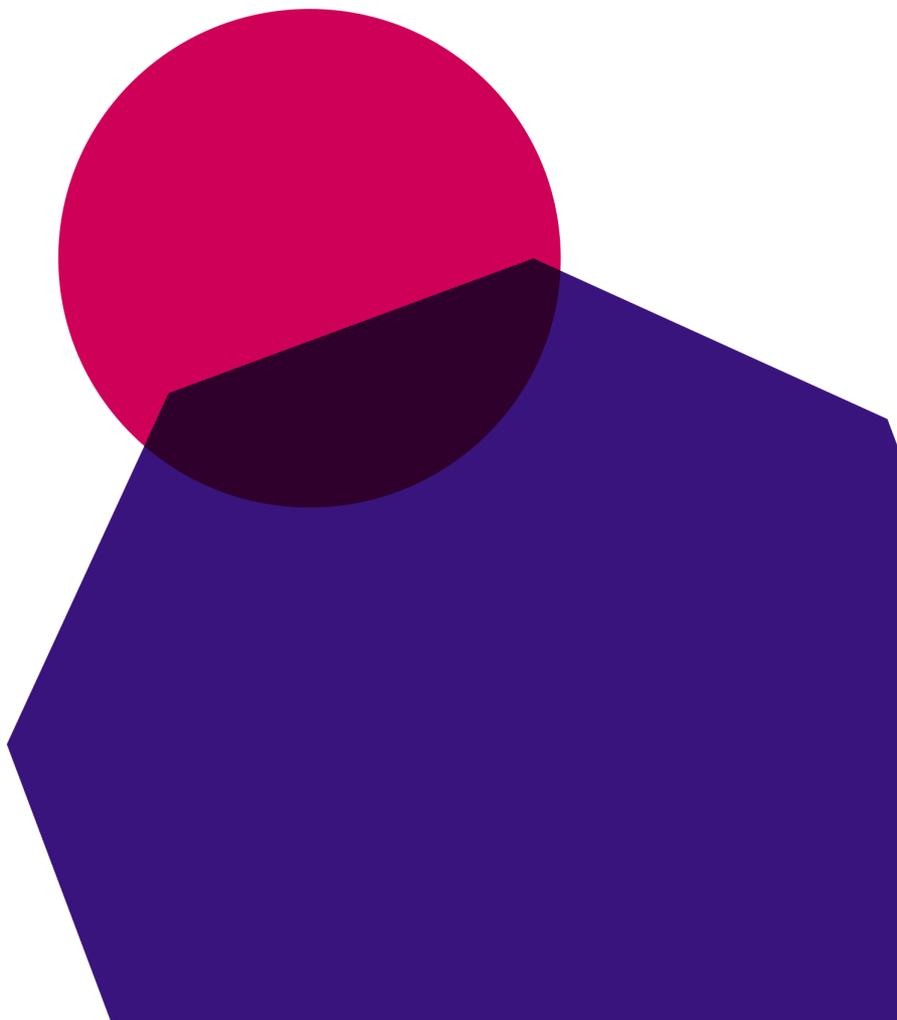
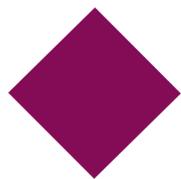


# Remote Invigilation Teams Candidate Instructions



## Teams working instructions

**This document explains the use of Teams as a tool to invigilate remote on-screen assessments using City & Guilds on-screen e-assessment platform, e-volve.**

### Introduction.

Teams is an online meeting solution from Microsoft. As a candidate you are not required to set up an account. You will be given the details of the online meeting by your invigilator/learning provider. All you will need to do is ensure you have the required equipment and a quiet, safe location where you can take your exam without being distracted.

You will need one computer with Teams installed, a webcam that faces you, a smartphone/tablet with a camera and the Teams app installed. It's important that you are signed out of your Teams account (if you have one) on your mobile device.

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

**As our exams contains Adobe Flash content, for the exam session browser you must use a Flash enabled browser called Surpass Viewer. This browser can only be used for taking City & Guilds on-screen exams and contains a fully supported and updated version of Flash. It can be downloaded [here](#). We recommend using Google Chrome for loading the meeting software.**

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

### Process

Using Teams, you will be taking a remotely invigilated on-screen exam to the same standards that you would be had you been in a classroom or exam centre. You will be expected to confirm your ID and have a paper clear location where you can sit your exam.

The full exam conditions are displayed below.

Prior to your exam date, your learning provider and/or invigilator will be in contact to confirm the details of the exam session. You will be sent an email with the meeting details within.

To successfully complete a remote invigilated exam session, the following steps need to take place

1. Open the invite you were sent by your invigilator/learning provider and open the meeting URL
2. Wait for the invigilator to start the meeting (if not already started)
3. Share your screen with the invigilator. You will see an icon that looks like this . It is important that you share Screen 1, this will mean the invigilator can see what is on your screen (use of multiple displays is forbidden)
4. Set up your webcam, microphone and speakers/headphones
5. Identify yourself using your webcam and appropriate ID using valid photo identification. You can use your passport, driving licence or centre/employee ID badge
6. Put your device into aeroplane mode and then only turn back on the wifi, (this is to prevent calls, WhatsApp message etc.)
7. Set up your phone/tablet and join the same meeting session that you were emailed. Installing Teams beforehand will speed up this process.
8. The invigilator needs to check you do not have access to any unauthorised materials. The invigilator will tell you to scan the room with your smartphone/tablet until they are satisfied you have covered the whole room (fig 1). This should include checking the area behind the monitor, checking to ensure that no audio device is being used (hearing aids are permitted), that the area around the computer is clear and that any scrap paper is blank (fig 2)
9. Place your phone/tablet in such a way as to give the widest angle of the room as possible, confirm with the invigilator that they are happy with the placement (fig 3)
10. If you have a watch on, please place it on your work area. Smartwatches must be placed away from your work area.
11. The invigilator will check with you that you understand you are now under exam conditions and that you understand the requirements for the test.
12. Open Surpass Viewer and navigate to the evolve on-screen exam portal. This will be shared by your invigilator
13. Enter your exam keycode your invigilator provides, and the invigilator will unlock the exam or give you a pin code.
14. Confirm your details when prompted and start the test.
15. Take your exam.
16. Once you have finished your exam, the invigilator will inform you when you can expect to receive your result. This will depend on the type of exam and the process at your place of learning. The meeting will then be ended by the invigilator

 **Important Note: Your exam session should never be recorded.**

Fig 1 – Scanning your room.

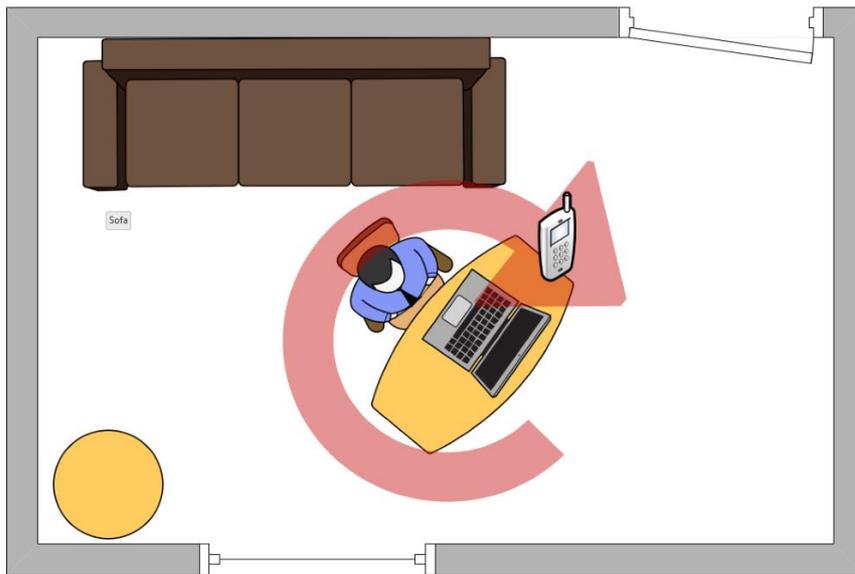


Fig 2 – Scanning under your desk.

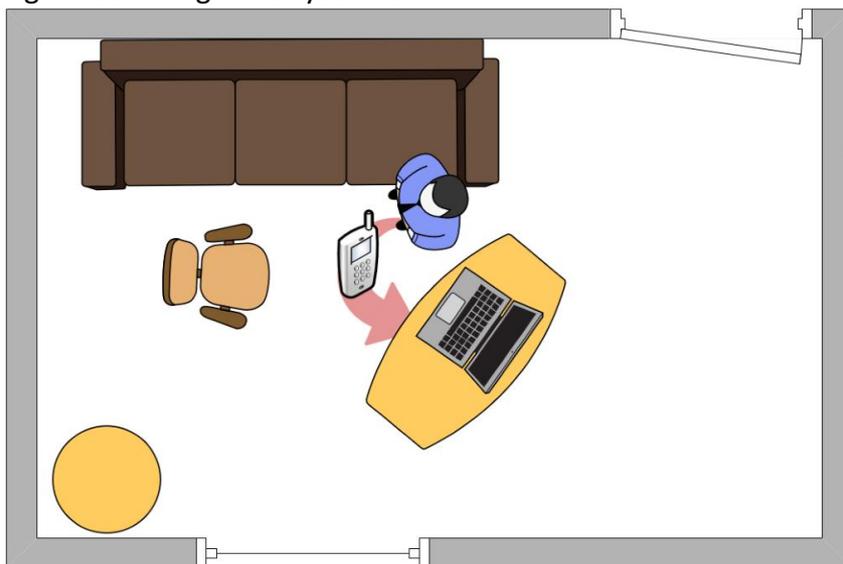
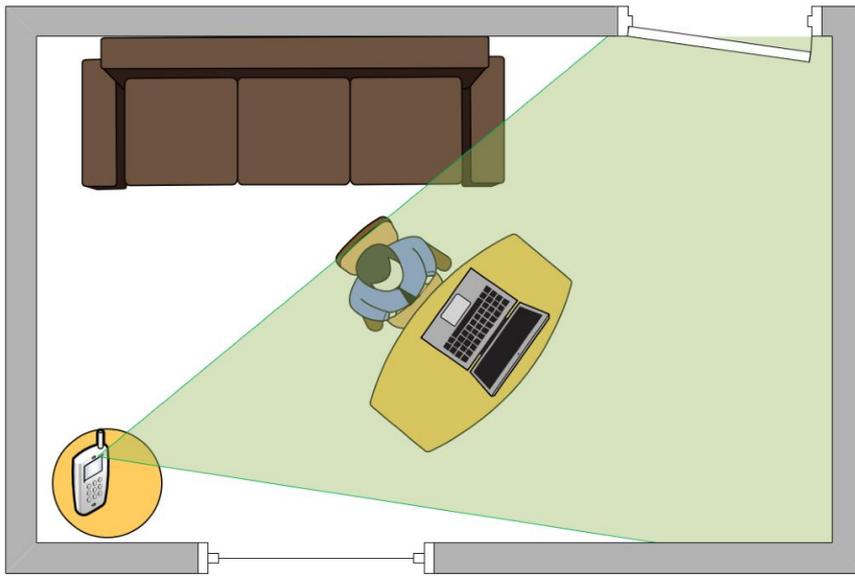


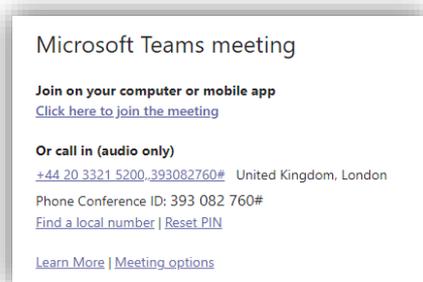
Fig 3 – How your cameras should be configured.



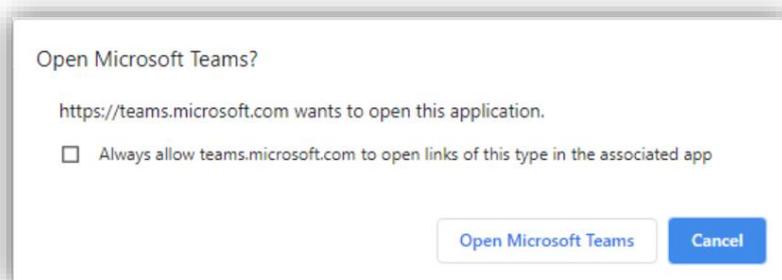
## Detailed instructions

### Joining an invigilation session

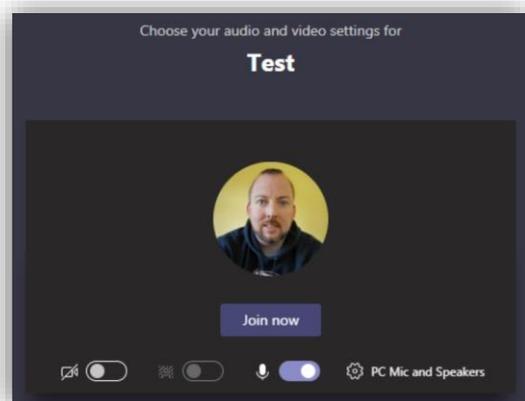
You will have received an email from your invigilator/learning provider which has the details of the Teams session. Click on the link as shown below.



Once you click on the link, your browser will open, and you will be prompted to open the Teams application. **It's important you use the Teams app as this will allow you to share your screen and your webcam at the same time. This is required for this model of Remote Invigilation.**



When you open the Teams application, you will see the initial settings for the meeting. This will allow you to set your microphone, speakers/headset and webcam.



Once the invigilator has started the meeting, you will need to identify yourself by using your webcam and appropriate photo identification (passport, driving licence or place of work/college ID). You may need to verbally ask the invigilator to make you a **presenter** if

they already haven't. This will allow you to share your screen so the invigilator can monitor your progress through the exam. Once you share your screen (you may only have one screen on your computer) the invigilator will be able to see whatever is on your screen. Please ensure you share your desktop and not only the web browser as doing so may delay your exam session or end up invalidating your exam.

#### Setting up a second device for monitoring exam conditions

Using a mobile phone or tablet, you will need to open the Teams app (download the Teams app from the relevant app store) and log into the meeting with the same meeting ID you received for the remote invigilated exam session. Once you have entered the meeting details ensure your camera is active and that the invigilator can see both your cameras and an acceptable angle of the room. You should turn the off the speaker on your mobile device to prevent feedback.

#### Finishing your remote invigilation session

Once you have concluded your test, you will need to confirm with the invigilator that you are finished, and the invigilator will finish the online meeting. This will disconnect both your computer and phone/tablet meeting sessions.

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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 Microsoft Teams) 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 Microsoft Teams) 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 Microsoft Teams or any of the other technologies, or as to their availability, security, suitability or fitness for any purpose from time to time.

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