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# Remote Invigilation Live

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## Centre guide

Version 2.4

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For external use



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## 1. Purpose

This document is for City & Guilds approved centres that are using Remote Invigilation Service for e-volve tests.

This document is for centre staff who will be responsible for booking remote invigilation tests with City & Guilds and ensuring the candidate is ready to sit the test, such as exams officers, tutors, the e-volve primary users or Walled Garden users.

### 1.1. What is remote invigilation?

This is where an e-volve test is carried out at the candidate's home (or other chosen location) without an invigilator in the same room. The Remote Invigilation Service includes the following to ensure tests are completed under the required conditions:

- candidate identification checks
- Artificial Intelligence (AI) monitoring
- audio-visual recording of the test,
- an invigilator (observing the test live or through a recording).

### 1.2. General requirements

Under no circumstances may live assessment materials, or any of their contents, be used for any purpose other than for live assessment. This includes use as practice material or as teaching/learning resources.

The test or contents **must not** be recorded or saved in any other way by the candidate.

## 2. Requirements for Remote Invigilation

### 2.1. Walled Garden

Walled Garden access is required to book e-volve tests. Each centre will have a primary user for Walled Garden who can provide access or complete the booking required. If the centre requires access to an account, please see available guidance via [Walled Garden resource hub](#).

### 2.2. Identification Requirements

The candidate can only start the test when the invigilator has confirmed their identity. If a candidate sits a test in another candidate's name (whether it is intentional or not), City & Guilds will investigate it as potential malpractice.

Centre must ensure that candidate name is recorded correctly in Walled Garden and candidate can produce suitable photographic ID in that name. If invigilator will not be able to match candidate name with provided ID, candidate will not be allowed to start the test.

The invigilator will ask the candidate to hold photographic ID up to the camera to verify their identity. The ID must not older than 10 years. Examples of suitable photographic ID include:

- passport
- driving licence
- centre or employee ID badge
- other government issued photographic ID
- student card.

Other types of photographic ID can be used, providing:

- this is agreed with City & Guilds before the test
- it allows the invigilator to accurately verify the candidate's identity.

It is the responsibility of the centre and candidate to ensure the appropriate identification is available prior to the test.

The invigilator will need to be able to see the candidate's face clearly during the ID check, to allow for comparison with photographic ID. The candidate cannot wear a face covering during the ID checks.

### 2.3. Candidate details

The centre must obtain the following candidate information:

- valid email address attached to the candidate details on Walled Garden
- candidate availability for test (times & dates)
- ensure candidate has the equipment in line with system requirements section.

If the candidate's email address is not available, Walled Garden will present an error message to populate. There are two options available to add a candidate's e-mail address:

1. **Learner Detail Upload Tool** – a new tool for bulk upload of e-mail addresses to Walled Garden. After an upload, it will usually take **24 hours** for changes to take effect. Please use this tool only to add candidate's e-mail address before booking a remote invigilation test. For instructions on how to use the tool, please see the [Learner Detail Upload Tool user guide](#), CSV template can be found [here](#).
2. **Candidate management section in Walled Garden** – usual process for management of candidate's details. Once the email address has been populated it will be sent to City & Guilds Customer Services to approve. The approval can take up to three working days. For instructions on how to add an email address, please see section Candidate Management / Amend a candidate of [Walled Garden user guide](#).

**You can expedite this by contacting City & Guilds Customer Services** on 01924 930800\* (8am-6pm Monday to Friday - UK time).

## 2.4. System requirements

The centre must ensure the candidate can meet the system requirements prior to the test:

- Proview (remote invigilation) system compatibility check can be found [here](#) (candidate).  
*Note: Only first 3 parts of the test are needed to check equipment's compatibility. Please disregard the final latency check in this test.*

The table below outlines the minimum system requirements the candidate will need to run Proview and access a remote invigilator:

Hardware	
<b>Processor</b>	1.8 GHz or faster x86-compatible processor  For tests containing Advanced Question Types, we recommend that Celeron processors are avoided.
<b>Internet connection</b>	Minimum 5Mbps upload and 5Mbps download  Please note that the use of mobile cards/dongles/personal hotspots may not guarantee a constant bandwidth and therefore are not supported.
<b>Memory (RAM)</b>	4GB
<b>Video</b>	Single display (other screens should be removed from the test area or unplugged, covered, and moved 2m away from the candidate)  Screen resolution of 1024x768  Graphics card with at least 128MB of memory
<b>Webcam</b>	Webcam 640 x 480pixels recording colour at 15fps and a microphone
<b>Peripherals permitted</b>	Two-button mouse  Keyboard  Microphone (can be built into webcam or separate)  Speakers or wired headphones

Software	
<b>Operating System</b>	Windows 8 (32-bit or 64-bit) Windows 8.1 (32-bit or 64-bit) Windows 10 (32-bit or 64-bit)
<b>Internet Browser</b>	Google Chrome or Microsoft Edge, latest version and launched in In Private (Edge) or Incognito mode (Chrome)
<b>Antivirus</b>	An active and up to date Antivirus program.

Candidates will be required to have Google Chrome or Microsoft Edge installed. This is because these browsers are used for the remote invigilation element of the test. Please ensure that candidates download and test that the browser is up to date and operational before the test date.

Use of company provided PCs or laptops is not recommended as company security policies can block or interfere with software required for remotely invigilated tests. If your candidate must use company provided laptop, please ensure a Navigation test has been sat as well as running through all available checks. This will ensure a Live Examination is not impacted by Technology constraints. If the candidate is impacted by security settings, please refer to **Appendix 2: Proxy and Firewall Settings.**

## 2.5. Learner Privacy Policy

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



## 3. Booking process

### 3.1. How to book an e-volve remote invigilation test

Remote Invigilation service is available for more than 800 e-volve tests. You can see the full list of all available tests [here](#).

The booking is made via Walled Garden as an e-volve test by selecting the remote invigilation type. Candidates must be registered on the related qualification before an e-volve test can be booked.

Tests booked for our Remote Invigilation Service must have at least five working days between the date of the booking and the intended date of the test. This is to allow for every stage of the Remote Invigilation Booking process to be completed before the candidate takes the test.

This [video](#) demonstrates what is how to book an e-volve test with Remote Invigilation Service on Walled Garden.

For specific guidance on how to register candidates and book an e-volve test for remote invigilation, please refer to our [e-volve 12 Centre User Guide](#).

### 3.2. For Live – Remote Invigilation Service:

- There are three slots per day for remote invigilation tests. These slots begin at 8am, 11:30am and 4pm. Slots are available on first-come, first-served basis. Only one test can be booked for each available slot and for one candidate at a time.
- Once the booking is placed on Walled Garden, you will receive a booking confirmation with the details of all placed bookings including Order Number, Candidate's name and email, date and time of the test.
- After the booking is placed, we will match the candidate with one of our invigilators, and you will be contacted within two working days if **not** successful.
- We will send a booking confirmation directly to the candidate on the day of the booking and within two working days after the booking has been placed the candidate will receive their test invite. The invite includes preparatory material, instructions on how to access the test and the system requirements. The centre is responsible for ensuring that the candidate has received their booking confirmation email and invite and is ready to sit the test. Please refer to Section 5 **Test Information** on how to prepare the candidate.

The invite will be sent directly from [noreply@cg.talview.com](mailto:noreply@cg.talview.com). Please ask candidates to check their spam folder if not received within two working days. *If the invite email has not been received within two working days, please contact Customer Services with the Order Number from Walled Garden.*

## 4. Cancellations and Amendments Policy

The centre can cancel a confirmed booking up to two working days before the test start time / date by contacting City & Guilds Customer Services on 01924 930800\* (8am-6pm Monday to Friday - UK time).

- Any confirmed booking cancelled **before** two working days of the tests start time / date will not incur a charge.
- Any confirmed booking cancelled **within** two working days (excluding weekends and bank holidays) of the test start time / date will incur the full charge of the booking.

On some occasions the candidate may still receive email reminders of their test, therefore it is the centre's responsibility to make sure they have informed the candidate that the test has been cancelled and tell them to disregard these emails if received.

Any test that must be cancelled or voided for the following reasons will incur the full booking charge:

1. Candidate fails to present the appropriate identification to the invigilator; this will result in the candidate not being able to proceed with the test.
2. Candidate does not show for the confirmed date/time and is recorded as absent.
3. Candidate details were not timely updated.
4. Candidate could not proceed with the test due to failure to meet test conditions (e.g. turning on web camera and/or microphone, not showing test environment to the invigilator, joining from the crowded environment, leaving the room, etc).
5. Candidate could not proceed with the test as their hardware and software did not meet minimum technical requirements.

To reschedule/cancel a booking the centre will require the following information when contacting Customer Services:

- candidate enrolment number
- order number
- proposed amendment new date/time or confirm cancellation request.

### 4.1. Rescheduling of a confirmed booking

Once a booking is confirmed it must be cancelled and then rescheduled by contacting City & Guilds Customer Services on 01924 930800\* (8am-6pm Monday to Friday - UK time). The

booking will be rescheduled as per standard booking timelines. E.g., there must be at least five working days between the booking date and the test date.

- Any requests made to reschedule a confirmed booking **before** two working days of the test start time / date will not incur a charge.
- Any requests made to reschedule a confirmed booking **within** two working days of the test start time / date will incur the full charge of the booking.

## **4.2. Amendments of candidate's details for a confirmed booking**

Amendments to candidate's name and email address can be made on Walled Garden and a confirmation will be sent to the candidate and the centre to confirm the request has been made.

The approval of amendments can take up to three working days. Incorrect candidate's details can prevent them from taking the test.

## **4.3. Absent candidates**

Remotely invigilated tests with live invigilators are scheduled for a specified date and time, which will be confirmed by email. Candidates are allowed up to 20 minutes from the scheduled time to join the session before the test is automatically cancelled and the candidate is recorded as absent. We recommend that candidate's login 15-30 minutes before the start time of their test.

If the candidate is absent, the centre will still be charged for the booking.

## 5. Test information

### 5.1. How to prepare candidates

It is the centres responsibility to identify candidates who can take their test(s) through remote invigilation. Before each test, the centres must ensure the candidate:

- is suitably prepared for the test
- has a suitable room for the test
- has the latest version of Google Chrome or Microsoft Edge installed and set as a default browser
- sets their peripherals and networks
- takes the [navigation test](#)
- reads rules and regulations guidance
- watches a demonstration video
- has all the required equipment and materials
- does not have any prohibited software installed on their device such as AI assistance applications
- is aware they will be recorded using their webcam and their microphone.

As with any test, the centre must prepare candidates for the format of the questions and how to submit their answers. There are navigation and practice tests available to support with this process.

The centre must check the candidate has access to equipment that meets the minimum technical requirements as described, to allow them to access and deliver tests. This should include a general check that all equipment is fully charged if battery life is required to complete the test.

The centre **must** ensure that all equipment required for the test is ready and available to the candidate prior to the test beginning. These technical checks should have taken place before the test date to ensure access is possible.

An overview of the requirements for candidates are listed within [Appendix 3: Candidate Notice](#). It is the centres responsibility to ensure the candidate has been provided with a copy of the notices prior to the test.

## 5.2. Access arrangements

Unfortunately, City & Guilds are unable to provide human readers or scribes for the Remote Invigilation Service. The candidate cannot provide their own reader or scribe, as this would be a potential conflict of interest.

Candidates may have extra time where they have approval for a reader or scribe. Please contact [policy@cityandguilds.com](mailto:policy@cityandguilds.com) for more information on access arrangements.

## 5.3. Selecting a room for the test

The centre must instruct the candidate to use a suitable room to complete the test, which must be well lit, quiet, and private. No one else is allowed into the room during the test.

The chosen room must provide the candidate with appropriate conditions for taking that test. The candidate should consider conditions such as heating/ventilation, health and safety regulations, lighting, and the level of external noise.

There **must not** be anything displayed in the room (e.g. posters on the wall) that is relevant to the subject and/or could help the candidate in the test. The centre must instruct the candidate to remove anything from the room that might help with answers in the test. If an item cannot be removed, it must be covered for the duration of the test.

The centre **must** inform the candidate that the contents of the room will also be included in the recording. It is important to ensure there is nothing personal in the room, as these objects would be included in any recording. For example, any personal belongings (e.g. bank statement, prescriptions, etc.), any other files and documentation containing personal information or photographs should be removed from the room. In addition, any items that would for example reveal the candidate's religious beliefs, political or philosophical and any other personal information should be removed. As before, if any item cannot be removed, it must be covered for the duration of the test.

## 5.4. Equipment and resources

The centre **must** ensure that the candidate has all equipment required for the test, prior to making any booking.

Candidates must not have any unauthorised equipment with them in the test room. This includes mobile phones, MP3/4 players, smartwatches / wrist watches that have a data storage device or access to the internet.

If a candidate has brought any unauthorised equipment into the room, these must be removed from the room before the start of the test. If it is not possible to remove from any unauthorised equipment the room, then the candidate must ensure any unauthorised equipment:

- is switched off and placed at least two metres away behind them,
- in a location shown to the invigilator as part of the environment checks.

Centres must inform each candidate:

- they must have a web camera that can be moved 360<sup>0</sup> in any direction to ensure they can show areas under the desk and behind the monitor,
- if the test includes an on-screen calculator, these are always permitted,
- they can bring their own calculators unless specifically stated otherwise in the qualification handbook or other qualification-specific document
- a scientific calculator is not required for any test, but can be used, unless specifically stated otherwise in the qualification handbook or other qualification-specific document
- dictionaries are not permitted unless specifically stated in the qualification handbook or other qualification-specific document
- they can use scrap paper during the test
- reference materials and candidate notes are not permitted unless specifically stated in the qualification handbook or other qualification-specific document
- any pencil cases must be see-through
- any food brought into the room must be free from packaging and all labels
- all labels must be removed from drink containers
- any necklaces with large pendants must be removed by the candidate before the start of the test
- to check no Artificial Intelligence (AI) software, or similar AI assistance applications are installed on their device.

Candidates cannot wear wireless headphones unless they are approved in advance by City & Guilds as a reasonable adjustment. Wired headphones are permitted. Hearing aids are permitted.

Where an invigilator sees a candidate with any unauthorised equipment once test has begun, they will 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 will be investigated as potential malpractice.

If the requirements are unclear, the centre **must** check with City & Guilds before booking the test. If any candidate has access to equipment or materials that are not permitted, it could affect the validity of their results.

## **5.5. Communication with the invigilator**

Invigilator will communicate with the candidate via the chat box. If candidate is struggling to understand to follow provided instructions in the chat, candidate can initiate a voice call via the invigilation platform to connect with the invigilator.

## **5.6. Entering and leaving the room**

Candidates are not permitted to leave the room temporarily, including toilet breaks. If the candidate leaves the room, this will be investigated as potential malpractice and results may be invalidated.

## **5.7. Emergencies and technical issues**

Where there are technical issues, the test can be resumed if it can be established that the candidate has remained under test conditions. If the candidate has not remained under test conditions, the test cannot resume. For Live invigilation, the invigilator will take all possible steps to prioritise the safety and well-being of the candidate, in case of emergencies.

If the candidate is disconnected from the invigilation session, they will get the notification that their test was paused by the invigilator. As soon candidate sees this message, they need to reconnect to invigilation session using the same attend link provided in the invite email.

Results may be invalidated if the candidate has not remained under test conditions throughout the test.

## **5.8. Reasons for test session termination by the invigilator**

Test session can be terminated by the invigilator for one of the following reasons. Please be advised that this list is not a definitive list of reasons:

- candidate no-show or late for more than 20 minutes
- if the candidate does not have or is not able to turn on the webcam, microphone, and screen share
- if the candidate has two screens connected but unable/refuses to turn off the second screen
- if the candidate fails to show a valid ID
- if there is any mismatch in the candidate details
- if the candidate fails/refuses to show the test environment
- if the candidate has joined with unsupported device

- in case test conditions are not met e.g. candidate joins from a crowded environment and cannot or does not want to change location, candidate talks or interacts with someone during the test and/or is seen using other tabs during a test even when they are told not to do it by the invigilator
- if the candidate disconnects during the test and does not re-join session. Candidates must re-join as fast as possible or the invigilator may consider this as Malpractice
- if the candidate uses AI software during the test

You may be charged if a test was terminated because the required test conditions were not met. For more details, please see section 4 'Cancellations and Amendments Policy' of this document.

## 5.9. At the end of the test

When the candidate has finished the test, they must inform their invigilator. The invigilator will advise the candidate how to correctly finish the test.

Any scrap paper used by the candidate during the test must be destroyed. Candidates must not retain any material produced during the test.

The recording continues until the candidate closes the invigilation tab in the Google Chrome browser. It is the centre's responsibility to inform the candidate to do this at the end of the test.

## 5.10. Malpractice

In case of suspected malpractice, invigilators will warn the candidate(s) that this will be investigated by City & Guilds, which may lead to their results being invalidated.

If the invigilator finds the candidate using unauthorised equipment or materials, they will ask the candidate to remove the unauthorised materials from the room for the duration of the test. Candidates will then be allowed to complete the test.

If City & Guilds identifies that unauthorised equipment or materials have been used during the test, we will contact the centre to inform them of the malpractice investigation. This could be identified after the test, as part of reviewing the recording.

If any centre malpractice is substantiated this could result in a sanction, such as restricting the centre's ability to book remotely invigilated tests. It could also potentially affect the centre's approval.

For further information on managing suspected malpractice, please see the ***City & Guilds Managing cases of suspected malpractice in examinations and assessments document***, available on the City & Guilds website.



## 5.11. Artificial intelligence software

Centres must ensure that no Artificial Intelligence (AI) software, or similar AI assistance applications are installed on any PC or laptop used for an e-volve test. This includes the cloud-based typing assistant application Grammarly. Any application is **not** permitted for use during any assessment if it can be used to:

- identify spelling, punctuation and grammar errors
- suggest improvements to text
- to draft text for responses
- complete mathematical calculations

Centres **must** remind candidates that tests cannot be taken on devices with AI software installed. Centre staff should support candidates with removing any prohibited software before the day of the test.

If any candidate uses AI software in a test, the invigilator will stop the test immediately and raise it as potential malpractice. We will inform the candidate's centre, the test will not be marked, and the candidate will receive a fail grade.

## 5.12. Tests partially taken or completed without an invigilator

If the candidate loses internet connection, they need to reconnect to the invigilation session as soon as their internet connection is restored. If they do not reconnect in 90 seconds, their test will be paused and test result will be based on their progress before the disconnect. Candidates will also be required to go through test environment check when they reconnect to the test.

If the candidate will be disconnected for over 5 minutes, their test will be stopped and results will be based on the answers before the disconnect.

If the candidate has disconnected during the test and did not re-join the invigilation session, City & Guilds will not be able to accept any work completed while they were disconnected, which may lead to the results being changed and based only on the amount of work completed under invigilation or invalidated. City & Guilds will contact the centre where this is the case. It is not possible to appeal this decision.

## 5.13. Special consideration

If the candidate completes an assessment but is disadvantaged, they should inform their centre as they may be eligible for special consideration. Centres should instruct candidates

to complete assessments, in full, wherever possible. Centres should refer to the [guidance on special consideration](#) for more information.

#### **5.14. Enquiries and Appeals**

It is our aim to treat each case fairly and consistently. However, if your candidate disagrees with a decision regarding their examination result, request an Enquiry about results.

To appeal remote invigilation test results please follow our standard process. Information about this can be found [here](#).

#### **5.15. Tests rebooking**

If the candidate fails the test, it can be rebooked as per standard booking timelines, e.g. there must be at least 5 working days between the booking date and the test date.

## 6. Qualification-specific information

### 6.1. Requirements for open book exams and permitted reference materials

For most tests, reference materials are not permitted. They are only permitted where the qualification specific requirements permit either:

- a specific reference material, or
- any suitable reference materials.

Where reference materials are permitted, they must not contain additional notes or pages.

The reference material can include:

- any addendum, erratum or corrigendum to the material (including those published as additional pages),
- stick on paper used as page referencing,
- highlighting text within the material,
- very short hand-written descriptors of regulation numbers which cross-reference a feature elsewhere in the publication.

The reference material must not include:

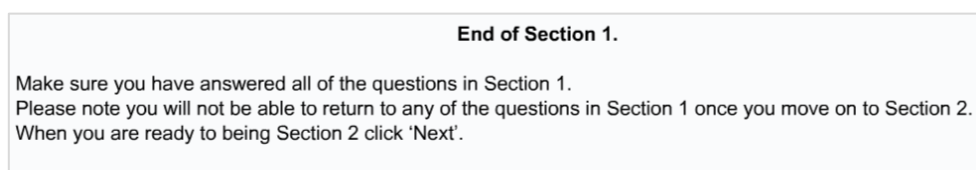
- additional pages of notes or revision material,
- additional formulae (printed or handwritten),
- additional printed pages (with the exception of those listed above),
- handwritten procedures,
- handwritten descriptors of regulations/text which do not feature elsewhere in the publication.

### 6.2. Reformed Mathematics (4748)

- The mathematics test, at both Level 1 and Level 2, is split into two sections:
  - *Section 1* is the non-calculator section
  - *Section 2* is the calculator section
- Both sections of the test **must** be completed in a single sitting
- The duration for each section is given on the front of each question paper

- Candidates may only have access to a calculator for the 'calculator permitted' section of the test, *Section 2*
  - A calculator is **not** permitted in the non-calculator section of the test, *Section 1*
  - Protractors are not permitted for mathematics Level 2 test
  - Dictionaries are permitted. For information on using bilingual dictionaries, please refer to the access arrangements page on the City & Guilds website.
- There is an on-screen calculator for the candidate to use in *Section 2*. If candidates want to bring their own calculator, they **must** meet the requirements below.
  - The candidate **must not** have access to a calculator during *Section 1*, it must be placed at least 2 metres away behind them, in a location shown to the invigilator as part of the environment checks.
  - There is a message displayed between the two sections, this can be used for the candidate to fetch the calculator without using any exam time.

The picture below shows the message that is displayed between the sections:



If the candidate is using the on-screen calculator, they can start *Section 2* as soon as they are ready to do so.

The invigilator cannot give advice on how to use the graph or diagram creator. If assistance is provided this could constitute malpractice and the candidate's result may be invalidated. It is the centre's responsibility to prepare candidates for the test. **Open Assess** can help with preparing candidates for the test, both using sample test materials and the familiarisation test which allows candidates to practice using the tools including the graph and diagram creator.

### 6.3. Reformed English (4748) - Reading

Dictionaries are permitted. For information on using bilingual dictionaries, please refer to the access arrangements page on the City & Guilds website.

### 6.4. Reformed English (4748) - Writing

- Dictionaries, including bilingual dictionaries, are **not** permitted

- Spelling and grammar checking software or tools are **not** permitted.

### **6.5. Essential Skills Wales (3868)**

- For Essential Application of Number Skills calculators are not allowed
- For Essential Communication Skills the use of dictionary/thesaurus is not allowed.

### **6.6. Electrical Installations, 18th edition (2382)**

The candidate will need a copy of "IET Wiring Regulations 18th Edition: BS 7671:2018 (2022) - Requirements for Electrical Installations". It must not contain any additional notes or pages.

### **6.7. Remote Invigilation Exceptions**

*Please note remote invigilation is not available for Functional Skills ICT.*

## 7. Key Information

### 7.1. FAQ and top tips

Most recent FAQs and top tips can be found [here](#).

### 7.2. Secure assess (PIN) instructions

The test will be visible to centre staff in the Invigilation tab in SecureAssess. A PIN will be assigned to the test by City & Guilds remote invigilation team in preparation for the test to begin, and it is very important that this PIN isn't changed. *Changing the PIN may mean the candidate's test cannot be started.*

### 7.3. How to access the candidates Score Report

For multiple-choice tests, with instant provisional results, a score report is normally available in Secure Assess. For examiner-marked tests, the score report is available after the completion of marking, which are subject to confirmation after the results have been fully processed. The results will be available in Walled Garden.

The score report is found via Secure Assess. For guidance on obtaining the score report, please see [secure assess user guide](#).

### 7.4. Results and Certification

Results are confirmed when they appear in Walled Garden, in the 'Candidate History' report. For details on how to generate these reports, go to Section 7 of Walled Garden User Guide: [Walled Garden Reports](#).

### 7.5. Timescales for Results

The standard timescales for results apply.

## 7.6. Customer support services

Problem Description	Who to contact	Hours of business
Email confirmation for remote invigilation booking not received	Customer Services via phone after 2 working days from booking date Telephone: 01924 930800* Email: <a href="mailto:evolvesupport@cityandguilds.com">evolvesupport@cityandguilds.com</a>	8am – 6pm Monday – Friday
Changes to confirmed booking for remote invigilation	Customer Services via phone immediately Telephone: 01924 930800*	
Technical issues accessing e-volve before or during test	Customer Services via phone immediately Telephone: 01924 930800*	
Conduct of candidate/Invigilator during examination	Customer Services via email or phone Telephone: 01924 930800* Email: <a href="mailto:evolvesupport@cityandguilds.com">evolvesupport@cityandguilds.com</a>	
Results and certification questions	Customer Services via email or phone Telephone: 01924 930800* Email: <a href="mailto:evolvesupport@cityandguilds.com">evolvesupport@cityandguilds.com</a>	
Accessing score report	Customer Services via email or phone Telephone: 01924 930800* Email: <a href="mailto:evolvesupport@cityandguilds.com">evolvesupport@cityandguilds.com</a>	
Technical issues accessing Proview (before/during test) for candidates	Talview live chat, phone and email Telephone: 01357 464011* <a href="#">Raise Support Ticket</a>	

## 8. Walled Garden Reports

Most recent statuses of remote invigilation tests can be found in **Orders** and **Candidates/Results reports** in Walled Garden. These reports can be accessed in Walled Garden from the **Reports** section.

List of reports that include status of remote invigilation tests:

		Report title	Report description
Tab	Orders	'Schedule e-volve Tests' orders report	Displays the latest status of your e-volve test bookings including tests with remote invigilation.
	Candidates/Results	'Individual e-volve Test Booking' report	Displays individual e-volve test bookings for candidates, allows you to print individual candidate sheets with details of the test and keycodes. You can also filter tests by invigilation type.
		'Scheduled e-volve Tests' report	Displays the tests scheduled in a time period for an individual <b>e-volve</b> Installation ID, or for all Installations at your Centre. You can also filter by invigilation type, assessment and print a class list.

For detailed guidance on the e-volve reports please refer to [e-volve centre user guide](#).



## 9. Help and Support

### City & Guilds Customer Services

**Open:** Monday to Friday 08:00h to 18:00h GMT

**Telephone:** 01924 930800\*

**Email:** [centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com)

\*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.

### Talview Customer Services

Support for candidates with technical issues accessing Proview before or during their test.

**Open:** Monday to Friday 08:00h to 18:00h GMT

**Telephone:** 01357 464011\*

[Raise Support Ticket](#)

*\*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.*

### Online Recourses

[Resource Hub for Walled Garden](#)

[Resource Hub for E-volve](#)

[Talview system requirements \(Remote invigilation software for Candidate\)](#)

*Note: Please disregard the final latency check in this test*

## 10. Appendix 1: Glossary

<b>Candidate</b>	A <i>candidate</i> is an individual who is registered with City & Guilds and working towards a full or part qualification at a <i>centre</i> .
<b>Centre</b>	A <i>centre</i> is an organisation approved by City & Guilds to offer assessments leading to City & Guilds qualifications.
<b>e-volve</b>	<p><i>e-volve</i> is a web-based assessment tool for centres and organisations that allows them to administer test delivery easily and efficiently. It is safe and secure, which offers candidates each test with a unique key code and prevents manipulation by displaying different questions to each candidate.</p> <p>Detailed guidance on e-volve including system requirements and user guides can be found at <a href="http://www.cityandguilds.com/evolve">www.cityandguilds.com/evolve</a>.</p>
<b>Head of centre</b>	<p>The <i>head of centre</i> is the person with responsibility for ensuring the overall management of the centre. The head of centre is:</p> <ul style="list-style-type: none"><li>• the head of a school; or</li><li>• the principal of a college; or</li><li>• the chief officer of an institution which is approved by City &amp; Guilds as a centre (including employers).</li></ul>
<b>Invigilator</b>	An <i>invigilator</i> is the person responsible for ensuring the secure conduct of all tests.
<b>Test</b>	A <i>test</i> is any externally marked component of a qualification available on e-volve or paper. For this solution, only for tests delivered on screen through e-volve are permitted.

## 11. Appendix 2: Proxy and Firewall Settings

If candidate is using company provided laptops, following hosts and ports need to be whitelisted in company's firewall to prevent invigilation platform from being blocked.

Hosts	TCP	UDP
*.talview.com	443,80	10000-10100
*.proview.io	443,80	10000-10100

In case host-based whitelisting is not possible, following IPs need to be whitelisted:

IP	IP	IP	TCP	UDP
52.174.108.164	52.166.219.136	13.71.62.214	443,80	10000-10100
52.166.141.154	40.68.193.4	104.45.79.230	443,80	10000-10100
13.94.240.50	104.40.246.4	51.138.2.72	443,80	10000-10100
40.68.116.226	13.80.105.134	51.136.86.154	443,80	10000-10100
40.68.194.17	52.232.87.65	40.114.179.89	443,80	10000-10100
23.97.227.31	104.40.159.223	13.81.252.25	443,80	10000-10100
52.174.110.111	40.118.105.255	51.144.117.126	443,80	10000-10100
52.169.26.65	13.93.13.68	20.44.35.166	443,80	10000-10100
52.137.36.204	52.157.106.245	52.137.36.194	443,80	10000-10100
52.137.36.193	52.148.232.80		443,80	10000-10100
40.68.224.25	13.81.35.105	40.113.131.158	443,80	10000-10100
20.67.81.17	20.71.230.151	20.71.95.6	443,80	10000-10100
20.73.45.29	20.67.87.66	20.67.102.191	443,80	10000-10100
20.71.108.42	20.76.236.236	20.71.235.178	443,80	10000-10100

20.71.127.19	20.71.121.201	20.71.49.188	443,80	10000-10100
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## 12. Appendix 3: Candidate Notice

### Remote Invigilation: Information for Candidates (Live Invigilation)

Read this document carefully and follow the instructions. If there is anything you do not understand, ask your tutor.

#### a. Regulations – make sure you understand the rules

1. You should get ready at least 15-30 minutes before your test(s). If you are late, you might not be able to do the test.
2. Do not engage in any unfair or dishonest practice during the test.
3. If you try to cheat, or break the rules in any way, you could face penalties, such as disqualification, or a suspension from City & Guilds qualifications for a set period of time.
4. Only have materials and equipment that are permitted for the test in the room.
5. You must not have written notes, a mobile phone or a wristwatch in the room during the test.
6. Do not try to communicate with anyone, other than the invigilator, during the test.
7. If you leave the room before the test has finished, you cannot restart the test.

#### b. Information – make sure you bring what you need

8. Know the date and time of your test(s).
9. Your centre and test confirmation email will inform you of any equipment which you may need for the test.
10. If you are taking Electrical Installations (18th edition), you are required to have a copy of BS 7671. It must not contain any additional notes or pages.
11. You may use a calculator unless you are told otherwise.
12. If you use a calculator, make sure it works properly and remove any parts such as cases, lids or covers which have printed instructions or formulae.
13. Your scrap paper needs to be blank at the start of the test and destroyed at the end. The invigilator will check this during the test.
14. Do not use a dictionary or computer spell checker unless you are told otherwise.

#### c. Instructions during the test

1. Always listen to the invigilator and follow their instructions.
2. Tell the invigilator at once if:
  - you have been entered for the wrong test;
  - the test is in another candidate's name; or
  - you experience system delays.
3. Carefully read and follow the instructions on the screen.

**d. Advice and assistance**

1. If on the day of the test you feel that your work may be affected by ill health or any other reason, tell your centre.
2. You must not ask for, and will not be given, any explanation of the questions.

**e. At the end of the test**

1. Ensure that the software closes at the end of the test.
2. You must destroy any scrap paper used during the test.

**Remember:** possession of unauthorised material is breaking the rules, even if you do not intend to use it.

## Contact us

### City & Guilds Customer Service

We are here to answer any queries you may have regarding our Remote Invigilation Service. Should you require assistance, please contact us:

T: 01924 930 800 (Monday - Friday | 08:00 - 18:00 GMT)

E: [centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com)

### Talview Service Support

Support for candidates with technical issues before or during the test.

### 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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