

# risr/

## Risr Apply

Overview



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# risr/platform

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The risr/platform is a cloud hosted service, made up of 3 key components all of which can be utilised as a full-suite of integrated service modules or as standalone service modules.

- risr/apply (Exam and Event booking & registrations)
- risr/assess (End-to-end exam management & delivery)
- risr/advance (Workplace based assessments, ePortfolio & CPD/PCS)

**risr/apply** is our Memberships, Exams and Events Booking module that compliments the life-long learning journey of a trainee/student through Examination, Workplace Based Assessment, CPD and Revalidation. risr/apply has been designed and delivered, as many of our services are, in collaboration with our customers. risr/apply enables the publishing, online booking and payment of subscriptions, memberships, exams, courses and events and is integrated directly with risr/advance and risr/assess to automate the whole process. The system enables automation of eligibility rules and a single view for both Administrators and Trainees/Students in their progression.

**risr/assess** is our end-to-end exam management solution. risr/assess delivers a number of question types including MCQ, SAQ, SBA, MEQ & EMQ Papers (Online Electronic and/or Paper delivery). risr/assess is currently being used by the most advanced medical assessment and training organisations around the world. The “out of the box” functionality covers question/item bank, exam preparation, design and delivery, exam processing, analysing and reporting. risr/assess is highly flexible, allowing both online or paper based assessments to be delivered. Finally, risr/assess unrivalled OSCE, SOE, Oral, MMI and project online remote video delivery capability means that customers are able to deliver all exam types from a single exam management solution and are future-proofed with our integrated platform.

**risr/advance** is our cloud hosted ePortfolio management solution for preparing, delivering and processing online Workplace Based Assessments and CPD/PCS. risr/advance is a key component of our integrated cloud hosted eAssessment services Platform.

risr/advance is integrated into the eAssessment platform to deliver a seamless and high quality user experience. risr/advance is currently being used by some of the most advanced Medical Assessment and Training organisations in the world and is continuously developed (as

with all 3 components of our platform) alongside our customers to ensure our services stay relevant and constantly innovate. risr/advance will enable customers complete flexibility in configuring Workplace Based Assessments, fully automated workflow, mobile/offline working, standard blueprinting, in-built notifications and event creation.

# Risr Apply

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Risr Apply enables users to register, apply, schedule, and pay for their exams and assessments in one place. Risr Apply has intuitive and customisable workflows providing the opportunity for organisations to streamline their booking and payments processes whilst automating other processes such as refunds, priority access and eligibility management.

As well as managing the registration, application and booking processes for exams and assessments, Risr Apply can be used for training courses, memberships and events. The highly configurable system deeply integrates with Risr Advance, allowing prior assessment data to be used for decisions about eligibility, priority and access for assessments and other activities. The system can also be used for recruitment and scheduling of assessors and invigilators for examinations, allowing them to book on to the assessments they will help facilitate.

Risr Apply is highly configurable, allowing admins to build templates, workflows, forms, roles, application types and other data in the system. This allows complete flexibility to accommodate future changes in the registration, application and delivery of assessments. Business rules like eligibility criteria and process workflows can be designed and built by customer administrators/staff. Different options within the same application can be configured – for example for fees, eligibility requirements or user types. All configuration can be done by the customer without the need for custom development.

Workflows for applications and registrations can be configured in the system by customer administrators, so that the specific processes and steps required by the customer can be followed by applicants. These workflows can be templated and re-used across multiple application sub-types. These workflows can be amended, so that future changes are reflected in the system, and it can adapt as application processes evolve over time. Workflows can have branching and backwards steps, allowing for certain roles to move applications backwards in the process for amendments to be made. Depending on the configuration, at certain stages, form contents can be edited and amended by permitted users (eg assessors). Overrides can also be configured for permitted users.

Risr Apply integrates with a number of payment gateways. These allow organisations to easily manage and reconcile transactions, and configure various payment methods and parameters. Our preferred payments partner is Stripe, however Risr Apply is able to be integrated with customer payment providers. Risr Apply allows refunds to be processed straightforwardly on the system. Applicants are able to optionally withdraw (if inside the permitted window), and have an automated refund processed on the same method with which they paid. Optionally, staff can be allowed to provide a full refund to applicants when appropriate, and must go through an approval process to do so.

Risr Apply has advanced search, allowing for applicants, reviewers and applications to be quickly searched and filtered. This includes free text search. Applications can be sorted by status and other parameters to surface the most relevant information. Custom field types such as country of study and university name can be configured, and searched and filtered upon.

Risr Apply can track the number of previous attempts, and use this information to establish the eligibility of applicants. This can be viewed in the user's profile. A maximum number of attempts can be configured per-booking, with applicants prevented from booking if they are in excess of these. A form requesting an additional attempt can be made available to applicants via the system, with evidence able to be uploaded. This can give the applicant an additional attempt if approved by admins, and allow them to submit their registration.

Risr Apply can facilitate an appeals process for external review, including with applicants able to apply for an appeal on the system, and pay any applicable charge. Appeal forms can be configured, and then considered by relevant external staff. Admins can invite external reviewers to temporarily have access to the system. The outcome can be stored in the system, based on the categories outlined by the customer. The appeal workflow can be configured to only become available to applicants in the case where their original application was denied. It can be restricted to a certain number of appeals, or further appeals can be restricted in the case of an unsuccessful appeal. In the scenario where an appeal is successful, a full or partial refund can be automatically triggered.