
Remote Invigilation

Remote Invigilation Services

**Your 5-step guide to
choosing, setting up
and running remote
invigilation**



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Step

1

Choosing remote invigilation

When your centre is planning to offer a Remote Invigilation (RI) Service, you will need to research and decide if the service is suitable for your candidates.

Visit our [website](#) to understand what remote invigilation is and which of our qualifications have remote invigilation testing opportunities. You will also find our guidance documents and FAQs on the website.

What to ask your awarding organisation to ensure that RI is right for you and your candidates:

What type of Remote Invigilation service do you provide?

City & Guilds Remote Invigilation Service is delivered Live. This means an invigilator is available to a candidate via live chat.

We are developing a Remote Invigilation Record and Review service. Some of our qualification tests will move from the Live service to being available on the Record and Review service in Autumn/Winter of 2024/25.

With multiple layers of authentication and fraud detection, both services are built to deliver fair and accurate information. They provide an equal footing for all learners

by increasing integrity with automated ID checks, event flags, object detection, and more. View the list of qualifications that can be Remote Invigilated by going to our [website](#).

How flexible are the Remote Invigilation services?

Remote Invigilation - Live operates Monday-Friday, and has three booking time slots per day. Tests are booked five-days in advance. City & Guilds Remote Invigilation - Record and Review Service, when it is launched in Autumn/Winter of 2024/25, will provide added flexibility so your candidates can be booked for a test at any time.

What security checks are in place to identify the candidate is who they say they are, and that they are not cheating during the test? City & Guilds Remote Invigilation Services use AI technology and

facial and voice recognition to identify the candidate is who they say they are when they sit the test. It also tracks eye movement and browser usage to monitor and recognise malpractice.

Accessing City & Guilds Remote Invigilation Services

Existing City & Guilds centres offering e-volve assessments have automatic access to our Remote Invigilation Services.

If you are new to City & Guilds, please visit our [website](#), as you will need to go through the centre and qualification approval process before becoming an approved City & Guilds centre.

Once you are set up as a centre you will be given access to Walled Garden, our customer administrative platform. Remote Invigilated test bookings are made in Walled Garden.

Step

2

Booking a test

A remote invigilation test booking is made via Walled Garden, our customer administration system. The test will take place in e-volve, our assessment platform. Please refer to our Remote Invigilation Service - Centre Guide for a step-by-step guide to booking a test. There are some essential prerequisites for booking remote invigilation.

1. Before booking the test with remote invigilation please make sure that, during the candidate registration process, you have provided us with the most up-to-date candidate's email.
2. You will also need to refer to our [e-volve centre user guide](#) for specific guidance on how to book a remotely invigilated e-volve test on Walled Garden.
3. You and your candidate will receive booking confirmation emails on the day you submit the booking.
4. We will send a test invite email within two working days of you submitting the booking. This confirmation will be sent directly to the candidate and include instructions on how to access the test and system requirements. The invite email will be sent from "no-reply@talview.com". Please ask your candidates to check their spam/junk folders first if not received within two working days.



Important information

[RI Centre Guide](#)

For step by step instructions on how to book a test.

[RI Candidate Guide](#)

To help prepare candidates for the test environment, including essential technical checks on their equipment set up.

[Privacy Policy document](#)

Please ensure any candidate scheduled for a remote invigilated test have been informed of the City & Guilds Learner Privacy Policy prior to being remotely invigilated and any concerns raised are captured by your centre for future reference.

Step

3

Preparing for the test

Please encourage your candidates to allow plenty of time to prepare themselves for the test. It is essential they read our Candidate Guide document and complete all necessary steps in advance of their scheduled test date and time.

1. Peripherals and network

It is essential your candidate checks if their PC is ready for the test. There are different checks your candidate will need to make if they are sitting a Remote Invigilated Live test or a Remote Invigilated Record and Review test.

Candidate Guide: Remote Invigilation - Live

Review the actions the candidate must take to check their peripheral and network set up is compatible with the RI Live interface

Candidate Guide: Remote Invigilation - Record and Review

Once this service is launched an applicable candidate guide will be made available

3. Selecting a room for the test

Preparation of the test room is an essential step before the test. Please instruct your candidate to use a suitable room to complete their test, which must be well lit, quiet, private and must not contain any materials that might help with test answers. We also suggest removing or covering any personal items as the room's content will be included in the recording.

Remember

To ensure your candidates are not disadvantaged, they need to make sure they have the correct physical and technical set up. It is essential your candidates read and follow correctly these preparatory materials:

[Remote Invigilation - Candidate Guide](#)

[Candidate Ready Reckoner](#)

This gives further detail on how to prepare for the test.

[Information For Candidates](#)

This is City & Guilds guide to the exam rules and regulations that must be followed.

[Demonstration of a remotely invigilated test](#)

This is a demonstration of a candidate sitting a live exam with their Invigilator.

Step

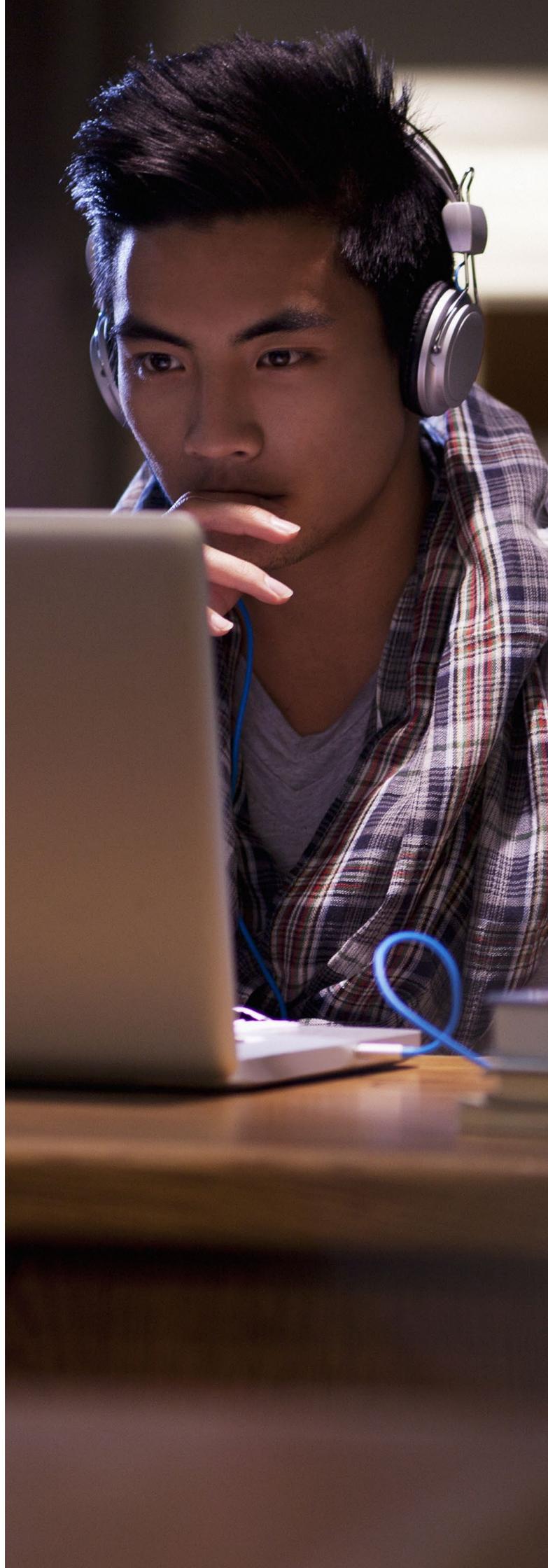
4

Taking the test

Your candidates will go through automated pre-test checks. For example, identification (ID) checks, environment scan, voice recording and face capture.

Your candidates can now take their e-volve test while being remotely invigilated. There's an opportunity for an online chat with the support team, for instance, if the candidate is experiencing technical issues. Once the candidate has successfully completed the test, they must close down both the test and the remote invigilation session.

At the end of the test, they will be presented with a feedback screen to rate their test experience.



Step

5

Results

Accessing results

Following the remote invigilation test confirmed results can be accessed in Walled Garden, our customer administration system. The results are available in the usual timeframes for our qualification assessments.

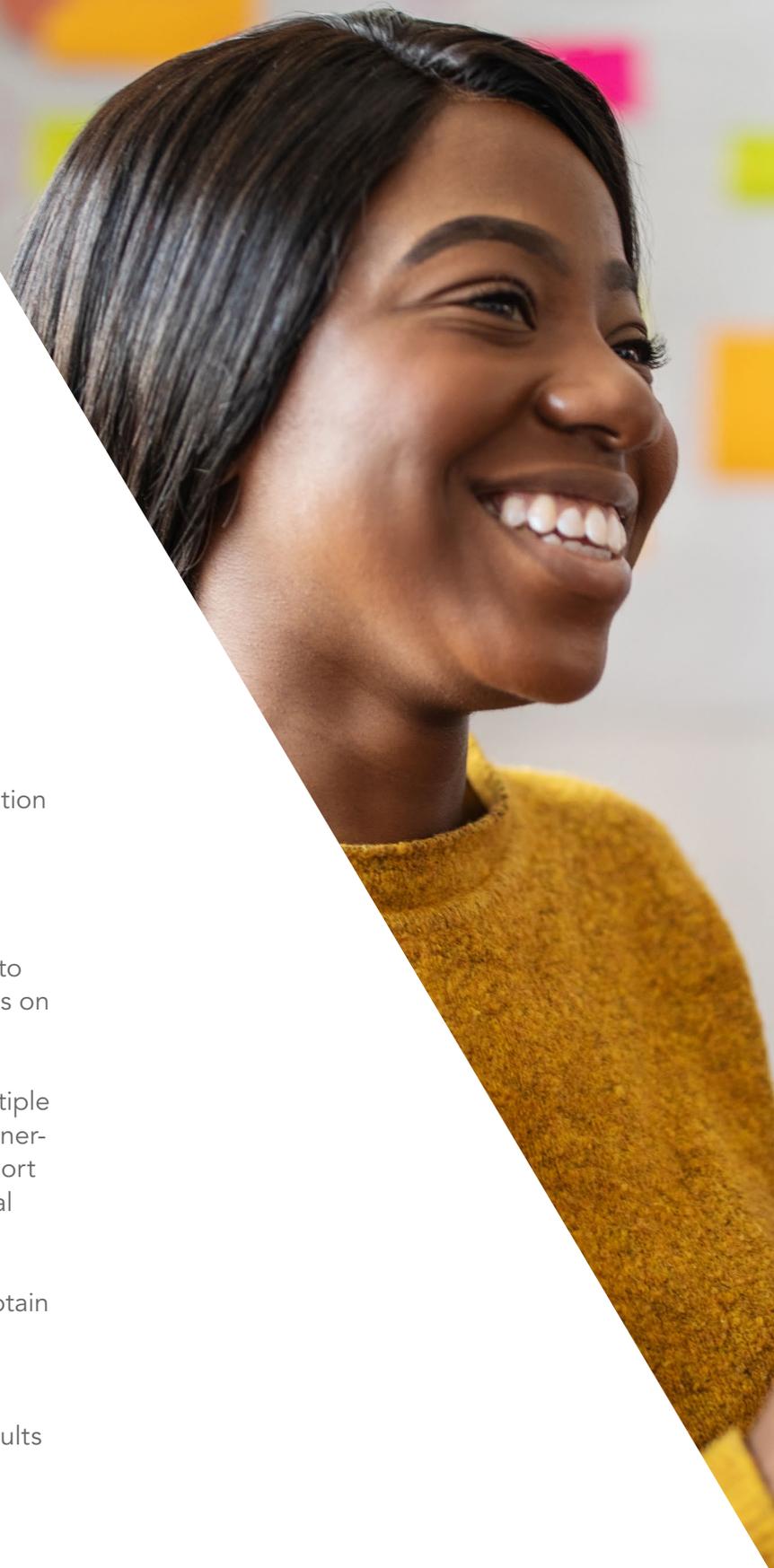
Walled Garden 'Candidate History' provides you with the ability to generate reports for all your results. Once you are a customer you can go on to Walled Garden Reports: Section 7 for instructions on how to set up your results reports.

You can access instant provisional results for multiple choice tests along with a score report. For examiner-marked exams, a provisional result and score report is made available after marking. These provisional results and score reports are made available in Secure Assess. The Secure Assess User Guide provides easy to follow instructions on how to obtain the provisional results and score reports.

All provisional results need to be fully processed before they are confirmed results. Confirmed results are made available in Walled Garden.

Resit process

If a candidate fails their e-volve test you will need to book a remotely invigilated resit on Walled Garden.



Contact Us

Support with choosing your Remote Invigilation Service

Existing City & Guilds customers:

Contact our Centre Support team on 01924 930 800

If you are not currently using City & Guilds for your assessments:

Call our sales team on 01924 206 709 or email
directsales@cityandguilds.com

City & Guilds Customer Services

Contact our Centre Support for when you are using our
Remote Invigilation Service:

Monday - Friday | 08:00 - 18:00 GMT
01924 930 800
centresupport@cityandguilds.com

Talview Support Service

Support for candidates when accessing Proview before
or during the test:

Talview live chat, phone and email
01357 464011*
Raise Support Ticket

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*Calls from landlines to this number are charged at local rates that may vary according to time of day and your individual calling plan. Charges for calls from mobiles to this number typically will be included in free call packages but this may vary according to the calling plan chosen and outside of any inclusive minutes you will be charged as per your plan for local rate calls.

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