



Learner Guide - Remote Invigilation

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Introduction

NCFE now offers an additional service to our online assessments, called **Remote Invigilation** which means you can sit your assessments at home. It's probably the first time you've ever taken an assessment at home and it will feel a bit strange, but **don't worry**, we're here to make the process as **easy as possible** for you. You shouldn't be concerned about anything we are going to ask you to do. The whole assessment process has been set up to ensure that we can assess you fairly and safely at home.

The other side to taking an assessment at home is that we are required to ensure that, as far as possible, you are sitting the assessment under the same '**assessment conditions**' as you would be if you were taking your assessment at a college or centre. In other words, **the same rules will apply at home that apply when you take an assessment elsewhere** – someone will be watching you by video to make sure you're keeping to the rules; that you don't talk to anyone else during the assessment; and that you don't have access to any coursework or notes. Further detail about what we class as a '**violation**' during your assessment can be found under the '**Sitting the Assessment**' section of this document.

Have a read through this guide and follow the instructions to make sure that you're ready on the day to take your assessment. If you have any questions, or you're not sure about anything, contact your college or centre in the first instance.

You can also check out our additional resources and support videos on the NCFE QualHub remote invigilation web page.

The software used to run remote invigilation is called **ProctorExam**.

System Check

Your college or centre will sign you up for your assessment and enter your email into our system so we can send you the date and time of your assessment. Your centre will brief you on what you will need to do to prepare and on the remote invigilation process.

Around 48 hours/2 days before your assessment window, you'll receive an email directly from **BTL** – the online assessment provider. This setup email will give you instructions on how to test your equipment and how to download the required programmes to allow you to take your assessment at home. **If you don't receive the email, please contact your centre for further support.**

Note: If your assessment window opens in fewer than 2 days, you'll receive this setup email within an hour of being booked on.

It is important that you carry out these instructions so you can troubleshoot any issues and check everything is ready and in place before your live assessment.

If you do not complete the system check, you may have challenges when it comes to sitting the live assessment.

Preparing for the assessment

Once you've confirmed with your centre that you're going to be sitting a remotely invigilated assessment, and before you receive any information about your assessment, we strongly advise that you do the below.

You can also view the below checks and set up in the video here:

<https://surpass.com/en-gb/taking-a-test/?cn-reloaded=1>

Maximise your Wi-Fi connection to help prevent it from dropping

We have some suggestions to support you with getting a strong Wi-Fi signal which in turn will minimise the chances of it dropping during your assessment and causing issues:

- If you have the option of when to sit your assessment, sit it at a time when others on the same network won't be using Wi-Fi. If this is not possible, request others minimise their use of the internet during the time you'll be sitting your assessment.
- Move your router to a better location – i.e., closer to your laptop/desktop, high up and in the centre of the room (if possible and ideally ethernet cable used instead).
- Remove any physical obstructions between your laptop/desktop and your router (again, ideally ethernet cable used instead).
- Ensure all other applications that may be using the internet are closed prior to sitting your assessment.
- Perform a router restart prior to taking your assessment.
- Disconnect all other computers and/or accessories from the network e.g. mobile phones, that aren't needed for the assessment

ID

The ID you use **must** have your photograph on it and must be one of the following:

- Passport
- Photocard Driving Licence
- EEA Photocard Driving Licence
- National Identity Card
- Residence Permit issued by the Home Office

Unfortunately, a **workplace photo ID is not accepted** and you will be asked to provide one of the above. Please make sure you have one before sitting the assessment.

The Assessment Process

48 hours/2 days before your assessment window opens, you'll have an email sent to you by **BTL**.

If you don't receive the email, please contact your centre for further support.

This email will contain the link to your live assessment. We recommend that checks are carried out on your equipment again at this point to ensure everything is still set up and working as it should. For the assessment, you'll need to use your smartphone/tablet because this provides additional video coverage of your assessment environment. You'll need an Apple or Android device with the **ProctorExam** app installed.

You will also need to have the **Surpass Viewer** application open ready for you to view your assessment.

When the assessment window time opens, and you're ready to sit your assessment, you simply click on the assessment link from the email.

Note: Your **Keycode** is also included in this email and needs inputting when this appears:



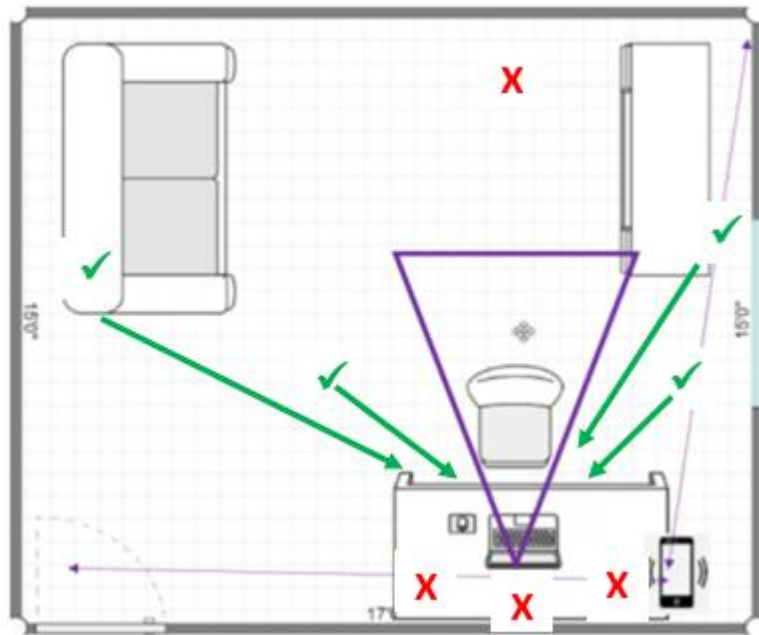
The **Keycode** is also included in the **Important Information** box the email link takes you to.

Note: You are allowed to copy and paste the keycode from either of those places to the Test Delivery box. Alternatively, write it down and type it in when necessary.

Sitting the Assessment

Positioning your webcam and smartphone/tablet

Your webcam on your laptop/desktop should be pointing at your face. Your smartphone or tablet must be in a position where the camera covers you sitting at your computer. It needs to show where your hands are, so check that when you set up the camera that it will show your hands using your keyboard and when you sit back. The placement of the smartphone/tablet should be at least at desk level, preferably a little higher. Placing the smartphone/tablet at floor level does not provide a view of your desk-top, screen or keyboard. The diagram below provides some examples of where your smartphone/tablet should be placed and the direction it should point.

Green Tick = Good**Red Cross = Not Good**

Support during the assessment

During the system check and/or the assessment, if you encounter any technical difficulties, you'll be able to access the online chat support. This can be found in the bottom right-hand corner of the screen, just above the time and date.

ProctorExam Support

You should receive a response to your question or issue within 2 minutes. If you don't, we advise you ask the question again and you should receive a response.

If the issue you're experiencing continues for longer than **15 minutes** you will either be prompted to end your test, or you can take this upon yourself to end the test and contact your centre for further advice on what to do next.

If there are any issues with the keycode or the content of the assessment, please contact your centre.

After the assessment

Once you've sat your assessment the ProctorExam Chrome extension will remain installed in the Chrome browser at the top right-hand side, indicated by an icon. You can remove this software from your laptop/desktop should you wish. However, if you then have additional assessments to take, you'll need to re-install the Chrome extension if it is removed. NCFE recommend keeping the extension installed until assessment results have been issued.

Once the assessment has been completed, to fully close the ProctorExam

environment you'll click on the 'Finish' button in the top right of the screen as shown below. This will ensure the assessment doesn't continue to run should you close down your laptop/desktop.

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environment you'll click on the 'Finish' button in the top right of the screen as shown below. This will ensure the assessment doesn't continue to run should you close down your laptop/desktop.



Note: You will be asked to confirm that you are ready to finish the assessment. You will next get a page advising you to destroy (rip up) any notes you have taken during the assessment: **This must be done!**

You will then be returned to the first screen you saw before the launch of the exam and you will be asked to **Submit** the assessment.

It is important to do this as it will end the webcam, screen share and smartphone/tablet recordings.

Assessment Violation Checklist

As part of the remote invigilation process the recordings from your webcam,

smartphone/tablet, and screen recordings will be reviewed against the below **Assessment Violations** (this list is not exhaustive):

- Looking at mobile phone/tablet
- Wearing of any earplugs or headphones
- Continuously looking around the room
- Continuously looking up or down
- Continuously looking to the left or the right
- Continuously looking at hands or wrists
- Wearing of any clothing with the ability to hide materials i.e., hooded jumper
- Leaving the room
- Accessing web pages*
- Accessing other applications, such as Word/Excel* or folders/Windows Explorer*
- Other people entering the room
- Talking to anyone inside or outside of the room
- Using multiple screens
- Textbooks or notes in exam-taking environment.

Note: *An English dictionary is permitted for Functional Skills English – Reading assessments*

- Not showing unused scrap paper at the beginning of the assessment
- Not destroying (ripping up) scrap paper at the end of the assessment
- Assessment related notes around the room
- Room is too dark
- Wearing sunglasses or smart glasses (without a need to do so)

- Wearing a watch of any kind
- Webcam on laptop angled up/face obscured (**Note:** if we check the smartphone/tablet recording and your face is visible, this can be unflagged)
- Opening drawers or cupboards within the room once the assessment has started.

Note: Should any of the above violations be identified, NCFE will review the assessment and could potentially disqualify you from the assessment. This investigation may cause a delay in the release of your results.

Your centre will be informed of the outcome of any investigation.

**Unless instructed to, as in ICT assessments*