Centre Instructions for Remote Invigilation

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Contents

1. Introduction

1.1 Importance of these instructions

These instructions have been produced to enable centres to administer remote invigilation requirements consistently and securely so the integrity of the onscreen external assessment and processes can be maintained. These instructions should be used in conjunction with NCFE CACHE Regulations for the Conduct of External Assessment, NCFE CACHE Qualification Specific Instructions for Delivery document (QSID) and the Qualification Specification.

1.2 Permitted qualifications and external assessments

Remote invigilation is only permitted for the following qualifications for the onscreen external assessment:

- CYPOP 5
- NCFE CACHE Level 3 in the Principle and Practice of Dental Nursing
- NCFE Level 1 Functional Skills in Maths (Reform)
- NCFE Level 2 Functional Skills in Maths (Reform)
- NCFE Level 1 Functional Skills in English (Reform)
- NCFE Level 2 Functional Skills in English (Reform)
- NCFE Level 1 Functional Skills in ICT
- NCFE Level 2 Functional Skills in ICT

Remote invigilation is not permitted for any other qualification or external assessment.

1.3 Remote Invigilation

Remote invigilation, also referred to as online invigilation or remote proctoring, is where a learner is observed through audio and visual links whilst undertaking their on-screen external assessment. The use of secure platforms and internet ensures the learner is able to undertake their onscreen external assessment in locations within their home securely.

The remote invigilation platform and supporting devices must be set up in accordance with these instructions. Centres are not required to carry out the actions of invigilation for onscreen assessments which have been booked for remote invigilation.

Remote invigilation will be provided through the BTL platform.

Remote invigilation will use Record and Review which will allow BTL Invigilators to watch recordings of the learners' onscreen external assessment and identify any suspicious activity. Any suspicious

activity will be reviewed by NCFE to ensure the integrity of the assessment and the [Regulations for the Conduct of External Assessment](#) haven't been breached.

1.4 Adherence to remote invigilation instructions

The 'Head of Centre' is the most senior operational officer in the organisation. This may be the headteacher at the school, the principal of a college, the chief executive officer of an academy trust or the managing director of a company or training provider. It is the responsibility of the Head of Centre to ensure that all staff and learners comply with these instructions.

Failure to do so may constitute malpractice as defined in [JCQ Suspected Malpractice Policy](#).

The Head of Centre has responsibility for upholding the integrity of the onscreen external assessments by ensuring secure and confidential assessments take place and adherence to these instructions. These instructions must be used in conjunction with [NCFE CACHE Regulations for the Conduct of External Assessment](#).

Failure to adhere to these instructions may result in maladministration or malpractice and consequently may invalidate a learner's result, withdrawal of remote invigilation approval, and/or withdrawal of centre approval.

NCFE is aligned with [JCQ Suspected Malpractice Policy](#) and procedure.

1.5 Recordings

It is imperative that learners are advised that **once they start** the assessment process i.e., ID, Environmental Checks, the footage from the webcam, smartphone/tablet and screen share **is recorded and stored for reviews to take place.** You should ensure that the learners are aware of this to ensure that that they do not do something that may be considered a violation and put themselves, or the assessment, at risk!

Should the recordings include any evidence that NCFE may consider to be a safeguarding risk, **NCFE will request that the footage is deleted** and the centre will be advised of the issue. Should the risk also entail and results in a violation of the Remote Invigilation Guidelines, the centre will be advised of NCFE's decision in the usual manner.

2. Data requirements

2.1. Data requirements

1. The Head of Centre at approval for remote invigilation must agree with the declaration that NCFE will share required centre and learner data with the onscreen and remote invigilation provider, this is a third-party and our current contractual arrangement is with BTL.

2. Centre data, such as centre name, address, Head of Centre and nominated centre staff will only be shared to ensure the access of the required systems are implemented.

3. Learner data, such as name, date of birth, and email address will be provided and inputted by the centre directly into the required systems to ensure learners are booked on to the required onscreen external assessments.

4. Learners must provide appropriate photographic ID to authenticate the learner undertaking the onscreen external assessment. Photographic ID shown must be the original and have details of the learner's name and date of birth. Other personal data visible on the ID must be covered as this is not required.

Permitted ID includes:
- Passport
- Driving licence
- EEA photocard driving licence
- National Identity card with photo
- Residence permit issued by the Home Office

5. The centre must be aware that NCFE will engage with third parties to complete the review of remote invigilation recordings. Third parties are not permitted to use personal data for any other purposes.

6. Third-party providers may not be based in the UK and therefore personal data may be accessed within EU or other parts of the world in order for the service to be provided.

7. Staff involved with the reviewing of remote invigilation recordings undertake required training and are Disclosure and Barring Service (DBS) cleared.

8. Recordings will be stored for a minimum of 6 months, after this time they will be destroyed. Recordings will be accessed for auditing purposes but also in line with timescales required for post result services.

9. In instances where a security incident has occurred, the Head of Centre will be informed without any undue delay and ensure all information is made available.

10. Where centres do not provide consent, this will in turn prevent the access to onscreen assessment with remote invigilation.

11. Further details can be located in our [privacy policy](#).

3. Instructions for remote invigilation

3.1. General instructions – preparation for remote invigilation

1. The Head of Centre has the responsibility of ensuring all centre staff and learners are aware of these instructions.
2. Remote invigilation approval must be sought by NCFE approved centres. Centres must confirm the anticipated number of learners and which qualifications they are applying for.

3. The Head of Centre must only change/add learner email addresses within the booking screen. No other changes to the booking are authorised. Any changes not permitted may invalidate the booking or the learner result.

4. The centre will need to confirm learners have the required resources, equipment, and technical skills to undertake onscreen external assessments. Centres are responsible for ensuring learners have the equipment they require.

5. The centre will need to support learners to understand the system checks needed to be taken to ensure all the requirements are in place (refer to Section 7 Technical Requirements), as well as ensuring the learner understands how to set up and position the devices within the remote location (refer to Section 8 – room set up).

6. The centre must ensure the learner has download Surpass Viewer on to their computer/laptop in order to access the onscreen external assessment. Refer to the Surpass Viewer User Instructions for further guidance.

7. Learners will require a laptop/computer with features identified within Section 7 Technical Requirements.

8. Learners will also require access to a smartphone or tablet with web camera functionality, photographic ID, and an email account to receive System Requirements and Launch Test emails. The learner will need a secure and stable Wi-Fi connection to complete the onscreen external assessment.

9. The centre must ensure the learner has a suitable location to undertake the onscreen external assessment. The room must be well lit, free from distraction, private and have no one else in the room or entering the room at any point

10. The centre needs to ensure the [Qualification Specific Instructions for Delivery](#) document (QSID) is referred to, to ensure the learner has the specific equipment required. If any equipment not permitted is accessed, this may impact the integrity of external assessment and subsequently invalidate the learner's result.

11. The centre is responsible for booking the learner on to the onscreen external assessment selecting the remote invigilation assessment (OdOi). Bookings must take place a minimum of **5 days** before the scheduled onscreen assessment.

12. The centre must inform the learner when the onscreen external assessment has been scheduled.

13. The centre must correctly submit the learner's email address when scheduling the onscreen assessment. The learner's email address will be used to send out a System Requirements check email and an exam launch email. Centres must inform learners to check their junk email folder if nothing appears in their main inbox. A learner will not receive the emails if the learner's email has not been entered into Surpass or the email is incorrect.

14. The learner will receive the System Requirements check email will be sent **2 days** before the onscreen assessment. The learner must carry out these system checks. Failure to carry out the checks will impact the learner completing the onscreen external assessment.

15. The centre must confirm that the learner system checks have been carried out to identify any issues. The centre must contact NCFE if there are technical issues that cannot be resolved by using the Troubleshooting for Remote Invigilation document.

16. The learner will receive the exam launch email 2 days before the onscreen assessment. The learner will not be able to launch the test until the date of the scheduled assessment.

17. The centre must ensure the learner understands the invigilation rules of the onscreen external assessment. Refer to Section 9 of these instructions.

3.2. General instructions – onscreen external assessment set up

1. The location within the learner's home in which the onscreen external assessment is held must provide learners with appropriate conditions for taking the assessment. The learner must pay attention to conditions such as heating, lighting, ventilation, and noise, whether internal or external, intermittent, or continuous.

2. Learners will receive an email notification from noreply@remoteinvigilation.ncfe.org.uk detailing the system checks required. The link will provide step by step instructions to the learner to ensure the necessary technical requirements have been set up.

3. Materials which might be helpful to learners must be removed from the room. The learner is permitted to have blank rough sheets of paper for some external assessments. Please refer to the Qualification Specific Instructions for Delivery document, for confirmation of which external assessments permit the use of rough paper.

4. The learner must ensure any watches, earbuds/headphones and sunglasses are removed.

5. The learner must start their laptop/computer and ensure all programmes are closed and not running in the background. The learner needs to ensure no pop-up notifications are received.

6. The learner must ensure there is sufficient battery charge or have access to a mains charger for all devices being used to ensure the device does not fail during the onscreen external assessment.

7. The learner must download the ProctorExam app on their mobile device, this can be installed on Apple or Android mobile devices.

8. The learner must download and install the Surpass Viewer, which is the platform that the assessment will display in. More information can be found in the Learner Guide for Remote Invigilation.

9. The learner must ensure they will not be interrupted during the onscreen external assessment and no one will enter the room.

10. The learner must ensure the webcam on the laptop/computer has been enabled.

11. The learner must ensure their mobile device has the ProctorExam app open. The camera on the mobile device must be activated. The mobile must be set to flight mode, as this will preserve the life of the battery.

By selecting flight mode, the learner may need to enable Wi-Fi during flight mode dependent on the mobile device operating system.

12. Following the technical requirements checks, learners will receive an email from exams@proctorexam.com. The learner will be able to click on Step 2 to launch the exam. The exam will only launch if it's when the onscreen external assessment has been scheduled.

13. On occasions where learners have not completed the technical requirements checks, the learner must access the email received from noreply@remoteinvigilation.ncfe.org.uk to launch the exam.

14. The learner will be notified on the exam launch email that they are now under invigilated conditions.

15. The learner will need to read the 'Learner Guide for Remote Invigilation' within the exam launch email. These must be read before the learner launches the onscreen external assessment to ensure they have carried out all the required checks.

16. The learner will be requested to scan the QR code using the ProctorExam app to authenticate the onscreen external assessment. The QR code will be visible on the laptop/computer screen to scan.

17. Onscreen instructions will guide the learner through the necessary checks.

18. The learner must show the required photographic ID to the webcam to authenticate the learner's ID. The learner must be advised to block out any personal identification that isn't required for the purpose of authentication.

Failure to show ID and/or ID does not match the learner's booking details may result in the invalidation of the learner's result.

19. The learner must complete a scan of the room, the computer area and the head area using the ProctorExam app on their mobile

device. This is to ensure there are no unauthorised materials, equipment, or persons within the room. The scan must be at a slow and steady pace, failure to complete the scan or the scan is obstructed may invalidate the learner's result.

20. The learner must place their mobile device to their side so the camera can completely see the learner. The on-screen instructions will provide guidance on where this needs to be placed. Please refer to Section 8 - room set up.

21. Learners may access the Live Chat function if they are experiencing technical difficulties during the setup. This can be found in the bottom right-hand corner of the screen, just above the time and date.

ProctorExam Support

Learners must be advised to open another chat if they haven't received a response. If the learner has been experiencing technical issues with setup for up to 15 minutes, they must be advised to contact the centre.

22. The learner must enter the keycode for the onscreen external assessment to start the assessment. The centre must issue the correct keycode to the learner prior to the date of the scheduled onscreen external assessment.

3.3. General instructions – during the onscreen external assessment
1. The learner must complete the onscreen external assessment within the scheduled assessment.

2. The learner may experience technical issues due to network stability, usage, or loss of signal. The learner must access ProctorExam Live Chat function.

Support must only be requested for technical support. Support requested relating to the content of the external assessment may lead to the invalidation of the learner's result.

3. Where there are technical issues for 15 minutes, the learner will be advised to finish the onscreen external assessment and contact their centre as the learner has been experiencing ongoing technical issues that haven't been resolved.

4. The learner must not leave the assessment room during the assessment. The learner is only permitted to leave the room once they have clicked finish exam in order to end and close the assessment.

5. Where there is a full disconnection of both cameras (webcam and mobile device camera), this may lead to the invalidation of the learner's result as this will impact the review of the recorded remote invigilated onscreen assessment.

3.4 General instructions – end of onscreen external assessment

1. The learner must hold up individual rough paper to the webcam, showing the front and back of each page. This is to confirm if any rough paper has been used by the learner and there is a record of what has been written on the rough paper.

2. The learner must then destroy the rough paper in view of the webcam.

3. Once the learner has reached the end of the onscreen external assessment, the learner must select Finish Exam. This will ensure ProctorExam is fully closed out and no longer running in the background of the learner's laptop/computer.

4. Reasonable adjustment and access arrangements

4.1 Reasonable adjustment and access arrangements

As onscreen remote invigilation is recorded the security and integrity of the external assessment must be upheld. Some adjustments will not be considered reasonable due to this.

The centre must ensure the type of external assessment is appropriate for the learner's needs and requirements. The centre must submit reasonable adjustment and access arrangements in line with our policy and guidance.

Reasonable adjustment	
Extra time	If a learner has been approved for additional time this can be added directly into Surpass within the invigilation screen, then click modify duration at the bottom on the screen.

Screen colour	A learner can change the colour of their screen in Surpass and this can be done by clicking preferences within the platform, they can then select the required colour. Coloured overlays are also permitted.
Zoom	Learners can use the zoom function which is on Surpass Viewer. If they click view on the browser this allows you to zoom in and out of the assessment.
Rest Breaks	We are unable to allow rest breaks as learners would need supervised from an invigilator.
Prompter/Reader/ Scribe	We are unable to allow any adjustment which requires another person in the room.

If you require any other reasonable adjustment not mentioned here, please refer to our reasonable adjustment policy or contact us to discuss.

5.Malpractice and maladministration

5.1 Malpractice and maladministration

1. Every onscreen external assessment remote invigilation recording will be reviewed by BTL, and any violations will be reported directly to NCFE for further investigation.

2. Any reported violation may impact the release of a learner's result on the advertised results release date or the results release SLA.
3. The list of violations can be referred to in Section 9 of these instructions.

4. Failure to adhere to these instructions may result in maladministration or malpractice and consequently may invalidate a learner's result, withdrawal of remote invigilation approval, and/or withdrawal of centre approval. NCFE is aligned with JCQ Suspected Malpractice Policy and procedure.

6. Centre monitoring

6.1 Centre monitoring

1. NCFE reserves the right to carry out unannounced inspections to confirm the Regulations for the Conduct of External Assessment and these instructions are being adhered to and centres have policies and procedures in place for the delivery of NCFE and CACHE external

assessments. The below information will be requested during an unannounced inspection.

2. NCFE staff will observe recordings of onscreen external assessments in order to carry out exam audits to ensure centres and learners are adhering to these instructions.

3. The centre must at all times keep appropriate records to document when learners have completed an onscreen external assessment within the learner's home environment.

4. The centre must record that the learner has the required ID, equipment and technical resources, and a safe and secure location to undertake the onscreen external assessments.

5. The centre must also record that all instructions, policies and system checks have been read, understood, and carried out by centre staff and where appropriate by the learner.

7. Technical requirements

7.1 Technical requirements

1. The centre must ensure learners have the required technologies to enable them to undertake the onscreen external assessment using the remote invigilation platform.

2. Attempting to use a laptop or device that is intended for work or learning purposes may have restricted access and admin rights installed. This may cause issues when trying to access the ProctorExam platform and therefore it is recommended that you use a personal laptop or device.

3. NCFE will ensure any documentation is updated to reflect any ongoing releases of software and compatibility of the remote invigilation platforms.

4. The centre must refer to the System User Guide for Remote Invigilation to ensure all requirements can be met.

NCFE will not be accountable for onscreen assessments which fail if the system requirements have not been met.

5. The learner must be advised to complete the necessary system checks before launching the test.

6. Below are the technical requirements.

Equipment requirements

To sit a remotely invigilated assessment, learners need the following equipment/environment:
- Laptop/desktop with webcam and microphone
- Wi-Fi connection (Min 1Mbit/s upload | Min 10Mbit/s download)
- Smartphone or tablet (Apple iOS 8.0 / Android 4.1 or higher)
- Suitable test environment (quiet room with no distractions).

Chromebooks cannot be used

The laptop/desktop will run the assessment software and your smartphone or tablet will be used to record you and the assessment.

The assessment itself cannot be sat on a smartphone or tablet.

NCFE is unable to supply any equipment.

Laptop/desktop requirements

Learners need to have access to a laptop/desktop that has the following set up:
- Broadband speed/bandwidth:
    - Minimum 1Mbit/s upload speed - recommended upload speed is 1.5Mbit/s
    - Minimum 10Mbit/s download speed
    - Tethering via a mobile phone is not supported.

The operating systems supported are Windows 8 or higher, and MAC OS X (latest and previous releases).

Chromebooks are not supported therefore shouldn't be used.

- Wi-Fi connection
- Web browser – learners need the latest version of Google Chrome
- Webcam required – maximum resolution of 1280 x 720
- Microphone required
- Audio required
- If possible, turn off any updates on devices
- Ensure that their laptop/desktop is plugged in for the duration of the assessment
- For Functional Skills ICT assessments only, learners must have Microsoft Office 2010 or later package; **other Office packages are not supported.**

Additional Requirements

If learners are sitting their assessment on a smaller screen (laptop for example) they may not be able to see the full screen for parts of the assessment – for example the tool bar along the bottom may be missing.
If they are unable to see the full screen, please advise the learner to use the 'view' menu option and 'zoom out' until they are able to see the full screen.
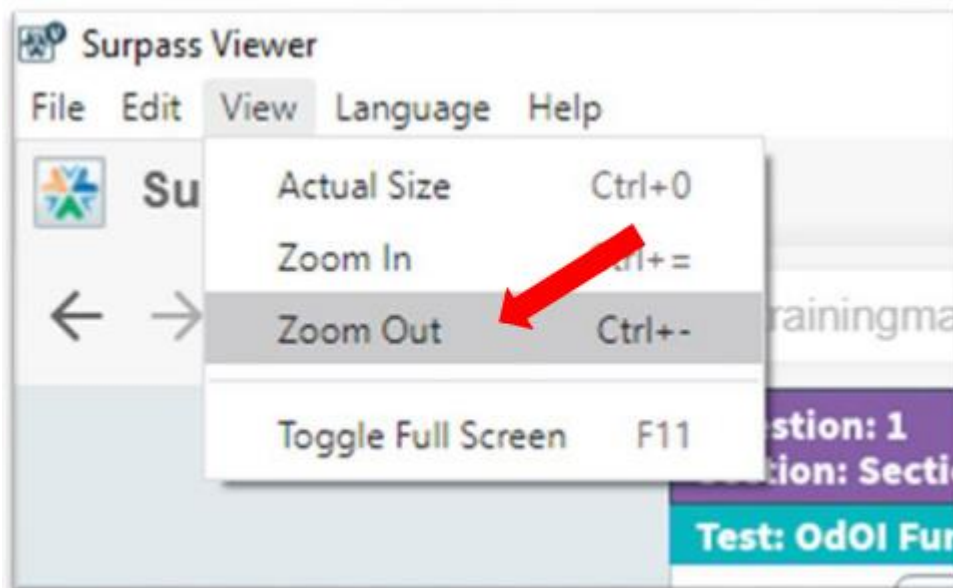
This is especially important when completing **ICT** or Multiple-Choice Question assessments, such as **CYPOP5** or **NCFE CACHE Level 3 in the Principle and Practice of Dental Nursing** by Remote Invigilation. Please ensure that the learner can see the tool bar and

all the choices (**there should be 4**). If they cannot see 4 choices, keep using the Zoom Out function until all 4 appear.

Note: Attempting to use a laptop or device that is intended for work purposes may have restricted access and admin rights installed. This may cause issues when trying to access the ProctorExam platform and therefore it is recommended that learners use a personal laptop or device.

Mobile devices

Learners need a smartphone or tablet on which they need to download the ProctorExam app. Learners can download the app now by accessing the Google Play Store (Android devices) or the App Store (iOS (Apple) devices) and searching for **ProctorExam**.

Our instructions for downloading the app will be provided during the system check process once your assessment is booked.

Specifications for downloading and running the app are:
- Android 4.1 or higher / iOS (Apple) 8.0 or higher
- Video resolution must be minimum 800 x 600 px
- Ensure you can connect to Wi-Fi – so you don't use up your data
- Ensure your mobile device can be plugged in for the duration of your assessment.

Note: Huawei P30, Samsung Galaxy A3 (2016) and Google Pixel series of phones are currently not supported due to issues with blurring within the ProctorExam application and cannot be used for Remote Invigilation.

8. Room set up
8.1 Room set up

1. The image below are to illustrate the room layout requirements for remote invigilation onscreen external assessment.

2. As stated in section 3.2 of these instructions, the learner must complete a full scan of the room and computer area using their mobile device with the activated ProctorExam app.

3. The below image illustrates the scanning of the room.

4. The webcam on the laptop/computer will record the learner's front view of the onscreen assessment ensuring the upper part of the body is being captured.

5. The mobile device location needs to be placed to capture a wider angle to capture as much of the room as possible as well as the learner.

It is important the learner's hands are in shot of the secondary mobile device, this supports observations of the learner's conduct.

6. The illustration below shows where the mobile phone device needs to be located.

Green Tick = Good   **Red Cross = Not Good**
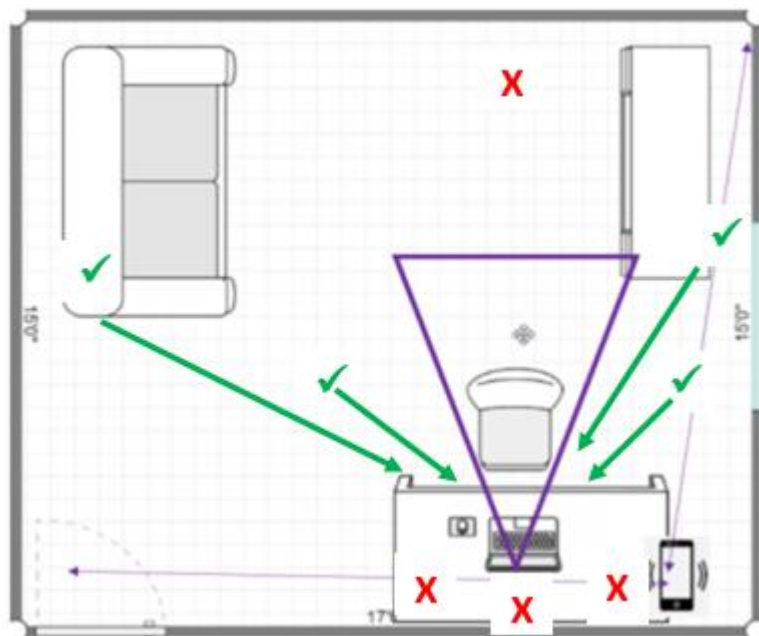
9. Violations

9.1 Violation list

1. The centre must be aware of the below violations which will be observed during the review of the recording of the onscreen external assessment.

2. Any violation which is observed will be reported to NCFE for further review. It may be deemed appropriate for further investigation to be carried out with the centre.

3. Where a violation has been identified as high risk, this may lead to automatic disqualification of the learner's onscreen external assessment.

4. NCFE may place the learner's results on hold whilst undertaking any investigation into the violation identified.

5. Below are the violations which will be monitored, this is not an exhaustive list.

Type of offence	Violation
Breach of the Centre Instructions for Remote Invigilation	ID • Not being displayed • Falsification of ID • ID not matching booking details • Blurred or covered up ID
	Room set up • Room is scanned at speed • No scanning of the room • Displays/notes on the walls of the room referring to the onscreen assessment • Room too dark to carry out observations • Webcam not switched on • Webcam not angled to the face • Mobile phone not switched on • Mobile phone placed that obscure's view
Breach of examination conditions	Behaviour • Disruptive behaviour such as shouting out, causing noises

	• Inappropriate behaviour such as abusive language/behaviour • Wearing inappropriate clothing or no clothing • Wearing clothing to cover hands/head/face • Using headphone/earbuds • Continuing to look at hands/wrists/lap • Continuing to look around the room (up, down, right, or left) • Wearing sunglasses/smart glasses • Wearing of watches/smartwatches Assessment • Leaving the room without clicking 'finish' on the assessment screen • Taking photos/screenshots of the assessment screen • Defacing/use of inappropriate language recorded on the assessment • Another person(s) entering the room • Talking to a person(s) entering the room • Talking to a person(s) outside of the room • Asking for support specific to the assessment content on the live chat function
Unauthorised materials	Web-based materials • Accessing websites/web pages • Accessing search engines Computer • Accessing multiple screens • Accessing an alternative computer/laptop/tablet Mobile phone • Accessing an alternative phone • Making/taking a phone call Applications • Accessing applications outside of the test • Accessing folders/windows explorer • Applications open on the screen

	Textbooks/notes
	• Accessing textbooks
	• Accessing notes
	• Textbooks within the room
	• Notes within the room
	Calculator (if not permitted for the onscreen external assessment)
	• Accessing a calculator outside of the assessment platform
	Dictionary (if not permitted for the onscreen external assessment)
	• Accessing a dictionary outside of the assessment platform

10. Invigilation

10.1 Invigilation requirements

1. Invigilation will be carried out remotely by the onscreen external assessment being recorded and reviewed by an invigilator at BTL.
2. The centre has the responsibility to ensure the below has been carried out.

3. The learner must be booked on to the correct onscreen external assessment which allows remote invigilation within a minimum of 2 working days of the required date of the assessment.

4. The centre must ensure the learner's email address has been accurately recorded directly in the Surpass platform. Any amendments after the 2 working days before the date of the assessment must be raised with NCFE directly.

5. The centre has explained the requirements to the learner, including all resource and technical requirements.

6. The centre has provided the learner with the date of when the onscreen external assessment has been scheduled for.

7. The centre has provided details of the violations and what the learner must have access to on the day of the onscreen external assessment.

8. The centre has clarified with the learner the suitability of completing an onscreen external assessment within their home.

9. The centre must ensure the learner has completed the system requirement checks before completing the onscreen external assessment.

10. The centre has provided information to the learner to reduce any issues they may experience during the onscreen external assessment.

Please refer to the Troubleshooting for Remote Invigilation and System User Guide for Remote Invigilation.