



A PEARSON VUE BUSINESS

# **Communication Skills for Business (CSB) Exam Tutorial**

- This exam has 42 questions.
- The maximum exam time is 50 minutes.

## Exam Process

The exam experience follows this process:

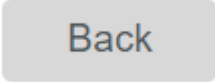
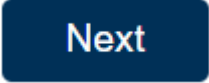
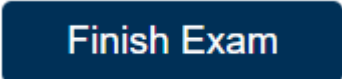
1. **Tutorial.** The tutorial (this page) provides helpful information about the exam environment. **Read the tutorial carefully.** When you are ready to begin taking the exam, select **Start Exam**.
2. **Exam Questions.** The exam timer starts and the questions appear. You can move forward and back through them, answer them, and mark them for review or feedback.
3. **Exam Summary.** The exam summary indicates the questions you have answered, not answered, marked for review, and marked for feedback. You can review and change your answers. The exam timer stops and your answers are submitted when you select **Finish Exam**.
4. **Feedback.** You can leave feedback about the exam and individual items. When you finish leaving feedback, select **Exit Exam** to display your score report.

## Exam Interface and Controls

Each page of the exam has three panes.

The screenshot displays an exam interface with three distinct panes. The top pane, labeled '1', contains the question number 'Question 2 of 45' and the 'Time Remaining' of '00:42:52'. A progress bar is visible below this pane. The middle pane, labeled '2', contains the question text: 'You are purchasing a new iPhone. You need to select the phone that weighs the least. Which model should you choose?' followed by four radio button options: 'iPhone X', 'iPhone 8', 'iPhone 7', and 'iPhone 6s'. The bottom pane, labeled '3', contains navigation controls: 'Go to Summary', 'Mark for Review', 'Mark for Feedback', and 'Tools' (with a dropdown arrow). To the right of these are two buttons: 'Back' and 'Next'.

1. The **Information** pane at the top of the page shows the current question number, the total number of questions, and the remaining exam time. The progress bar fills to indicate the percentage of questions answered.
2. The **Content** pane in the center of the page contains the question and answer options.
3. The **Navigation** pane at the bottom of the page contains the following commands for moving through the exam.

Go to Summary	Displays the Exam Summary page that shows the questions you've answered, marked for review, and marked for feedback.
Mark for Review	Flags the question to indicate that you want to return to it before you finish the exam.
Mark for Feedback	Flags the question to indicate that you want to leave feedback about it.
Tools ▼	Displays a menu of commands that allow you to access exam environment instructions or change the color scheme. Other tools, such as a calculator or reset button, might be available for the current question.
	Saves your response and moves to the previous question.
	Saves your response and moves to the next question.
	Submits your answers, stops the exam timer, and moves to the exam feedback stage.

## Reviewing Questions

The Exam Summary appears after the final exam question. You can also move to this page by selecting Go to Summary from any question.

The Exam Summary indicates the questions you have answered, not answered, marked for review, and marked for feedback.

The screenshot shows the 'Exam Summary' page with a timer at 00:20:50. A table lists 6 questions with columns for 'Answered', 'Unanswered', 'Review', and 'Leave Feedback'. A 'Tools' dropdown and a 'Finish Exam' button are also visible.

Question	Answered	Unanswered	Review	Leave Feedback
1	27 ✓	12	5 ✓	3
2		<input type="checkbox"/>		
3		<input type="checkbox"/>		
4	✓			✓
5	✓		✓	✓
6		<input type="checkbox"/>		

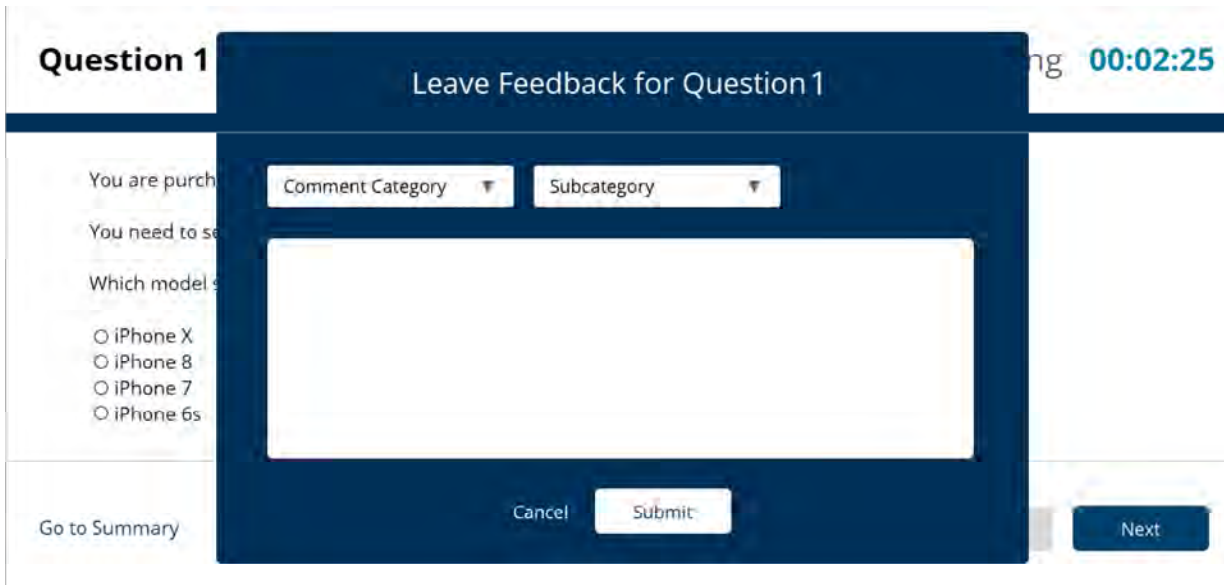
On the **Exam Summary** page:

1. Select any question to return to that question.
2. Select the **Answered**, **Unanswered**, **Review**, or **Leave Feedback** category heading or icon to return to the set of questions in that category. You can review and modify your answers, clear the review flags, and mark items for feedback.  
*The exam timer runs until you select Finish Exam. You will have the opportunity to leave feedback after you submit your answers.*
3. Select **Finish Exam** to submit your answers, stop the exam timer, and move to the feedback stage of the exam.  
*You cannot change your answers after you finish the exam.*

## Feedback and Exam Results

After you submit your answers, you can leave feedback about individual exam items and about the exam in general. The exam team will review your feedback and use it to improve future exam experiences. You cannot change your answers during the feedback stage.

You leave feedback about individual items in Comment mode. For each item you comment on, select a comment category and subcategory. If none of the category or subcategory options applies to your comment, select Other.



The screenshot shows a dark blue modal dialog box titled "Leave Feedback for Question 1" overlaid on a test interface. The background interface includes a question title "Question 1", a timer "00:02:25", and a question stem with a radio button list: "Which model s...", "iPhone X", "iPhone 8", "iPhone 7", and "iPhone 6s". The dialog box contains two dropdown menus labeled "Comment Category" and "Subcategory", a large text input area, and "Cancel" and "Submit" buttons at the bottom. The background interface also has "Go to Summary" and "Next" buttons.

When you finish leaving feedback or the feedback period ends, select Exit Exam to display your exam score report.

This is the end of the tutorial. Select **Start Exam** to leave the tutorial and start the exam. **Your exam time begins when you start the exam.**