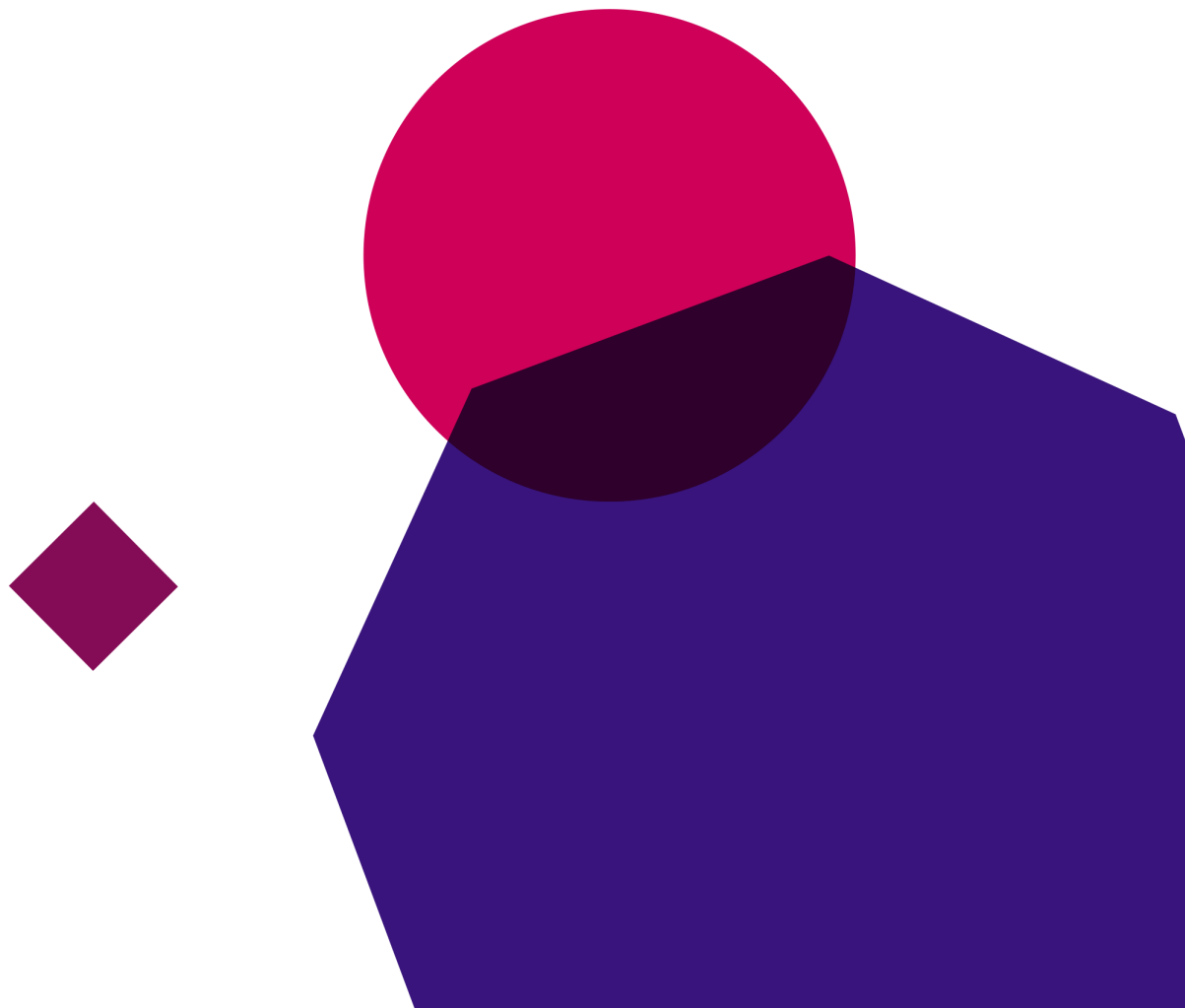


Remote Invigilation

GoToMeeting

Invigilation Instructions



GoToMeeting working instructions

This document explains the use of GoToMeeting for the invigilation of remote on-screen assessments using City & Guilds on-screen e-assessment platform, e-volve.

Introduction.

GoToMeeting is an online meeting solution from LogMeIn. You are required to set up an account with [GoToMeeting](#) and depending on the browser you use, install a desktop app or web browser extension.

The minimum requirements can be found [here](#)

The installation guide can be found [here](#)

For launching the meeting software, we recommend using Google Chrome web browser for the best user experience. The candidate will be using Surpass Viewer for their exam session. Surpass Viewer is a Flash enabled browser which has been developed by BTL, the suppliers of our e-volve platform in association with Harman who are supporting Flash until 2023.

Once you have installed the software either through the desktop app or web extension, you are ready to invigilate candidate exams remotely.

Below we will explain the process, expectations and limitations of remote invigilation using GoToMeeting.

Process

Using GoToMeeting, you will be required to invigilate to the same standards as you would if you were in a room with the candidate. The candidate will be required to dial into the meeting on two devices, one to capture their face for identification and screen sharing purposes and another device to show the room that the candidate is in. This will allow you to ensure the candidate is safe, not receiving outside assistance during the exam or reading from pre-prepared documentation.

Scheduling an invigilation session

Log onto GoToMeeting and click on the Create Meeting button



Fill in the details and select the relevant date and time for the online invigilation session and click **Save**.

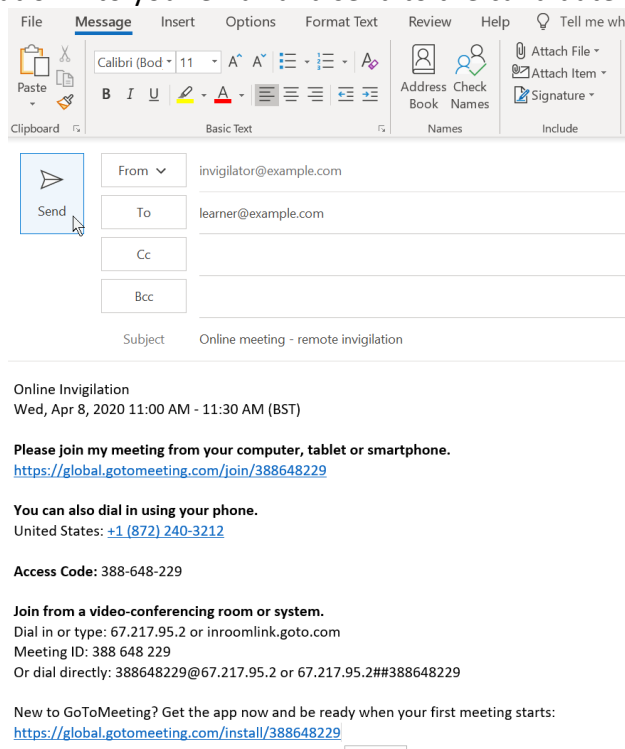
 The image shows the 'New Meeting' form. It has three tabs: 'MEETING', 'AUDIO', and 'MORE'. The 'MEETING' tab is active. The form includes a 'Meeting title' field with the text 'Online Invigilation'. Below this are two radio buttons for meeting type: 'Online meeting room' (unselected) and 'One-time meeting' (selected). Under 'One-time meeting', there are sub-headers: 'Meet whenever you like. The link never expires.' and 'Meet once and then the link expires.'. The 'When' section has a date field set to '04/08/2020'. The 'Starts' section has a time dropdown set to '11:00 AM'. The 'Duration' section has a dropdown set to '30 min'. At the bottom right are 'Cancel' and 'Save' buttons.

You will now be directed back on your GoToMeeting home screen where you can see your meeting details. The meeting is now arranged, the next step is to share the link with the candidate.

The image shows the GoToMeeting home screen. On the left is a sidebar with a 'Create Meeting' button and tabs for 'Rooms', 'One-Time', and 'History'. Below the tabs is a 'Today' section with a list of meetings. The first meeting is '10:30 AM Gareth & Sean' (60 min, ID: 715-803-749). The second meeting is '11:00 AM Online Invigilation' (30 min, ID: 388-648-229) and is highlighted in light blue. On the right is a detailed view of the '11:00 AM Online Invigilation' meeting. It shows the time '11:00 AM', duration '30 min', and ID 'ID: 388-648-229'. There are buttons for 'Start', 'Copy Invitation', 'Edit', and 'Delete'. Below these are details about the meeting: 'Online Invigilation', 'Wed, Apr 8, 2020 11:00 AM - 11:30 AM (BST)', a link to join, and dial-in information for phone and video-conferencing.

On the invitation, there is a **Copy Invitation** option, click this.

Open your chosen Email client e.g. Microsoft Outlook and click **New Email** and then paste the copied email invitation into your email and send to the candidate.



Please ensure you follow up with the candidate to ensure the agreed date and time is correct, that they have access to equipment that meets the minimum technical requirements and that they valid ID for the invigilated session.

Starting the remote invigilation session – Overall process

To successfully invigilate the exam session, the following steps need to take place

1. The invigilator logs onto GoToMeeting and starts the relevant GoToMeeting session (this is covered in detail, below)
2. The candidate joins the GoToMeeting session
3. The invigilator makes the candidate a Presenter to allow screen sharing
4. The candidate shares their screen
5. The candidate turns on their webcam
6. The candidate should identify themselves using valid photo identification. The candidate can use their passport, driving licence or centre/employee ID badge
7. The candidate logs on to the GoToMeeting session on their mobile phone/tablet and start their phone/tablet camera if it doesn't start automatically
8. The invigilator needs to check the candidate does not have access to any unauthorised materials. The invigilator must tell the candidate to scan room with their smart phone/tablet, until they are satisfied they have covered the whole room (fig 1). This should include checking the area behind the monitor, checking for any sort of audio device that the candidate is wearing (hearing aids are permitted), that the area around the computer is clear and that any scrap paper is blank (fig 2)

9. The candidate should place their phone/tablet in a location that gives as wide an angle of the room as possible (fig 3)
10. If the candidate is wearing a watch, they should be asked to remove it and place it on their desk
11. The invigilator should ask the candidate to confirm they understand the requirements of the test and that they are now under exam conditions
12. The invigilator takes a screen shot showing their GoToMeeting screen, two views of the candidate and screen share
13. The invigilator shares the URL of the on-screen exam session which the candidate enters into their Surpass Viewer
14. The invigilator reads out the keycode of the exam and the candidate enters their exam keycode and the invigilator either unlocks the exam or reads out the exam pin code
15. The candidate confirms their details and starts the exam
16. Once the candidate has finished, the invigilator will inform the candidate when they can expect their result. This may depend on the type of exam and/or the process at your centre. If unsure, ask the candidate to contact their centre contact for confirmation. Once done, the invigilator ends the meeting and exits GoToMeeting

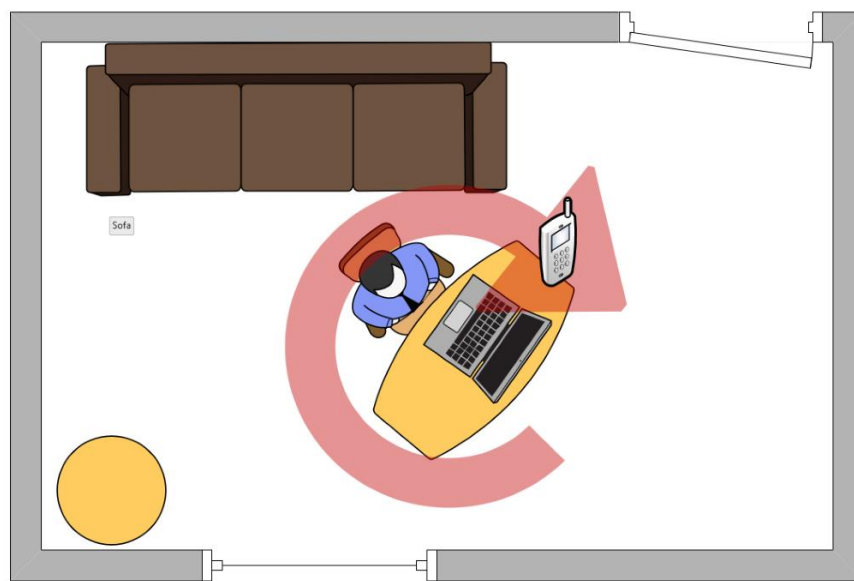


Fig 1

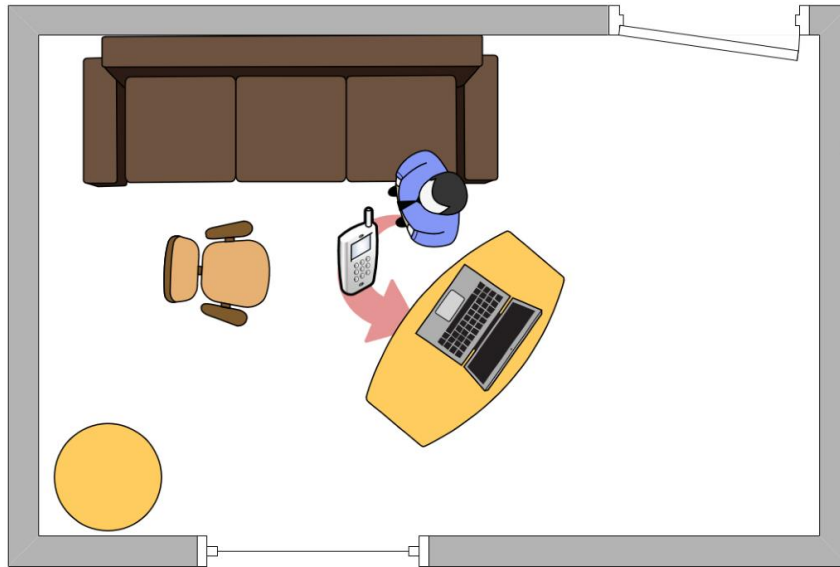


Fig 2

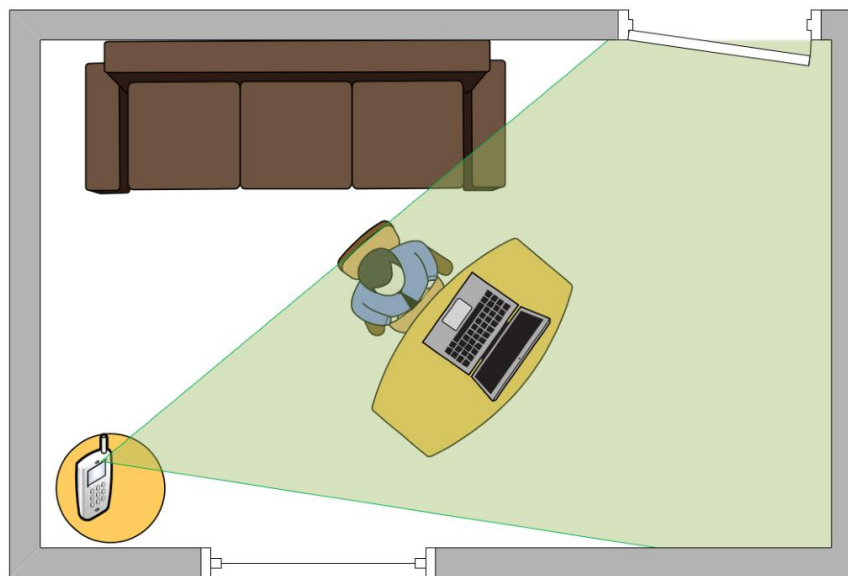
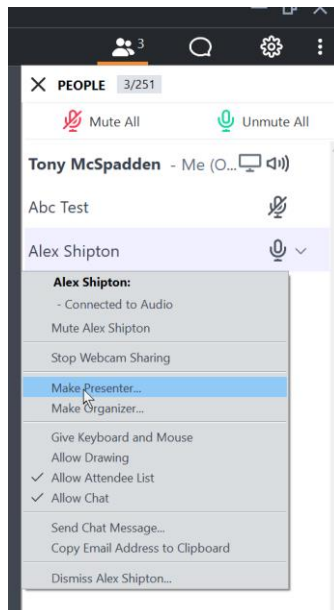


Fig 3

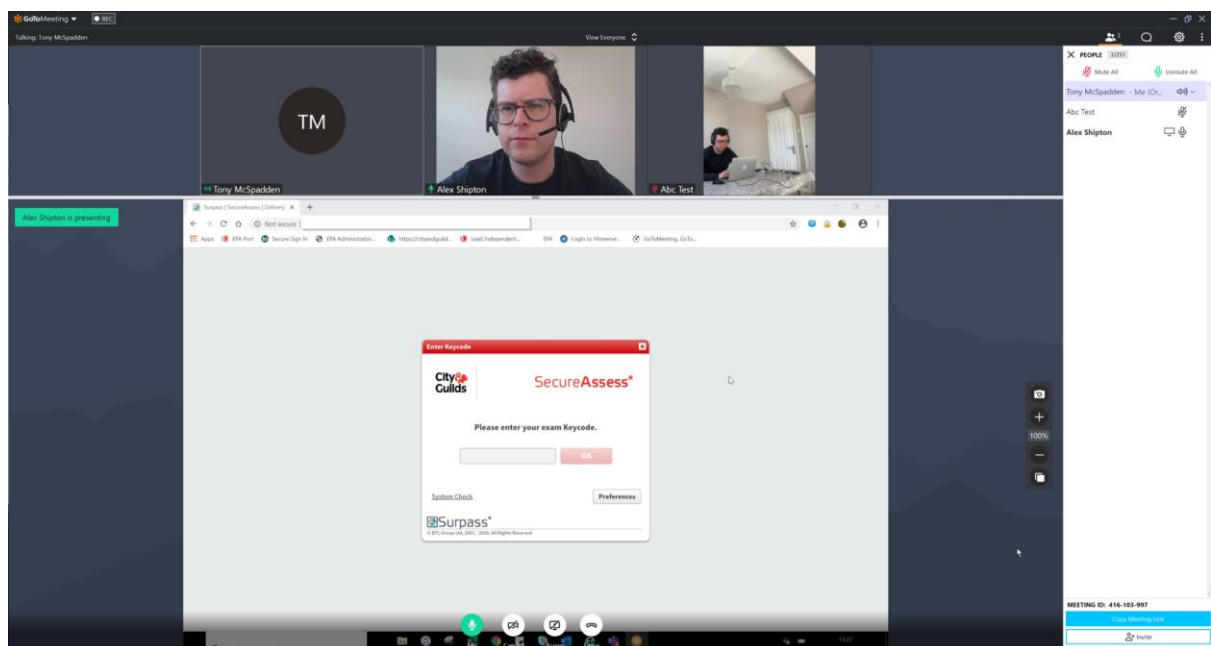
Under no condition should the exam session be recorded.

Starting the GoToMeeting session

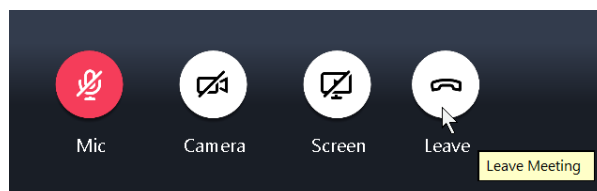
Log into GoToMeeting and start the relevant meeting. You will be prompted to choose an audio option, for best user experience, computer audio is preferred. Now wait for the candidate to join. Once the candidate has joined you should give the candidate presenter rights, as shown below and ask them to ID, display their room setup and mobile phone/tablet.



Once the meeting is setup, you should see a similar screen to below, showing two views of the candidate and what is on their screen. Please take a screen shot and save with your records.



Once the exam session is over end the meeting session by clicking on the **Leave** meeting button.



The GoToMeeting online meeting solution is owned and/or provided by LogMeIn, Inc, and not by City & Guilds. We have no control over the content or functionality of, and have no responsibility for, GoToMeeting or over any other third-party software, internet browser, product or service referred to in this document (together the “technologies”).

This document is provided for **information only** to clarify how such technologies may be correctly used so as to meet City & Guilds’ minimum requirements for the invigilation of remote on-screen assessments. As such, we **strongly recommend** that any party intending to use the technologies from time to time independently assesses them, to ensure that they meet such party’s own technical, legal and contractual obligations, prior to any use.

We **cannot** accept responsibility for any party’s decision to use, or for use of, any of the technologies (including GoToMeeting) from time to time, which shall at all times remain the responsibility of such party. We also **cannot** accept liability for loss or damage of any kind arising from use of, or from inability to use, any of the technologies by any party (including GoToMeeting) or from use of, or reliance upon, this document by any party from time to time, and to the extent permitted by law exclude all conditions, warranties, representations or guarantees, whether express or implied, as to GoToMeeting or any of the other technologies, or as to their availability, security, suitability or fitness for any purpose from time to time.

Every effort has been made to ensure that the information contained in this publication is true and correct at time of going to press. However, City & Guilds’ products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. City & Guilds cannot accept responsibility for any loss or damage arising from the use of information in this publication.

©2019 The City & Guilds of London Institute. All rights reserved. City & Guilds is a trade mark of the City & Guilds of London Institute, a charity established to promote education and training registered in England & Wales (312832) and Scotland (SC039576).
5-6 Giltspur Street, London EC1A 9DE.
cityandguilds.com