

Remote Invigilation

Candidate Preparation Guide

Version 01

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For external use



Document revision history

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Approval

Date effective	Superseding	Policy review date	Approver
[day Month year]	[Department name]	[Description]	[day Month year]
[00]	[Department name]	[Description]	[day Month year]

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1. Introduction

1.1.1. Welcome to your candidate step by step preparation guide.



- This guide has been created for you the candidate to take you through the Remote Invigilation process step by step, providing you with some helpful hints and tips to use the service effectively.

2. Preparation

1.1. Preparing for Remote Invigilation

2.1.1. How will I receive my welcome email?

- Your welcome email to access the Remote Invigilation service will be sent directly to your registered email address from noreply@cg.talview.com



Hi <%=first_name%> <%=last_name%>.

This is your invitation to attend your City & Guilds Remote Invigilation test scheduled on <%=event_date%>

At least two days before the test please:

1. Read the [Candidate Guide](#). You can watch the [video](#) on how to prepare.
2. Check if you have the latest version of Google Chrome installed and set it as your default browser **Google Chrome**. It is important to use this browser during the test. [Download Chrome](#)
3. Run through the navigation test to get an experience of how your actual test would behave. [Run the navigation test](#)
4. Make sure your network connection is stable enough for a remote invigilation test. [Check my network](#)
5. If your network disconnects during the test you will need to take swift action to not have your test cancelled. [Watch the video to troubleshoot a disconnection](#)

Please remember Mac OS, Chrome OS, and iOS devices are not supported for the delivery of remote tests. We also do not recommend using company provided PCs or laptops or using a corporate network as this can cause technical issues. A Windows PC and the latest version of Google Chrome is the only supported combination for taking a remotely invigilated exam.

Important Instructions

1. When you upload your ID, please make sure your camera is focused properly and lighting conditions are good. *Tip: moving your ID a little bit back from the web camera can help it focus better.*
2. Please be thorough and do not rush when you record the 360° view of your room.
3. Please do not refresh or close the page while the invigilator verifies your ID and your 360° video. Sometimes verification can take more than **10 minutes**.
4. During the test the invigilator will communicate with you via the **chat box only**. You will not be able to see your invigilator. Use the 'Call me now' button if you want to talk to your invigilator.
5. Please **do not** click on the 'Start Session' button before you receive instructions and test keycode from your invigilator. You might need to wait a few minutes before the invigilator reaches out to you.

On the day of the test:

1. Right-click on the 'Attend' link below and copy the hyperlink address.
2. Paste it into a new tab of the **Google Chrome** browser.
3. Once the page loads copy the **access code** below and paste it into the space provided.

[>Attend Link](#)

Access Code: <%=verification_code%>

You will be invigilated during this session by a certified invigilator. The session will capture all audio and video activities during the test. Please ensure you have read and understood the City & Guilds Learner [Privacy Policy](#) before attending a City & Guilds remotely invigilated test.

If you have difficulties attending the test at the scheduled time or have queries regarding the test you have been scheduled for, please contact your training organisation.

Important Notes:

- Always follow your invigilator's instructions.
- If you try to cheat, or break the rules in any way, or behave aggressively towards the invigilator, you could be disqualified from the test.

2.1.2. What do I need to do when I receive this email?

- When you receive your email, you **must** Carefully read all instructions.
- Ensure you have the latest version of Google Chrome installed.
- You **must** complete the navigation test.
 - **Hints and Tips** – This must be undertaken on the PC or laptop that you will use for the test.
 - **Hints and Tips** – Take a screenshot once you have completed this and send this to your training provider.
- You **must** complete the network test.
 - **Hints and Tips** – This must be undertaken on the PC or laptop that you will use for the test.
 - **Hints and Tips** – Once you have completed this, take a screenshot and send it to your training provider.
 - **Hints and Tips** – It is advisable to undertake the network test on the PC or laptop a week before your test on the same day and time and within the same location you are due to take your test, for example at home on Friday at 11am the week before.
 - You can do this by visiting <https://www.cityandguilds.com/delivering-our-qualifications/exams-and-admin/remote-invigilation>
 - Under 'For candidates' you will find 'Key documents for centres and candidates.' Download the candidate guide and follow instructions on page 5. See the screenshots below.

Remote Invigilation

Our new Remote Invigilation Service allows tests on our e-volve platform to be taken from home or the workplace, giving more flexibility to your candidates and removing the need to travel to a test centre. We provide experienced City & Guilds invigilators, ensuring the tests remain secure and result in reliable assessment decisions.

Benefits of Remote Invigilation

For candidates

- more flexibility around work and other commitments
- reduced travel costs and time; exams can take place at home or in the workplace
- reduced exam anxiety by performing test in a familiar environment
- only one device (PC or laptop) is needed to take the test.

For centres

For security

Live Remote Invigilation

We provide an online invigilator who supervises a candidate using audio-visual streams and is supported by Artificial Intelligence (AI) monitoring. The invigilator can also provide technical support to the candidate to ensure they can deliver their best performance in the test. The invigilator can pause or terminate the test if they see suspicious behaviour.

Your 5-Step Guide to Live Remote Invigilation

Our new guide will walk you through each of the 5 steps to choosing and ensuring remote invigilation is right for you and your candidates. It aims to give you clear guidance of what you need to do and where you can get support and more information at each step of the journey.



Step 1



Step 2



Step 3



Step 4



Step 5

Supporting blended delivery

Find out how we can support you with digital delivery, assessment and certification.

[Find out more >](#)

Contact us

Our expert team can give you more information about our Remote Invigilation Service.

[01924 206 709 >](tel:01924206709)

[directsales@cityandguilds.com >](mailto:directsales@cityandguilds.com)

QUICK LINKS

[→ Digital credentials](#)

[→ e-volve](#)

[→ Offer our qualifications](#)

[→ OpenAssess](#)

[→ Walled Garden](#)

Remote Invigilation Launch Webinar



Key documents for centres and candidates



We've produced the following key documents to support you and your candidates. Please ensure everyone involved with your remote invigilation test booking reads the centre guide, and also share the candidate guide with your learners before booking and taking the remote invigilation test.

Resources for Centres

[Remote Invigilation Centre Guide](#) (PDF) (Updated 16 September 2022)

[Remote Invigilation - Special Consideration](#) (PDF)

[Remote Invigilation 5-Step Guide](#) (PDF)

[Remote Invigilation - Full Service Launch](#) (PPTX) (Updated 2 November 2021)

[Top tips for centres](#) (PDF)

[How to book a test with Remote Invigilation](#) (Video)

[Qualifications for Remote Invigilation](#) (PDF) (Updated 2 November 2021)

Resources for Candidates

[Remote Invigilation Candidate Guide](#) (PDF) (Updated 16 September 2022)

[How to prepare to Remote Invigilation test](#) (Video)

Frequently asked questions



3. The day of your exam

3.1.1. Should I undertake the navigation test again?

- It is recommended the morning of your test to familiarise yourself with the navigation test once again on the morning of your test, this way you can feel confident that you know what to expect as you enter your exam.

3.1.2. How do I enter the exam?

- You **MUST** attend your Remote Invigilation exam **10 minutes prior** to your start time. For example, if your test has been booked for 11am, please arrive and be ready to undertake your pre-checks / navigation test at 10:50am.
- Within your welcome email you will find your 'Attend' link
 - **Hints and Tips** – We recommend writing down your Access code from the welcome email which you can later destroy before your exam.
 - **Hints and Tips** – We recommend right clicking with your mouse to copy the hyperlink as should below in the screenshot.

browser.

recommend using company provided PCs or laptops and using corporate network.

Important instructions:

1. When you upload your ID, please make sure your camera is focused properly and lighting conditions are good. *Tip: moving your ID a little bit back from the web camera can help it focus better.*
2. Please be thorough and do not rush when you record the 360° view of your room.
3. Please do not refresh or close the page while the invigilator verifies your ID and your 360° video.
4. During the test the invigilator will communicate with you via the **chat box**. Use 'Call me now' button if you want to talk to your invigilator.
5. Please **do not** click on the 'Start Session' button before you receive instructions and test keycode from your invigilator.

On the day of the test:

1. Right-click on the 'Attend' link below and copy the hyperlink address
2. Paste it into a new tab of the **Google Chrome** browser
3. Once the page loads copy the **access code** and paste it into the space provided.

Attend link

Access Code: 7

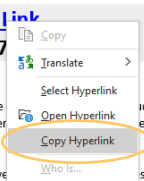
You will be invigilated during this session by a certified invigilator. The Please ensure you have read and understood the City & Guilds Learner invigilated test.

If you have difficulties attending the test at the scheduled time or have please contact your training organisation.

Important Notes:

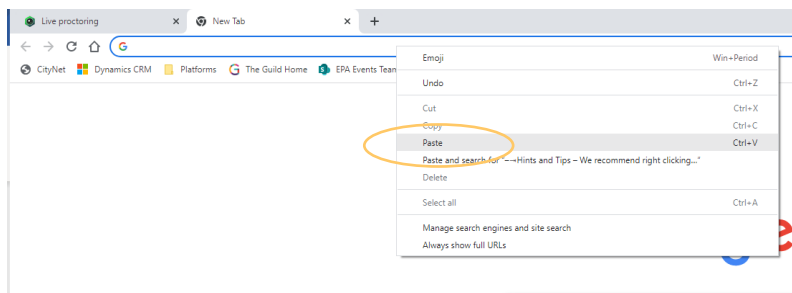
- Always follow your invigilator's instructions.
- If you try to cheat, or break the rules in any way, or behave aggressively towards the invigilator, you could be disqualified from the test.

Best of Luck & Regards

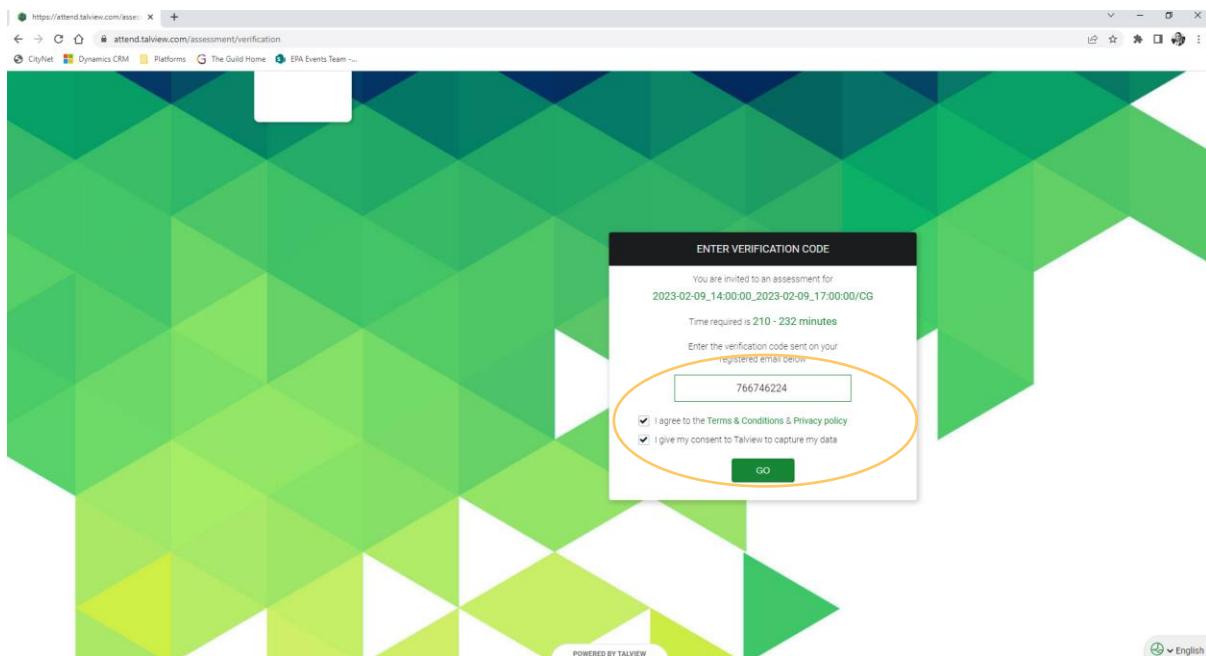


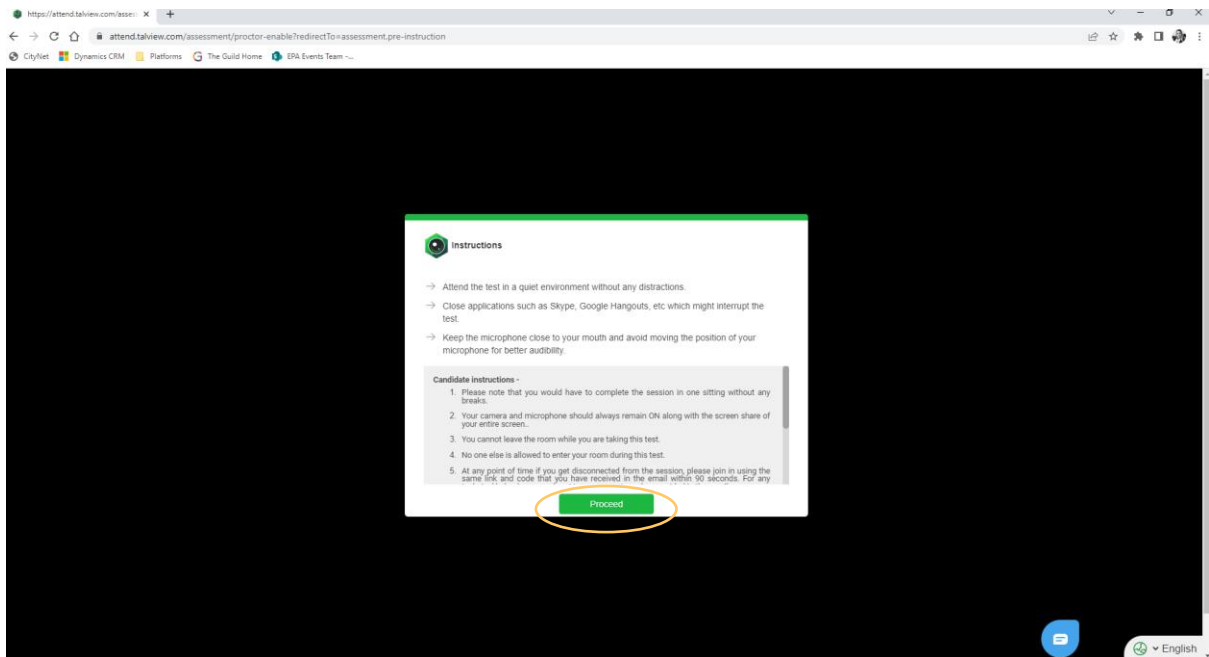
The screenshot shows a web page with a section titled 'Attend link' and 'Access Code: 7'. A right-click context menu is open over the 'Attend link', with the 'Copy Hyperlink' option highlighted. The menu also includes options like 'Copy', 'Translate', 'Select Hyperlink', 'Open Hyperlink', and 'Who is...'. The background text of the page includes instructions for the test and important notes.

- **Hints and Tips** – Paste this into a Google Chrome browser by right clicking again and selecting 'paste' and selecting enter on your keyboard.

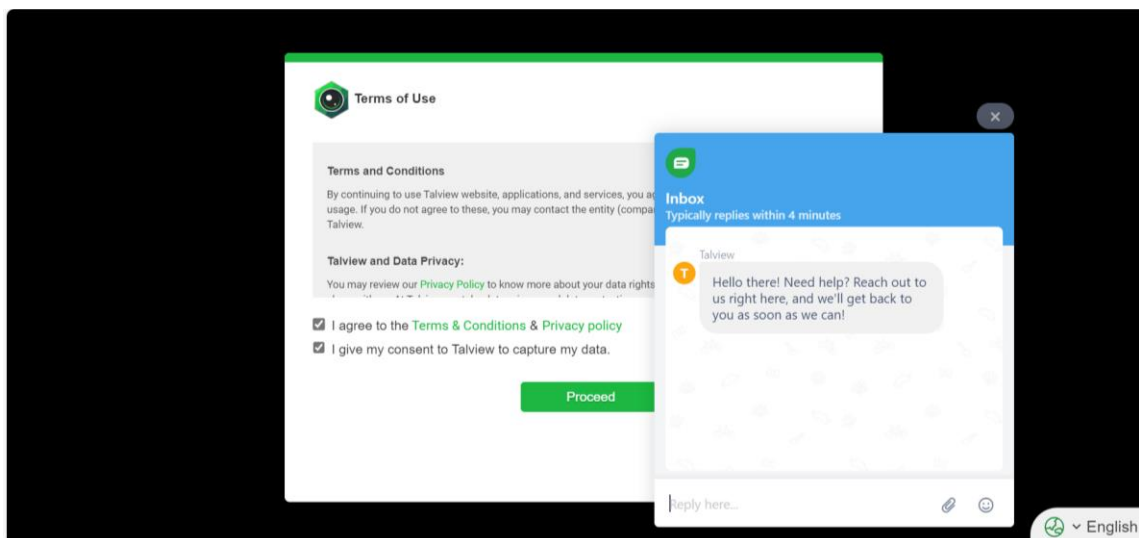


- This will then take you to the next screen where you can enter your access code and tick to agree to terms and conditions and your data being captured.
- Select 'Go'.



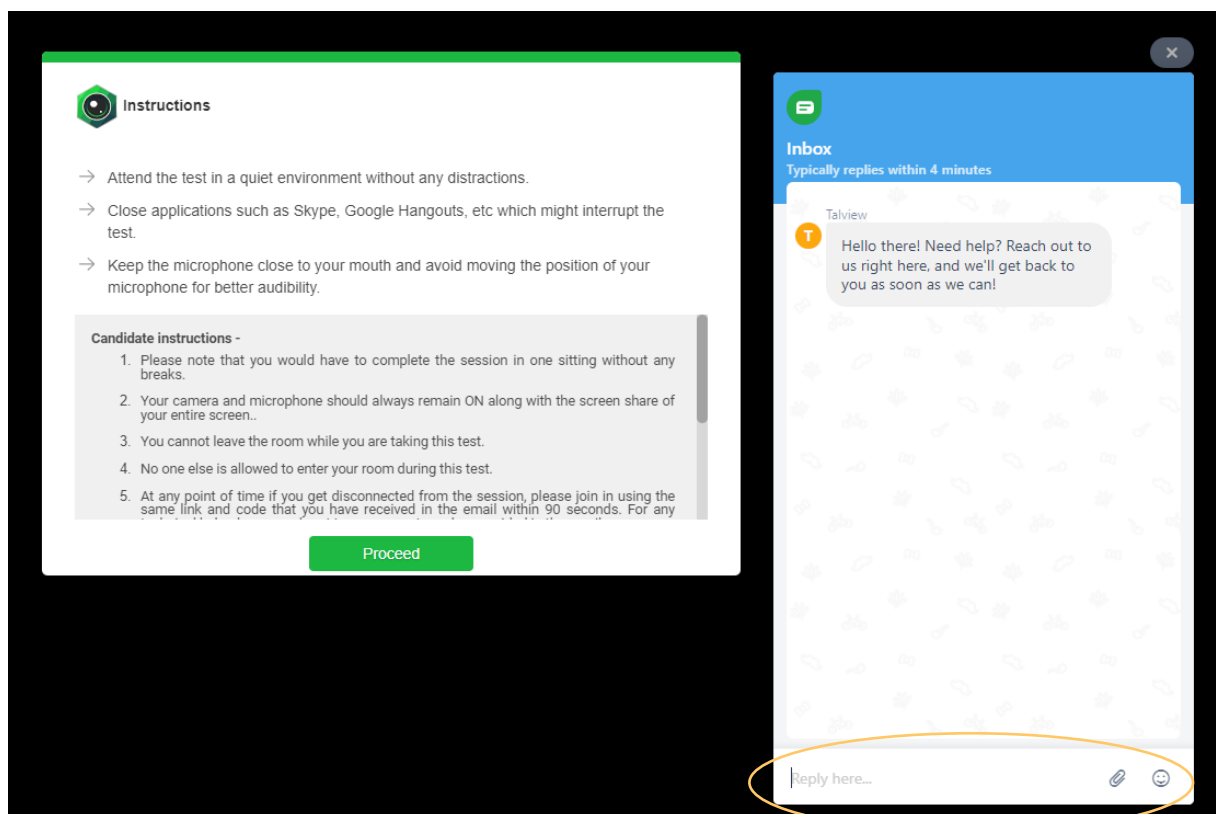


- **Hints and Tips** – If you require assistance at this point, please use the blue chat box at the bottom right-hand corner to reach out to Talview who will offer technical support.
- **Hints and Tips** – If you see any 'pop ups' asking you to 'allow' or 'block' you **MUST** select **allow** for the software to run effectively.

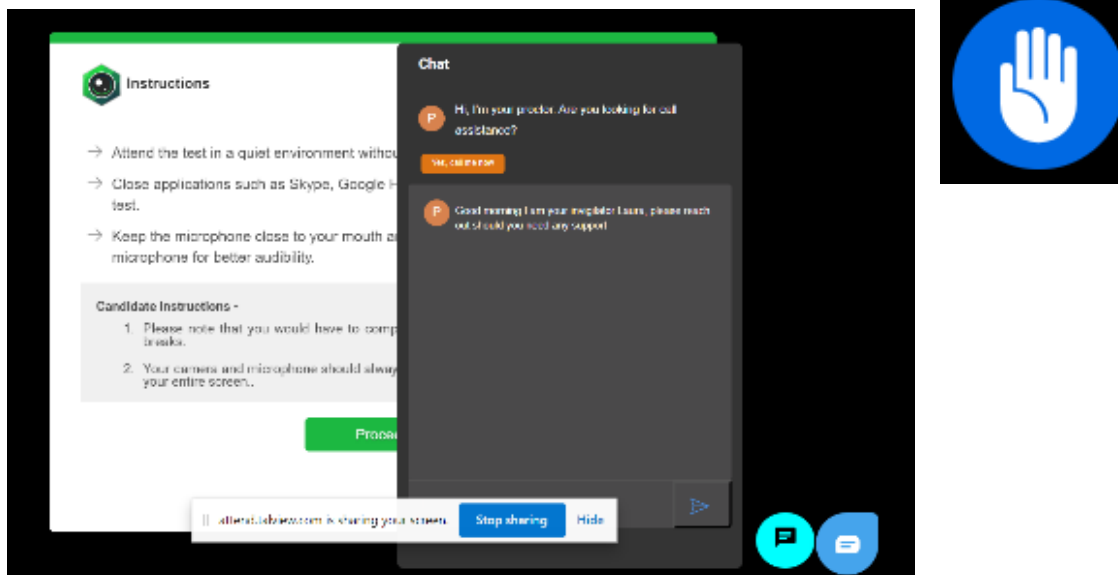


3.1.3. How do I communicate with my invigilator?

- Once you have shared your screen your invigilator will now be able to reach out to you via the chat function shown in the screenshots below.
 - **Hints and Tips** – You can communicate via chat with your invigilator using the blue hand icon, you will receive information about your exam conditions and will be asked some questions by the invigilator. You **MUST** respond to these to receive your **keycode** via this chat box.
 - **Hints and Tips** – You can initiate an audio call with your invigilator use the ‘call me now’ button as shown on the screenshot below.



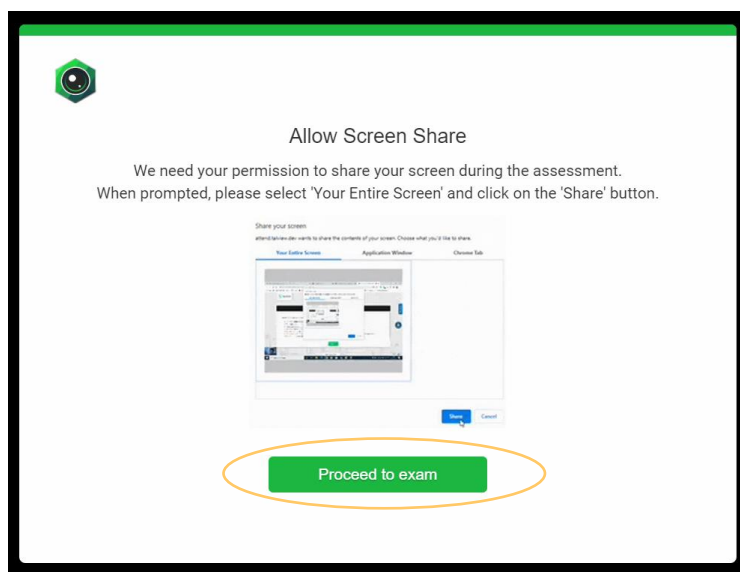
You are also able to speak with your invigilator before undertaking your pre checks.
Select the hand icon.

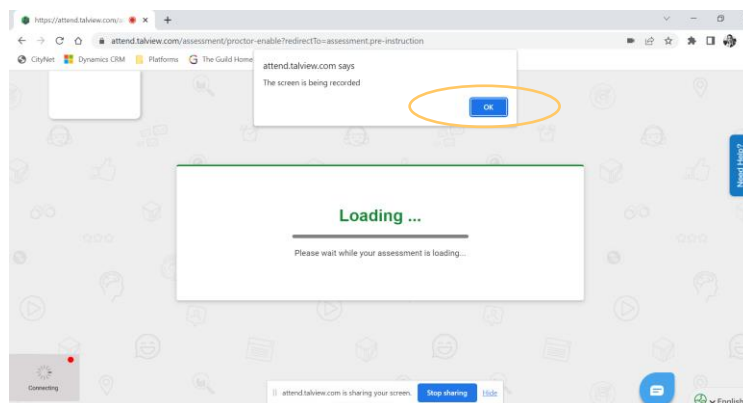
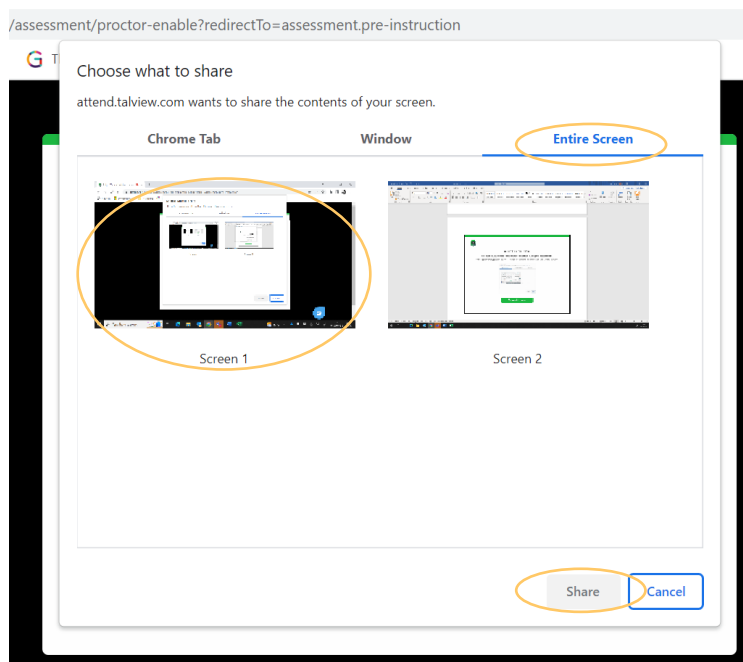


- **Hints and Tips** – For an audio call with your invigilator, select the orange 'call me now' button at the top of your chat. Once your invigilator accepts this call you will be connected to an audio call.

3.1.4. How do I share my screen?

- You are required to share your entire screen during your remote invigilation.
 - **Hints and Tips** – Your camera and audio must always remain on
 - **Hints and Tips** – You must only have one screen available to share.







3.1.5. Completing your Pre-Checks / Navigation Test

- You are now required to complete your pre-checks / navigation test where you will provide your ID, take a photo, test your audio and complete a 360 of your environment.
- You must read your instructions before clicking 'proceed'.
- Step 1 – Photo ID Verification
 - You will need to either present your ID or upload a saved ID from your desktop.
 - **Hints and Tips** – If presenting ID live, ensure no glare is on the image and it is shown in full on screen, do not place fingers in the way of the image or text on the ID.
 - **Hints and Tips** – Your name must be the same as the details we hold for your booking. Please ensure you use an up-to-date form of ID.

- **Hints and Tips** – You can recapture this if you wish by selecting the red 'recapture' button.
- Upload your ID and select finish.


PHOTO ID VERIFICATION


Hold your photo ID card in front of the camera and click on the CAPTURE button.



Recapture


OR


Upload a scanned copy of your photo ID in one of the formats: .png, .jpg or .jpeg only.




Click to upload.

Upload


 POWERED BY TALVIEW


PHOTO ID VERIFICATION


Hold your photo ID card in front of the camera and click on the CAPTURE button.



Recapture


OR

Upload a scanned copy of your photo ID in one of the formats: .png, .jpg or .jpeg only.



Click to upload.

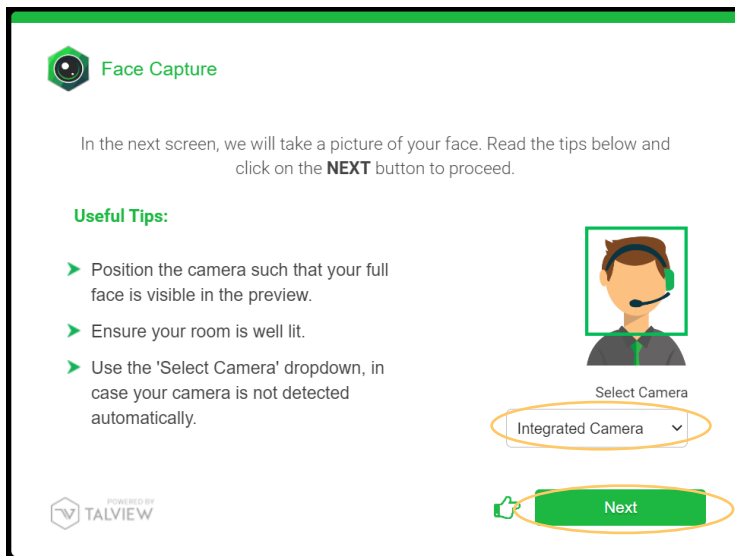
Uploaded


 POWERED BY TALVIEW

Finish

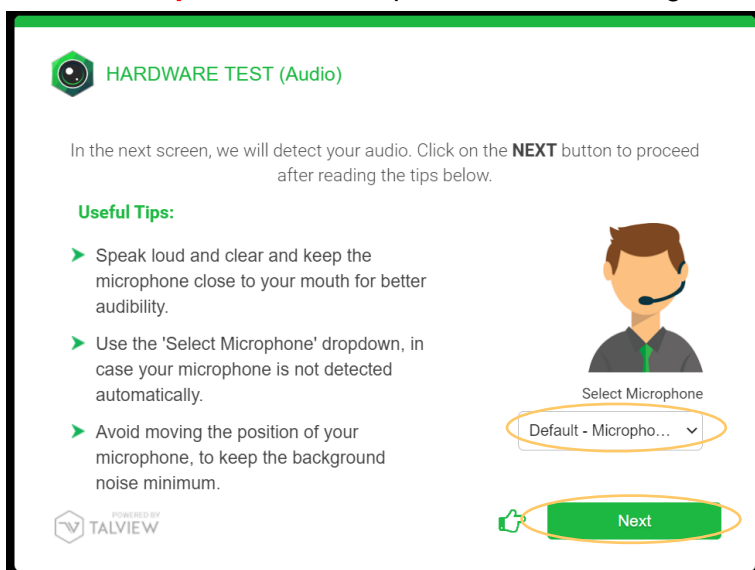
- **Step 2 – Face Capture**

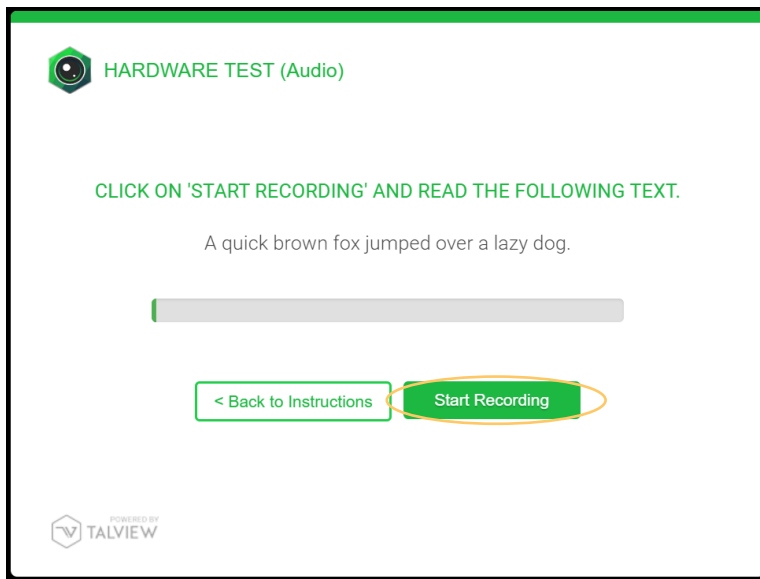
- You will now need to take an image of your full face on screen.
- **Hints and Tips** – Use the dropdown camera option should you need to switch this.
- Select next.
- Take image and click finish.



- Step 3 – Hardware Test (Audio)

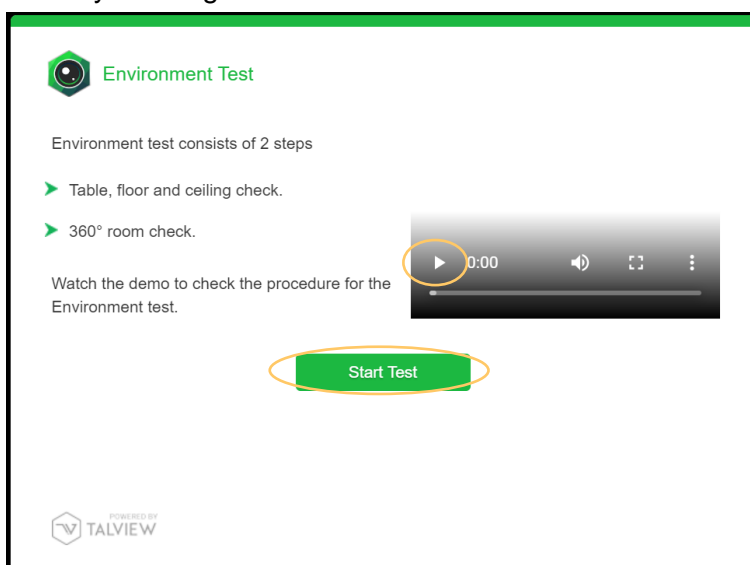
- Speak loudly and clear when you start your recording on the next screen, read through the instruction here before clicking 'next'.
- **Hints and Tips** – Use the dropdown menu to change the audio option if required.

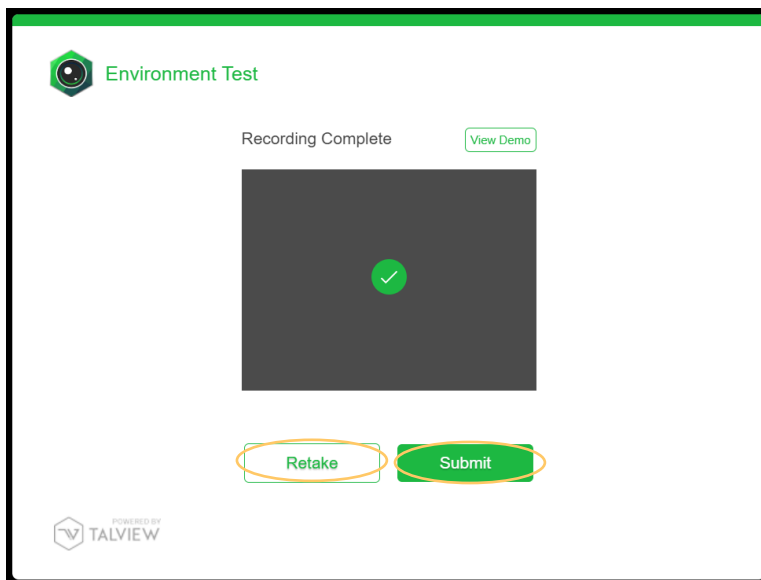
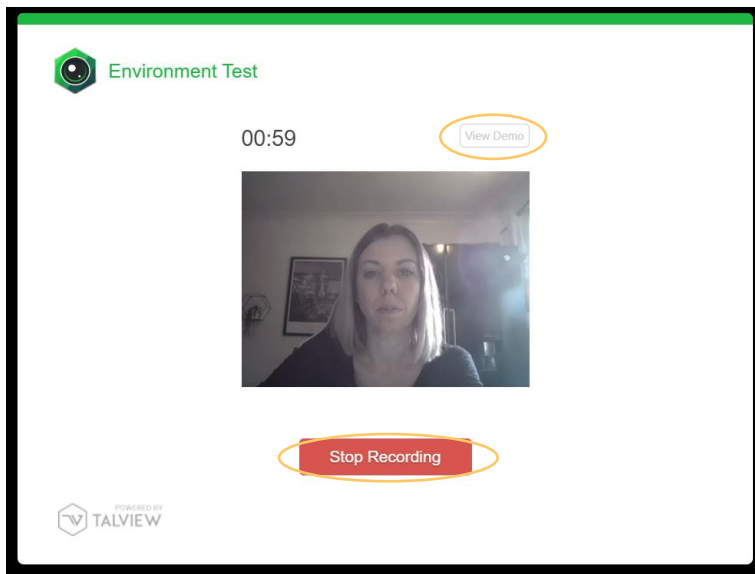




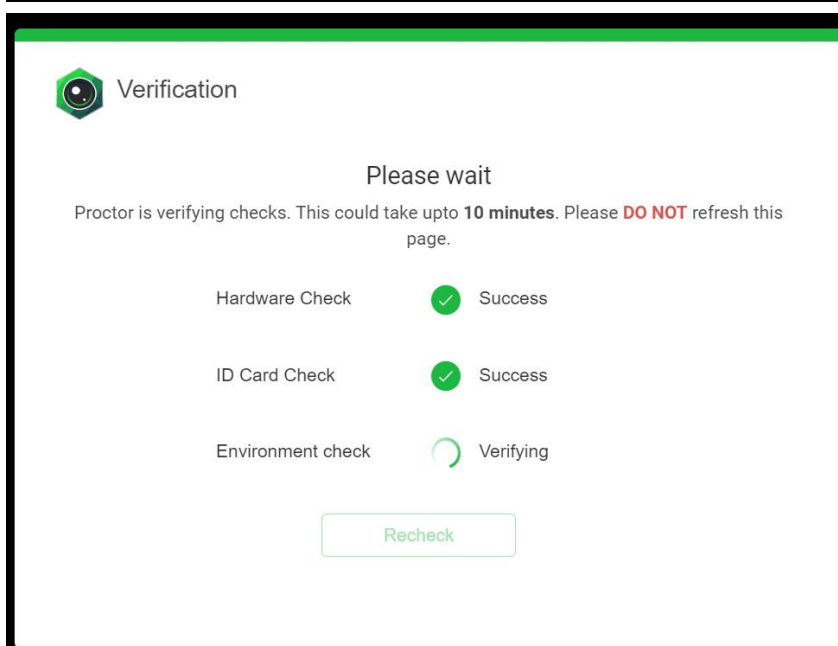
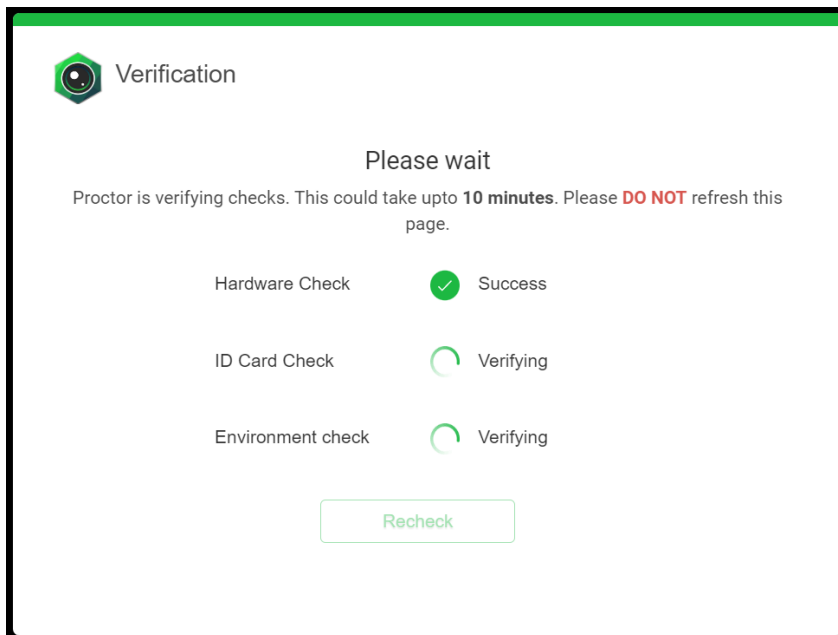
- Step 4 – Environment Test

- This test consists of 2 steps.
- Step 1 – Table floor and ceiling check
- Step 2 – 360° of the room
- **Hints and Tips** – You must show your table above and below. You have 1 minute to record so don't rush as you may be required to do this again if it comes out blurry and rushed.
- **Hints and Tips** – Watch the demonstration of the environment test by playing the video. You can also view the demonstration again before recording yours as highlighted on the screenshot.
- **Hints and Tips** – If you feel your recording was rushed, do a retake before submitting this to your invigilator.

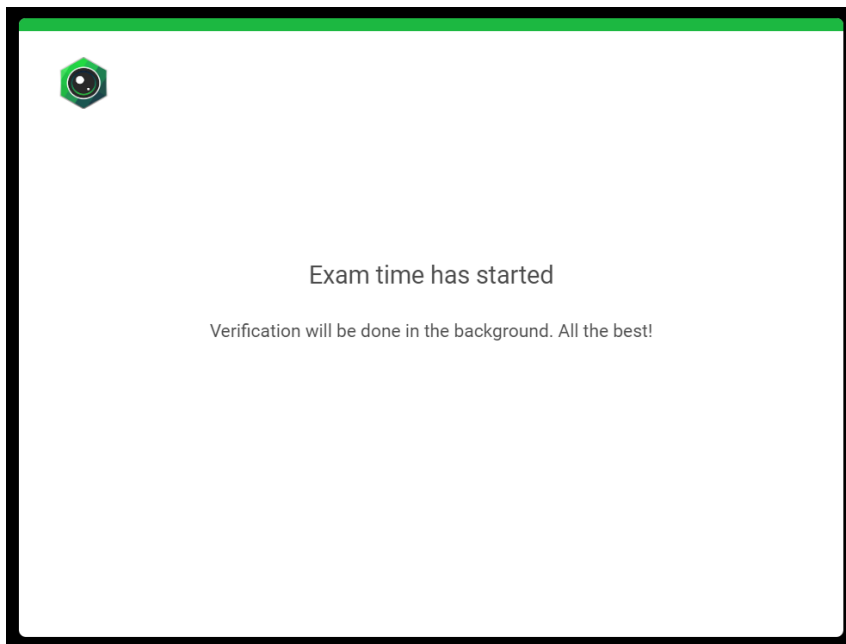




- Step 5 – Wait for verification.
 - You must now wait for verification from your invigilator.
 - **Hints and Tips** – It's very important that you do not refresh this screen as you will be taken back to the beginning of your pre checks to complete these once again.
 - **Hints and Tips** – Use your chat box to contact Talview if you are waiting longer than 10 minutes.
 - **Troubleshooting** – If you have been waiting for longer than 10 minutes and are not able to progress with help from Talview we recommend starting your pre-check/navigation test again quickly and submitting them through until you reach this page once again. Always notify your Training Provider if you are having any problems as soon as possible as they can contact City and Guilds.



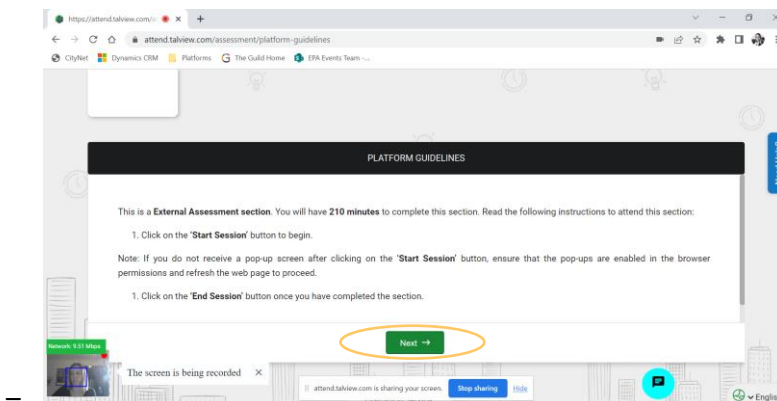
The screenshot above shows your ID check being verified.

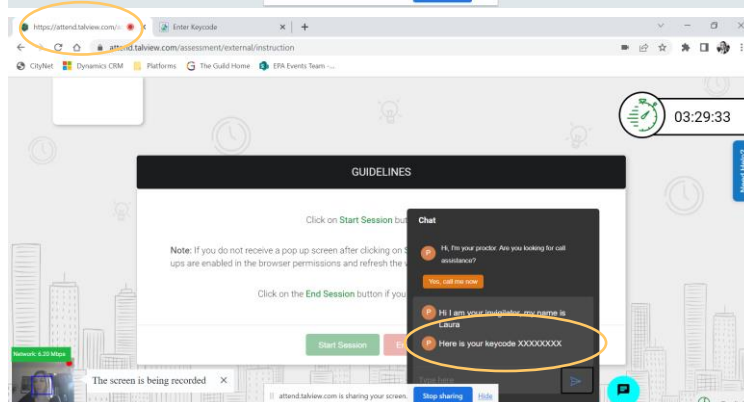
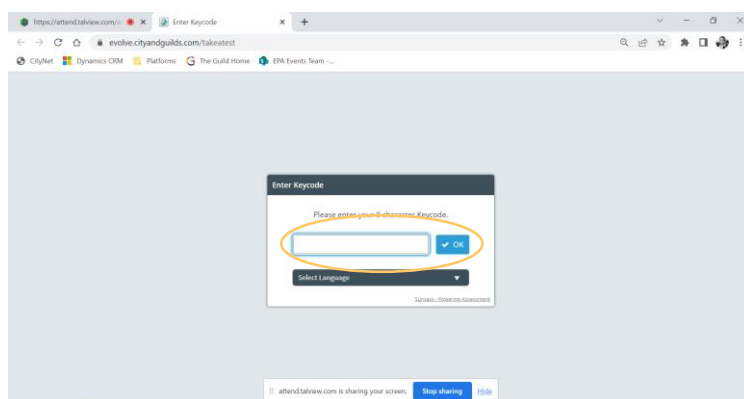
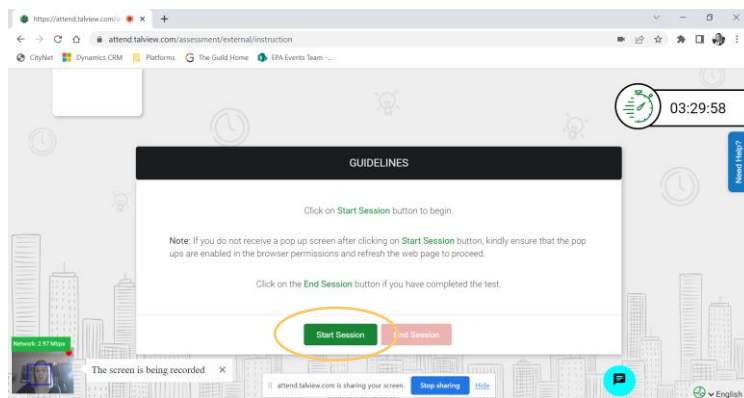


Your pre checks have been approved and you can move forward to your exam.

3.1.6. How does my exam start?

- You will be directed by your invigilator to 'start session'.
 - **Hints and Tips** – Do not start this exam before your invigilator informs you to.
 - **Hints and Tips** – You will need to click back to your first tab once surpass viewer (Evolve) tab opens to retrieve your keycode.

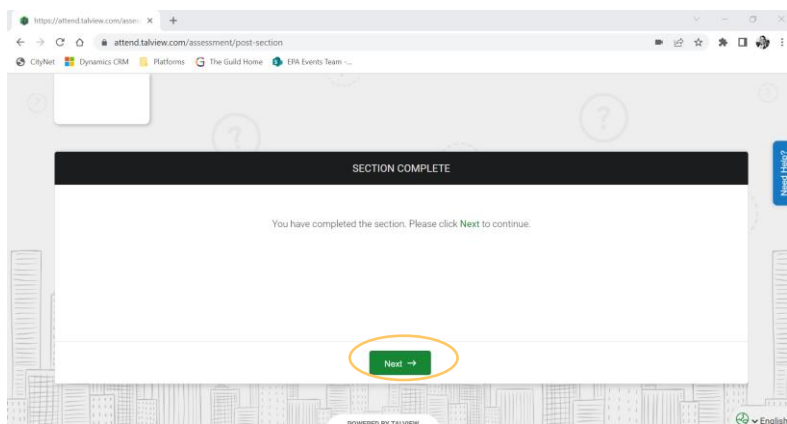
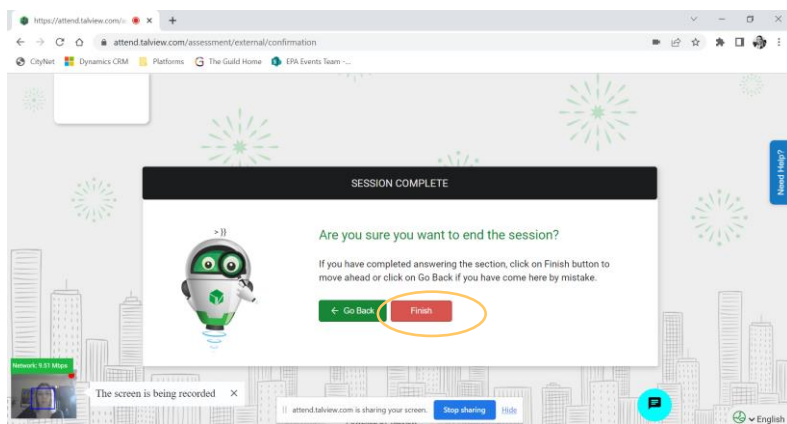
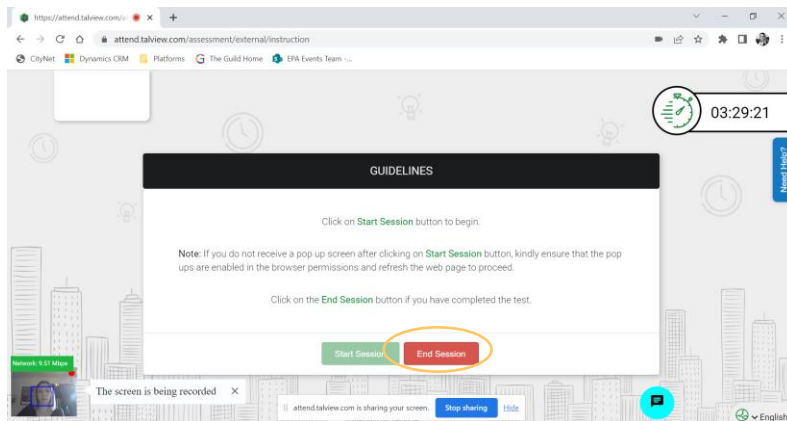




- **Troubleshooting** – what happens if my exam is paused?
 - If you see on your exam screen that you test has been paused, your internet connection may have dipped, dropped out. This means that you invigilator can no longer invigilate your exam and have lost your connection. You must use your attend link enter this into your URL and complete your pre checks as soon as possible, once complete you will be reconnected with your invigilator, and they will resume your exam after checking your environment still meet the exam conditions required.
- **Troubleshooting** – what happens if I do not reconnect?
 - If you are unable to reconnect in a timely manner your exam may be terminated, and you would be required to rebook in your exam.

3.1.7. How do I exit my exam?

- Upon completion of your exam, you will select finish on your exam page.
- You will then need to exit the Talview screen (Where you completed your pre-checks/navigation test) to complete the exit survey as shown in the screenshots below.



pages.talview.com/cng/feedba...

pages.talview.com/cng/feedback/index.html?c=EgWO79gVLYN4H5FCwTjT7WAjSUqD5imq454534pPkvNkj2NfgyMTkwMzQ1ODM3MTM...

CityNet Dynamics CRM Platforms The Guild Home EPA Events Team

CityGuids

Feedback Form for Service & Onboarding

How would you rate your experience using our Remote Invigilation Service? *

1 2 3 4 5

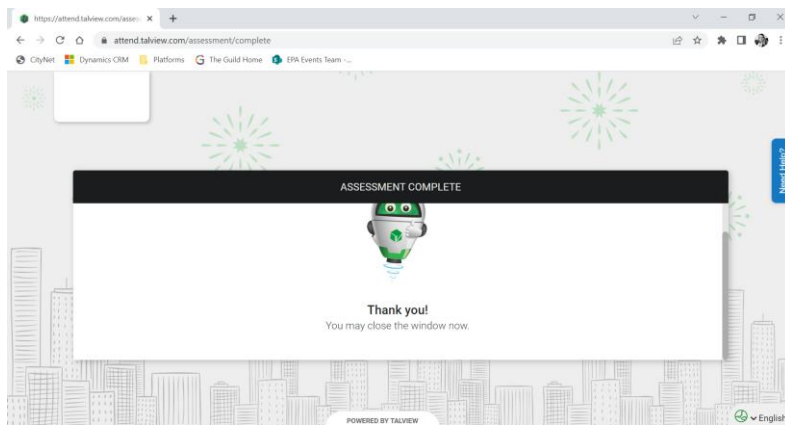
How would you rate the support that you received from the invigilator? *

1 2 3 4 5

Please use the box below for any comments you'd like to make relating to your exam *

Comments

SUBMIT



4. Further Support & Guidance

4.1.1. City and Guilds website

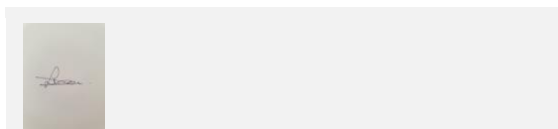
- You can find a range of documents to support candidates and help you prepare for your exam on our website <https://www.cityandguilds.com/delivering-our-qualifications/exams-and-admin/remote-invigilation>

4.1.2. Your Training Provider

- Your Training Provider will prepare you for your exam, if you have any queries or following any of the testing you complete before using Remote Invigilation, please reach out to your Training Provider who can then discuss this with a City and Guilds representative.

Execution

Signed by:

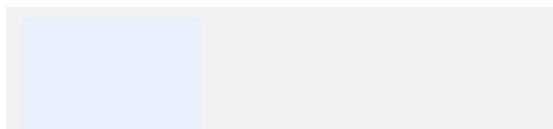


Signature of authorised representative

Laura Dean

23/10/2023

Signed by:



Signature of authorised representative

[Full Name]

[Click to enter a date]

Contact us

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About City & Guilds

Since 1878 we have worked with people, organisations and economies to help them identify and develop the skills they need to thrive. We understand the life changing link between skills development, social mobility, prosperity and success. Everything we do is focused on developing and delivering high-quality training, qualifications, assessments and credentials that lead to jobs and meet the changing needs of industry.

We work with governments, organisations and industry stakeholders to help shape future skills needs across industries. We are known for setting industry-wide standards for technical, behavioural and commercial skills to improve performance and productivity. We train teams, assure learning, assess cohorts and certify with digital credentials. Our solutions help to build skilled and compliant workforces.

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