



Pearson



Prepare for  
Exams



Log into  
the account



Complete asses  
sment



Upload  
assessment



Seal exam  
booklet

Pearson  
Remote Invigilation Service

Parent/Guardian Guidance

May/June 2024



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# Remote Invigilation Service Parent/Guardian Guidance

May/June 2024

## Introduction

We are delighted that you have chosen the Remote Invigilation Service to enable your child to sit their exams this coming May/June. We'd like to ensure that you have the information you need to support your child during the lead up to their exams and provide clarity around how you can support them using the service.

We have produced candidate guidance that should be read in conjunction with this document.

## Adult Support

It is a requirement that a responsible adult is present in the same house throughout each exam to provide any support required.

- An adult can be present in the room during the set-up process, to help ensure that the room meets exam conditions and to help with the downloading and printing of the answer booklet.
- An adult may leave the room to collect the answer booklet from a printer outside the room the exam is taking place in.
- Once the booklet is printed and the set-up is complete, anyone other than the candidate must leave the room for the exam to start.
- You should stay in an adjacent room in case there are issues that may need to support
- Once the exam has finished you may return to the room to support with the scanning and uploading of the answer booklet.



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## Pre-exam check-list

- [Pearson Parent/Guardian Declaration Form](#) should be read and completed.
- Support candidate with the 'Before the Exam' checklist activities prior to the exam. You can find this checklist in Candidate Guidance Document:
  - A private quiet space, where there will be no interruptions.
  - A clear workspace, free from unauthorised items. Ensure that underneath the desk is clear, as well as all corners of the room.
  - A stable Internet connection.
  - Laptop or PC with working webcam, speakers and microphone, only one screen is allowed. Must be connected to power so device battery will remain for the duration of the exam.
  - A working printer, fully loaded with paper and ink to print the entire answer booklet (paper to be re-loaded after each exam). The printer needs to be located in the same room the exam is being sat.
  - A second (fully charged) device with the ProctorExam app installed.
  - Microsoft Lens or similar scanning app downloaded to your second device to enable completed exam to be scanned and uploaded to the Assessment Player.
  - A (fully charged) backup device to record the assessment. Must have enough storage space to store a recording locally. This is a requirement for each remotely invigilated exam. This device must be set to Do Not Disturb. A backup device may be called upon in instances where connection is lost. If you do not have a backup device in these instances, **it will impact whether a result is issued for the exam.**
  - A large envelope. This will be used to store and securely seal a completed exam. You will require one per exam.
- All necessary links and login details will be provided ahead of the assessment. If a learner has not received login credentials 48 hours prior to the exam start date, please contact [remoteinvigilation2023@pearson.com](mailto:remoteinvigilation2023@pearson.com)



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# Remote Invigilation Service Candidate Guidance

Day of Exam:

**Log on to your Account**



## **Backup Device**

A backup device is required in case of any connection outages which result in the invigilator not having visibility over the exam being completed. If your invigilator loses connection, you will be contacted to request you send your backup device recording to ensure exam conditions were met throughout the exam.

- Backup device must be fully charged.
- This device does not require access to the internet in order to record the exam locally.
- You must ensure your device has enough storage space available to store a recording locally (this will be required for every exam).
- The device should be placed 3 metres from the PC/Laptop where the assessment will be sat – this ensures the recording has a wide coverage of the room.
- This device must be put on 'Do Not Disturb' for the duration of the exam.

Note: if the recording from the backup device is requested and you are unable to provide it, this may impact whether a grade is given for the exam.



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## During exam

Please see the Candidate Guidance document to see each stage of the set-up process.

- The [timetable for International GCSEs](#) can be found on our website as a reminder of exam dates and times.
- On the day of exams, candidates must log into the [Assessment Player](#) at:
  - 9:00am (UK time) for morning exams
  - 1:30pm (UK time) for afternoon exams.
- Note, arriving late may impact whether a candidate will be allowed to sit an exam.
- Any approved access arrangements, such as extra time or supervised rest breaks will be applied to candidates accounts prior to the start of any assessment.
- Once exam set up is complete, everybody besides the candidate must leave the room for the invigilator to advise that the exam can begin.

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## During Exam: Technical Issues

### In the event of Internet Loss

If the internet drops, candidates must:

- Call for the support of their parent/guardian to alert them to the issue
- Remain in exam conditions and continue to complete the examination.
- Using the telephone number provided for assistance, parent/guardian must ensure immediate contact is made and continue to stay in contact by phone until connectivity is restored.

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



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## Breaks:

### Toilet Breaks

Candidates must be on camera for the duration of their assessment.

However, if a candidate needs to leave the exam room for a toilet break, they can do so but must first notify their invigilator. The responsible adult must walk the candidate to the bathroom to ensure no malpractice takes place. Exam time will not be paused for toilet breaks.

If there is any suspicion of malpractice during a toilet break, this will be recorded as an incident and may impact whether a result is issued for the exam. Set up checks such as candidate showing their ears will need to be repeated when they re-enter the exam environment.

### Supervised Rest Breaks

If a candidate has supervised rest breaks agreed with the centre and the SENCo, the Pearson invigilator will be aware of the arrangement.

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

During the supervised rest break, candidates will not have access to the question paper/answer booklet. The purpose of a supervised rest break is for a break from the examination and should not be used as 'thinking time'. If candidates need to leave the examination room, the responsible adult must accompany them.



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## After the Exam

- Once the exam timer has come to an end, parent/guardian may return to the room to support learner to follow the steps listed in the 'Upload your assessment' section(s) of the Candidate Guidance.

Note: instructions differ depending on whether an onscreen or paper exam has been sat.

- Once the assessment has come to end the invigilator will confirm that everything is completed and that candidates can 'Finish' the session.
- We will provide contact details to support any questions following assessment to ensure you are supported throughout.