Remote Invigilation Service

Top tips for centres

System requirements:

- **What equipment does the candidate need to be able to access the remotely invigilated test?**
  A Windows PC or laptop with the Chrome browser, a webcam and microphone, and a strong/stable internet connection.

- **Can the candidate use their ChromeBook/Mac/Linux/iPad/Android tablet/Smartphone or virtual machine?**
  No, only Windows operating systems are supported. Web delivery may function when using MacOS or other systems however the way they display questions or format the test could lead to errors and this is not supported.

- **Do candidates need to use smartphones for remote invigilated test?**
  No, they only need a Windows PC or laptop with a webcam and a microphone.

- **Can the candidate use IE/Edge/FireFox/Safari to access the test?**
  No, Chrome must be used.

Bookings, cancelations and amendments:

- **Can I book a remote invigilation test for a group of candidates?**
  Yes, it is possible to book a cohort depending on availability, but each candidate would be charged per assessment and each candidate must take their test in a separate room.

- **Can I book several different tests per one slot for the same candidate?**
  No, only one test can be booked per remote invigilation slot per candidate.

- **What should I do if I need to cancel or reschedule a remote invigilation test?**
  You can cancel and reschedule a confirmed booking up to 2 working days before the test start time/date by contacting City & Guilds Customer Services on 01924 930800* (8am-6pm Monday to Friday - UK time) without a charge. The booking will be rescheduled as per standard booking timelines. E.g., there must be at least 5 working days between the booking date and the test date.
  Please be aware that any confirmed booking cancelled within 2 working days of the tests start time/date will incur the full charge of the booking.

- **What should I do if I need to amend candidate's details before the test?**
  If you need to amend candidate's details for a confirmed booking, please contact City & Guilds Customer Services on 01924 930800* (8am-6pm Monday to Friday - UK time). The approval of amendments can take up to 3 working days. Please remember that incorrect candidate details will prevent the candidate from taking the test.

Before the test:

- **What should I do if my candidate has not received a test invite?**
  Candidates should receive an invite within 2 working days after the test was booked for them. If they haven't, please ask candidates to check their junk folder before contacting Customer Services on 01924 930800* (8am-6pm Monday to Friday - UK time) with the Order Number from Walled Garden.

- **The Candidate requires a reader or a scribe. Can it be arranged for remote invigilation test?**
  Unfortunately, we 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.
  We are exploring options to allow the use of computer readers and speech recognition software with the Remote Invigilation Service. In the meantime, candidates may have extra time where they have approval for a reader or scribe. Please contact policy@cityandguilds.com for more information on access arrangements.

Troubleshooting during the test:

- **Who do I contact if my candidate has technical problems with a remote invigilation test?**
  In case of any technical issues before or during the test, your candidates can contact Talview technical support by telephone on 01357 464011 or raise a Support Ticket.

- **What happens if the candidate loses internet connection during the test?**
  As the test is being completed directly on our server if the candidate loses internet connection the candidate will receive an error message and will need to click on the link in the test invite to reconnect to the invigilator. While a test is disconnected the timer will freeze on the server until the connection is regained. The candidate's progress will have been saved from the point of the last question that was answered.

- **What happens if my candidate does not attend a remote invigilation test?**
  Remote invigilation tests with Live invigilators are scheduled for a specified date and time, which is confirmed in the invitation 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 candidates login 15 minutes before the start time of their test.
  If the candidate is absent, the centre will still be charged for the booking.

After the test:

- **When will results be available for the remote invigilation test?**
  The results are available in Walled Garden in the usual timeframes for our qualification assessments.