

Centre Guidance on Supervision of Remote Live Assessment

For Essential Skills (Wales) Controlled Task

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For external use

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1. Introduction

This document provides centre staff including Heads of Centres, Internal Assessors, controlled task Supervisors and Internal Quality Assurers with guidance and instructions on how to offer supervision of remote live assessment of an Essential Skills Wales controlled task. **It only relates to the supervision of remote live assessment of the ESW controlled task. Remote invigilation refers to the delivery of the ESW confirmatory test with the candidate and the invigilator in separate locations.**

Candidates should continue to take a controlled task face-to-face wherever possible; where this is not possible centres may deliver and supervise controlled tasks remotely.

This guidance must be read in conjunction with the *ESW Suite of Qualifications Handbook*.

Supervision of remote live assessment is the monitoring of a candidate or candidates as they take a controlled task (referred to here as a 'live assessment') from a remote location. A supervisor utilises a computer/laptop webcam and microphone to observe the candidate through the assessment period via e.g., a Teams or Zoom meeting as well as monitoring what is happening in their assessment environment. Supervision of remote live assessment allows assessment to be carried out at a candidate's home (or other suitable location) without the need for a supervisor being present in the same room, however, the candidate must be supervised throughout the remote activity.

Supervision of remote live assessment is an additional service; it does **not** replace the ability to do this face to face within the centre. Centres should be aware that supervision of remote live assessment may not be suitable for all candidates so care should be taken to identify only those to whom this service would be appropriate.

A centre must first gain approval from their awarding body to undertake supervision of remote live assessment by following the process outlined in this guidance.

2. Considerations for the centre

It is the centre's responsibility to ensure that remote supervision of a live assessment can be run in accordance with Section 4.3 *Controlled tasks - administration and conduct arrangements* of the *ESW Suite of Qualifications Handbook*. In addition, by applying to conduct assessments in this way, the Head of Centre is confirming that they will ensure the assessment, including its supervision, adheres to the requirements set out in the *ESW Suite of Qualifications Handbook* including the underlying principles:

- all centre staff and candidates are in possession of appropriate technology to be able to supervise or participate in the live assessment remotely
- centre staff and candidates have been given appropriate guidance so that they are familiar with the technology to be used, the procedures to be followed, and the conditions required to ensure the integrity of the assessment
- candidates have been informed that not adhering to the conditions would constitute malpractice.

- the supervisor can observe, live, up to a maximum of **five** candidates completing the live assessment at the same time using both video and audio. This is considered to be a reasonable number for the supervisor to supervise at the same time
- the candidate will be able to access any approved access arrangements to which they are entitled
- the centre will always maintain the security and integrity of the live assessment.
- the centre is responsible for ensuring that the candidate does not save a copy of the task on the local machine or removable memory device.

3. Definition of supervision

‘Supervision’ is where a controlled task supervisor (as defined in the ESW Suite of Qualifications Handbook) supervises candidate(s) throughout the time that they have access to live assessment material. It is the centre’s responsibility to ensure that the supervisor is specifically trained for this role and is familiar with the conditions of the live assessment. The supervisor must not be a relative of the candidate, a close friend or peer or anyone with a specific interest in the outcome of the assessment e.g., the candidate’s line manager.

Supervisors are accountable to the Head of Centre for ensuring appropriate supervision and control of the assessment environment is maintained. At least one supervisor must be always present, remotely, to ensure:

- the relevant working time allowance and maximum working period are not exceeded including where candidates carry out additional research
- each candidate produces all work independently.

As candidates can access a range of routine equipment and resources that might typically be available to them in a ‘real life’ situation, the supervisor must also ensure that internet activity and use of other resources is appropriate and remains focussed on the live assessment.

Centres should avoid situations where candidates are supervised by the main tutor/assessor who prepared them for the skill for which they are being assessed. If this is genuinely unavoidable, the centre must take all reasonable steps to prevent any conflict of interest which could lead to, or be perceived as, malpractice.

City & Guilds ensures that it processes personal data which you provide to us in compliance with applicable data protection law, in particular the General Data Protection Regulation (EU) 2016/679 (EU GDPR), the UK GDPR and the Data Protection Act 2018 (DPA). For further information, including our data processing practices, please read our Privacy Notice ([Customer Privacy Notice | City & Guilds \(cityandguilds.com\)](https://www.cityandguilds.com/privacy-notice)). In presenting candidates for supervision of remote live assessment, the centre confirms that it has read and understood City & Guilds’ Privacy Notice and all GDPR requirements.

4. Sharing Candidate Packs securely

To ensure that Candidate Packs are shared securely:

- they must only be made available to candidates via the centre's secure internal systems e.g., VLE, Teams, Moodle platforms, Google etc. candidates must not be able to download, copy, screen print or save a local copy of the Candidate Pack
- Candidate Packs cannot be sent via email, either as a link or an attachment.

The secure internal system utilised by the centre must be fit for purpose, a description of which is required by the awarding body when the centre applies to offer supervision of remote live assessment.

5. Security of Candidate Packs and candidate evidence

Centres must ensure that the security of all live assessment material in other words, Assessor and Candidate Packs and associated evidence, is always maintained. Centres must have a clearly documented process in place outlining how they will manage candidate access while mitigating any risks to the security of the assessment. The awarding body may request access to this document when considering the centre's initial application to offer remote supervision.

Candidates can only work on the task as a synchronous collaborative document, such as in VLE, Teams, Moodle platforms, Google etc. and the supervisor must have the document open to be able to observe. Under no circumstances can candidates save their work on their hard drive or locally.

Candidate Packs and associated candidate evidence must be stored on the centre's secure system and be password protected to prevent access between sessions. It must, however, be accessible between sessions for the candidate's assessor to mark the work and for the Internal Quality Assurer to undertake quality assurance checks.

Ownership of the assessment material sits with the supervisor during the whole period that the live assessment is conducted.

There is no requirement for the centre to record the live assessment, however, centres may wish to record the remote activity in case an issue later. The supervisor can ask a candidate to share their screen should they wish to clarify something they have observed.

6. Before live assessment starts

The centre should plan the sessions, for example, to reduce the length of screen time or potential discomfort to candidates, whilst enabling them to complete the assessments within the maximum working period

- the centre must conduct a 'trial-run' to ensure that the internet connection is reliable and the technology to be used is suitable and will allow candidates to complete the live assessment. This should include checking the environment to ensure the room is suitable and that there is no other interference or noise.
- the candidate must be made aware that the Candidate Pack must be completed in accordance with the requirements set out in the associated controlled task Assessor Pack and *ESW Suite of Qualifications Handbook*. This includes completion of the live assessment within the prescribed working period and working time.
- the candidate has a reliable internet connection and suitable technology to allow them to complete the live assessment on-line e.g. One File, VLE, MS Teams, Google Doc site etc. with secure channels, and for the supervisor to observe them live for the whole session, for example by using a computer/laptop webcam and microphone
- screens must be of a suitable size. It would not be appropriate for tablets or mobile phones to be used as their screen size would disadvantage the candidate.
- the candidate's identity must be verified, either by the supervisor if known to them or by using photographic ID, such as government issued ID, student card or a centre or employee ID badge though care must be taken that the photographic ID used does not include more personal data than is required.
- candidates must be made aware in advance they will be asked to show some form of photo identification to verify their identity at the start of their assessment if not already known to the supervisor
- confirmation of the candidate's identity must be recorded on the assessment paperwork
- the candidate and supervisor must carry out checks independently to ensure that the internet connection is reliable, and the chosen technology is in working order.
- the candidate must show the remote supervisor that the room in which they are taking the assessment is appropriate and that only authorised materials are present as outlined in Section 4.3.7 Permitted equipment and resources of the *ESW Suite of Qualifications Handbook* using their webcam to show their surroundings (table, floor, and ceiling check and a 360-degree room check). If the device is not portable this check must take place via for example a suitable mobile device
- the environment in which the candidate is to take the assessment is appropriate, e.g., the room should be suitably ventilated and lit and free from noise and interruption.
- the candidate confirms they are alone (unless where authorised due to approved access arrangements) and will not be interrupted during the assessment.

7. During the live assessment

The remote supervisor must:

- view the candidate continuously throughout the whole of the live assessment
- ensure that the candidate only has access to authorised materials and does not communicate with anyone during the live assessment unless specifically required by the controlled task, for example, where candidates are taking part in a discussion for Communication or a collaborative activity for Digital Literacy
- pause the assessment if there are any issues with the technology used and/or sound or if they see potential risks to health and safety, until these can be remedied
- decide where the candidate experiences technical difficulties to either continue the assessment, to pause it or to abandon it. In such an event the supervisor would need to remove the candidate's access to the task and any partially or fully completed evidence
- ask the candidate for clarification if anything is not clear or cannot be seen
- immediately pause the live assessment if malpractice is suspected to establish whether actual malpractice has occurred
- where it is concluded that malpractice has occurred this is promptly reported to the appropriate named person within the centre
- not assist the candidate with responses to the task
- remind the candidate to save all their work and that this has been saved/retained securely on the centre's secure internal site
- be the person responsible for ending the session.
- where issues listed above cannot be remedied the live assessment must be stopped and will be considered invalid resulting in the assessment being rescheduled using a different controlled task.

The candidate must provide evidence for all parts of the controlled task as outlined in the Candidate Pack.

8. Suspected malpractice

It is the centre's responsibility to ensure the integrity of the live assessments. To this end centre staff must report actual/suspected malpractice to their Head of Centre by following their centre's agreed procedures. This includes suspected candidate malpractice such as the use of unauthorised equipment or materials during the live assessment. In turn, Head of Centres are required to notify their awarding body using their agreed process.

Should the awarding body identify actual/suspected malpractice, or a failure by the centre to report such instances, the awarding body will follow their own malpractice procedures to investigate the matter.

9. Applying for approval to conduct supervision of remote live assessment

The centre must complete the awarding body's application form in advance of conducting supervision of remote live assessment, this form is available from the Information tab of the 3868 Qualification Page. This application must include:

- a description of the centre's secure internal system
- reason for the live assessment to be conducted remotely
- an outline of how the centre will maintain the security of the live assessment material including preventing candidate access to their work between sessions
- confirmation that the centre has read and understood City & Guilds' Privacy Notice.

Applications must be submitted only with the permission of the Head of Centre. By applying, the Head of Centre is confirming that the requirements set out in this guidance will be met in full. The awarding body will decide whether, based on the information provided, approval can be granted.

One application is required annually, which if approved, will be valid for up to 12 months from the date of approval.

10. Quality assurance

The awarding body reserves the right to observe remote supervision of a live assessment through its external quality assurance activities. To facilitate this and to assist with monitoring, centres should inform their EQA (External Quality Assurer) in advance of its intention to use supervision of remote live assessment by emailing:

- proposed date(s) on which live assessments are to be held
- the number of candidates and their names
- details of the controlled task(s) to be used.

The centre's EQA may observe the live assessment by attending the online session. Verbal feedback may be provided following the live assessment and/or will be followed with a written report of the outcomes. Any observation will be agreed in advance with the centre who will provide access to the system that is being used.

11. Post-live assessment centre declaration

The centre must notify their awarding body at the end of each remote live assessment, confirming that it was completed as planned and that no technical or other incidents occurred that may have affected the integrity of the assessment. This should be done by submitting the form which is linked on the Information tab of the 3868 Qualification page. Should an incident occur, a detailed explanation should be provided outlining the nature of the technical or other incident and how these may have impacted on the integrity of the assessment.

Where there were any incidents, the awarding body will need to determine whether the examination can be accepted, what support the centre may need or what actions may need to be put in place before any future assessments are delivered remotely.

12. Checklist

Considerations for the **candidate** when completing a live remote assessment:

- Candidate is aware of the requirements under which the live assessment is to be conducted
- Candidates have been made aware that non-compliance with the conditions would constitute malpractice and inform of the consequences of committing malpractice.
- Where applicable, access arrangements and reasonable adjustments have been put in place
- Internet connection has been tested and found to be reliable
- Technology is suitable and in working order, including secure storage of evidence
- Screen is a suitable size
- Candidate has suitable photo identification to verify their identity if they are not already known to the supervisor e.g., other government issued ID, student card or a centre or employee ID badge
- Candidate confirms that they are alone
- Candidate's room is appropriate e.g., suitably ventilated, well-lit, and free from noise and potential interruption, and with no unauthorised materials present

Considerations for the **supervisor** when completing a live remote assessment:

- Supervisor is fully familiar with conditions and requirements of live assessment
- Check internet connection is reliable, and the chosen technology is in working order.
- Candidate identity is verified if the candidate is not already known to them
- Ensures candidate understand the conditions of the live assessment
- Candidate is reminded of the risks of excessive screen time
- Candidate does not have access to any unauthorised materials, including on the walls
- Candidate confirms they are alone (unless where authorised due to approved access arrangements) and will not be interrupted during the assessment,
- Determines live assessment can be undertaken safely and securely
- Candidate is observed continuously throughout the live assessment
- Live assessment is paused where there are issues with technology and/or sound

- Live assessment is paused where there are risks to health and safety
- Clarification is sought where need arises
- Potential instances of candidate malpractice are reported
- Confirms the end of the live assessment
- Ensures work is saved and retained securely on the centre's secure internal systems
- Asks candidate to share their desktop view to ensure that no materials relating to the controlled task have been saved.

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