

End-point Assessment

Invigilation instructions for on-demand e-volve tests

Version 1.1

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This is Version 1.1 of the *End-point Assessment - Invigilation instructions for on-demand e-volve tests* document.

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Introduction

This document provides general invigilation information for customers administering **on-demand e-volve** tests as part of the End-point Assessment (EPA) service. It is designed to be used in conjunction with the relevant:

- EPA handbook,
- EPA pack,
- Walled Garden catalogue page.

This document provides generic guidance for the administration of EPA tests. Customers must ensure that they familiarise themselves with the relevant assessment documentation for any specific instructions or requirements.

e-volve

e-volve is a web-based assessment tool that allows customers to administer tests easily and efficiently. It is safe and secure, providing apprentices with a unique key code for each test and prevents manipulation by displaying different questions for each Apprentice.

With this flexibility of delivery however it is imperative that tests are administered in line with published guidance in order to maintain the validity of results.

Detailed guidance on e-volve including system requirements and user guides can be found at www.cityandguilds.com/evolve.

Quality assurance

Failure to adhere to the guidance in this document could result in Apprentice results being invalidated and/or can affect customer's ability to use the EPA service.

As with all other externally marked tests, e-volve on-demand tests are subject to external quality assurance (e.g. through examination audits) by City & Guilds to ensure that they are being administered in line with published guidance.

Section 1 Before the test

1.1 Test location

EPA customers must ensure that they have suitable test locations available to ensure that apprentices can sit tests securely and undisturbed. These locations must meet the below requirements.

- 1.1.1 EPA customers must ensure that apprentices sitting the tests cannot see each other's work, utilising at least one of the following methods:
 - Ensure each workstation is at least 1.25m apart (measured from the nearest outer edge of one screen to the next).
 - Ensure monitors are positioned back to back, separated by dividers or protected by privacy screens
 - Apprentices sitting the same version of a test are sat at alternate computers
- 1.1.2 The layout of the room must allow the invigilator to clearly see all apprentices to prevent any potential malpractice. Invigilators must be able to see whether apprentices are using any unauthorised equipment or materials, for example.
- 1.1.3 Tests for different EPAs can be held in the same room, at the same time, but the room cannot be used for anything else while assessments are taking place.
- 1.1.4 There must not be anything displayed in the room (e.g. posters on the wall) that could help the apprentice in the test. Where there are, they must be taken down, or covered up before apprentices enter the room.
- 1.1.5 EPA customers must create a seating plan for each test which must be retained and provided to City & Guilds upon request.
- 1.1.6 Tests can be administered away from the customer location, providing the location meets all the requirements listed in this document.

In these instances customers are responsible for maintaining quality assurance standards and ensuring that that tests are administered by appropriately trained invigilators at the alternative locations, in accordance with this published guidance.

1.2 Invigilation requirements

Invigilators are a vital part of ensuring the security and validity of tests. EPA customers must ensure that appropriately trained invigilators are available and that they meet the following requirements:

- 1.2.1 Invigilators must administer tests under the correct conditions, in line with the requirements in this document.
- 1.2.2 Invigilators must not carry out any other task while they're invigilating.
- 1.2.3 There must be at least one invigilator per 20 apprentices. Where only one invigilator is present, they must also be able to summon assistance without leaving or disturbing the apprentices.
- 1.2.4 Technical support must be available throughout the test. Invigilators must ensure that where technical issues occur, the security and validity of tests are maintained at all times.
- 1.2.5 Individuals with a conflict of interest (i.e. those with an investment in the outcome of a test, or a relationship to apprentices) should not invigilate the tests. Where this is not possible they

must not be the sole invigilator. This includes assessors, relatives, friends and/or peers of Apprentices. If customers are unable to meet this requirement, they must contact City & Guilds for further guidance.

1.3 Resources

- All computers must meet the minimum technical requirements to run the e-volve tests. Please refer to www.cityandguilds.com/evolve for more information.
- Calculators are permitted, unless assessment documentation states otherwise.
- Dictionaries are not permitted, unless assessment document states otherwise. For information on using bilingual dictionaries, please refer to the 'access arrangements' page on the City & Guilds website.
- Reference materials and Apprentice notes are not permitted, unless assessment documentation states otherwise.
- If the test requirements are unclear, check with City & Guilds before the test takes place. If any apprentice has access to equipment or materials that are not permitted, this could affect the validity of their results.

1.4 Access arrangements

1.4.1 Access arrangements are agreed before an assessment. They allow a Apprentice with special educational needs, disabilities or temporary injuries to:

- access the assessment; and
- demonstrate their skills and knowledge without changing the demands of the assessment.

It is the customer's responsibility to request access arrangements on behalf of apprentices and these must be agreed and in place before the test is sat. For more information, please refer to the 'Access Arrangements and Reasonable Adjustments' section of the City & Guilds website at www.cityandquilds.com/policy.

1.4.2 If an apprentice requires extra time, this needs to be added on to the test, when it is booked. It cannot be added on afterwards.

1.4.3 For some access arrangements, a person is required to facilitate, e.g. a reader. This person must be familiar with the invigilation requirements in this document. They must not be anyone with a conflict of interest, as listed in 1.2.5.

2 Beginning of the test

2.1 Identification

Anyone sitting an EPA e-volve test must have been registered on the relevant apprenticeship standard beforehand. Invigilators must confirm the identity of each apprentice, for each test prior to them sitting them.

- 2.1.1 For some tests, there is a mandatory requirement for invigilators to check photographic ID (e.g. passport or driving licence) for each Apprentice. This will be stated in qualification specific assessment documentation.
- 2.1.2 Where no mandatory requirement to check ID is set, the invigilator can still use photographic ID to verify apprentice identity. In these instances. Centre or employee ID badges can also be used, where these are available.
- 2.1.3 The invigilator must ensure that the correct e-volve learner keycode is issued. The apprentice is responsible for checking that the title of the test and their details are correct. If the information presented to the apprentice is incorrect they must notify the invigilator before starting the test. If an apprentice sits a test in another apprentice's name (whether or not it is intentional), this may constitute malpractice and these results may be invalidated.

2.2 People present

- 2.2.1 The only people permitted in the room are the invigilator(s), apprentices sitting the test and anyone else required to facilitate the test (e.g. technical support or readers/scribes). City & Guilds representatives (i.e. those undertaking examination audits) may also be present.
- 2.2.2 Assessors not involved in invigilation are not permitted to enter the room in order to check the contents of the test, before or during the administration of the test.

2.3 Equipment

- 2.3.1 Invigilators must ensure apprentices do not bring any unauthorised equipment with them into the test. This includes mobile phones, MP3/4 players, smartwatches and wrist watches which have a data storage device.
- 2.3.2 If a Apprentice has brought any unauthorised equipment into the room, these must be handed in to the invigilator. Where an invigilator sees a Apprentice with any unauthorised equipment once the test has begun, they should confiscate it immediately. If an invigilator has concerns that unauthorised equipment has been used to unfairly advantage an apprentice, they must refer to the City & Guilds *Malpractice in EPA* document for further guidance, available on the website.
- 2.3.3 Apprentices can be provided scrap paper when the test is sat but must not bring their own into the room. Any pencil cases must be see-through.

2.4 Starting the tests

2.4.1 Invigilators must:

- ensure apprentices have been given the correct e-volve learner keycode
- ensure apprentices have all the required materials (including those listed on any qualification-specific document) they need to sit the test
- remind apprentices that they are not allowed to communicate in any way with another apprentice
- inform apprentices of the timings for the test
- inform apprentices if there are any planned fire alarms due to take place during the test

2.4.2 Invigilators must tell apprentices to:

- hand in any other unauthorised equipment if they have not already done so
- check the title and Apprentice name are correct, before they start the test
- ask if they need any scrap paper.

2.4.3 The invigilator must **not**:

- read, re-phrase or explain any questions for the apprentice,
- comment on a question or direct apprentices to a particular section or questions, give Apprentices and apprentices information on possible mistakes in the test, unless asked to do so by City & Guilds. If an invigilator suspects that there is a mistake or error with a question,

they should administer the test as normal and escalate their concerns to City & Guilds as soon as possible.

3 During the test

3.1 Supervision

- 3.1.1 Invigilators must be observant of any potential apprentice malpractice. For further information on managing suspected malpractice, please see the *Malpractice in EPA* policy document, available on the website.
- 3.1.2 Invigilators must be observant for apprentices who are distressed or who are unwell.
- 3.1.3 Invigilation cannot not be undertaken remotely; invigilators must be in the same room as the apprentices sitting the test.

3.2 Entering and leaving the room

- 3.2.1 Apprentices who arrive late should still sit the test, but invigilators must make efforts to ensure this does not disturb other apprentices.
- 3.2.2 Apprentices can leave if they finish the test before the allotted time is up, providing this does not disturb other apprentices.
- 3.2.3 Apprentices are permitted to leave the room temporarily (for example to use the toilet) on the condition that they are accompanied by a member of staff. The test can be paused while the apprentice is out of the room and then restarted when they return.

For more information on pausing tests, please refer to www.cityandguilds.com/evolve for more information. Apprentices are not permitted access to any previously confiscated unauthorised equipment during these breaks.

- 3.2.4 Where apprentices leaving a room during a test require accompaniment by a member of staff, the remaining apprentices must not be left unattended. If there is only one invigilator they must call another member of staff to accompany the apprentice(s) out of the room.
- 3.2.5 Invigilators must ensure that apprentices leaving the room during a test do not disrupt the other apprentices.

3.3 Emergencies

In some emergency instances (e.g. fire alarms) it may be necessary to evacuate apprentices from a test location.

3.3.1 If emergency evacuation is necessary, invigilators must ensure apprentices

- are supervised at all times
- do not communicate with each other for the duration of the evacuation
- do not have access to any unauthorised equipment or materials.

The test must be paused while apprentices are out of the room and then restarted when they return. For more information on pausing tests, please refer to www.cityandguilds.com/evolve.

3.4 Technical issues

3.4.1 Where technical issues occur during tests, EPA customers should refer to the *e-volve Centre User guide* for further information. If they cannot resolve technical issues using the guide, they should contact the e-volve customer services team directly. Where there are technical issues, the text must be paused where possible and re-started if/when the issue is resolved.

3.5 Malpractice

3.5.1 In all suspected malpractice situations, the EPA Customer must inform City & Guilds as soon as possible.

3.5.2 If an apprentice is suspected of malpractice, the invigilator must warn the Apprentice that City & Guilds will be informed and that this may lead to their results being invalidated.

3.5.3 If invigilators find apprentices using unauthorised equipment or materials, they should remove and retain them for the duration of the test. Apprentices should be allowed to complete the test, unless they are disrupting other apprentices.

3.5.4 For more information on reporting malpractice, please refer to the *Malpractice in EPA* policy.

4 End of the test

4.1 Uploading the test

4.1.1 Invigilators must ensure that all tests are uploaded to City & Guilds. If tests are not uploaded, apprentices will not receive their certificate.

4.1.2 e-volve tests are live for 30 days from the date that the test is booked for, so must be sat and uploaded within this window.

For EPAs customers must upload the test no later than 3 days after apprentices have sat the test.

4.2 Documents used during the test

4.2.1 Any scrap paper used by apprentices during the test must be collected and destroyed.

4.2.2 EPA customers must not retain any material downloaded or produced by apprentices during e-volve tests. If centres and customers are running in-app tests, invigilators must delete all apprentice work produced during that test.