Training Provider'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.

Included with Rogo is a remote invigilation service that allows apprentices to take their tests in the convenience of their homes or workplace without requiring an invigilator.

 A conventional invigilated onscreen test or a remote invigilated test can be chosen as the most suitable option by training providers when scheduling their apprentices' EPA knowledge tests through ACE360's booking tool.It is capable of indicating an apprentice's level of performance, based on the learning outcomes linked with the test's questions without disclosing the actual answers, as intended.

Guidance contents

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Check out Pearson's website for full details and FAQs:
Rogo | Overview (Pearson Qualifications)

Training Provider Assessment Checklist

The training provider is responsible to discuss dates when each apprentice is ready to undertake the EPA knowledge test, once confirmed, make the booking through ACE360, that feeds into Rogo.

Before your apprentice is ready to take their onscreen EPA knowledge test, please take some time in reading through the checklist below to ensure you and the apprentice are fully prepared.

Please note: The information below will indicate whether the checklist item relates to remote invigilation or traditional in-person invigilation.

Checklist Item	Remote	In-Person
Review all information about traditional in-person invigilation & remote invigilation on our dedicated support articles.	✓	✓
If you are new to the service, please ensure you are linked with Pearson as your chosen EPAO in ACE360.	✓	✓
Receive confirmation* that you have been linked with Pearson.	✓	✓
Speak to apprentices to ensure that remote invigilation is suitable for them and share the required guidance documentation.	✓	
Book the EPA knowledge test component and select either In-Person or Online (remote invigilation) as the delivery method with at least 5 working days' notice.	✓	✓
Ensure the apprentice's email address is accurate in ACE360.	✓	✓
Check in with the apprentice 2 days prior to the test date to ensure that they have received both emails** from Rogo.	✓	✓
Check in with the apprentice after the test has been taken to ensure that everything worked as intended.	✓	

*confirmation can be requested from the **EPA Customer Services** team

**please ask apprentices to check their junk/spam email folders

Important

- If you do not ensure the apprentice's email address is accurate in ACE360, the apprentice cannot be set up in Rogo to take their EPA knowledge test.
- If an apprentice is not able to meet the requirements outlined in the apprentice checklist they will not be able to take their test using remote invigilation. You will need to cancel the test booking in ACE360 and work with the apprentice to deliver the test using alternative methods, such as in-person invigilation.
- A strong, stable internet connection (preferably wired) is needed to successfully run onscreen EPA knowledge tests.
  - If the internet connection drops or the connection is weak, the onscreen test may crash and will not be recoverable or the upload of responses may fail and will not be retrievable.
  - If this happens, the apprentice's responses may be lost and the test attempt marked as void.
- For remote invigilation, equipment, and internet connection is the apprentice's responsibility; similarly this applies to the training provider if the apprentice is taking the onscreen EPA knowledge test at the training provider's premises.
- Pearson will not be held responsible for equipment technical failures and/or internet connection problems.
- Presently, there is no fee for offering remote invigilation using Rogo, as this is included in the EPA fee.

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.*

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

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:	Apple iOS:
Google Chrome / Mozilla Firefox	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
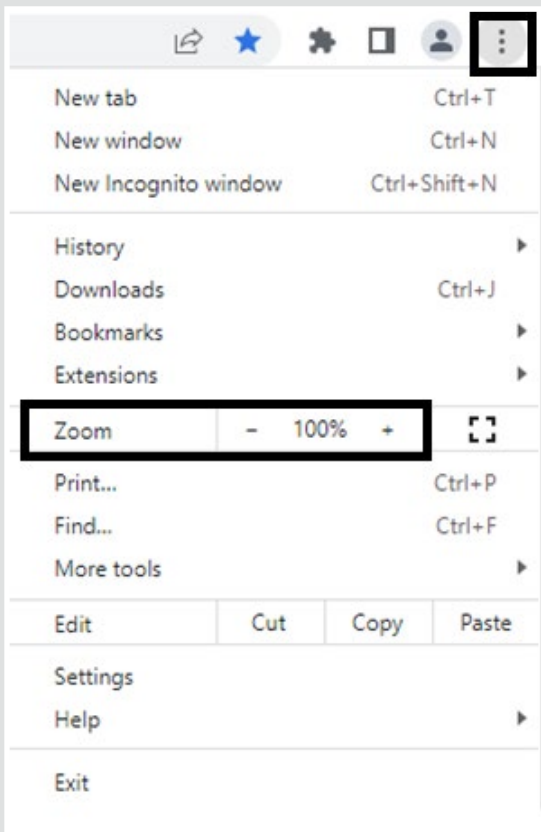
Microsoft Edge
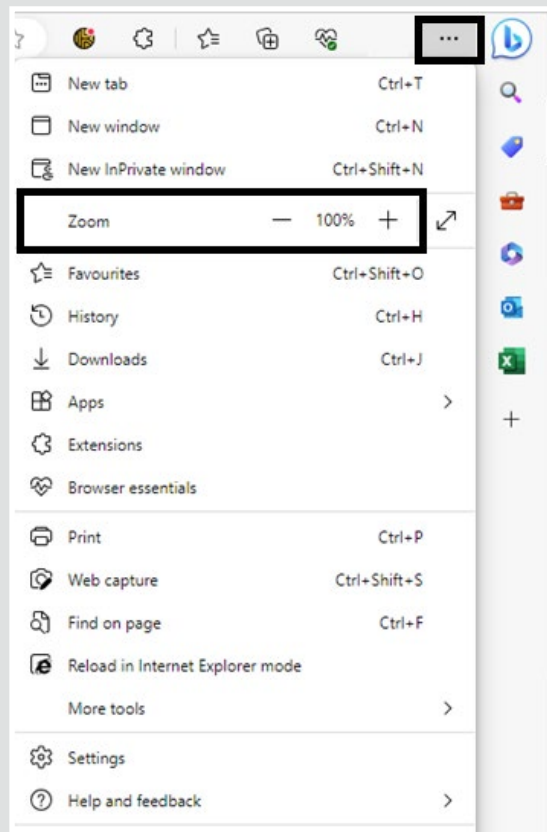
Receiving Emails and Updating your Login Details

You can request SAMs (sample assessment materials, alongside practice onscreen EPA knowledge tests using the webform below:

Rogo: Practice EPA Knowledge Test webform

These test sessions require a minimum of two working days' notice to be created in Rogo. The results of the practice EPA knowledge tests will be sent via email to the apprentice or the person making the request.

Please note: There is a maximum number of five requests that can be made in one webform submission.

How to book an EPA knowledge test

Rogo offers two invigilation types for onscreen EPA knowledge tests, traditional invigilation (in-person), and remote invigilation.

Please select an option for full guidance on each type here:

How to book EPA Knowledge Tests	
Traditional Invigilation	Remote Invigilation

Returning Attendance Registers and Invigilator Report Forms

Here you will find explanations of where to send back completed attendance registers & invigilator report forms for traditionally invigilated EPA knowledge tests that are taken using Rogo.

The EPA knowledge test has been completed by an apprentice, where does the invigilator return the attendance register and invigilator report form to?

Please note: This information only applies to in-person invigilation.

Once the apprentice has successfully completed their EPA knowledge test using Rogo, the invigilator will be required to complete the attendance register and invigilator report form. Both documents will need to be returned to Pearson, it is advisable that the training provider keeps a record of these in case of any internal & external audits.

· **EPA Test Invigilation Report From v2.0 (ST14E PDF)**

· **EPA Test Attendance Register v2.0 (ST15E PDF)**

Please return completed documents to the EPA Test Delivery team via email, contact details can be found in the **EPA Test Invigilation Report Form**.

EPA Knowledge Test Results

How long does it take for an EPA knowledge test taken in Rogo to be marked and released?

Depending on the delivery method of the onscreen EPA knowledge test will determine the specific timeframe for when to expect marks and grades to be released.

- **Remote Invigilation:** Five working days

- **In-Person Invigilation:** Two working days

Please note: The results timeframe will begin the following working day.Once marks and grades have been approved, please check the apprentice's shared documents area.

There will be a document uploaded which will indicate the performance of the onscreen EPA knowledge test attempt.

The reason there is a longer timeframe to review and approve remote invigilation test attempts as we are required to verify that apprentices have met all examination conditions before marks and grades are released. The recordings are checked by a team of trained remote invigilators, who are existing AAs (Assessment Associates) that work with Pearson on EPA Delivery activities.

Important: Please remember that if any apprentice recording is flagged for the Candidate Malpractice team to check by the remote invigilator, the results process will be extended until a full investigation has been completed.

Score reports can be generated upon request to break down the percentage achieved per knowledge criteria to assist with reattempts

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