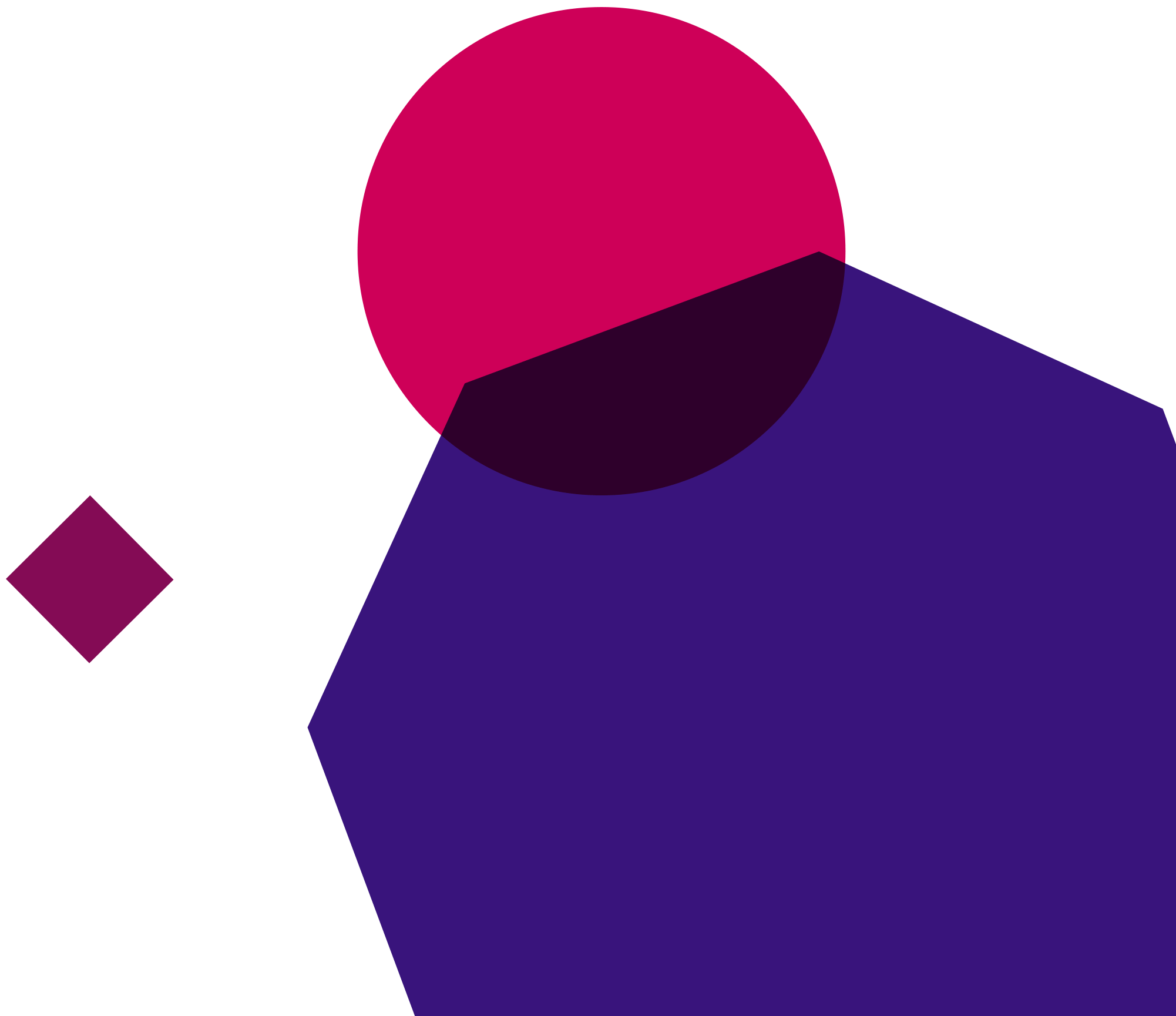


**Remote Invigilation**

**Cisco Webex Invigilation Instructions**





**Webex working instructions**

**This document explains the use of Webex for the invigilation of remote on-screen assessments using City & Guilds on-screen e-assessment platform, e-volve.**

**Introduction.**

Webex is an online meeting solution from Cisco. You are required to set up an account with [Webex](https://www.webex.com/) and depending on the browser you use, install a desktop app or web browser extension.

The minimum requirements can be found [here](https://help.webex.com/en-us/nki3xrq/Webex-Meetings-Suite-System-Requirements)

The installation guide can be found [here](https://help.webex.com/en-us/0tow9g/Download-the-Cisco-Webex-Meetings-Desktop-App)

Further details of invigilation standards and conditions can be found [here](https://www.cityandguilds.com/-/media/cityandguilds-site/documents/miscellaneous/instructions-for-remote-invigilation.ashx?la=en&hash=E2A64C239E6924B426EF904270E0B5E1EA4635DC)

**We recommend using Google Chrome web browser for the best user experience**

Once you have installed the software either through the desktop app or web extension, you are ready to invigilate candidate exams remotely.

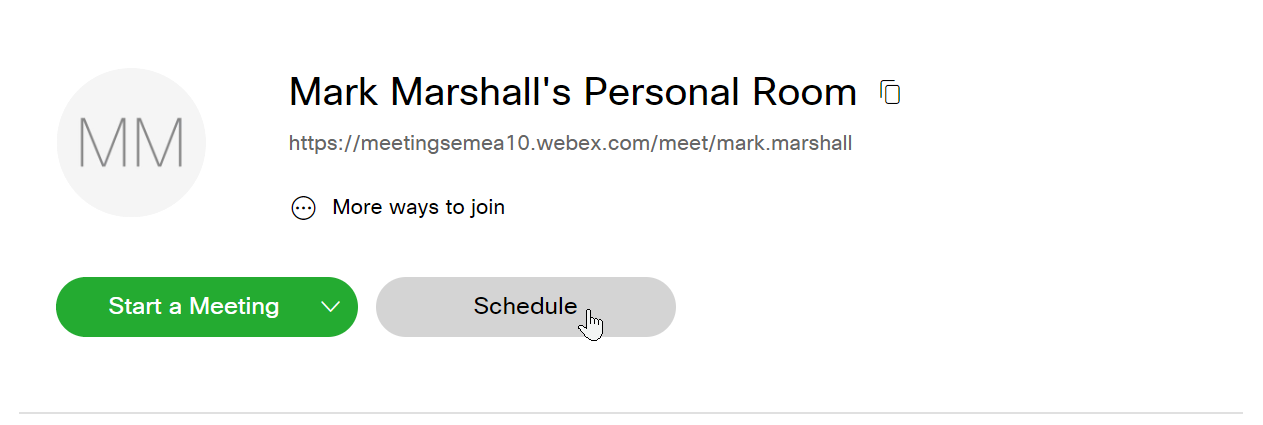
Below we will explain the process, expectations and limitations of remote invigilation using Webex.

**Process**

Using Webex, you will be required to invigilate to the same standards as you would if you were in a room with the candidate. The candidate will be required to dial into the meeting on two devices, one to capture their face for identification and screen sharing purposes and another device to show the room that the candidate is in. This will allow you to ensure the candidate is safe, not receiving outside assistance during the exam or reading from pre-prepared documentation.

**Scheduling an invigilation session**

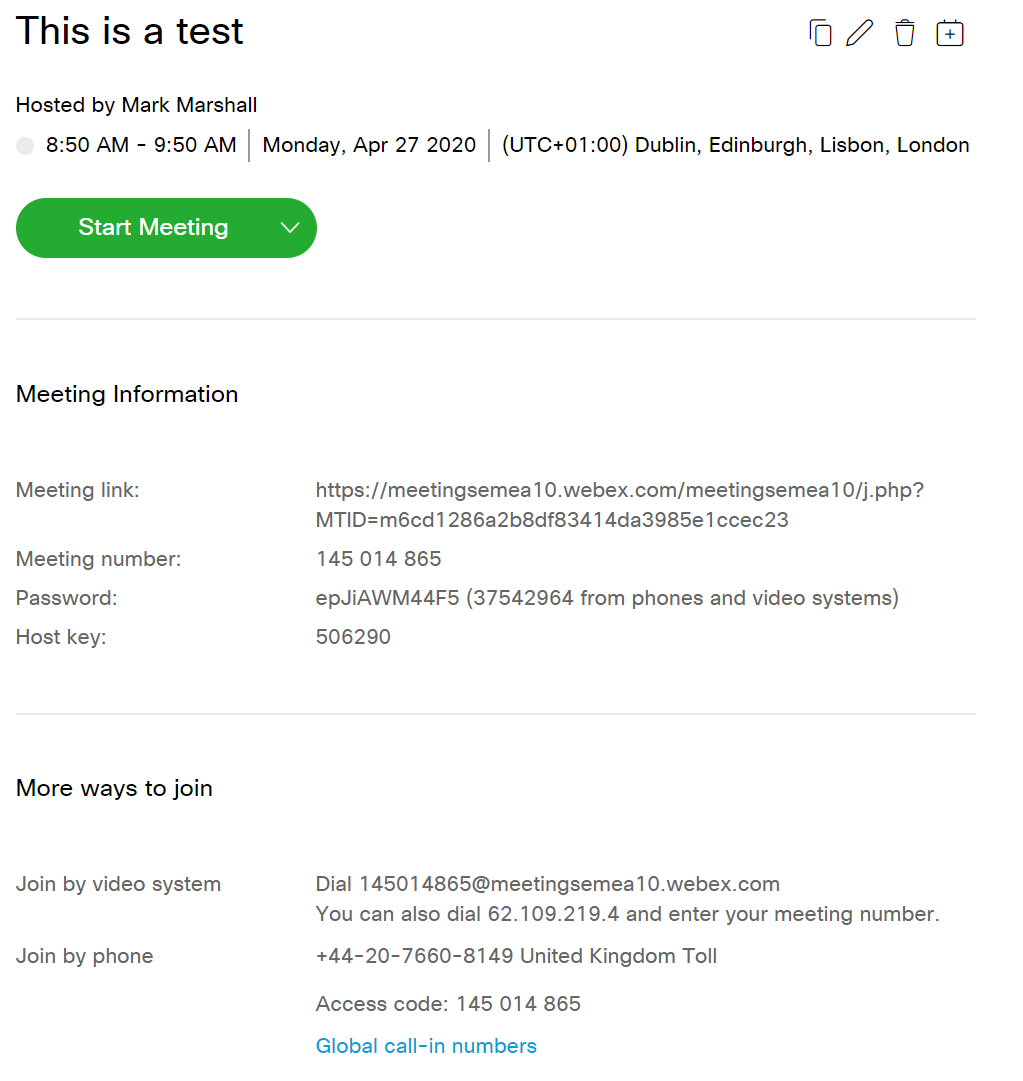
Log onto Webex and click on the Create Meeting button



Fill in the details and select the relevant date and time for the online invigilation session, add in the candidate on the Attendees (remember to press enter once you’ve entered their email, this will ensure they get an invite to the meeting via their email) and click **Schedule**.



You will now be directed back on your Webex home screen where you can see your meeting details. The meeting is now arranged.



**Please ensure you follow up with the candidate to ensure the agreed date and time is correct, that they have access to equipment that meets the minimum technical requirements and that they valid ID for the invigilated session.**

**Starting the remote invigilation session – Overall process**

To successfully invigilate the exam session, the following steps need to take place

1. **The invigilator logs onto Webex and starts the relevant Webex session (this is covered in detail, below)**
2. **The candidate joins the Webex session**
3. **The candidate shares their screen**
4. **The candidate turns on their webcam**
5. **The candidate should identify themselves using valid photo identification. The candidate can use their passport, driving licence or centre/employee ID badge**
6. **The candidate logs on to the Webex session on their mobile phone/tablet and starts their phone/tablet camera if it doesn’t start automatically**
7. **The invigilator needs to check the candidate does not have access to any unauthorised materials. The invigilator must tell the candidate to scan room with their smart phone/tablet, until they are satisfied they have covered the whole room (fig 1). This should include checking the area behind the monitor, checking for any sort of audio device that the candidate is wearing (hearing aids are permitted), that the area around the computer is clear and that any scrap paper is blank (fig 2)**
8. **The candidate should place their phone/tablet in a location that gives as wide an angle of the room as possible (fig 3)**
9. **If the candidate is wearing a watch, they should be asked to remove it and place it on their desk**
10. **The invigilator should ask the candidate to confirm they understand the requirements of the test and that they are now under exam conditions**
11. **The invigilator takes a screen shot showing their Webex screen, two views of the candidate and screen share**
12. **The invigilator shares the URL of the on-screen exam software, e-volve**
13. **The invigilator reads out the keycode of the exam and the candidate enters their exam keycode and the invigilator either unlocks the exam or reads out the exam pin code**
14. **The candidate confirms their details and starts the exam**
15. **Once the candidate has finished, the invigilator will inform the candidate when they can expect their result. This may depend on the type of exam and/or the process at your centre. If unsure, ask the candidate to contact their centre contact for confirmation. Once done, the invigilator ends the meeting and exits Webex**

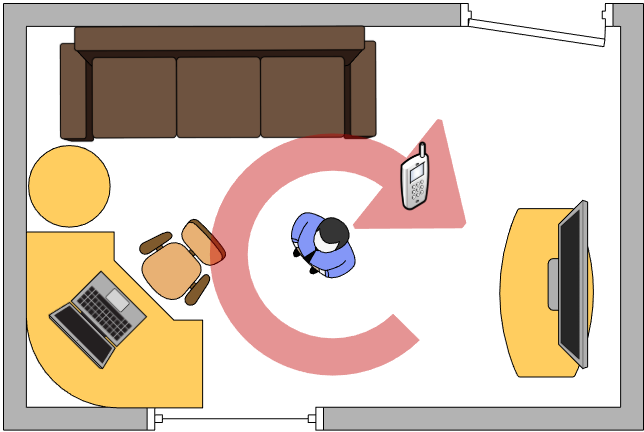
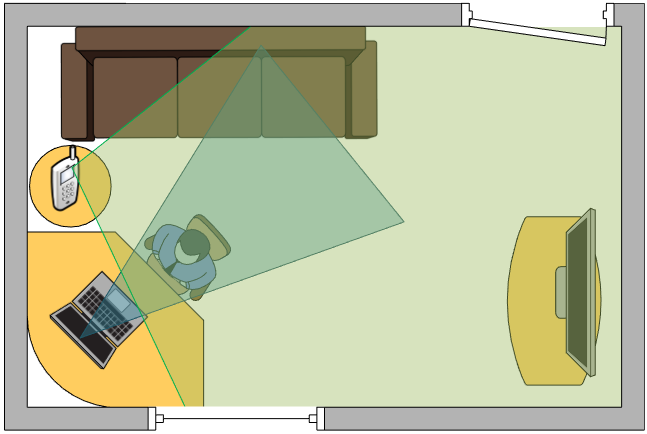
Fig 1 

Fig 2 

Fig 3 

**Under no condition should the exam session be recorded.**

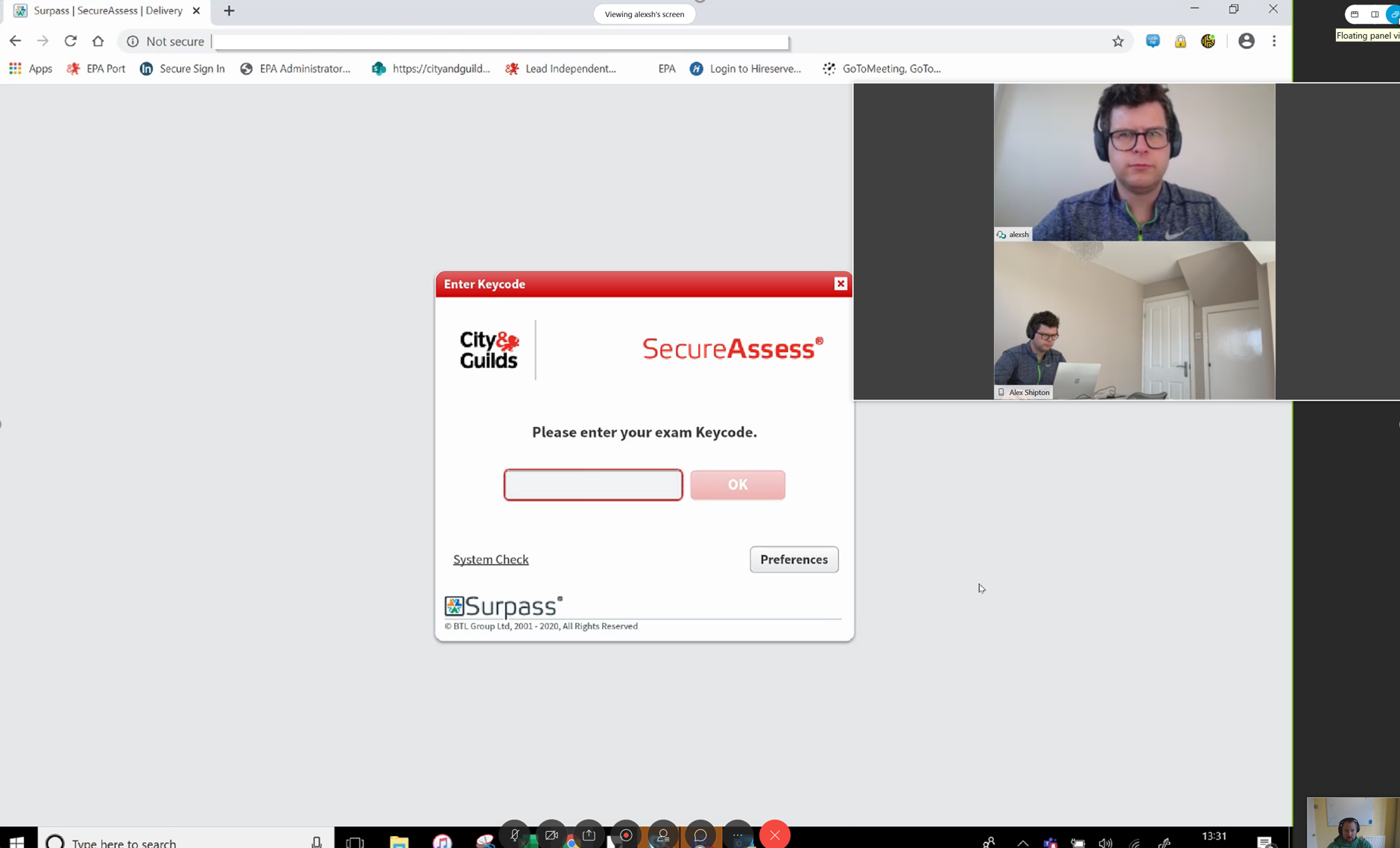
**Starting the Webex session**

Log into Webex and start the relevant meeting. You will be prompted to choose an audio option, for best user experience, computer audio is preferred. Now wait for the candidate to join. Once the candidate has joined ask them to show their ID, setup their second device and display their room setup.

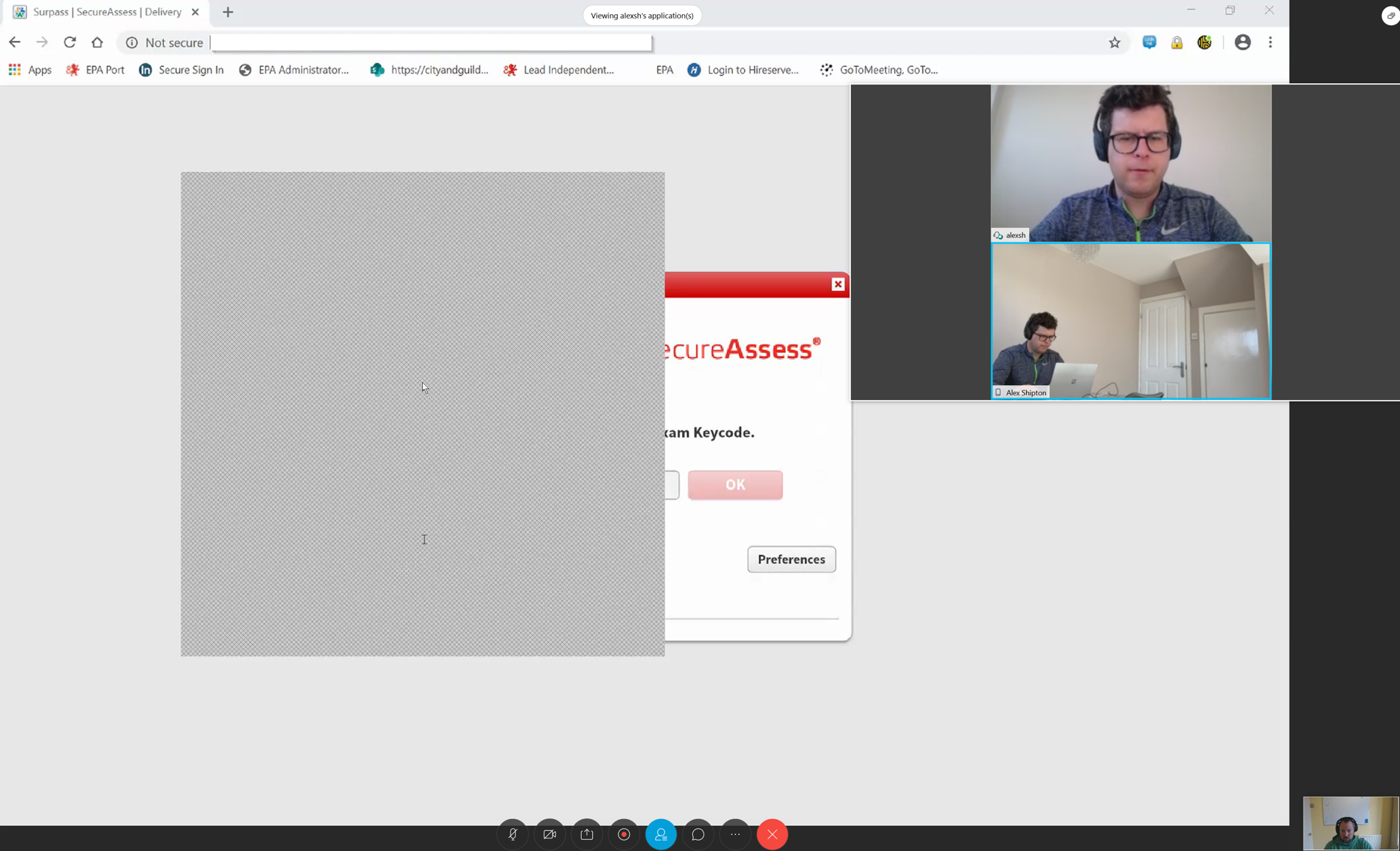
Once in the meeting, you should see a similar screen to below, showing two views of the candidate and what is on their screen. You will need to use the floating panel view and adjust the size of the window to allow you to clearly see the candidate from both angles.

Please take a screen shot and save with your records.

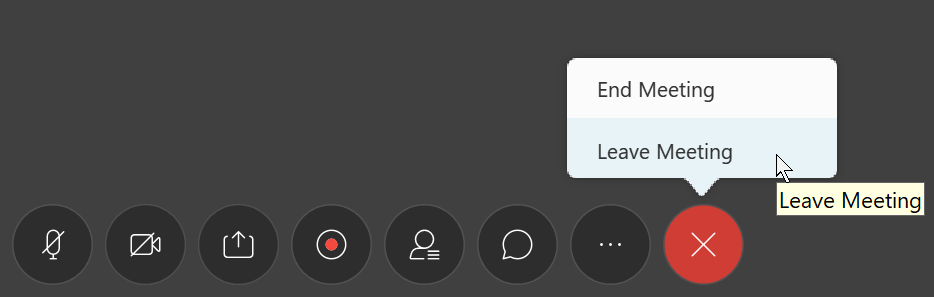
For more information on how to use **floating panel view** to achieve the desired candidate view, please read the guidance [here](https://help.webex.com/en-us/5hbazy/Switch-Between-Video-Layouts-in-Cisco-Webex-Meetings-and-Cisco-Webex-Events)

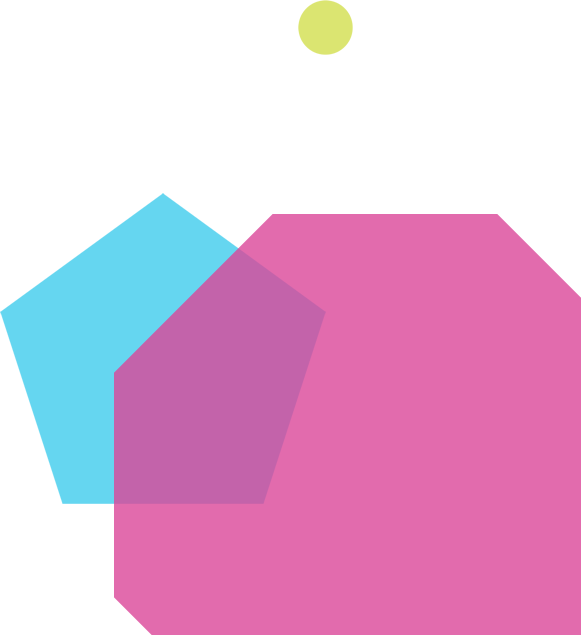


If at any time during the session you see a box appear like below, immediately ask the candidate what they are doing as this indicates that another program is being used which is strictly forbidden.



Once the exam session is over end the meeting session by clicking on the **Leave** meeting button.



End of document

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