

risr/ & Talview Statement – RCPATH Exams (23–25 September 2025)

We are sincerely sorry that a number of candidates experienced technical difficulties during the recent Part 1 FRCPATH assessments. We fully recognise how important these examinations are, and deeply regret the disruption and stress this may have caused.

We would also like to acknowledge and thank the team at the Royal College of Pathologists for their calm, patient, and collaborative approach throughout the exam period. Their efforts ensured that affected candidates were supported as effectively as possible while immediate fixes were put in place, in what was a difficult situation for all involved.

The risr/ and Talview technical teams worked closely with the College before and during the exams. Despite thorough preparation and testing, two unusual and unexpected technical issues occurred on the morning of Tuesday 23rd September. Both issues were identified and resolved within approximately 30 minutes of being reported, but unfortunately, they led to knock-on effects during candidate onboarding and scheduling for the rest of the day.

While the majority of candidates were able to complete their exams without issue, we fully understand the frustration for those who were affected. Additional reports of screen freezing, disconnections, and early exam exits were received over the following days, albeit at a reduced level. These issues are now being thoroughly investigated as part of a formal root cause analysis. We are committed to being open, honest, and transparent throughout this process, as that is the only way we can all learn and improve.

Importantly, early investigation and testing has confirmed that no unusual load or performance issues were observed on either the risr/ or Talview systems and servers, and each encrypted exam was securely downloaded to run locally on the candidate's device. Throughout the assessments, key data including answers, keystrokes, and video recordings were successfully captured. These logs form a key part of our ongoing investigation and hours of videos are being thoroughly reviewed to correlate with any candidate reported issue, alongside normal Quality Assurance checks..

With decades of experience delivering high-stakes assessments across medical, healthcare, and wider professional sectors and combined, with over 5 million assessments delivered annually, risr/ and Talview remain fully committed to supporting professionals in advancing their careers. We take great pride in the quality, reliability, and integrity of the services we provide.

Once again, we apologise to all affected candidates and stakeholders. We will continue to work in close partnership with the College to correctly categorise, identify and resolve these issues and will keep all parties fully informed as we move forward.

risr/ & Talview

October 2025