



## **Pearson Remote Invigilation Service | Handbook**

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## 1 - Introduction to the Pearson Remote Invigilation Service

At Pearson we understand the demand for location agnostic education is growing, and more families are opting to be educated outside of the traditional school setting. We want to ensure we're able to meet the needs of this specific group of students and the remote invigilation service has been developed in response to this growing need.

By harnessing innovative technology, we are delighted to be able to offer students the opportunity to sit their Pearson Edexcel international exams (either onscreen or on paper) in their chosen home environment.

To enable this, we have combined onscreen assessment with remote proctoring (invigilation) technology (through the ProctorExam platform). As a result, we can maintain the security and integrity of our exam papers and provide the best online student exam experience.

Whilst sitting a remotely invigilated exam, students will be monitored by a live invigilator, who is there to support them during the set-up, examination, and submission process. Please note that students will not be able to see or hear their invigilator, but invigilators will be able to see and hear them. If a student needs to communicate with their invigilator, there will be a chat box in the bottom corner of their screen.

Please note that all sessions are recorded for safeguarding and quality assurance purposes, therefore students should be aware of their behaviour and use appropriate language when engaging with the assessment platform.

### Qualifications and Subjects available

For a full list of the subjects and qualifications that are currently available via the Remote Invigilation Service please visit our website.

[Pearson Edexcel Remote Invigilation Service for Schools | Pearson qualifications](https://qualifications.pearson.com/en/support/Services/remote-invigilation/pearson-edexcel-remote-invigilation-service-for-schools.html)  
(<https://qualifications.pearson.com/en/support/Services/remote-invigilation/pearson-edexcel-remote-invigilation-service-for-schools.html>)

### What are the differences between taking onscreen and paper-based exams?

Please note that for all **onscreen** exams, the exam questions will appear onscreen, and students will type their answers onscreen.

However, for **paper-based** exams, students will download and print an answer booklet to write their responses in. The questions will appear onscreen once they start the exam. This hybrid approach (questions onscreen and responses in the printed answer booklet) maintains the security of the paper and ensures students cannot see the questions before they press start.

### Using a word processor | questions that cannot be answered by typing

For paper-based exams, if using a word processor is a student's normal way of working, they can type their answers but must ensure that all spelling and grammar checks are disabled. They are also required to print the answer booklet.

Some subjects (such as Maths and Science) include questions that students will be unable to answer using the word processor. For example, if they need to plot a graph, they will need to answer this question using the printed answer booklet. In this situation, once they have completed their exam, they must scan and upload both their typed responses and answer booklet to ensure all their work is marked. For more guidance, please refer to section 4.9

Subject matter experts and scrutineers have reviewed each remotely delivered paper, to ensure students have everything they need to answer the questions fully when sitting a remote exam.

## 2 - Service requirements and information for Parents

In the weeks leading up to exams, schools will provide students with information about their exam dates, and they will be able to view and check their individual schedules by logging in to the Assessment Player.

### 2.1 - Room and Equipment Requirements

Students will need access to the following:

- **A quiet and private environment** where they can sit their exams without interruption. *Please note: a communal space is not an acceptable environment*
- **A clear workspace, free from unauthorised items** (please see 3.4 - *Authorised and Unauthorised Items* for more information on this)
- **Internet:** Stable internet connection
- **Main device:** A laptop or PC with working webcam, speakers, and microphone. This must be connected to power to ensure the device battery has sufficient life for the duration of their exam.  
**Using a Mac/MacBook** - Apple devices can be used but must have the most up to date version of **Google Chrome** installed as their browser. Please also ensure that the device is set up to screen share – please see this [support article](https://support.proctorexam.com/hc/en-us/articles/24148211580685-Mac-Instruction-for-screen-sharing-Apple-macOS-and-higher). (<https://support.proctorexam.com/hc/en-us/articles/24148211580685-Mac-Instruction-for-screen-sharing-Apple-macOS-and-higher>)
- **Printer:** A working printer with enough ink and paper to print a complete answer booklet (please be mindful that some answer booklets can be up to 40 pages long) - this should be in the same room that the exam is being sat in. *Please note it is the responsibility of a student/parent to test the printer and ensure a sufficient supply of paper and ink before each exam*
- **Second device:** A second (fully charged) mobile device with the ProctorExam app installed. This will be used during set up and will need to be positioned to show the complete exam environment during the exam
- **Scanning app:** To enable completed exams to be scanned and uploaded to the Assessment Player (or a physical scanning device)
- **Backup device:** In addition to the laptop and mobile device, a fully charged backup device will be needed to record the exam. This device must have enough storage space to store a recording locally. Please note this is a requirement for each remotely invigilated exam - if your internet connection is lost during an exam, we may need to ask you to send us the recording from the backup device. If you are asked for a backup recording and cannot provide one, the result for that exam will be at risk
- **A large envelope** to store and securely seal the completed exam paper in (one per exam).

Students will also require:

- **A parent or guardian** to support them before and after the exam. They must be available for the duration of the exam but must not be in the room with once the exam time has started
- **A parent or guardian** to supervise any toilet breaks where a student needs to leave the exam room. Exam conditions must be maintained at all times and parents/guardians must ensure that there is no access to unauthorised materials
- **A parent or guardian** on hand to supervise any internet loss and to contact the support number as instructed should this happen.

## 2.2 - Keeping Students Safe

All our remote invigilators have been carefully screened and specially trained. Invigilators will be able to see and hear students, but students will not be able to see or hear them.

All communication between students and invigilators will take place via a chat box in a secure and recorded environment. Invigilators will not be able to contact students outside of an exam session.

All remotely invigilated exams are recorded and stored for safeguarding and quality purposes.

**Note to parents: if you have any concerns about your child's safety, please let your school know immediately.**

## 2.3 - Parent Declaration Form

In order for a student to sit a remotely invigilated exam, their parent or guardian must complete and sign our Terms of Use and Parent Agreement to ensure they are aware and agree to their responsibilities as a parent.

## 2.4 - Authorised and Unauthorised Items

The following items are **authorised** and allowed to be present during an exam:

- A glass or clear water bottle with all labels removed
- Pen and paper for any notes; the paper must be blank and shown (both sides) to the invigilator during set-up at the start of the exam
- Specified materials needed for each exam (such as a calculator), which will be confirmed in advance.

**Unauthorised items** include anything that is not allowed during an exam. The following is purely for illustrative purposes and is not an exhaustive list:

- Classroom work
- Textbooks and/or written notes
- Unauthorised programmes such as web browsers, grammar/spelling apps, etc
- Mobile phones and other electronic and web-enabled devices which are not being used as the second device (see section 4.2 below)
- Headphones/EarPods (unless either are agreed as a noise cancelling access arrangement)
- Food
- Watches
- Calculators (unless authorised for the exam being taken\*)
- Posters/visual imagery or reference materials on the walls of the exam room that could help the student
- Word processors - if students use a word processor, please note that onscreen/online grammar or spelling assistance tools, such as Grammarly, must be disabled or switched off before and during the exam. This applies to all subjects and qualifications
- More than one screen is not allowed.

### **\*Graphical calculators**

For exams that allow the use of a calculator, if a student wishes to use a graphical calculator (capable of plotting graphs, solving equations, and performing advanced

mathematical calculations), rather than a scientific calculator, invigilators will ask them to put their graphical calculator into **exam mode** in view of the webcam.

**Exam mode** locks down prohibited functions such as any storage facility.

Invigilators will need to see students putting their calculator into exam mode, giving us confidence that students have not stored material prior to the exam. Any student using a graphical calculator must be able to show they can put their calculator into exam mode. If they are unable to do this, their invigilator will ask them to remove the calculator from the room and the student would need to use a scientific or standard calculator instead.

Please note that you must adhere to the above requirements. If the room and equipment requirements are not met for the entirety of the exam, we may be unable to accept a student's completed question paper and may be unable to issue a result for them.

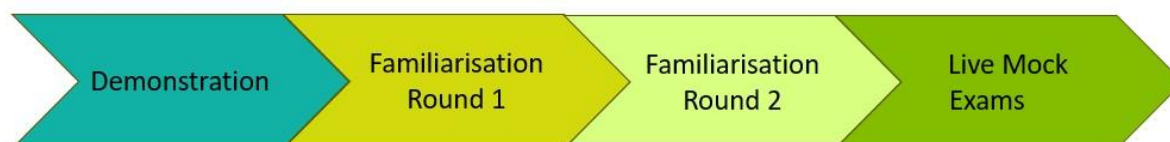
Where students are found to have been in possession of unauthorised items, breached exam conditions, or undermined the integrity of an exam, this will be considered malpractice. Malpractice investigations can result in sanctions being imposed, these sanctions range from a written warning to disqualification from all qualifications and debarment.

For more information, please see the JCQ Suspected Malpractice Policies and Procedures (<https://www.jcq.org.uk/exams-office/malpractice/>).

### 3 - Remote Invigilation Service Journey

#### 3.1 - Preparing for exams

Pearson will provide students with the opportunity to familiarise themselves with the exam format and ProctorExam system.



#### Before you start

Please ensure that:

- You are using the most up to date version of **Google Chrome** as your browser
- Your printer has plenty of ink and paper (if sitting a paper-based examination)
- You create a folder on your desktop called **Today's Exam**, into which you can **download** your answer booklet and **upload your scanned answers** to (if sitting a paper-based examination)
- If you do not have a scanner, you have downloaded **Microsoft Lens** (or a similar scanning App) to your phone and have practised using it to scan papers and create PDFs.

**Top tip:** Please review the **Exam Taker Support (New Experience)** articles on the [ProctorExam Website](https://support.proctorexam.com/hc/en-us/categories/24056309919117-Exam-Taker-Support-New-Experience) (<https://support.proctorexam.com/hc/en-us/categories/24056309919117-Exam-Taker-Support-New-Experience>)

#### 3.2 - Familiarisation

Familiarisation sessions will provide students with a run through of a remotely invigilated exam, recreating the experience they will have when sitting a live exam online.

Pearson will provide at least two familiarisation opportunities for students before their live exams start. Familiarisation is crucial to the success of your exams - if students do not take part in any familiarisation activities, Pearson reserves the right not to allow them access to the service in line with our Terms and Conditions and RAG rating process (please see Section 5. Examination Integrity and Removal of Access).

Please note that the primary purpose of these sessions is for students to familiarise themselves with ProctorExam and how it works (pre-exam checks, downloading papers, uploading papers, and correctly ending an exam) - the exam paper attached to a familiarisation session **does not need to be completed** and **will not be marked by the Pearson RIS team**.

Please see **Section 4.6 - Step by Step Guidance on Taking an Exam via ProctorExam** for step-by-step guidance to help you when completing familiarisation activities.

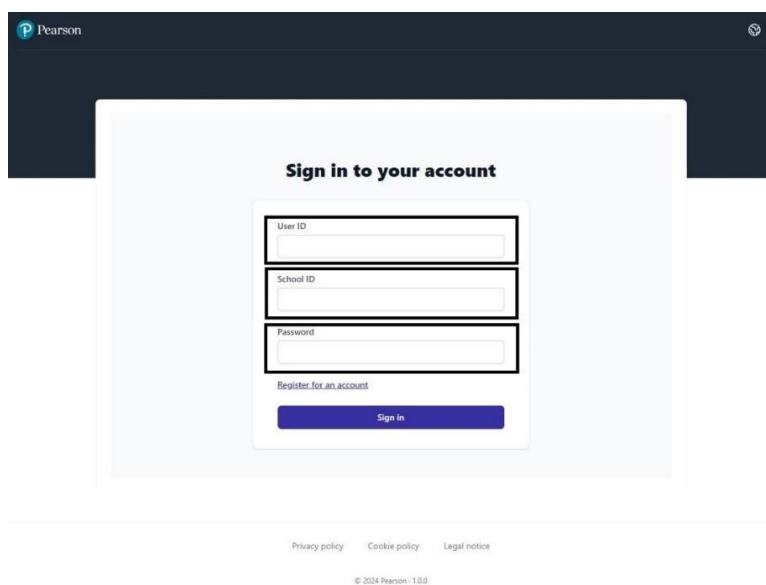
## 4 - Exam day

### 4.1 - Log in to ProctorExam

On the day of an exam, students must log into the [Assessment Player](https://assessment.mod.pearson.com/login) (at the time communicated to them by their school) via the link below:

<https://assessment.mod.pearson.com/login>

This will take them to the following screen:



The following details will need to be entered:

- **User ID** – this will be provided by the school before the exam
- **School ID** – This is your schools centre number, and should consist of five numbers (for example 99977)
- **Password** – This will be created by Pearson and given to you by your school.

**Top tip:** every time you sit an exam within a series **you will need to enter the same login details**. We recommend keeping a note of your login details on your desk for easy access.

Once logged in, students will complete the set-up steps before starting the exam. Please see **Section 4.6 - Step-by-Step Guidance on Taking an Exam via ProctorExam** for step-by-step guidance on completing your exam set-up

**Please note, arriving late may affect whether you will be allowed to sit the exam.**

## **4.2 - Second/mobile Device**

As mentioned earlier, students must install the ProctorExam app on their mobile device before exams start.

- [Android: How to install the ProctorExam App](https://support.proctorexam.com/hc/en-us/articles/12390471186445--Mobile-device-Android-How-to-install-the-ProctorExam-App)  
(<https://support.proctorexam.com/hc/en-us/articles/12390471186445--Mobile-device-Android-How-to-install-the-ProctorExam-App>)
- [Apple: How to install the ProctorExam App](https://support.proctorexam.com/hc/en-us/articles/12390417454861--Mobile-device-Apple-How-to-install-the-ProctorExam-App)  
(<https://support.proctorexam.com/hc/en-us/articles/12390417454861--Mobile-device-Apple-How-to-install-the-ProctorExam-App>)

The mobile device should be fully charged and in a stable position to allow your invigilator clear visibility of you, your PC/laptop, keyboard, mouse, and whole desk.

If your invigilator is unhappy with the position of your second device, they will ask you to reposition it. The device must be put on 'do not disturb' and 'silent mode' and have Wi-Fi enabled.

## **4.3 - Backup Device**

A backup device is needed in case of any connection issues which result in the invigilator losing visibility of a student and not seeing the complete exam.

If the invigilator loses connection, you will be contacted afterwards and asked to send us your backup device recording so we can ensure exam conditions were met throughout.

Please note the following:

- The backup device must be fully charged (or plugged in)
- This device is not connected to the exam in any way and does not require access to the internet
- Parents must ensure the device has enough storage space to store a recording (recordings will be needed for each exam taken)
- The device should be placed 3 metres from the PC/laptop where the exam will be sat – this ensures the recording has a wide view of the room.

**Please note: 3 metres is a guide only. If you are sitting exams in a room where it is not possible to set up the backup device 3 metres away, we just ask that it is set up far enough away to capture wide coverage of the entire exam space.**

- This device must be put on 'Do Not Disturb' for the duration of the exam with standby mode deactivated to ensure it does not lock/go into standby mode and stop recording.

**Please note: It is a requirement of sitting a remotely invigilated exam that a backup device is set up to record each exam.**

**If a recording is requested due to connection issues in the exam and you are unable to provide one, it could affect the grade you receive for the exam.**

**Top Tip: Check that your backup device works when you complete your familiarisation activities.**

#### 4.4 - Identity Check

Students will be asked to show and confirm their ID clearly on camera at the start of the check. **This can be done by showing photographic ID - either a valid passport, national identity card or driving licence.** Students will not be able to sit exams without a valid (in-date) ID.

#### 4.5 - Room Check

ProctorExam will take students through a step-by-step process to check their room. This will be done using their smartphone or another device. The invigilator will use the chat function to ask for anything unauthorised to be removed or ask for a step to be repeated if a student is moving too fast. Please note that students *must not start their exam* until the invigilator has authorised them to do so.

Throughout the set-up students will be asked to focus on key areas\* including:

- Their laptop or PC screen – only one screen is allowed
- The sides of their laptop or PC screen
- The area behind their laptop or PC
- Their desk area
- Underneath the desk
- All corners of the room
- Their ears, as Headphones or EarPods are not allowed (unless as a pre-approved access arrangement)
- Pen and paper (both sides) if being used

\*All key areas must be clear of unauthorised items.

#### 4.6 - Step by Step Guidance on Taking an Exam via ProctorExam

Please view our Interactive Guides to find out more about what students will need to do for each of their exams:

- [Taking an Onscreen Exam | ProctorExam Set-up and Guide](https://pearson.storylane.io/share/qvpynz7kuby6)  
(<https://pearson.storylane.io/share/qvpynz7kuby6>)
- [Taking a Paper-based Exam | ProctorExam Set-up and Guide](https://pearson.storylane.io/share/a1xof3mhs53t)  
(<https://pearson.storylane.io/share/a1xof3mhs53t>)

#### 4.7 - Technical Issues

If after clicking Sit Assessment the message **Error – there was an error retrieving your assessment** appears, please wait a moment for the error to disappear, then log out, clear your history and cache and then log back in.

If you are having any problems with the pre-exam ProctorExam set-up, please use the chat function to speak with your invigilator, who will be able to support you.

If you lose your internet connection or there is a complete loss of power, you must call for the support of a parent/guardian to alert them to the issue.

You must remain in view of the back-up recording device at all times.



Your parents/guardians must ensure you remain in exam conditions and continue to complete the exam. We will request access to the exam session recordings where connectivity issues or power issue occurs.

Using the telephone number provided for assistance, your parent/guardian must ensure immediate contact is made with the support team. Contact details will be provided before exams begin.

Following the exam, your parents/guardians will be contacted, and a request made for your third backup device recording.

#### **4.8 - Toilet Breaks**

Students must be on camera at their computer for the duration of the exam.

However, if they need to leave the exam room for a toilet break, they must notify their invigilator. They must then be accompanied by the parent/guardian who signed their parent agreement form. If there is any suspicion of malpractice, this will be recorded as an incident and the exam result may be affected. Set-up checks such as showing their ears will need to be repeated when they re-enter the exam environment - invigilators will help students with this.

**Please note: the exam time will not be paused. If a student requires rest breaks as an approved access arrangement, this should be discussed their school, who will make an application for this on their behalf.**

#### **Supervised Rest Breaks**

If a student has supervised rest breaks as an approved access arrangement, their invigilator will have been made aware of this.

Students should notify their invigilator via chat when they would like to take a break, and the timing of their exam will be paused and re-started when they are ready to continue.

During the supervised rest break, students will not have access to the question paper/answer booklet. The purpose of a supervised rest break is for a break from the exam and should not be used as 'thinking time.' Students must remain in the exam room, in view of the cameras, for the duration of their rest break.

#### **4.9 - Using a Word Processor to Type Responses**

For paper-based exams, students are expected to write their answers by hand. If they use a word processor to type as their usual way of working, they can use a word processor instead to complete their exams.

Students using word processors must follow the **JCQ Access Arrangements and Reasonable Adjustments 2023/24** and **JCQ Instructions for conducting examinations** guidance, which can be accessed via the following:

- [https://www.jcq.org.uk/wp-content/uploads/2024/11/JCQ-AARA-24-25\\_FINAL\\_accessible.pdf](https://www.jcq.org.uk/wp-content/uploads/2024/11/JCQ-AARA-24-25_FINAL_accessible.pdf) (Section 5.8, from page 71)
- [https://www.jcq.org.uk/wp-content/uploads/2024/01/ICE\\_23-24\\_Jan24revision\\_FINAL.pdf](https://www.jcq.org.uk/wp-content/uploads/2024/01/ICE_23-24_Jan24revision_FINAL.pdf) (Section 14.25, from page 33).

There is no requirement to process an application for a word processor. No evidence is needed to support the arrangement for inspection purposes. (This also applies where a student is using a word processor on a temporary basis because of a temporary injury).

If a student does use a word processor, spelling and grammar check/predictive text must be disabled.

The battery capacity of a laptop (if using one) must be checked before an exam and parents must ensure that the battery is sufficiently charged for the entire duration of the exam.

Students must ensure that both their centre and candidate number are entered as appropriate on the front/cover page of their answer booklet and included as a header/footer on every other page.

Each page of the typed script must be numbered, e.g. page 1 of 6.

Invigilators must remind students to save their work at regular intervals

To make marking easier for examiners, students should use a minimum font size of 12pt and double spacing.

A word processor must not:

- give the student access to other applications such as a calculator (where prohibited in the examination), email, the internet, social media sites, spreadsheets
- include graphic packages or computer aided design software unless specific permission has been given to use them
- include computer reading (text to speech) software unless specific permission has been given to use a computer reader

#### **4.10 - Access Arrangements**

Currently, we can support extra time and supervised rest breaks as access arrangements.

A student's school will need to apply for any access arrangements they may need before the exam, and we will then apply approved access arrangements to their exams and invigilators will manage them on the day of the exam.

For example, we will pre-apply extra time to an exam if it had been requested and approved. This means that when a student clicks start exam, the extra time is already included in their allotted exam time.

If a student is to have supervised rest breaks, invigilators will be made aware of this and will be able to accommodate this on the exam day.

We are working closely with all school as we recognise that there will be students who have additional requirements over and above extra time and supervised rest breaks.

**Note for parents: if you know your child is going to need something as part of their usual way of working to ensure they can complete their exams to the best of their ability and to ensure they feel comfortable in their exam environment, please reach out to your school as soon as possible and they will communicate with us and we will do everything we can to look into ways to accommodate the specific needs of your child.**

#### **4.11 Exam Day Support**

Your live invigilator will act as first line support for any issues that arise during your exams. You (or your parent/guardian) can communicate directly with them via the chat function

If your invigilator is unable to resolve an issue for you, we will have a dedicated, Remote Invigilation specific Customer Service team on-hand to provide immediate support by telephone and email.

Full contact details (email address and phone number) will be provided in advance of the exam series starting.