Assessment Resource Centre
Inflight candidates swapping to full access

If you enrolled on your RICS qualification prior to 1 January 2017 and you are using Word templates, this will affect how you proceed with ARC.

To find out what this means for you continuing with your RICS qualification, please read on.
Inflight candidates swapping to full access on ARC

As RICS continues the digital transformation, there are to be some important developments with the Assessment Resource Centre (ARC) from 31 March 2020.

RICS currently operates two submission options in ARC: full access and inflight.

- Full access: This is where a candidate will enter the summary of experience evidence against the competencies, diary entries (if applicable), CPD hours, as well as accessing the Ethics Module all within ARC.

- Inflight: This is where a candidate had enrolled and commenced their RICS qualification journey before ARC was introduced, therefore completing the full submission using Word templates and uploading all details into ARC prior to final assessment application. The inflight option was introduced as a temporary solution for individuals, to allow a period of transition.

As the digital transformation has progressed, and ARC has been further developed; the result is the inflight option will close from 31 March 2020.

What you need to do?

If you are planning to submit for final assessment on or before 31 March 2020

- Continue as planned but be aware that if for any reason you do not submit on or before 31 March 2020, you will be switched to full access.
- If your assessment application period finishes on 31 March 2020; you will still be able to apply and carry on with your assessment as planned.
- If you apply and then choose to defer your assessment after 31 March 2020, you will be switched to full access.
- If you are referred following interview, you will be switched to full access.

If you will be submitting for a future assessment after 31 March 2020

- Whether you choose to apply for assessment after 31 March; or you have already undertaken your assessment, been referred, and your next opportunity to apply will be after 31 March, you will be automatically switched to full access.
The following guidance will apply when you are switched across to full access, these are the steps, you need to take.

Please note when switching to full access, your counsellor will need to sign off each individual summary of experience statement at each level. Your progress tracker, needs to be completely green, before your counsellor can approve you as ready for final assessment, which will allow you progress when the application window is open.

- If you have used ARC before and selected your competencies; these should still be visible to you. If for any reason they are not, please click on the black navigation bar on the left-hand side of the screen, click on competencies and then competency selector; and re-select your competencies.

- If you have not used ARC before and have everything on separate templates; please use the following guidance step by step starting with selecting your competencies. You will be able to cut and paste your summary of experience evidence across, and if applicable, your diary entries.

- If you have diary entries please note this is where your number of days recorded will be added up, so that the assessment panel will be able to see the details.

- If you have successfully completed your ethics module test, this will show as green. If you have not yet taken this test, or the completion date has fallen outside of the 12-month timescale, it will show as red and you will need to complete again.

- CPD hours: you will be able to add in all planned and completed hours from the date of your enrolment. Only completed hours will be counted towards turning this element green; once your planned activities have been undertaken, you will need to go back in and change them to completed.

- Your case study will be the only element you will still need to complete outside of ARC due to the complexity of the document and what appendices you may want to add. There will be a template in ARC that you can download for this. Once you are happy it is complete, upload into ARC, and submit to your counsellor for approval.

- Proposer and seconder: if this is applicable to you, it will show on your coloured progress tracker, on the candidate home page. You will need to complete this before you can apply for final assessment. Please follow the instructions on page 32. This step being available will depend on which country you work in; if it does not show, do not worry.

- For those who do not see the proposer/seconder box, the next step after your progress tracker turns green, is to sign your declaration.
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 home page 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 24.

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.
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.
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 ARD 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 ARD 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.
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 ‘1 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 technical competencies, including any not already chosen from the core and optional lists. This will only show if it applies to your pathway.
Competency detail

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.

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.
This section is only for those candidates who are following APC Structured Training.

The diary allows you to record your activities during your structured training. It serves two purposes:

- To provide a reminder of your experience for each competency and level when preparing your summary of experience.
- To provide a count of the number of days recorded for each competency and level. The count appears on your submission for assessors.

01. New
Click to add a new diary entry.

02. Diary entry
Each diary entry will be displayed, showing you the date you entered it, the title, the commentary you have added and the competency the entry relates to.

03. Remove
Click to delete any of the details you have added.

04. Edit
Click to amend any of the details you have added.

05. Filter
Use the filter function to display your diary entries by month, year, competency and level. This function may be useful when you are reviewing your work with your line manager/supervisor and counsellor.

All your diary entries will be accessible from the relevant summary of experience page for each competency and level. This will allow you to review your entries when preparing your evidence for each competency.
Diary — new entry

01. Competency and level
   Select the competency and level the entry relates to.

02. Days and start date
   Enter the date you started developing this competency. Increase or decrease the number of days you have committed to this competency.

03. Title
   Enter a title for the diary entry. The title should identify what activity you performed.

04. Diary entry
   Add your commentary on the entry.

05. Reset
   Click to clear the content of the diary entry.

06. Add
   Click to add the entry to your diary.
Messages

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.

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

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

3. **Full details**
   Click here to view and enter your evidence for each competency.

### Accounting principles and procedures

<table>
<thead>
<tr>
<th>Status</th>
<th>Competency Type</th>
<th>Mandatory</th>
<th>Technical</th>
<th>Complete</th>
<th>Not Started</th>
</tr>
</thead>
<tbody>
<tr>
<td>Started</td>
<td>M</td>
<td>10</td>
<td>0</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Communication and negotiation

<table>
<thead>
<tr>
<th>Status</th>
<th>Competency Type</th>
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<th>Complete</th>
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</tr>
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<tbody>
<tr>
<td>Started</td>
<td>M</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Conflict avoidance, management and dispute resolution procedures

<table>
<thead>
<tr>
<th>Status</th>
<th>Competency Type</th>
<th>Mandatory</th>
<th>Technical</th>
<th>Complete</th>
<th>Not Started</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Started</td>
<td>M</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Data management

<table>
<thead>
<tr>
<th>Status</th>
<th>Competency Type</th>
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<th>Technical</th>
<th>Complete</th>
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</tr>
</thead>
<tbody>
<tr>
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<td>M</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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. Days recorded
- Displays how many days you have recorded for this competency level based on your diary entries.

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

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

07. 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.

08. Back to list
- Return to the full list of your selected competencies.

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

10. Request review
- Submit your evidence for review by your counsellor. You will receive a message when your counsellor has completed the review.

11. Diary entries
- All the relevant diary entries you have allocated to this competency and level will be displayed at the bottom of the page. You can use these to create your summary of experience entry.

12. Copy diary entry
- Click 'Copy to Summary of Experience' to use the diary entry in the summary of experience text box.
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.

ARC InFlight candidate guide
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 confirming 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.
CPD

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

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

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

4. 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.

Access the CPD area from the navigation bar or the candidate homepage. Click ‘New’ to add a CPD activity.
CPD

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.
Proposer and Seconders

Your application for election must be supported by three Chartered Surveyors (MRICS or FRICS). At least one must be FRICS and no more than two can be from your employer. Enter their RICS contact number or email address to select them as your proposer/seconder.

- You can locate their RICS contact number using the member directory.
- The email address you enter must be registered with RICS in order to select them.

When you click ‘Confirm’, the individual will be sent an email to allow them to approve their support for your application. We recommend you personally contact the individual in advance to avoid any delay to your application.

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.

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.
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.
Final assessment – application

Overview

Name
Alice Smith

Company
& Surveying Ltd

Job Title
Surveyor

Pathway
Valuation

Counsellor's Name
Counsellor HK Test Account 2

Phone Number
034049040

Mobile
049049049

Email
alice.smith@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.

Flute
Completed
CompétencesSelected
Completed
Mandatory Competencies
Completed
Technical Competencies
Completed
Approved by Counsellor
Completed
Declaration
Not Started

Assessment Submission Window

Congratulations you have meet 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.

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.
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

Final Assessment

Many congratulations, you have been successful in your assessment; you are now qualified as an RICS professional.

An award pack, which contains your diploma and details of your next step, will be posted to you shortly.

Once again, many congratulations and good wishes for success in your career.

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

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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 your 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”
ARC Troubleshooter
for candidates

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.
ARC Troubleshooter for candidates

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.
ARC Troubleshooter
for candidates

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.
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.
ARC Troubleshooter
for candidates

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 a 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.