



Pearson

rogo

Apprentice's Guide to Rogo

Pearson's customisable online
assessment platform

August 2023

Pearson has selected Rogo to become its primary supplier for delivering all our End-Point Assessment (EPA) knowledge tests.

How does it work:

Rogo uses an internet browser to deliver tests; this eliminates the necessity of downloading & installation of offline software to administer tests to apprentices.

Inclusive to Rogo is a remote invigilation service that allows you the apprentice to take your tests in the convenience of your own home or workplace without requiring an invigilator.

Your training provider will schedule your EPA knowledge test via ACE360's booking tool selecting the appropriate delivery method - either a traditional invigilated online test, or a remote invigilated online test.

Guidance contents

- Apprentice Assessment Checklist
- Technical Requirements
- Technical Support and Troubleshooting
- Access, Arrangements and Reasonable Adjustments
- Receiving Emails and Updating Login Details
- Accessing the EPA Knowledge Test
- More information.

Check out Pearson's website for full details and FAQs:

[Rogo | Overview \(Pearson Qualifications\)](#)



Apprentice Assessment Checklist

Below is a checklist required for onscreen EPA knowledge tests using Rogo. Your training provider will be in touch to discuss dates for when to undertake the EPA knowledge test, once confirmed they will make the booking through ACE360 which feeds into Rogo.

Before taking your onscreen EPA knowledge test, please go through the checklist below to ensure you are fully prepared.

Checklist Item	Remote	In-Person
You have informed your training provider of any access arrangements you require - including that you wear hearing aids if applicable.	✓	✓
You have received your Welcome to your End-Point Assessment - Login Details email from no-reply@rogo.email * and completed the registration.	✓	✓
You have successfully linked the onscreen Rogo QR code on your second device (usually a mobile phone or tablet) which has a working camera and microphone.	✓	
You have received the second email*, EPA Knowledge Test - Booking Confirmation from no-reply@rogo.email with links and instructions for your upcoming onscreen test.	✓	✓
You are aware of the date and time that your EPA knowledge test is due to begin, to give yourself enough time to prepare.	✓	✓
Your laptop/desktop PC and the second device (where applicable) are fully charged and connected to the charger, for the duration of the EPA knowledge test.	✓	✓
You have tested that the sound works on your computer and the second device.	✓	
If you are not using your mobile phone to link the QR code, please ensure your mobile phone is switched off and is not present in the room with you when you are taking your EPA knowledge test.	✓	
You have a form of photographic ID with you (e.g. passport, driving licence, etc.)	✓	
Your room is well-lit	✓	✓
Your desk space is clear	✓	✓
You are alone – the people you live with are aware not to enter the room for the duration of the test	✓	
You are not wearing earphones, headphones or wireless earbuds.	✓	✓
You have been to the toilet – breaks are not permitted during the test	✓	

*please check your junk/spam email folders



Pearson

rogo



Technical Requirements

Please see the table below which shows the system requirements that your laptop/desktop PC will need to be able to successfully take an onscreen EPA knowledge test using Rogo. It also shows any additional equipment that is required, if using remote invigilation for example.

Technical Guidance Item	Remote	In-Person
A working laptop or desktop PC	✓	✓
Windows 7 SP1 or greater / MacOS X Mavericks 10.9 or later	✓	✓
Windows: Chrome or Microsoft Edge / MacOS: Chrome or Microsoft Edge	✓	✓
Strong stable internet connection	✓	✓
A working webcam on the laptop/desktop PC	✓	✓
Working laptop/desktop PC microphone and speakers Note: earphones, headphones, or wireless earbuds are not permitted	✓	
You have tested that the sound works on your computer and the second device.	✓	
A smartphone or tablet with an in-built camera that has the ability to scan the Rogo QR code - Android 5.1 or higher / Apple iOS 10.0 or higher	✓	

How to check the installed Windows version:

- Click on the **Search** button, next to the Windows icon on your taskbar.
- In the search box, type **Control Panel** and press Enter.
- Change the view options to **Large** or **Small** icons (based on your preference).
- Select the option for **System**; this will display the current version of Windows that is installed.

How to check the installed MacOS version:

- In the left-hand corner of your screen, there is an **Apple** icon, please click on it.
- A menu should expand, please click on **About this Mac**, this will display the current version of MacOS that is installed.

Important: If you usually stream films on your laptop and you find it needs to buffer or load throughout the film, then this could mean your internet speed is not strong enough to complete the onscreen EPA knowledge test.



Pearson

rogo

Technical Support and Troubleshooting

Unable to access Rogo using the device verification link?

- Please ensure that the **technical prerequisites** have been met.
- Check that there are no active VPNs (virtual private networks) on your device.
- Try a different internet browser.
- Ensure that you disconnect all other devices connected to your network.
- Please check that **<https://pearson-epa.ace360.org>** has been whitelisted (trusted sites) in the internet settings.

If any of the above fails to resolve their issues, please **clear your internet cache** using the steps below.

Google Chrome	Microsoft Edge
Open Google Chrome.	Open Microsoft Edge.
In the top-right corner of the screen, please click on the ellipsis (three vertical dots). Select More tools .	In the top-right corner of the screen, please click on the ellipsis (three horizontal dots). Select Settings .
Please click on Clear browsing data .	Please click on Privacy, search and services .
At the top of the screen, choose a time range. To delete everything, select All time .	Scroll down to the section, Clear browsing data . Click on the button, Choose what to clear .
Next to Cookies and other site data & Cached images and files , check the boxes. Click Clear data .	Next to Cookies and other site data & Cached images and files , check the boxes. Click Clear now .

Please note: If none of the steps are successful in resolving the problem, you will need to contact the ACE360 Helpdesk for further technical support.

T: 0300 303 4444 | E: support@ace360.org





Pearson

rogo

Technical Support and Troubleshooting cont.

Cannot scan the QR code or there is a problem with the mobile feed

- Only scan the QR code with the stock pre-installed camera application or a QR code reader application.
- If the feed is a blank screen - please click on the link on your mobile device to see if it connects to your camera.
- **Ensure** you copy and paste the link to one of the above mobile internet browsers.
- If the mobile feed still does not work, please proceed with the onscreen EPA knowledge test, and inform your training provider.

Supported mobile internet browsers:

Android:

Google Chrome
/ Mozilla Firefox

Apple iOS:

Safari

Screenshare is not working

- Please ensure that the **technical prerequisites** have been met.
- Check that there are no active VPNs (virtual private networks) on your device.
- Close all internet browsers and start again.
- If the **share** button is inactive, make sure that you have clicked on the image of the screen that you wish to share.
- You should only have one instance of Rogo running.
- Make sure that you are sharing the entire screen and not only the application window or specific Google Chrome or Microsoft Edge tab.

Webcam is not working

- Please ensure that the **technical prerequisites** have been met.
- Check that there are no active VPNs (virtual private networks) on their device.
- Ensure the internet browser is not blocking access to the camera.
- Close all other applications that might be using the camera.
- If you are unable to get the webcam working, please proceed with the onscreen EPA knowledge test and inform your training provider.
 - You will be required to send in a picture of yourself and a copy of your photographic ID to satisfy examination conditions.



Access Arrangements and Reasonable Adjustments

Learn more about the following FAQs:

- How can additional time be added on for an EPA knowledge test?
- Is Rogo compatible with an onscreen text reader?
- Can a colour overlay be applied to Rogo?
- Are hearing aids permitted to be worn during EPA knowledge tests?
- Is there a way of adjusting the font size in Rogo?

Requesting additional time for an EPA knowledge test

Please use the **reasonable adjustments** feature in ACE360 to submit a request with the relevant supporting evidence for additional time based on learning needs. Once a member of the EPA Delivery team has approved the request, you can create a booking in ACE360 for the EPA knowledge test. The booking will include any approved reasonable adjustments and when the test session is created in Rogo, the approved additional time can be applied.

Using onscreen text readers

Yes, Rogo is compatible with onscreen text readers such as Read Aloud. As long as the web browser extension has been installed in either Google Chrome or Microsoft Edge, it will function during the onscreen EPA knowledge test. Before using any screen reader extension, please ensure you have submitted a **reasonable adjustments** request in ACE360 with the relevant supporting evidence.

Colour screen overlays

Yes, colour overlays can be used in Rogo for the onscreen EPA knowledge tests. These can be physical overlays that are applied to the computer screen or built-in colour filters in the computer settings to simulate the same effect.

To use a built-in colour filter on the computer, please refer to these steps provided by Microsoft and Apple:

[Windows 10](#) - [Windows 11](#) - [MacOS](#)

Hearing aids

Yes, hearing aids can be worn by apprentices throughout their onscreen EPA knowledge test. Where an apprentice will be using the remote invigilation service, please ensure you have submitted a **reasonable adjustments** request in ACE360 with the relevant supporting evidence.

After the reasonable adjust request has been approved, please make a note of this in the **Additional Notes** field of the booking request in ACE360. This will inform Pearson's team of remote invigilators when viewing the recording that it does not need candidate malpractice review for this reason.

Access Arrangements and Reasonable Adjustments cont.

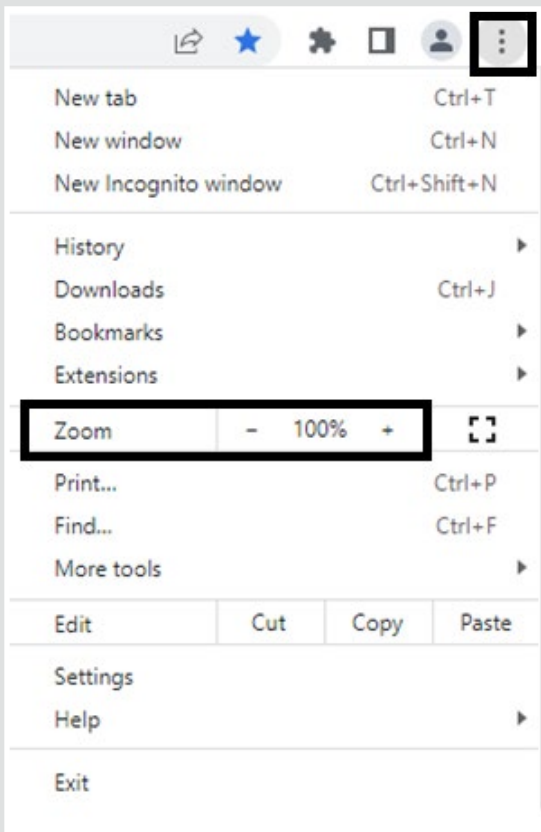
Increasing the font size

The font size in Rogo can be easily adjusted to make the text size as big as required for each apprentice's needs. As Rogo is housed within an internet browser such as Google Chrome or Microsoft Edge, you can simply use the in-built browser zoom functions.

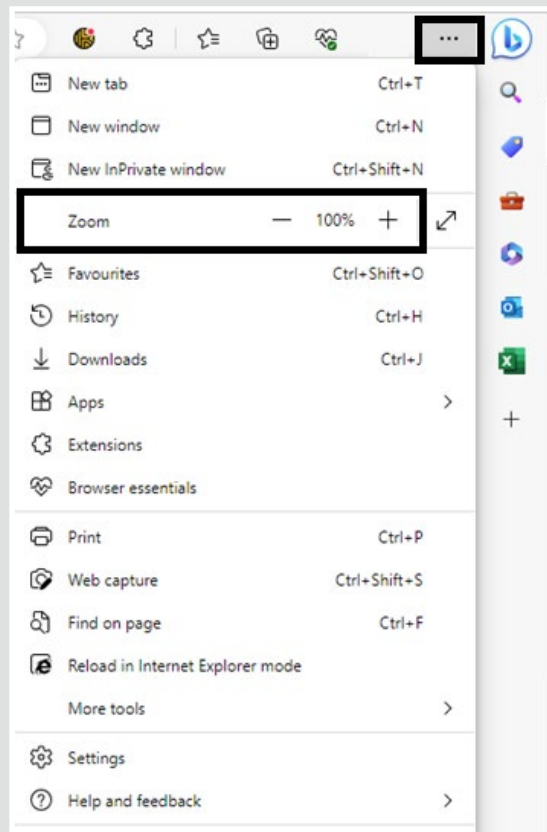
This can be done by **holding down ctrl on the keyboard & using the mouse wheel to zoom in and out.**

if you are using a laptop trackpad, please click on the ellipsis button in the top right-hand corner of the internet browser (three vertical dots or three horizontal dots). A menu will expand and there will be a **Zoom** indicator, you can increase or decrease the zoom level as desired. Rogo will automatically adjust the formatting of the text to ensure nothing goes beyond the screen barriers.

Google Chrome



Microsoft Edge





Pearson

rogo

Receiving Emails and Updating your Login Details

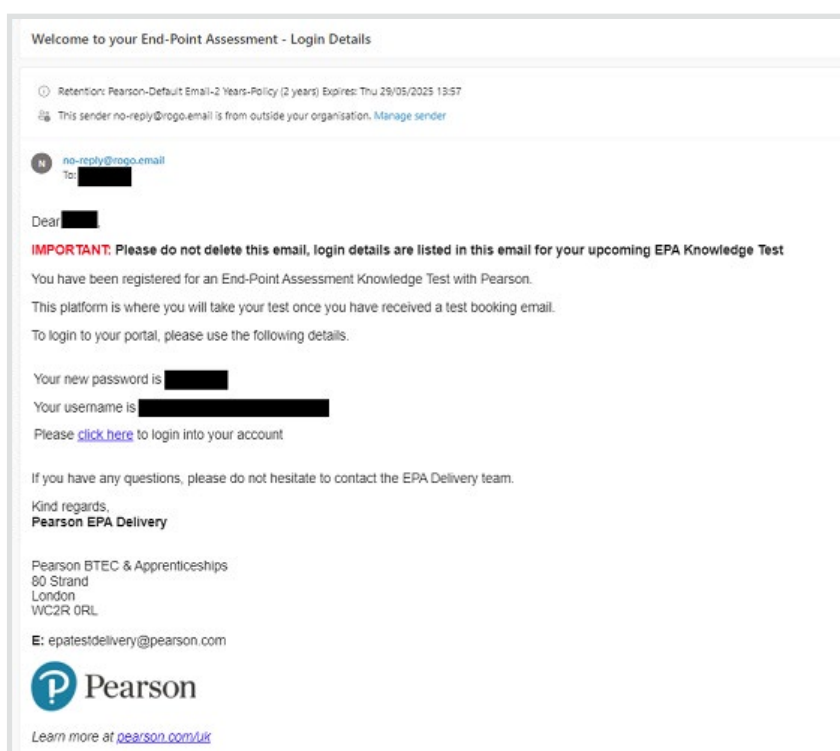
If your training provider has scheduled an EPA knowledge test, but you've not received an email from Rogo, here's what to do...

Before contacting Pearson, please check your junk/spam email folders as the emails issued by Rogo may get flagged as junk/spam by your email provider. If you still have not received either your Welcome to Rogo email or the EPA Knowledge Test Booking Confirmation email, please contact epatestdelivery@pearson.com with your name and email address where a member of the team can manually reissue the specific email to you.

Updating your details.

Once a date has been agreed between you (the apprentice) and the training provider for the EPA knowledge test, a booking can be made through ACE360. After the booking request has been submitted successfully, the EPA Test Delivery team will use the information and create your (apprentice) record & test session in Rogo.

- You will receive a welcome email from Rogo which will provide you with your login credentials.
- Included in the welcome email will be a direct website link to access [Rogo](#).





Pearson

rogo

Updating your Login Details cont.

- Please enter your email address and the alphanumeric password generated by Rogo.
- Once you have successfully logged in using the details provided, you can change your details.
- Select the **My Profile** tab from the top of the screen, in this screen, you can change your **name**, **email address**, and **password**.

Please Note: If you have changed any of the details (left) you must log out of Rogo for the changes to take effect.

Forgotten password

- From the login screen, please select **Forgotten your password?**
- A new box will expand where you can enter your email address so your password can be automatically reset.
- Please enter your email address and click **Send**.



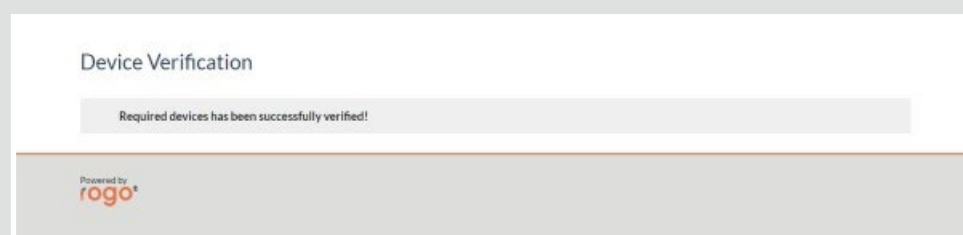
Pearson

rogo

Accessing the EPA Knowledge Test

Device Verification

You will receive the second email, **EPA Knowledge Test - Booking Confirmation** at the minimum, 48 hours prior to the scheduled date. In the email will be a device verification link, this will need to be clicked first to ensure that the device that you are taking the EPA knowledge test on meets the **technical requirements**; **this applies to both remote invigilation and traditional invigilation methods.**

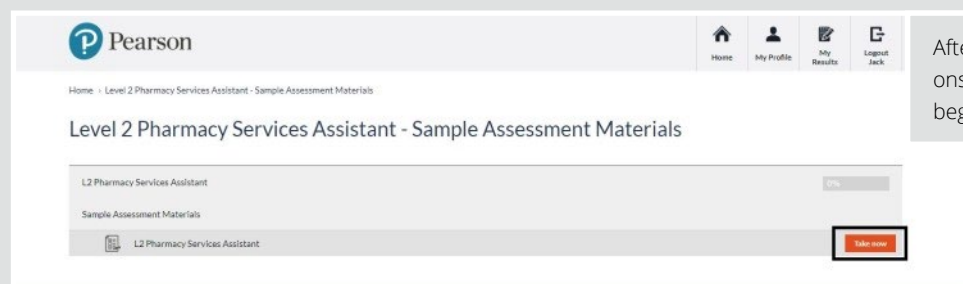


Accessing the Onscreen EPA Knowledge Test

Once the device verification has been completed, you can login to Rogo to access the EPA knowledge test, this can be done by either returning to the **EPA Knowledge Test - Booking Confirmation** email or directly via the **login screen**. After entering Rogo, you will be presented with all EPA knowledge tests (including any practice EPA knowledge tests) that you have been registered against, this can be filtered by **Active** or **Expired** by using the appropriate radio button.



Clicking on the **View button** will take you to the area in Rogo where you can start the onscreen EPA knowledge test.



After clicking on **Take Now**, the onscreen EPA knowledge test will begin to load.



Pearson

rogo

Accessing the EPA Knowledge Test

If your onscreen EPA knowledge test is being invigilated traditionally (in-person), please continue to [Traditional Invigilation](#); if it is being taken online through the remote invigilation service, please click [here](#).

Traditional Invigilation

Please note: Where there is an invigilator present, you will not be required to share the computer screen, camera, or microphone when taking the onscreen EPA knowledge test in the workplace, or the training provider's premises.

The only prerequisite is that the device verification has taken place beforehand (in the **EPA Knowledge Test - Booking Confirmation** email) to ensure the computer is compatible with Rogo.

Before starting, you will be presented with **Instructions, Information, Advice**, and a **Learner Agreement** - providing that you are happy to proceed, please click **Start** to [begin](#) the onscreen EPA knowledge test.

Powered by rogo

Remote Invigilation

Rogo will prompt you to share the computer screen followed by a request to allow access to the camera and microphone - **this is mandatory for remote invigilated onscreen tests**. There will be a disclaimer on the screen to inform you at this point during the setup that recording has begun.

There will be an onscreen prompt to position yourself inside an onscreen wireframe to take a still photo - there will be an example provided to help guide you. The photo can be retaken on this screen only (if you are unhappy with the photo). This will be used to verify your true likeness against the form of identity supplied later in the setup.



Pearson

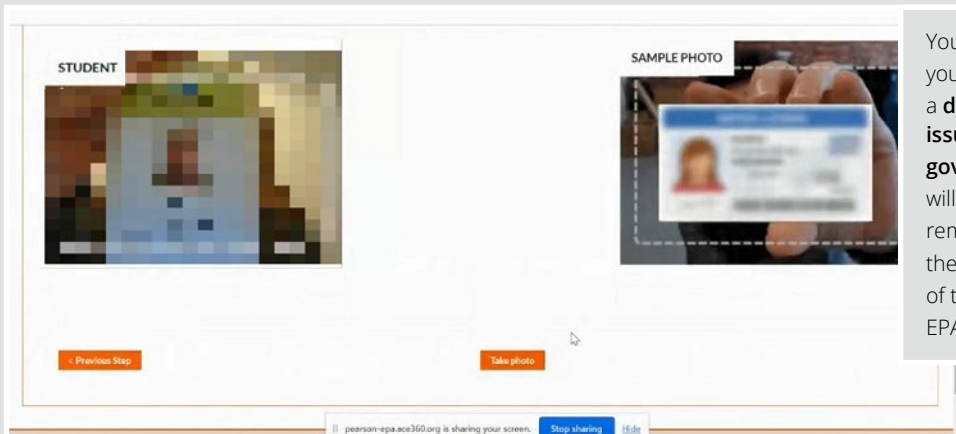
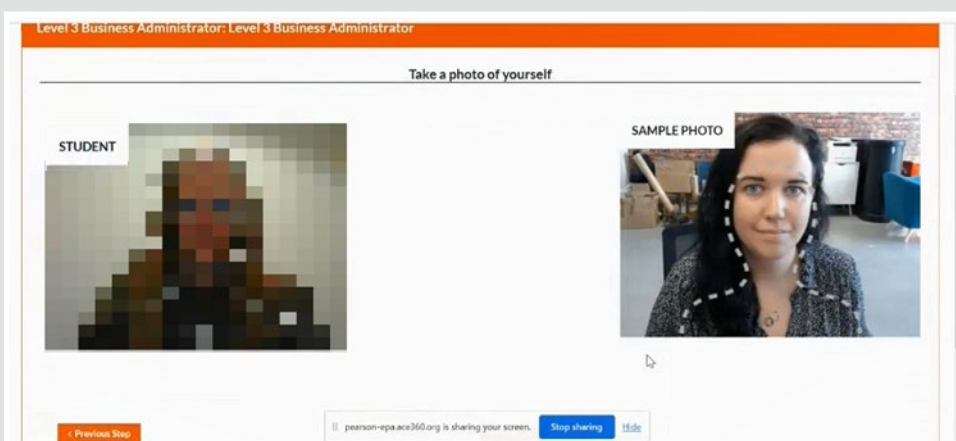
rogo

Accessing the EPA Knowledge Test

Remote Invigilation

Rogo will prompt you to share the computer screen followed by a request to allow access to the camera and microphone - this is **mandatory for remote invigilated onscreen tests**. There will be a disclaimer on the screen to inform you at this point during the setup that recording has begun.

There will be an onscreen prompt to position yourself inside an onscreen wireframe to take a still photo - there will be an example provided to help guide you. The photo can be retaken on this screen only (if you are unhappy with the photo). This will be used to verify your true likeness against the form of identity supplied later in the setup.



You will now need to take a photo of your identity document, this can be a **driving licence, passport, work-issued ID, or another form of government ID (with a photo)**; this will be used by Pearson's team of remote invigilators when reviewing the recordings to verify the identity of the person taking the onscreen EPA knowledge test.

Telecoms Field Operative: Telecoms Field Operative

Connect your phone



- Turn on **Airplane Mode** on your phone
- Turn on **Wifi**
- Open your camera app or QR reader
- Scan the QR code above, and follow the link
- Choose to share your **front camera**

At this stage of the setup, it will be time to sync a mobile device (a smartphone or tablet) with Rogo by scanning a generated QR code. There will be instructions provided onscreen on how to link the devices.

Accessing the EPA Knowledge Test

Remote Invigilation cont.

Now that the mobile device has been synced with Rogo, it can act as a secondary camera. The **environment setup** can now begin, this is where Rogo will prompt you to use the secondary camera to show the following areas:

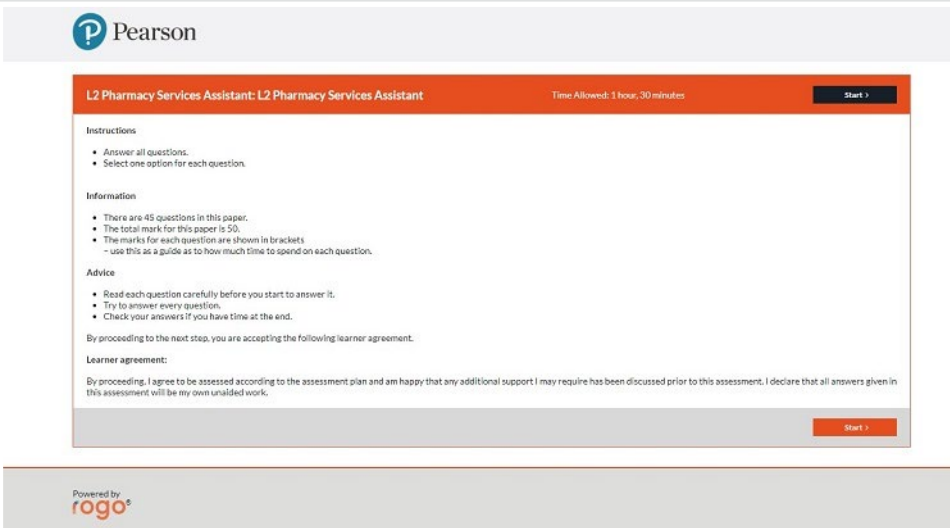
- Computer and keyboard
- Desk and area behind the computer
- Ceiling and the space under the desk
- The four corners of the room
- Show your ears to ensure no earphones are present

Once the above checks have been completed, you will need to position the mobile device on either the right or left-hand side so that the secondary camera (on the mobile device) captures your side profile and computer screen.

Important: Please ensure that the mobile device is connected to a power source.

Rogo will ask you to sit directly in front of the webcam, and that your face is in the centre of the frame. Clicking on Done - Next Step will complete the setup and you can begin the onscreen EPA knowledge.

After clicking on **Continue**, the onscreen EPA knowledge test will begin to load. Before starting, you will be presented with **Instructions, Information, Advice**, and a **Learner Agreement** - providing you are happy to proceed, please click on **Start** to begin the onscreen EPA knowledge test.



Instructions

- Answer all questions.
- Select one option for each question.

Information

- There are 45 questions in this paper.
- The total mark for this paper is 50.
- The marks for each question are shown in brackets - use this as a guide as to how much time to spend on each question.

Advice

- Read each question carefully before you start to answer it.
- Try to answer every question.
- Check your answers if you have time at the end.

By proceeding to the next step, you are accepting the following learner agreement.

Learner agreement:

By proceeding, I agree to be assessed according to the assessment plan and am happy that any additional support I may require has been discussed prior to this assessment. I declare that all answers given in this assessment will be my own unaided work.

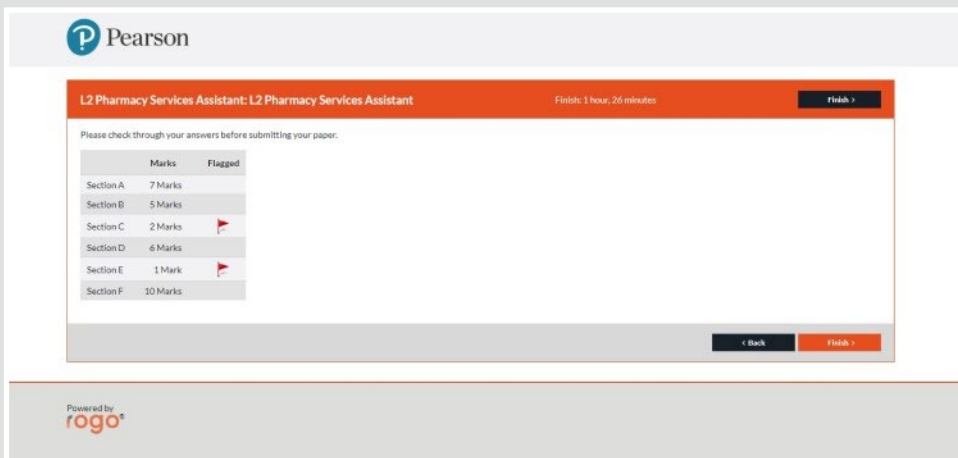
Accessing the EPA Knowledge Test

During the Onscreen EPA Knowledge Test

The onscreen EPA knowledge test will be taken in examination conditions using either remote invigilation or traditional (in-person) invigilation. Throughout, questions will be split into several manageable sections; if you are unsure at the time of answering any of the questions, the section can be flagged.



At the end of the section before submitting your answers, Rogo will indicate whether any section has been flagged which will prompt you to re-visit before submitting your final answers.



If you are happy with the choices, clicking on **Finish** will submit your chosen answers to Pearson for the marking & grading process to begin. Any open Rogo windows on your computer can now be closed down.

Further Support

Please note: If you encounter difficulties with the setup and/or require technical support, please check the technical support & troubleshooting page. In the event this does not resolve your issue, please contact the ACE360 Helpdesk.

T: 0300 303 4444 | E: support@ace360.org