how you have achieved the competency to the target level.

06. Related links/products
   Displays all the products and training that RICS offers for your assessment type, pathway and competencies.

You will be able to access the RICS LinkedIn groups where you can interact with other RICS candidates and professionals.

07. Back to list
   Return to the full list of your selected competencies.

08. Save and continue
   Click to save your entries. You are able to edit these entries at any time before you submit for counsellor review.

09. Request review
   Submit your evidence for review by your counsellor. You will receive a message when your counsellor has completed the review.
Summary of experience

Historic competencies

On the ARC homepage you can access your previous summary of experience entries on past competencies. This will be relevant for those who have changed their competencies, pathway or route.

01. **Competency title**
The name of the competency, its level and date saved.

02. **View details**
You can ‘Show More’ to see your competency statement and ‘Show Less’ to minimise this.

03. **Details**
You will be able to view the summary of experience statement you have previously entered.
Case study

Access the case study area from the navigation bar or the candidate homepage.

01. Case study template
To allow for images, tables and appendices your case study must be prepared using the template. Download it here.

02. Browse, Save or Clear
Click ‘Browse’ to select your case study to upload.
Click ‘Save’ to upload it.
Click ‘Clear’ to restart.

Note: you cannot remove uploaded documents from ARC. You can upload new versions of your case study. The system will always include the most recent when you are ready to finalise your full submission.

When you select ‘Save’ a banner will appear at the top of your webpage that the save is in progress. When completed this banner will change to ‘File Uploaded’.

The maximum file size you can upload for your case study is 20mb.

03. Request review
Submit your case study for review by your counsellor. You will receive a message when your counsellor has completed the review.

Note: The option to request review will only appear after your case study file has been uploaded on ARC.
Access the CPD area from the navigation bar or the candidate homepage. Click ‘New’ to add a CPD activity.

01. **CPD policy**
The minimum CPD hours requirement and time period for your assessment will be stated here.

02. **New**
Select “New” to enter your CPD details and learning outcomes.

03. **Details**
When you have entered your CPD you can select “details” to review your entry.

04. **Edit and delete**
You can amend your CPD entry any time prior to applying for assessment. You can also delete this entry if it is no longer required.
01. Description
Enter a brief summary of the activity.

02. Activity status
You can enter planned activities for the future or completed activities from the past.

03. Start date
Enter the date the activity is planned for or was completed.

04. Hours and minutes
Enter the amount of time you are allocating to the activity.

05. Activity type
Select how you gained the CPD. Select if the method is formal or informal learning. Remember: at least 50% of your required CPD must be formal.

06. Learning outcome
Enter a brief summary of what the outcome of your CPD is.

07. Save
Click to save the activity to your record.
Access the ethics assessment from the navigation bar or the candidate homepage. This will transfer you to the RICS Online Academy.

Follow the instructions on the page to complete the ethics assessment and download your completion certificate.

Note: Your certificate must be dated within the 12 months before you apply for final assessment.
You will be able to preview what your submission documentation looks like at any time by selecting the ‘Preview Assessment Document’ on the ARC homepage.

The submission will include all elements of your assessment that you have included on ARC to date.

This is a draft of your assessment documentation and will not be used for assessment.
When your progress tracker appears completed, and all elements have turned green, you will then be able to move on to the next step. If applicable to you, the next task will be to complete the Proposer and Seconder options. If this is not visible to you, the next step is to complete the declaration.

01. Proposer and Seconders
The requirements for your proposer and seconders are confirmed in ARC.

02. Look up
You can enter the RICS contact number or relevant email address to search for your proposer and seconder.

03. Confirm or Discard
Check you have identified the correct member, and either:
- ‘Confirm’ your selection - this will send the member an automated message with instructions, or
- ‘Discard’ your selection and search for another member.

Note: To avoid any delay to your application we recommend you contact your proposers and seconders in advance to inform them to expect an email.
Declaration

All candidates must agree to the professional declaration.

01. Declaration
You must agree to the professional declaration at this stage to confirm that you are still eligible to join RICS.

02. Questions
You must select 'yes' or 'no' to all four questions.

If you answer ‘yes’ to any of the questions you will not be able to proceed with your assessment.

Please contact RICS Regulation with details as to why you have entered ‘yes’ and a member of staff will then contact you with further instructions.

03. Submit
Once all actions are green an automated message gets sent to your counsellor, so they can approve you for final assessment and allow you to move on and continue your application. This enables the final assessment banner so you can proceed.
From this stage all actions for you will appear in the middle of the homepage in the assessment banner.

01. **Progress overview**
   All elements in your homepage progress overview will show green when you have completed your submission. You are now ready to proceed to review.

   Your counsellor will be notified to approve you for review. When your counsellor has approved you the assessment banner (see below) will appear with instructions for you to apply.

02. **Assessment banner**
   If the next assessment submission window is open you will be able to apply. Click ‘Continue’.

   Before applying for final assessment your submission must be approved by a preliminary reviewer.

   When you receive your preliminary review result you will be able to make the necessary updates to all elements of your submission before progressing further.

03. **Assessment submission window**
   If the next assessment submission window is not open the assessment banner will inform you when it will be available.
The selection page allows you to provide the additional information we need to schedule your assessment.

01. Area of practice
   Quantity surveying pathway only, please select the area of practice relevant to your submission.

02. Industry sector
   Quantity surveying pathway only, please select the industry sector relevant to your submission.

03. Download submission
   ARC will create a PDF document with all your submission information.
   Check the document to ensure your submission is accurate. To amend any information you need to go back to that area of ARC.
   Note: a standard RICS template is used. Spacing will appear to adjust for your word count and this may affect the presentation of your summary of experience and CPD. Assessors will be aware to expect this.

04. Accept review
   Click the slider to confirm you are ready to submit for assessment.

05. Assessment banner
   Your homepage assessment banner will change to confirm you have completed submission. Your result will show shortly after the assessment.
Preliminary review - result

When your preliminary review has been completed by the assessor your result and feedback report will appear on ARC.

**Preliminary review referral**

01. **Download your feedback report**
   If you have been referred on your preliminary review assessment you will be able to download your feedback report prepared by your assessor.

02. **Reset your application**
   When you have downloaded and saved your feedback report you will be able to select “Reset your application”. This will unlock your ARC account and enable you to make the necessary amendments for reassessment.

**Preliminary review pass**

03. **Download your feedback report**
   If you have passed your preliminary review assessment you will be able to download your feedback report prepared by your assessor.

04. **Reset your application**
   When you have downloaded and saved your feedback report you will be able to select “Reset your application”. This will unlock your ARC account and enable you to make the necessary amendments if required for Final Assessment.
Final assessment – application

From this stage all actions for you will appear in the middle of the homepage in the assessment banner.

01. Assessment banner
   If the next assessment submission window is open you will be able to apply. Click ‘Continue’.

02. Progress overview
   All elements in your homepage progress overview will show green when you have completed your submission. You are now ready to proceed to the final assessment stage.

03. Assessment submission window
   If the next assessment submission window is not open the assessment banner will inform you when it will be available.

Overview

Name
Alice Smith

Company & Surveying Ltd

Job Title
Surveyor

Pathway
Valuation

Counsellor’s Name
Counsellor HK Test Account 2

Phone Number
03496946

Mobile
049646640

Email
alicesmith_qa@rics.org

Final Assessment Details
Not set

Expected Final Date
Not set

Final Assessment

Please apply for your final assessment here. The application period ends on 31 October 2019.

Photo
Completed

CPD
Completed

Ethics Assessment
Completed

Case Study
Completed

Counsellor Selected
Completed

Proposer and Seconders
Started

Declaration
Not Started

If you have just completed the Ethics Assessment, please be aware that your Completed status is not updated in the system immediately and it may take up to an hour for this to happen. Thank you for your patience.

Assessment Submission Window

Congratulations you have met the requirements to apply for your final assessment the next application period is 1st September 2016 to 30th September 2016; for the assessment in October. You will be able to apply directly from here once the application dates open.
Final assessment – selection

The selection page allows you to provide the additional information we need to schedule your assessment.

01. **Location**
Select your preferred locations. Click ‘Save’.

02. **International experience**
Identify if your case study includes experience from a country different to your assessment location. Click ‘Save’ if you have completed this box.

03. **Special considerations**
Notify us of any circumstances that may affect your performance at the assessment. Click ‘Save’ if you have completed this box. RICS will contact you to determine what reasonable adjustments are required.

04. **Specialist area**
If your pathway and RICS region request a specialist area, please select it here. Click ‘submit’ if you have completed this box. If you do not have a specialist area you are still required to click submit to proceed.

05. **Your submission document**
See next page for details.
The final stage of the application is to check your submission document.

01. Download submission
ARC will create a PDF document with all your submission information.

Check the document to ensure your submission is accurate. To amend any information you need to go back to that area of ARC.

Note: a standard RICS template is used. Spacing will appear to adjust for your word count and this may affect the presentation of your summary of experience and CPD. Assessors will be aware to expect this.

02. Accept final assessment
Click the slider to confirm you are ready to submit for assessment.

03. Assessment banner
Your homepage assessment banner will change to confirm you have completed submission. Your result will show shortly after the assessment.
Final assessment – Result

When you have completed your final assessment you will be notified of your assessment result via ARC.

01. **Pass.**
   Confirmation that you have passed your assessment will appear in ARC.

02. **Feedback report**
   If you have been referred at final assessment you will be able to download your feedback report when available via ARC.

03. **Reset your application**
   Click to reset your application, you will then be able to proceed working towards your reassessment.
Assessment Resource Centre
Troubleshooter for candidates
ARC Troubleshooter
for candidates

Contents

- Login and having trouble accessing ARC, what can I do? 40
- Where do I find help with using ARC? 41
- I have no competencies in ARC, or my Summary of experience has disappeared? 42
- I have changed pathway/route, how do I retrieve what was relevant from old route/pathway? 43
- The Technical and Mandatory competencies in ARC appear as “started” and not “completed” 45
- I cannot edit the Case study 46
- My CPD does not appear as completed but I have completed the total number of hours required. 47
- I am unable to edit anything on ARC 47
Login and having trouble accessing ARC, what can I do?

Please ensure you are logging into ARC with the same login details that you have used to registered on rics.org in relation to your assessment.

If you’re having trouble accessing ARC here are our top tips on things to do to solve your query:

- Try using Google Chrome or Firefox instead of Internet Explorer (IE). Some candidates experience problems in using IE under version 11.
- Clear out your cache/history/cookies from a day or more.
- If you are accessing the portal from work, confirm with your IT department that this site is acceptable for your company’s network.
- Try using the in private browsing option*.

*To do this go to your internet home page and click on the little cog on the right hand side and then click on safety.

On the next menu that appears choose “InPrivate Browsing”
Where do I find help with using ARC?

You can access this user guide on the ARC homepage; along with a link for the candidates to their relevant pathway guide. And details of the local RICS office for your location in case you need to make contact.

Use the pop up “need help?” icon at the bottom of the screen.

When clicked this is an example of the information you get:

You can also click on the question mark icons to access this pop up.
I have no competencies in ARC, or my Summary of experience has disappeared?

Any change to your assessment, such as pathway or route, will require the competencies to be reselected in ARC.

If you select the same competencies any previous summary of experience will appear in ARC again.

To do this you need to go to the Competency Selector’ on the left-hand menu.
I have changed pathway/route, how do I retrieve what was relevant from old route/pathway?

Any data you have entered in the summary of experience will be in the ‘Historic competencies’ section on the ARC homepage.
You will see a list of all the competencies you have entered statements in previously and you will able to view this content by selecting ‘Show more’.
### ARC Troubleshooter for candidates

**The Technical and Mandatory competencies in ARC appear as ‘started’ and not ‘completed’**

You will need to go to the ‘Summary of experience’ section. From here you can see the progress of every competency to every level required, everything required will need to be green including competency level number to be able to submit for assessment.

The statuses are:
- **Not Started** – no text has been entered on this competency.
- **Started** – text has been entered on this competency, however this has not been approved by the counsellor.
- **Completed** – All competency statements have been completed and the counsellor has approved every level of that competency.

The level colours are:
- **Grey** – no text has been entered against this competency level.
- **Amber** – text had been entered, this either requires submitting to the counsellor or the counsellor to approve if already submitted.
- **Green** – text has been entered and the counsellor has approved this level of competence.

![Image of RICS Assessment Resource Centre](image-url)
ARC Troubleshooter for candidates

I cannot edit the Case study

This has been submitted to the counsellor, your counsellor must now give feedback or approve to allow the edit/replace function in your ARC.

When your counsellor has given feedback or approved your case study you will then have the option to replace your case study file.
My CPD does not appear as completed but I have completed the total number of hours required.

All APC candidates are required to complete a minimum of 48 hours’ CPD, every 12 months. This will be calculated on a rolling period from the date you submit for final assessment. You should check that your CPD activities are within the required period, working back from the date you submit.

I am unable to edit anything on ARC

If ARC is locked, you will see a padlock on the ARC homepage

This will only appear after you have applied for assessment and will not unlock until you have received your result and reset ARC. You may have submitted and decided to defer your assessment to a later session, please contact your local RICS team and they will be able to unlock your ARC access.

Please note that at times elements of your assessment can appear as un-editable, this does not mean ARC is locked for assessment, this will be a summary of experience statement or case study that has been submitted to your counsellor and is un-editable until your counsellor has completed their actions.