**The below email template can be used by centre to email their learners once an online assessment has been booked for them via remote invigilation. The centre must attach the Learner Guide for Remote Invigilation to the email.**

Hello Learner name

You’ll soon be completing an NCFE remotely invigilated online external assessment for Functional Skills ICT on date and time.

Please read through the attached Learner Guide to Remote Invigilation and ensure you’re aware of all requirements. You’ll also receive 2 emails a couple of days before the above date from NCFE (the awarding organisation), to the email address you supplied to us. One is to ‘Check your requirements’, which must be completed, and the other is to ‘Start your Exam’ which will launch your remotely invigilated online external assessment.

To sit your assessment, you’ll need:

* a laptop/desktop with webcam and microphone; you can’t sit the assessment on a tablet or smartphone
* a good Wi-Fi connection – recommended minimum 1Mbit/s Upload, minimum 10Mbit/s Download
* a smartphone or tablet (Apple iOS 8.0 / Android 4.1 or higher) - this will be used to record you taking the assessment
* a suitable environment - quiet room with no distractions
* the link for the assessment sent to your email; remember to check your spam/junk folder.

Please ensure you’ve downloaded all software, including the **Surpass Viewer** prior to the assessment to minimise disruption on the day.  All details can be found in the Learner Guide attached.

* You must activate Airplane mode on your smartphone however you need to be connected to Wi-Fi, so turn on Airplane mode then reactivate your Wi-Fi.
* Please familiarise yourself with the potential violations which are under the ‘sitting the assessment’ section of the Learner Guide, these can potentially lead to the assessment being voided.
* Ensure ALL equipment is plugged in (including phone for the recording of sessions). Loss of power at any point could lead to the assessment being voided.
* You must brief other members of your household/workplace that you’re sitting an assessment, and they must not enter the room at any point unless in an emergency.

When you start your ICT assessment there is an in-test tutorial that you must read before starting the actual test. This will give you information about how to make sure you can view and access all of the assessment, and how you need to access and save documents from the assessment. You can access the in-test tutorial at any point during the assessment if you need to check or be reminded of anything.

Some keys points to remember on the day:

* You must ensure you have a Microsoft Office package installed on your laptop/desktop to access the attachments from within the assessment
* If you are using a smaller screen, you may not be able to see the full screen for the first question in the assessment, for example, the tool bar along the bottom may not be visible. If this happens please use the **‘view’** menu option and ‘**zoom out’** until you’re able to see the full screen.



This will only be needed for the first question. You can select **‘view’** again then **‘actual size’** to take you back to the standard screen size.

If you encounter any issues during the assessment during our normal working hours adds opening hours, please contact us on centre telephone number.

There is a 24-hour live chat function within the assessment software for technical support should you need it at any time.

Once you’ve finished your assessment, the recording is invigilated and reviewed, and a report is sent to NCFE. Assuming there are no violation issues, your result will be issued to your centre in line with the advertised results release dates. Check with your centre, for further details.

Occasionally, there are software malfunctions which could affect the outcome of your test which would result in you needing to retake your assessment but these are rare.

Any feedback on how you found taking your assessment using remote invigilation would be most appreciated.