

Remote Invigilation Using Video Conferencing Software

Apprentice Guidance | Instructions

1. Introduction

You have been entered for an EPA test which will be invigilated remotely. This means you will be taking the test in a different location to the invigilator who will monitor you using video conferencing software. Your centre will let you know the details of the test (e.g., date and time) and the video conferencing software that will be used.

In order to complete your test, you will need:

- A clear workspace, free from unauthorised items (see 1.1 below)
- Stable internet connection
- Laptop or PC
- Pearson test player software (known as 'POP') which needs to be installed on the laptop or PC – Pearson will share guidance with your centre who will guide you through the installation process before the test date
- A second device e.g. a smartphone or tablet with a working camera and microphone which can be used with the relevant App for the video conferencing software installed (e.g. Teams, Google Meet etc). This is to enable a recording to be made of your test. The device **cannot** be used for any other purposes during the test. Your centre will confirm which video conferencing app to use.

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

1.1 Unauthorised items

Unauthorised items are anything which you 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.

1.2 Authorised items

You are allowed to have the following during your test:

- a glass or clear water bottle with all labels removed,
- **1.3 Access Arrangements**

If you have any required Access Arrangements, you must discuss this with your centre before the test. It is the centre's responsibility to ensure that this mode of delivery is appropriate for you. Any Access

Arrangements given (e.g. extra time) must be recorded by the centre and agreed with Pearson ahead of the exam.

2. Before the test

You will need to install the Pearson test player on to the laptop or PC you intend to use for the live test. Instructions will be provided by your centre who will be responsible for ensuring you can do this. You should complete the installation at least 24 hours before your test date in case there are any issues which need resolving.

You will also need to download the relevant video conferencing app onto your phone or other device (e.g. Teams, Google meet etc) which will be used to record the test session. Your centre will tell you which app they are using and will set up a video call for the allotted test time which you will need to access from your mobile device.

3. At the start of the test

1. Using your mobile device, dial into the video meeting at the appointed time. This ensures you are under supervision from the exam start time.
2. You must log into the call via your smartphone or other device as the test player will not allow other applications to run on the PC or laptop.
3. The Invigilator will start recording the session and make clear to you the usual rules that would be shared at the start of a face-to-face test.
4. Launch the Test Player and ensure that it opens on to the login screen. The test player must be in Online Mode for you to take your test. You can check which mode the test player is in by following the steps below:
 - Press Alt + Shift + F12 (you may also need to press an 'Fn' key if using a laptop)
 - Enter the administrative password that you created when you first set up the software
 - Select Reset State
 - Enter administrative password twice more
 - Select Online
 - The test player is now in Online Mode and will return to the login screen.

3.1 Check the test room

The invigilator will ask you to perform a check of your room using your smartphone or other device. This is to make sure the room is suitable to complete the test and you do not have any unauthorised materials.

You will be asked to focus on key areas including:

- Your laptop or PC screen
- The sides of the laptop or PC screen

- The area behind the laptop or PC
- Your desk area, which must be clear
- Underneath your desk, which must also be clear
- All corners of the room, which must be clear
- Your ears, as no headphones are allowed.

3.2 Setting up your test room correctly

When you have completed the checks, you must:

- position your smartphone or other device out of reach beside you and above the desk so it provides a clear view of your desk area and PC/laptop screen at all times.
- keep the audio switched on so the invigilator can hear what is happening in your test room at all times during the test.

Make sure your phone/device is fully charged, plugged into a power supply and in a stable position so it does not fall over during the test. Any interruption to the video recording will lead to the test being invalidated.

You will need to confirm your identity by showing the invigilator photographic ID such as a passport or driving license.

The invigilator will talk you through the test process, including:

- The requirement that you **must** stay visible during the entire test
- The requirement that you are 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 you will need to be re-entered for the test at a later date. It is **your responsibility** to ensure:
 - you have a stable internet connection,
 - your mobile phone/device is fully charged and connected to a power supply,
 - your mobile phone/device can run the video conferencing app, and
 - your laptop or PC can run the Pearson test software.

The invigilator will provide you with login details to start the test.

You will need to login and confirm to the invigilator that it is your name that appears in the 'verify Learner' screen once you have entered the login details. If it is **NOT** your name you **MUST** immediately inform the invigilator and **SHOULD NOT** proceed any further into the test. The test will need to be abandoned and a new test booking made.

The invigilator will confirm when you may start and will record the start time.

You **must keep your audio on** throughout the test.

4. During the test

Follow any onscreen instructions once you have launched the onscreen test, proceeding through the test as normal.

The test duration will be displayed onscreen, so you can see how much time you have left in your test.

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 error appears please notify your invigilator who will be able to give you instructions to try to recover your tests.

4.1 Issues during the test

This is a secure test. Therefore, you **must** ensure the security of the test is maintained at all times and treat the test in the same way as you would if you were taking this within your centre.

If there are any issues the invigilator will submit a written report to Pearson, in the same way they would for any potential malpractice in a face-to-face test, describing any disruption or suspicious behaviour during the test. For example:

- **Breakdown in internet connection** - you should immediately tell the invigilator and maintain phone and video connection until internet connectivity is restored. You will be unable to continue with the test session and will have to re-take the test as the content will not be retained if internet connectivity is lost.
- **Interruption** – for example someone else enters the test room or the doorbell rings. This should be recorded by the invigilator and special consideration applied for if appropriate.

4.2 At the end of the test

The video call on your smartphone or other device must remain open.

If you use all the time allocated for the test, the test will automatically upload once the time has expired and the test player will return to the login screen.

If you complete the test before the allocated time is up, you can review your responses and submit your answers by following the onscreen instructions. Once the test has been finished the test player will return to the login screen.

The invigilator will give you further instructions at the end of the test and before ending the video call recording.

5. Apprentice Declaration

You, or your parent/guardian if you are under 18, should confirm the following in writing ahead of the examination. This must be sent to your centre ahead of your test date, your centre will confirm to you how they want this returning to them.

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. I understand that 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: