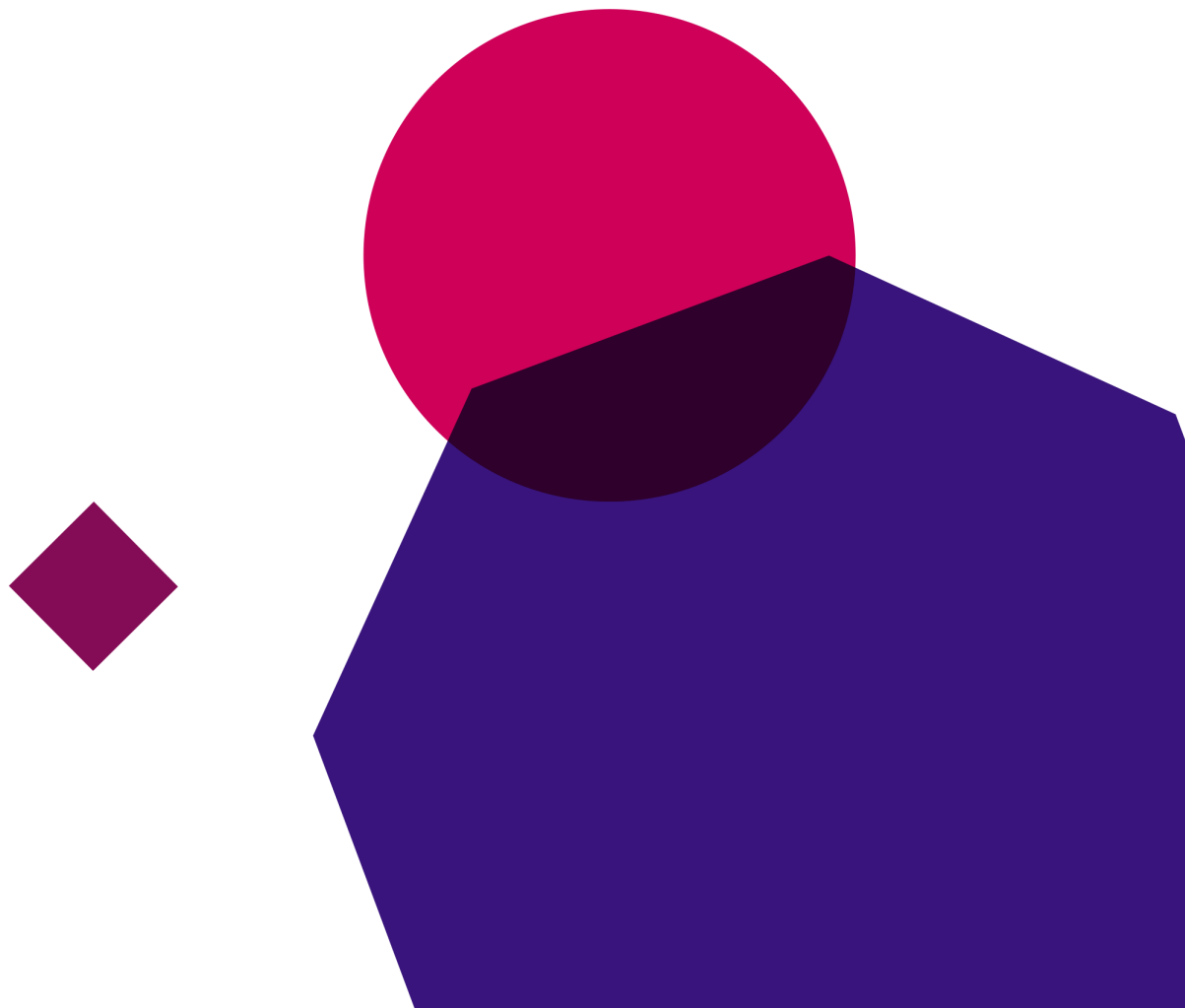


Remote Invigilation

Zoom

Invigilator Instructions



Zoom working instructions

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

Introduction.

Zoom is an online meeting solution. You are required to set up an account with [Zoom](#) 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 the desktop application 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.

You will need a [paid account](#) (Pro, business, etc. - not free) to be able to invigilate an exam.

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

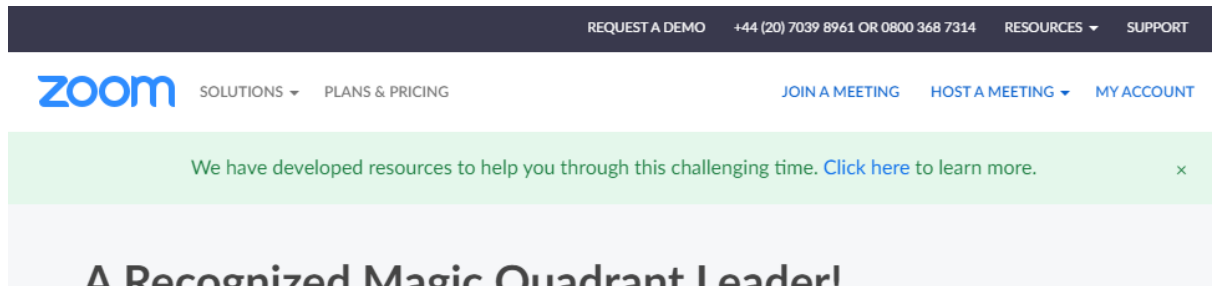
Below we will explain the process, expectations and limitations of remote invigilation using Zoom.

Process

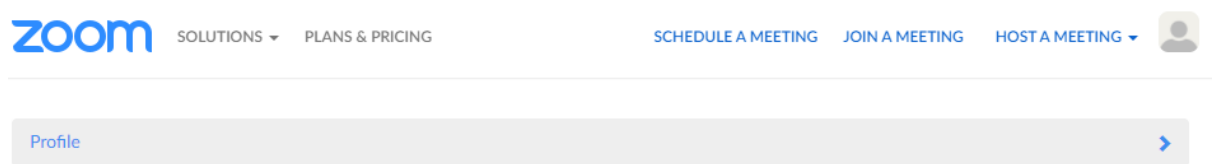
Using Zoom, you will be required to invigilate to the same standards as you would if you were in a room with the candidate. The candidate will be required to dial into the meeting on two devices, one to capture their face for identification and screen sharing purposes and another device to show the room 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 Zoom and click on the [MY ACCOUNT](#) link.



Click on **SCHEDULE A MEETING**



Fill in the details and select the relevant date and time for the online invigilation session and click **Save**. This will create a meeting session.

My Meetings > Schedule a Meeting

Schedule a Meeting

Topic

Description (Optional)

When

Duration hr min

Your Zoom Basic plan has a 40-minute time limit on meetings with 3 or more participants. Upgrade now to enjoy unlimited group meetings. [Upgrade Now](#)
☐ Do not show this message again

Time Zone

☐ Recurring meeting

Meeting ID ☒ Generate Automatically ☐ Personal Meeting ID 312 677 7889

Security ☒ Passcode
Only users who have the invite link or passcode can join the meeting

☐ Waiting Room
Only users admitted by the host can join the meeting

Video Host ☐ on ☒ off
Participant ☐ on ☒ off

Meeting Options ☐ Allow participants to join anytime
☐ Mute participants upon entry
☐ Automatically record meeting on the local computer
☐ Approve or block entry for users from specific countries/regions

You will now be directed to the meeting screen where you can create a meeting invite or copy the invite for sending on an e-mail meeting invite or e-mail.

My Meetings > Manage "This is a test"

[Start this Meeting](#)

Topic	This is a test		
Time	Feb 19, 2021 08:00 AM London		
Add to	Google Calendar	Outlook Calendar (.ics)	Yahoo Calendar
Meeting ID	943 6759 5846		
Security	✓ Passcode ***** Show	x Waiting Room	
Invite Link	https://zoom.us/j/94367595846?pwd=bIRtRXdyUW1sZ2ptOHFhdGNJSTZyUT09		Copy Invitation

The meeting is now arranged.

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 Zoom and starts the relevant Zoom session (this is covered in detail, below)
2. The candidate joins the Zoom session
3. The candidate shares their screen
4. The candidate turns on their webcam
5. The candidate should identify themselves using valid photo identification. The candidate can use their passport, driving licence or centre/employee ID badge
6. The candidate logs on to the Zoom session on their mobile phone/tablet and starts their phone/tablet camera if it doesn't start automatically
7. 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)
8. The candidate should place their phone/tablet in a location that gives as wide an angle of the room as possible (fig 3)
9. If the candidate is wearing a watch, they should be asked to remove it and place it on their desk
10. The invigilator should ask the candidate to confirm they understand the requirements of the test and that they are now under exam conditions
11. The invigilator takes a screen shot showing their Zoom screen, two views of the candidate and screen share

12. The invigilator shares the URL of the on-screen exam session which the candidate enters into their Surpass Viewer
13. 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
14. The candidate confirms their details and starts the exam
15. 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 Zoom.

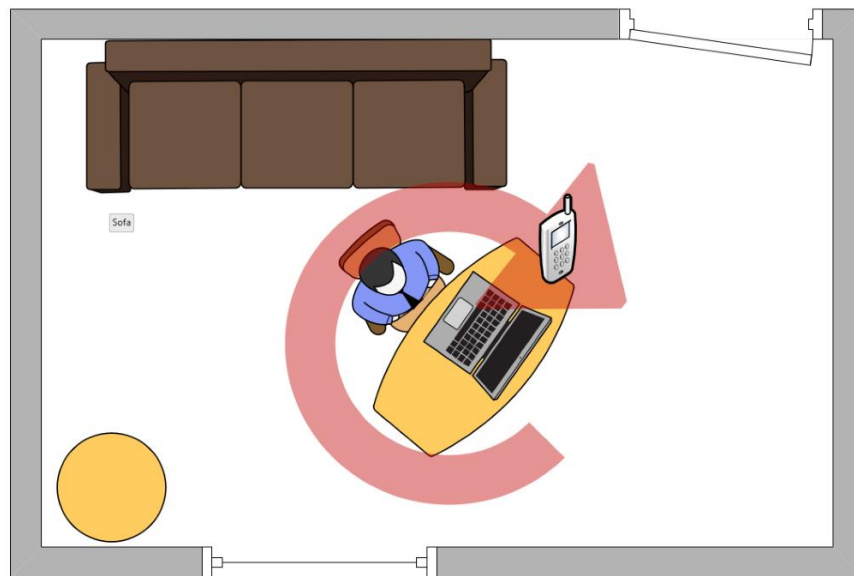


Fig 1

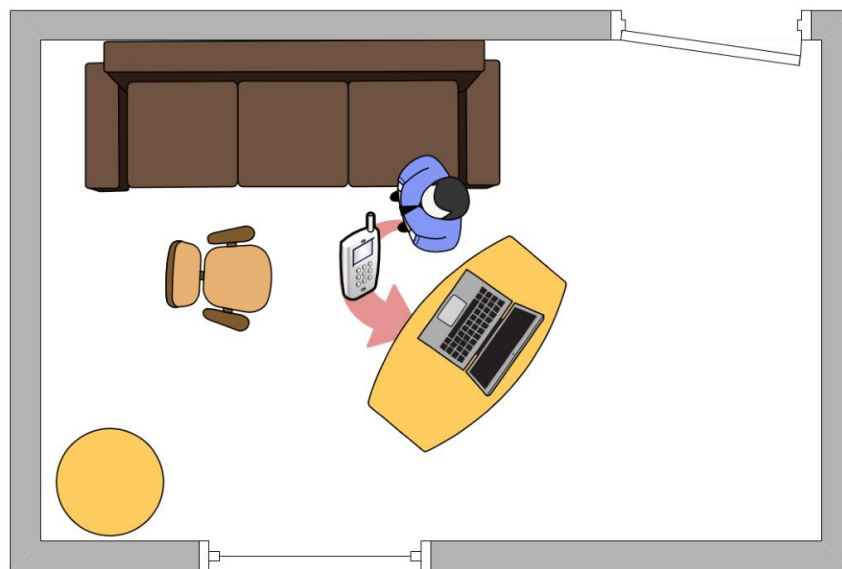
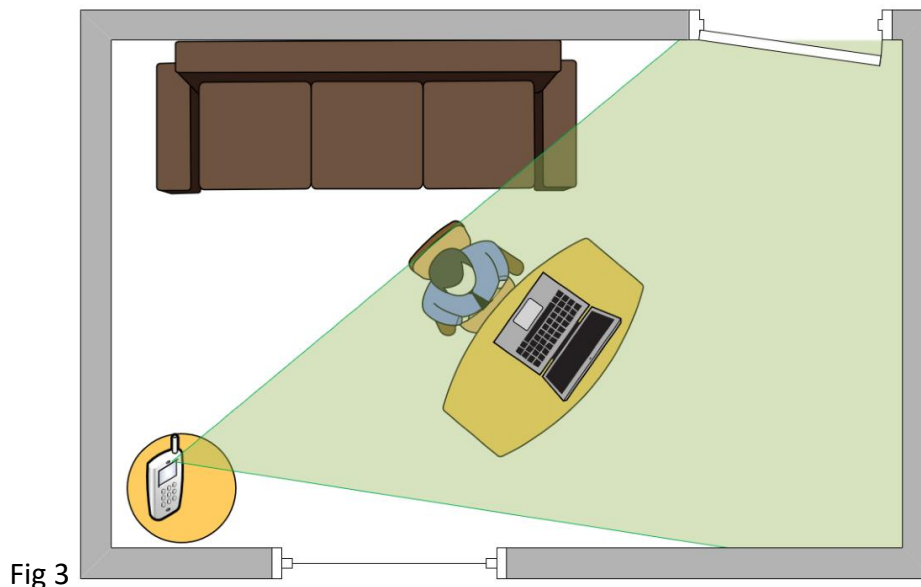


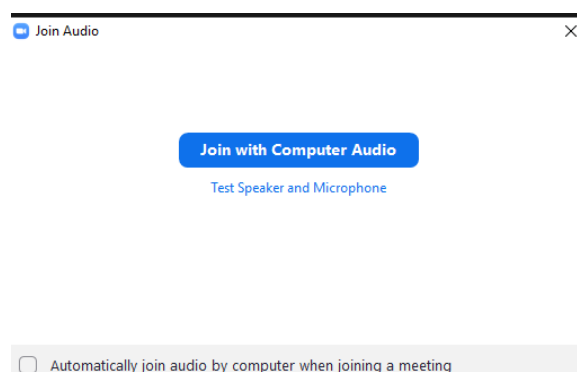
Fig 2



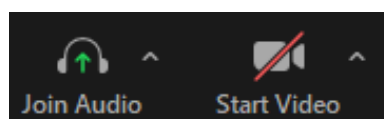
Under no condition should the exam session be recorded.

Starting the Zoom session

Log into Zoom and start the relevant meeting. You will be prompted to choose an audio option, for best user experience, computer audio is preferred.

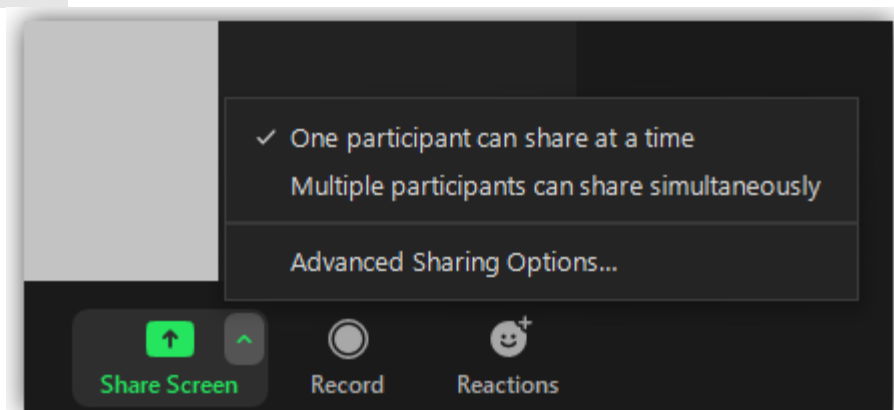


Once you have started the meeting you can unmute yourself and share your camera using the following buttons. If you can't see the buttons click on the Zoom window and they will appear.

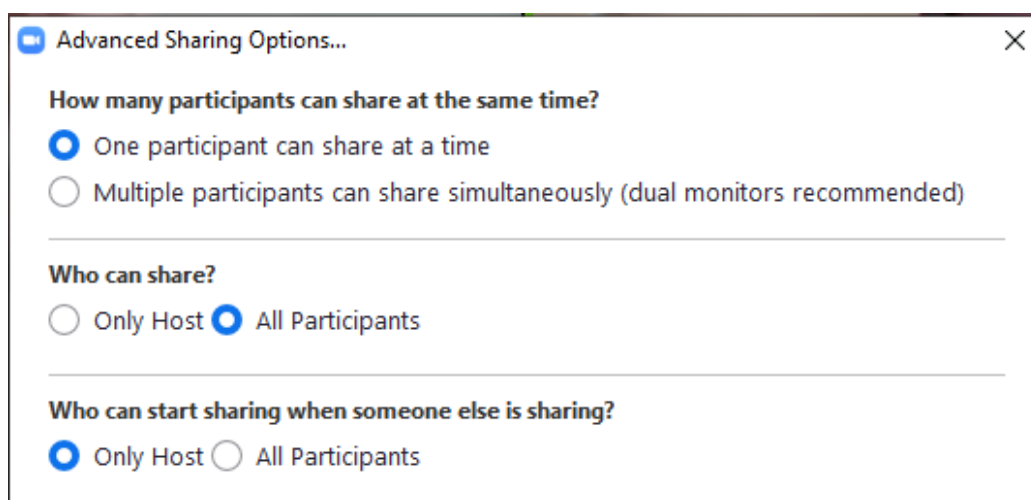


Now wait for the candidate to join. Once the candidate has joined ask them to show their ID, setup their second device and display their room setup.

Once verified, you will need to enable screen sharing for the candidate. Select the small up arrow to the right of the sharing button to access the menu and then select **Advanced Sharing Options**



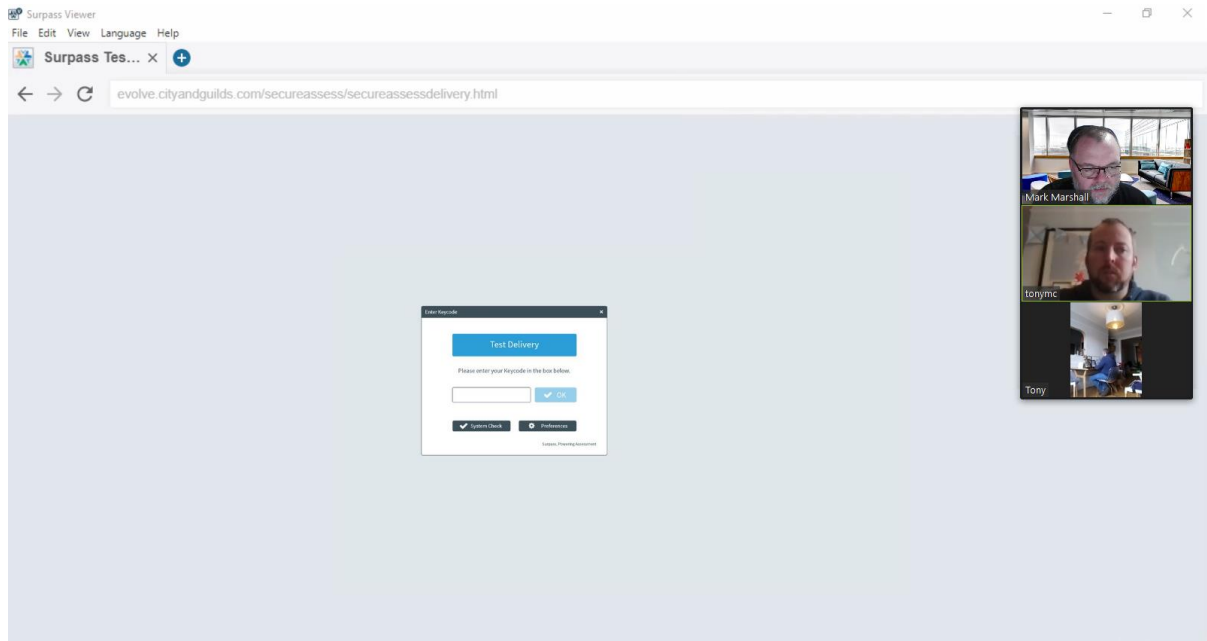
If the screen that appears, select **All Participants** in the **Who can share?** Section and then click the **X** to close.



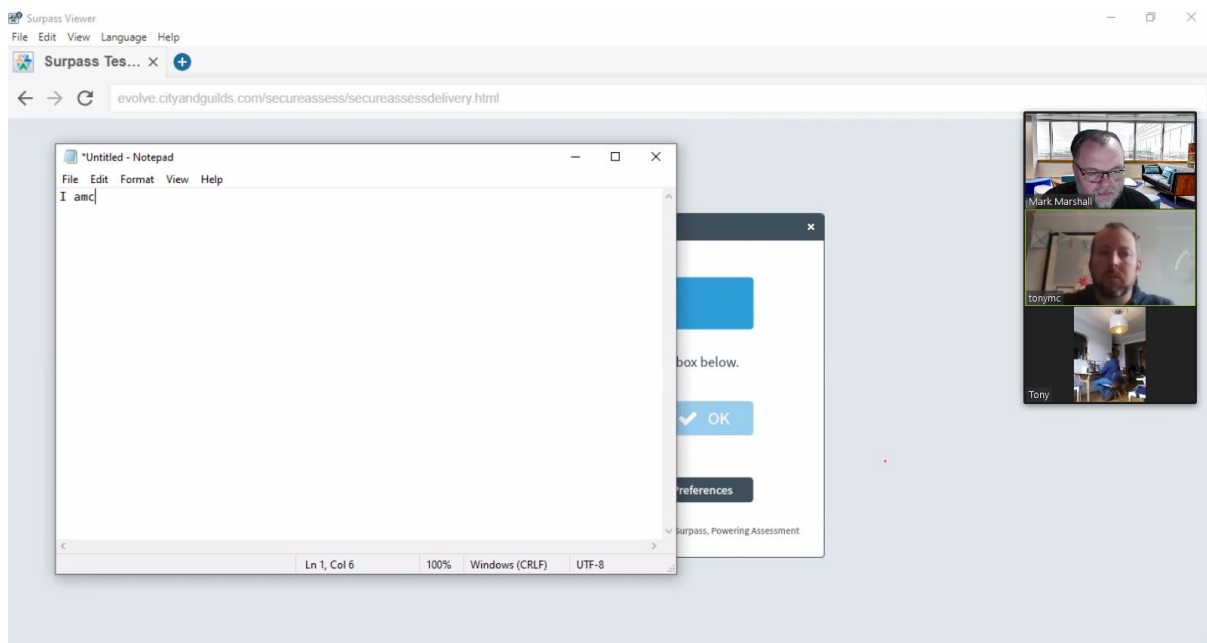
You can now ask the candidate to share their screen, you should see a similar screen to below, showing two views of the candidate and what is on their screen. You will need to use the floating panel view and adjust the size of the window to allow you to clearly see the candidate from both angles.

Please take a screen shot and save with your records.

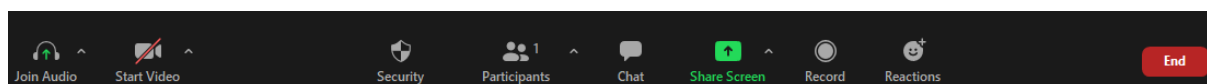
For more information on how to use **floating panel view** to achieve the desired candidate view, please read the guidance [here](#).



If at any time during the session you see a box appear like below, immediately ask the candidate what they are doing as this indicates that another program is being used which is strictly forbidden.



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



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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.

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