

Remote Invigilation Instructions for Video Conference Invigilation

Centre Guidance | Instructions

1. Requirements

Under normal circumstances invigilation of EPA tests must be conducted face-to-face within the centre or workplace. However, if this is not possible due to COVID 19 restrictions, you can request an exception to this rule and make use of video conferencing software – for example Teams, Zoom, Google Meet etc. - to remotely invigilate an onscreen EPA test. This is an interim solution to facilitate remote invigilation enabling apprentices to complete their EPA and progress while we develop a longer-term solution.

1.1 Centre responsibilities

The centre:

- Will continue to be responsible for invigilation, arranging an invigilator who is appropriately trained and experienced to monitor the apprentice via the video conferencing software
- Invigilation should take place at a ratio of one invigilator to one apprentice, this is to ensure that the privacy of the apprentice is maintained, the recording is sufficient for Quality Assurance and to prevent apprentices being distracted by other apprentices if more than one is on the call
- Remains responsible for ensuring the security and integrity of the test content is always maintained.
- Must make clear in any exception request how they will manage this process and ensure apprentices' remote location is appropriate.
- Is responsible for first line support to their apprentices in relation to the installation of the onscreen test software and any issues which may arise during the test itself.
- Is responsible for ensuring that apprentices' tests are booked in the usual manner (via Edexcel Online) no later than 48 hours ahead of the planned test date.
- Is responsible for the video conference platform being used and ensuring that it has the required function to record the exam session.
- Must ensure any other associated risks related to this exception will be managed to ensure the assessment is still completed securely.
- Is responsible for providing the apprentice with all the guidance that is available from Pearson regarding remote invigilation, installation of the testing software and the apprentice checklist.

1.2 Apprentice equipment requirements

Apprentices will require access to:

- A clear workspace free from unauthorised items (see 1.1 below)
- Stable internet connection
- Laptop or PC

- POP software which needs to be installed on the laptop or PC – Pearson will share guidance with the centre who will need to support the apprentice when installing
- A second device e.g. smartphone or tablet with relevant video conferencing/virtual meeting App installed (e.g. Teams, Google Meet etc)

Please note that due to the way in which this test will be conducted, apprentices will not be able to leave the test room at any point while the test is in progress as they **must** be visible, on camera, at all times.

Please see below for further detailed instructions and requirements on remote invigilation.

1.3 Unauthorised items

Unauthorised items are anything which apprentices are not allowed to have during the test. For example:

- classroom work,
- Textbooks,
- Notes,
- Electronic devices (other than that which will be used to conduct the test session).
- Food.

As part of the checks before the test starts the invigilator must ensure such items are not present in the test room.

1.4 Authorised items

Apprentices are allowed to have the following during their test:

- a glass or clear water bottle with all labels removed.

1.5 Access Arrangements

The centre should discuss any required Access Arrangements with the apprentice in advance. It is the centre's responsibility to ensure that this mode of delivery is appropriate for the apprentice. Any Access Arrangements given, e.g. extra time, should be recorded by the centre and agreed with Pearson EPA Delivery team ahead of the exam.

Please note: due to the way in which this test will be conducted, the apprentice will be unable to leave the test room at any point while the test is in progress as the apprentice has to be visible, on camera, at all times. Centres must be aware of this before putting apprentices forward for this mode of invigilation.

The centre is fully responsible for ensuring the content and security of the test is always maintained as if the test was being completed within the centre with in-person invigilation.

2. Apprentice declaration

The apprentice, or parent/guardian if the apprentice is under 18, should confirm the following in writing ahead of the examination. This can be sent to the centre by email.

I have read and understood the remote invigilation instructions. I understand that it may not be possible for a result to be issued if:

- *the requirements and instructions of the test are not met*
- *there are any disruptions to the internet connection for whatever reason which may lead to the loss of the test content*
- *there are any issues with the technology equipment (laptop/desktop) including with the device being used for video call invigilation*
- *there are any disruptions to the remote invigilation via video call or issues with the recording or other software or technology related issues*
- *there are any interruptions – for example someone else enters the test room*
- *there are any concerns that malpractice (such as unauthorised materials being used) has occurred*

I understand that it is my responsibility to ensure that the internet connection is satisfactory, and it is my responsibility to install the test software on my PC or laptop. Pearson accepts no responsibility for any issues caused due to incorrect installation or internet issues encountered at any time before, during or after the taking of the test.

I have made my centre aware of any Access Arrangements that I require. I give my permission for the test to be recorded and retained in case of any query about the conduct of the test. The recording will be taken from the live session taken on the smartphone or other device which will be retained by the centre for six months and shared with Pearson for Quality Assurance purposes.

Name:

Date:

3. Before the test

The apprentice will need to install the test player on to the laptop/PC they intend to use for the live test at least 24 hours ahead of the scheduled test date and time. This is to ensure any potential issues can be identified and resolved before the start of the test with minimal impact on the apprentice. We will provide you with instructions for accessing the test player and you will be responsible for ensuring the apprentice has been able to install the test player on their PC or laptop.

The apprentice will also need to download the relevant app (e.g. Teams, Google Meet etc) on to their device which will be used to monitor the test session.

The centre must ensure that it holds appropriate licenses for the video conferencing software to be used and that there are no restrictions on its use for this purpose.

The centre must ensure that they have the test login information to provide to the apprentice at the start of the test. The login details for the test are the apprentice number and order number which can be accessed in the [Pearson Assessor Dashboard](#) (PAD) or the Administrator Dashboard if you usually use

the LAN software. If you usually access your tests via QMA, please [contact the Customer Service](#) team who will be able to give you access to PAD.

For new users to PAD: You will find details on how to locate the Candidate/Apprentice Number and Order Number by following the steps on Page 5 of the [PAD user guide](#).

Please note: you do not need to download or launch the apprentice's test in PAD, and you do not need to allocate the apprentices booking to an invigilator or room if you use LAN. You must make note of the apprentice/candidate number and order number by following the instructions and provide these to the apprentice as per the invigilation instructions.

4. At the start of the test

1. The invigilator and apprentice dial into the video meeting at the appointed time, ahead of the scheduled start time of the test. This ensures that the invigilator has time to complete the test room checks and that the apprentice is under supervision from the exam start time.
2. The apprentice must log into the call via their smartphone or other device as the test player will not allow other applications to run on the PC or laptop.
3. The invigilator starts recording the session and explains the normal examination rules to the apprentice.
4. The invigilator checks that the apprentice can open the test player on their machine, this should open to the test login screen. The invigilator should check that the apprentice has the Delivery Mode of the test player set to Online, this can be checked by following the steps below:
 - a. Press Alt + Shift + F12 (you may also need to press an 'Fn' key if using a laptop)
 - b. Enter the administrative password that you created when you first set up the software
 - c. Select Reset State
 - d. Enter administrative password twice more
 - e. Select Online
 - f. The test player is now in Online mode and will return to the login screen.

4.1 Test room checks

The invigilator performs a check of the room by asking the apprentice to use their smartphone or other device to ensure the accommodation is suitable to complete the test. Particular care must be taken with the following key areas:

- The laptop or PC screen
- The side of the laptop or PC screen
- The area behind the laptop or PC
- The desk area, which must be clear
- Underneath the desk, which must also be clear
- All corners of the room, which must be clear
- The apprentice's ears, as no headphones are allowed

The invigilator must be satisfied that there are no unauthorised or otherwise inappropriate materials within the test room. Where unauthorised items are identified, the apprentice must be instructed to

remove them. If the circumstances relating to the discovery of the unauthorised materials are such as to indicate that the candidate attempted to commit, or committed, malpractice this should be reported to us in the normal way.

4.2 Setting the scene and ID checks

The invigilator must confirm the identity of the apprentice. The apprentice must show an acceptable form of photographic ID such as a passport or driving license.

When the invigilator is satisfied the room is acceptable, no unauthorized materials are present and the apprentice is the only person present in the test room, the smartphone or other device must be positioned alongside the apprentice and out of reach in such a way as to provide a clear view of the apprentice and their PC/laptop screen at all times. This step is vital as the invigilator must be satisfied that the positioning of the smartphone or other device provides a clear view of the apprentice and their laptop/PC for the duration of the test. Failure to position the smartphone/device in this manner may lead to the test being voided by Pearson.

The invigilator confirms any agreed Access Arrangements and makes it clear that it is not acceptable for the apprentice to leave the test room or for anyone else to enter the test room once the test is in progress.

4.3 Instructions to apprentices

Invigilator talks the apprentice through the test process, including:

- The requirement that the apprentice **must** stay visible during entire exam
- The requirement that the apprentice is the **only person present** in the room while the test is in progress
- The condition that if the test is disturbed or internet connection fails then the test will be void and the apprentice will need to be re-entered for the test at a later date.

The invigilator needs to remind the apprentice that their audio must be kept on throughout the test.

The invigilator provides the test login details to the apprentice at the start.

The apprentice confirms they can login and the name on the learner verify' screen is theirs. If the apprentice advises that the name is not theirs, they should inform the invigilator immediately and **MUST NOT** continue into the test. The test will need to be abandoned and a new test booking made.

The invigilator confirms the apprentice may start and records start time.

The invigilator should mute their microphone and turn off their camera whilst the test is taking place.

5. During the test

The invigilator remains on mute and with camera off.

The Invigilator intervenes only if necessary – as they would in exam room.

The Invigilator warns the apprentice if any suspicious activity is seen. The invigilator should ask the apprentice to conduct an additional room sweep, show the invigilator certain areas etc whilst minimising disruption to the apprentice. The invigilator must make a note of any concerns, including the nature of the activity, what was identified, the time etc.

If the apprentice notifies the Invigilator that they have received a "Test Violation" message on the test player, the Invigilator should follow the steps below.

If a 'Test Violation - Loss of Focus' message appears during the test, this means that another program has tried to open on the computer and the test player has detected it. The test player is designed to protect the security and integrity of the assessment.

If this message appears you can recover the test to allow the apprentice to continue by following the steps below:

1. Press Alt + Shift + F12 (you may also need to press an 'Fn' key if using a laptop)
2. Enter the administrative password that you created when you first set up the software.

Note: apprentices are instructed to use their name as the administrator password whilst setting up the test player. If the apprentice cannot remember the password that they created, the test will need to be abandoned and a void request submitted to Pearson.

3. Press 'Unblock' to continue the test

* This message will also appear if the apprentice has tried to access any other program on the machine during the exam.

5.1 Reporting issues during a test

The invigilator should submit a written report to Pearson, in the same way they would for any potential malpractice in a face-to-face test, detailing any disruption or suspicious behaviour during the exam. For example:

- Breakdown in internet connection – apprentice should immediately tell the invigilator and maintain phone and video connection until internet connectivity is restored. The test session will need to be cancelled and a new test booking made as the test content will not be retained.
- Interruption – for example someone else enters the test room or doorbell rings. This should be recorded by the invigilator and special consideration applied for if appropriate.
- Malpractice – for example the apprentice uses another mobile phone to access the internet. Full details must be recorded by the invigilator and reported to the centre so that this can be referred to Pearson for review.

6. At the end of the test

If the apprentice uses all the time allocation for the test, the test will automatically end and upload to Pearson once the allowed time has expired and test player will return to the login screen.

If the apprentice completes the test before the allocated time is finished, they can review their responses and submit their answers by following the onscreen instructions. Once the test has been finished test player will return to the login screen.

The invigilator should ask the apprentice to show them their computer screen which should be back to the test player login page.

The video call session remains open and recording until the invigilator confirms that the test has been completed.

The video call recording can now be stopped.

The centre must carefully store the apprentice declaration, recording of the test and any invigilator reports. These may be reviewed by Pearson for quality assurance monitoring and investigation purposes.

The centre submits the following to Pearson if requested by us as part of our Quality Assurance processes:

- Apprentice declarations (email confirmation is acceptable)
- Video recording from video conferencing software
- Any other relevant documentation

The centre must submit the following to Pearson in the usual way if any issues arise during the test itself:

- written report if any interruptions or breaks during the exam
- malpractice report or special consideration request if necessary