



As you're aware, we've been trialling remote invigilation through a robust pilot to ensure our system, support materials, processes and guidance are all best in class. Here are some learnings from the pilot which will help you as you set up:

→ **Remote invigilation works really well when we all work together.**

Ensure you read and understand the guides, and fully brief your learners. We have a well-trained Customer Support team who can respond quickly to any questions you may have, so just ask us if you're unsure.

→ **Learners need to understand that they are under normal invigilated conditions.**

They must follow the standard rules for taking an exam – briefing learners on the violations list will avoid unnecessary disqualifications.

→ **Technical issues sometimes occur.**

These include internet dropping out, phone batteries dying halfway through and more. Some issues can be overcome by reconnecting. Please brief your learners on the troubleshooting guide and what to do if they experience these kinds of issues.

→ **There is no need for you to invigilate, that's the point of us doing it remotely.**

You don't need to be on Teams or Zoom yourself. Please read the guides and if you are not sure how it all works, talk to us and we will help you.

→ **Some learners may struggle with the technical aspects of setting up at home to sit an assessment.**

Please engage with them early and make sure they can set up, as necessary. If they can't set up at home, they may need to wait to take their assessment when they can return to your centre safely. Our experience is that it will work at home for the vast majority of learners.

What you can do to prepare

- Please take a look at the support guides and brief any relevant colleagues who will be booking remote invigilation assessments.
- Work out roles and responsibilities at your centre – in order for everything to run smoothly; think about who will be booking assessments and contacting and briefing learners.
- Check in with your learners to ensure:
 - they're ready and able to take their assessments
 - they have a stable internet connection and a quiet room where they can take an assessment at home
 - they have a PC/laptop capable of undertaking an exam at home with a camera and speakers (see centre guide for requirements)
 - they have a smart phone or tablet they can use as a secondary device.