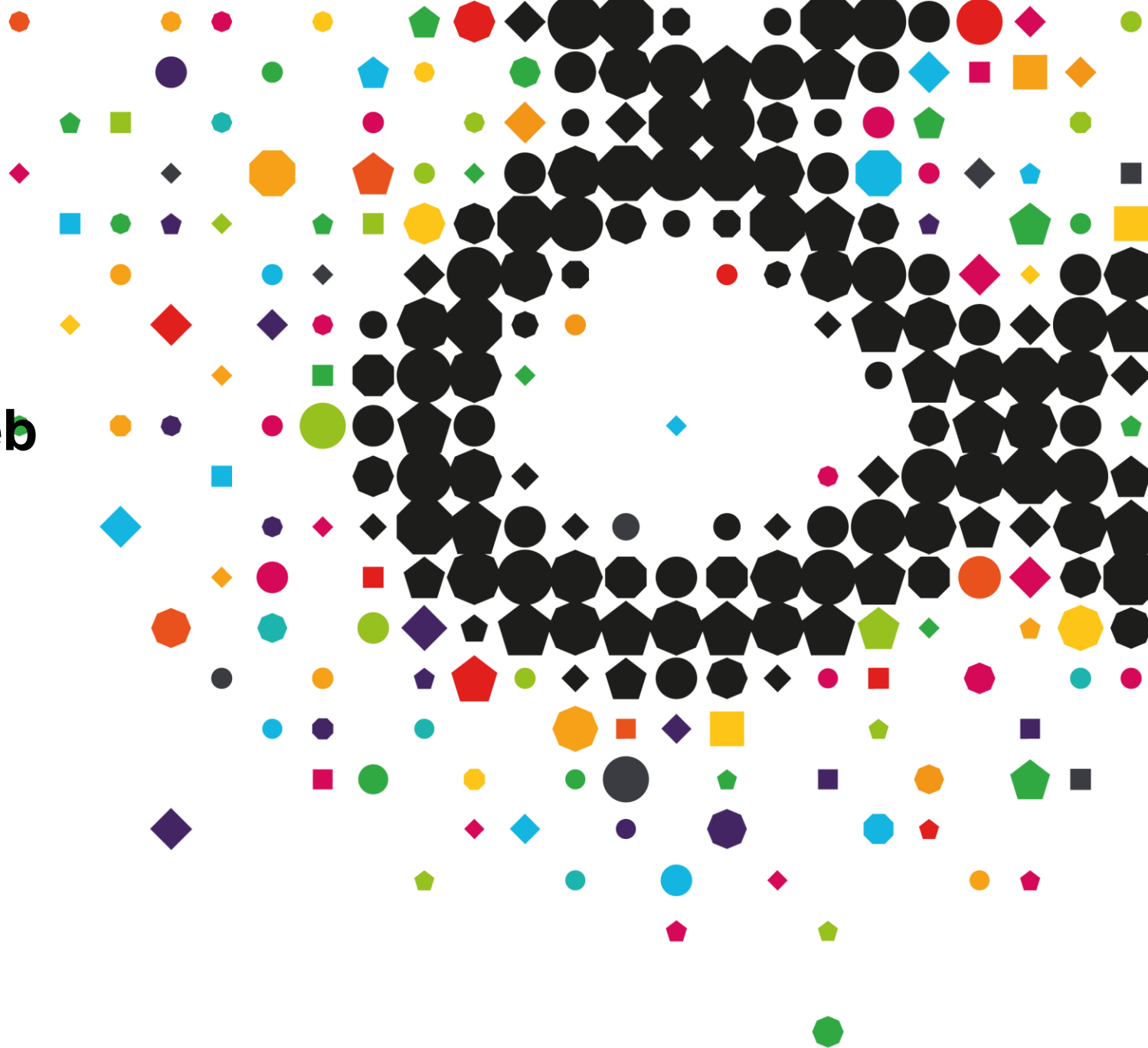


**Cyflwyniad i oruchwylio
Prawf yn y Cartref o bell,
gan ddefnyddio'r we**

Introduction to Test at Home remote invigilation using web delivery

Cymwysterau Sgiliau Hanfodol yng
Nghymru
Essential Skills Qualifications in Wales

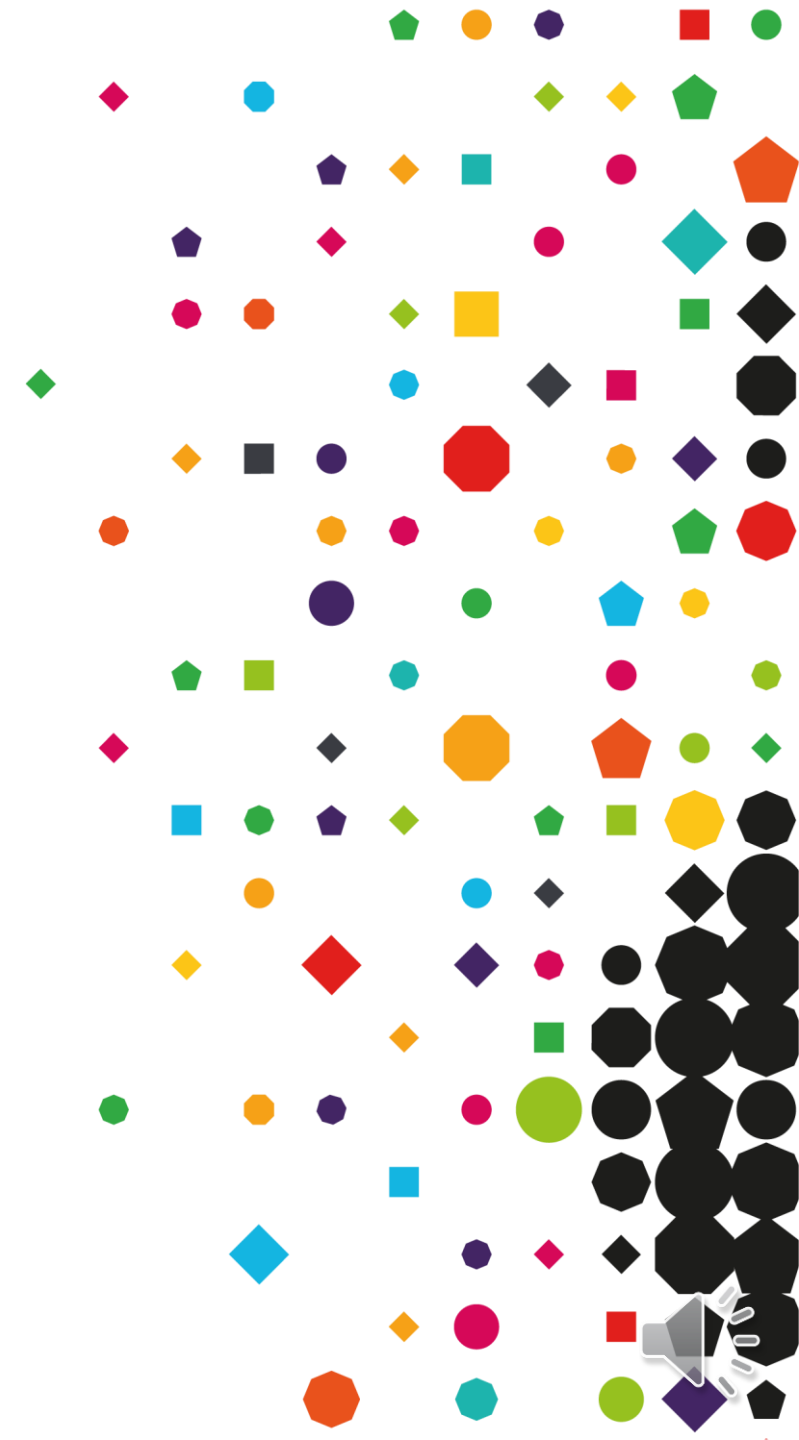
Chwefror 2021
February 2021



Content

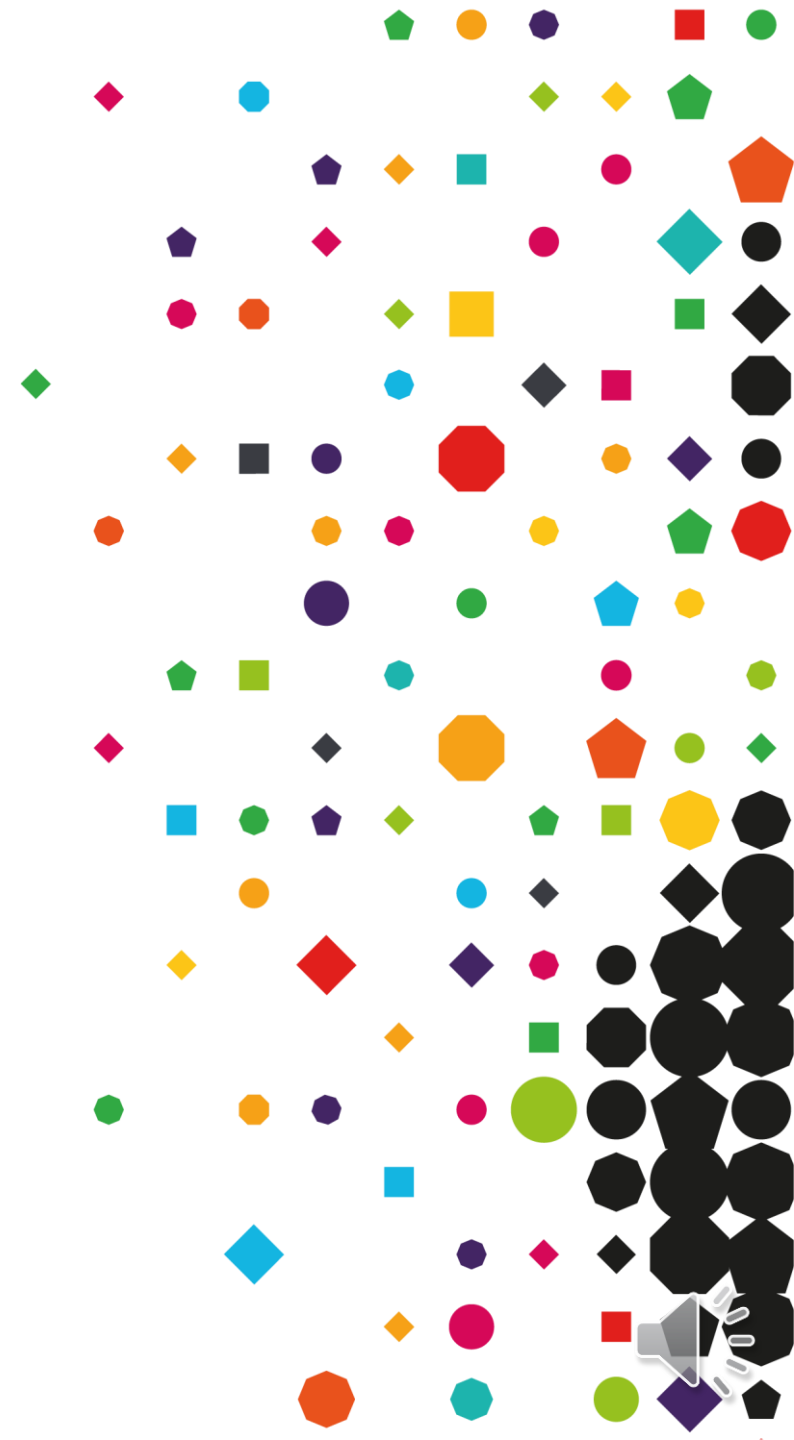
Remote invigilation – interim solution

- How it works
- Important information
- Instructions for delivering remote invigilation
- What happens next? Approval



1

How it works



Test at Home – How it works



How Test at Home remote invigilation works

- Centre completes an online application form
- Centre receives approval to offer remote invigilation*
- Centre receives the guidance documentation
- The centre books e-volve exams as normal through the Walled Garden
- The centre arranges an online meeting on either Microsoft Teams, WebEx or GoToMeeting for the same date as the exam booking
- The invigilator and candidate share the meeting appointment
- The online meeting appointment is shared with City & Guilds for quality assurance processes
 - **for Functional Skills and Essentials Skills Wales only or others upon request**
- The invigilator starts the meeting with the candidate and runs through set up checks:
 - **TAH Functional Skills/Essential Skills Wales:** Steps are documented in detail in the Centre Guide
- The invigilator shares the exam URL
- The invigilator shares the one time use keycode and pin code
- The candidate takes their exam

***Note:** Quality approval is required for Remote Invigilation for Functional Skills and Essential Skills Wales qualifications only.



High level process

Step	Candidate	Invigilator
1. Before the exam	<ul style="list-style-type: none"> • Reads instructions/checklist • Prepares exam area • Completes declaration • Downloads and installs SurpassViewer • Downloads meeting software onto laptop/pc, phone/tablet 	<ul style="list-style-type: none"> • Reads Centre Guide/checklists • Books exam, sends meeting invitation • Checks candidate has downloaded and installed SurpassViewer • May be required to forward invitation to the exam auditor
2. Start of the exam	<ul style="list-style-type: none"> • Completes environment check • Completes equipment check • Shares photo ID 	<ul style="list-style-type: none"> • Completes environment check • Completes equipment check • Checks photo ID • Shares link • Provides access codes/PIN
3. During the exam	<ul style="list-style-type: none"> • Takes the exam 	<ul style="list-style-type: none"> • Invigilates the exam
4. At the end of the exam	<ul style="list-style-type: none"> • Confirms exam is completed • Clears area/destroys scrap paper • Completes candidate declaration 	<ul style="list-style-type: none"> • Check exam complete in SecureAssess (✓ against exam) • Check area clear • Completes invigilator declaration
5. After the exam		<ul style="list-style-type: none"> • Centre declaration is completed (Exams officer)






2

Important information



Document checks – Test at Home

Examples:




**Functional Skills and
Essential Skills Wales**

Test at home centre guide

Version 2.3 February 2021

For the period of:
September 2020 – Summer 2021



Functional Skills/Essential Skills
Remote Invigilation - Invigilator checklist

1. Before the exam

To be completed by the invigilator:

Centre no:	
Candidate's enrolment no:	
Candidate name:	
Exam number (e.g. 4743-110)	
Name of exam	
Exam date and time	
Invigilator name	

I have read and understood the Functional Skills/Essential Skills Wales tests at home: Centre Guide	<input type="checkbox"/>
I have checked and confirmed any access arrangements with the candidate	<input type="checkbox"/>
I have sent an exam appointment and confirmed arrangements with the candidate	<input type="checkbox"/>
I have sent the exam appointment to the exam auditor and confirmed arrangements with them	<input type="checkbox"/>
I have checked that the suitable meeting software has been downloaded to the candidate's PC/laptop and that a successful navigation exam has been completed by the candidate (not compulsory however recommended)	<input type="checkbox"/>
I have checked that the candidate has downloaded and installed Surpass Viewer	<input type="checkbox"/>

2. At the start of the exam

All of the following must be completed by the invigilator:

The candidate has confirmed that they are aware of all the requirements of the exam and have confirmed they can meet them	<input type="checkbox"/>
I have received the Candidate checklist and it is fully completed	<input type="checkbox"/>
I have completed a check of any unauthorised materials with the candidate	<input type="checkbox"/>
The candidate has confirmed they will not be interrupted or distracted during the exam and that no one will enter the room	<input type="checkbox"/>
The candidate has placed their watch on the work area/placed any digital watch away from the work area	<input type="checkbox"/>
I have checked the candidate's ID	<input type="checkbox"/>
The candidate has a working PC/laptop ready and mobile device working and ready with sufficient power supply for the duration of the exam	<input type="checkbox"/>
The candidate has been told they are under exam conditions and these have been explained to the candidate	<input type="checkbox"/>
The candidate's name matches the name on the exam.	<input type="checkbox"/>



Candidates

You need to identify candidates who can take their exam(s) through remote invigilation.

Before each exam, the centres must ensure the candidate:

- is suitably prepared for the exam
- has all the required equipment and materials



Invigilators

Invigilators are responsible for ensuring that the exam is conducted securely and in line with the instructions. It is the responsibility of the head of centre to ensure that appropriately trained invigilators are available for all tests and that they meet all requirements listed below.

- The invigilator **must** supervise candidates throughout the test and give complete attention to this duty at all times.
- The invigilator **must not** carry out any other task while they are invigilating.
- All exams using this approach must be invigilated on a one to one basis. The same person cannot invigilate more than one candidate at a time.
- The invigilator must check the candidate's identification before they start the exam.
- Relatives, friends and/or peers of candidates **must not** be the invigilator for the exam.
- A tutor for the subject being examined **must not** be an invigilator for any exam.

Invigilators will need to be familiar with e-volve (SecureAssess) and be able to administer tests, eg issue key codes, PIN, pause test.



Access arrangements

Access arrangements must be agreed and in place before a test takes place.

- For more information, please refer to the 'Access Arrangements and Reasonable Adjustments' section of the [City & Guilds website](#).
- Invigilators must be aware in advance of the exam which candidates have been granted access arrangements. Candidates with extra time or those with supervised rest breaks could finish (or start) the exam at different times to other candidates.
- If a candidate has been granted extra time, this needs to be added on to an e-volve exam, when it is booked. It cannot be added on afterwards.
- If the candidate is using any assistive software, they should practise using this in advance with a navigation test to make sure it is compatible.



Exam audits

- City & Guilds completes exam audits to check centres are following the instructions. For remote invigilation, this would include observing a remotely invigilated test as a third attendee in the virtual meeting session
- City & Guilds will ask the centre to provide details of planned exams and select which ones to audit.
- Where exam audits identify incidences of non-compliance, City & Guilds will indicate these in feedback to the centre, along with improvement actions and timescales for these to be completed. City & Guilds will undertake follow-up exam audits to ensure these have been completed.
- In some cases, instances of non-compliance will be reported to the Investigations and Compliance team for further investigation as potential malpractice.
- For support from our Quality Delivery team, please contact: FSremote@cityandguilds.com





Instructions for delivering remote invigilation



Candidate checks

- Check the candidate has access to equipment that meets the minimum technical requirements to allow them to access exams
- Check that all equipment is fully charged if battery life is required to complete the exam session
- A navigation test has been taken before the exam to familiarise the candidate with the exam experience



Document checks

Candidates should be prepared in line with the relevant assessment requirements as described in our qualification handbooks.

The following documents also apply and must be read and understood.

TAH - Essential Skills Wales	
Invigilator	Candidate
Centre Guide	Candidate instructions
Invigilator checklist	Candidate checklist
Conferencing software e.g. Teams – Invigilator instructions	Conferencing software e.g. Teams – Candidate instructions



Conditions

Candidates must complete exams under the same conditions as if there was an invigilator in the room with them.

The candidate is required to join the meeting on a mobile device, allowing the centre to:

- monitor their exam environment,
- confirm the candidate can take the exam safely and securely,
- check they are not receiving outside assistance during the exam, and
- check they are not reading from pre-prepared documentation.

It is the responsibility of the Head of Centre to ensure that members of staff, including and all those responsible for invigilation, are trained in the use of e-volve, have an e-volve account that allows them to view key codes and check that results have been uploaded. The Head of Centre must also ensure that members of staff are made aware of all instructions.

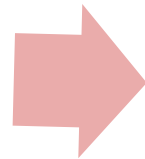
Note: THE SESSION MUST NOT BE RECORDED



Before the exam checks - equipment and resources

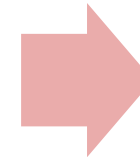
Remind the candidate of the following:

Equipment must ready
before exam starts



No unauthorised equipment
– MP3/4 players,
smartwatches, devices with
access to internet

Reference materials and
candidate notes – not
permitted



Scrap paper – permitted

Pencil cases – see-through

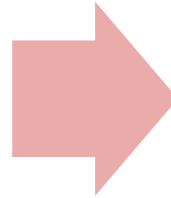
Food and drink – free from
packaging/labels removed



Before the exam checks – identification

Remind the candidate of the following:

Invigilator must be able
to confirm identity of
candidate

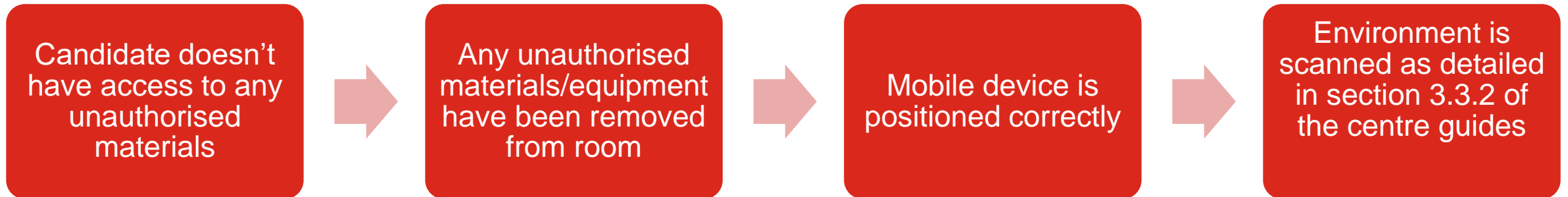


Candidate must bring
and share photographic
ID so the invigilator can
verify



Before the exam checks – security

Invigilator must check the following during at the start of the exam:



The invigilator will also ask the candidate:

- to confirm they will not be interrupted during the exam and that no one else will enter in the room.
- to confirm they understand the requirements of the exam and inform them that they are now under exam conditions.



Start of the exam checks

Both the candidate and the invigilator join the meeting, using the chosen virtual meeting software.



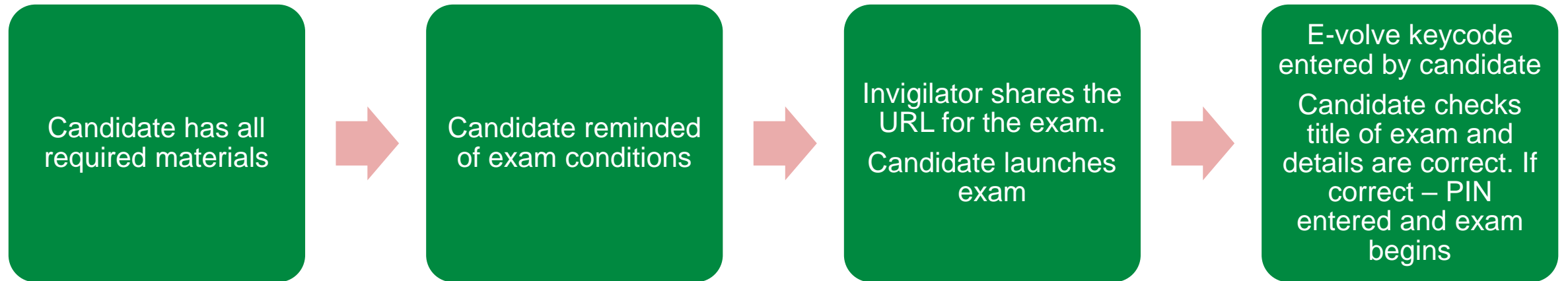
Both the candidate and invigilator enable their webcams and microphones



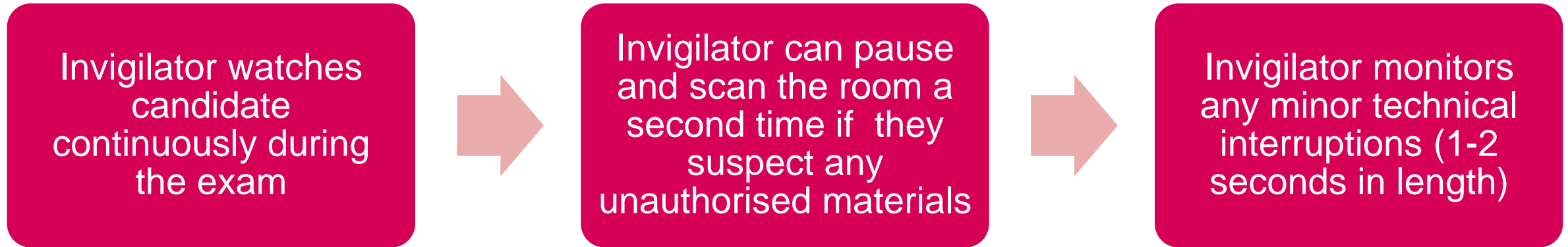
Candidate removes watch and places it on desk



Start of the exam checks



During the exam checks



Candidates are not permitted to leave the room temporarily

Essential Skills Wales TAH:

Invigilators should read section 3.9 of the Centre Guide on managing emergencies and technical issues

Invigilators should read section 3.10 of the Centre Guide on malpractice.

Note:

Where an invigilator sees a candidate with any unauthorised equipment once the exam has begun, they should pause the exam and ask the candidate to remove it from the room. If an invigilator is concerned that unauthorised equipment has been used to unfairly advantage a candidate, this must be reported to City & Guilds, clearly identifying which candidate(s) are affected.



During the exam

The invigilator **must not:**

- read, re-phrase or explain any questions for the candidate,
- comment on a question or direct candidates to a particular section, or questions,
- give candidates information or comment on possible mistakes in the exam, unless specifically asked to do so by City & Guilds. If an invigilator suspects that there is a mistake or error with a question, they should administer the exam as normal and report their concerns to City & Guilds as soon as possible.
- The invigilator should turn off their camera and microphone during the exam, but the candidate's must remain on, so the invigilator can supervise them during the exam.



At the end of the exam

Check the test has been submitted for marking

At the end of the exam session it is important to ensure that the exam data has been uploaded back to **our** central servers. It is important the invigilator checks this before ending the online meeting session with the candidate by following these steps:

- Check within SecureAssess that the exam is complete. (✓ **against exam**)
- If the exam is still showing 'in progress' contact City & Guilds technical support for further advice
- centresupport@cityandguilds.com **Subject: 'centre name' RI – Query_reason**
- Call City & Guilds customer services team **T: 0844 543 0000** – Let the advisor know it is in relation to the Remote Invigilation Pilot and you will be passed through straight away to the technical team.



At the end of the exam

Checklists and declarations

- Ensure **candidate** and **invigilator checklists** are complete
- Ensure **candidate** and **invigilator declarations** are complete
- Ensure **centre declaration** is complete (Exams officer)
- These must be stored by the centre for 6 months.





4

What happens next?



Quality Approval process for Essential Skills Wales Test at Home

- You must apply to use remote invigilation for the Essential Skills Wales qualifications and will be approved subject to meeting our technical and quality assurance requirements
- No exams may be sat and remotely invigilated until the centre is approved to do so
- Centres must have qualification approval (QAP) prior to applying for remote invigilation
- Complete the online application form on the website:
 - For Essential Skills Wales Test at Home [here](#)
- This will be reviewed by our Quality Delivery team
- If you are approved, we will inform you in writing and add you to our register of approved RI centres
- You will be contacted to explain the booking process once approved and before tests begin

Note: We may review your online application form and need to talk to your Quality team before approving you for remote invigilation. We will confirm any further actions which need to be completed before approval.



Once you are approved

- You will receive Quality Approval and the password to access all the guidance documents for Essential Skills Wales Test at Home
- Make sure you, and your learners, have access to the required technology and are able to complete tests in this way
- Make sure invigilators have been trained in SecureAssess
- Begin booking tests in the usual way
- Agree the meeting software you will use with candidates and share invitation etc
- Follow the booking process – ***for Essential Skills Wales***
- Conduct remote invigilation in line with the instructions, completing checklists and declarations
- Be aware that exam audits will take place

<https://www.cityandguilds.com/covid-19/remote-testing>



Support

City & Guilds Customer Service

Contact information

T: 0844 543 0000*

E: centresupport@cityandguilds.com

Lines open: Monday to Friday 08.00 to 18.00 GMT

*Calls to our 0844 numbers cost 7 pence per minute plus your telephone company's access charge.

City & Guilds Quality Delivery

E: FSremote@cityandguilds.com



Diolch Thank you

