




Remote Invigilation Assessments

Learner Guidance and Instructions

Contents

1. Learner Declaration Form	p.1	➔
2. Booking the assessment	p.2	➔
3. Before the assessment	p.2–5	➔
4. Starting the assessment	p.6–8	➔
5. During the assessment	p.8–9	➔
6. After the assessment	p.9–10	➔
7. Further Information	p.10	➔



1. Learner Remote Invigilation Declaration Form

It is Important that you discuss the requirements of taking assessments using Remote Invigilation with your centre. You must ensure that this method of delivery is suitable for you and that you can meet the equipment and room requirements, along with understanding the rules that you must follow whilst taking the assessment.

You must read and view the guidance that your centre shares with you before you sign and return the [Learner Remote Invigilation Declaration form to your centre](#). Your assessment will not be booked with remote invigilation until your centre has received the signed declaration.

Your centre will keep a record of your signed declaration for 6 months from the date of your last remote invigilation test, either hard copy or electronically, and they will have this available if requested by Pearson. The declaration is required for each learner and will cover all assessments being taken with remote invigilation. If there is any investigation required following a remotely invigilated assessment, we will require the signed declaration to be shared with us from your centre.

If after reviewing all the requirements, guidance and support materials you don't feel that you can meet the requirements or that taking a test using remote invigilation is not right for you, do not sign the declaration and speak to your centre about other methods of test delivery that might be more suitable for you.



2. Booking the assessment

Once you have returned the signed Learner Remote Invigilation Declaration Form to your centre, they will then discuss suitable dates and times to book your assessment. Bookings require 7 days' notice and cannot be amended once booked. If you cannot attend on the date of your assessment for any reason you should let your centre know immediately, they will then work with you to rebook.

It is Important that you provide your centre with a valid email address so that we can begin the process of setting you up on the remote invigilation service and can send Important emails to you. If we do not receive your email address, you will not be able to complete the required checks or access your assessment.

If you are using a company email address, you may need to contact your IT team and ask them to approve the sender email address.

2.1 Reasonable Adjustments and Access Arrangements

You must make your centre aware of any reasonable adjustments or access arrangements that you require, such as wearing hearing aids. There are some adjustments that we cannot accommodate alongside remote invigilation, for example the use of a reader or scribe, as you must be alone in your chosen test room at all times when taking a remotely invigilated onscreen test. If remote invigilation is not suitable for your needs, you will need to work with your centre to look at other methods of test delivery.



3. Before the assessment

Once your test has been booked you will receive two emails from exams@proctorexam.com

1. **Please register for your assessment** – this email will be sent at least 48 hours ahead of the scheduled date of the onscreen test. It will contain a link which will direct you to ProctorExam where you will need to complete software checks to ensure that your equipment is suitable to take the assessment using Remote Invigilation. You must complete these checks before your assessment date, ideally at least the day before. Your centre will confirm to you the date and time of your assessment.

If you do not receive an email, please check your junk mail. If you are using a company email address, you may need to contact your IT team and ask them to approve the sender email address.

- 2. You are now ready to take your assessment** – this email will only be sent once you have passed all checks in the first email. The email will be sent soon after you have completed the checks, it will contain a link which you will use to access your assessment, you will be able access the assessment 1 hour before the scheduled start time and up to 3 hours after.

Learner Support

There is a **guide to setting up the assessment video** that can be found on the [Learner Support page](#) that shows the end-to-end process of the checks that you are required to complete on the first email. You must view this video along with other support materials before signing the required declaration form in section 1 of this document. We would recommend that you view this video again before starting your checks, so that you are familiar with the process.

Throughout the time you are using the Remote Invigilation Service you will have access to live chat where colleagues will be available to support you with any technical questions or issues that you have whilst completing the checks, during the set-up of the service and during your assessment.

You will not be able to use the live chat to ask any questions about the assessment itself, the questions in the assessment or for any clarification about the assessment.

Important: Your centre must check in with you at least 1 day before your exam to ensure that you have received the first email and that you have been able to successfully complete and pass all checks and received the second email with the link to their assessment.

You must inform your centre if you have not received either of the emails after following the above guidance.

If you are not able to pass the required checks, you must immediately inform your centre and they will work with you to find an alternative method of delivery.

Please Note: if you are taking more than one assessment using this delivery method, you will receive separate “Please register for your assessment” and “You are now ready to take your assessment” emails for each.

If you are using a work laptop or PC, you must ask your IT department/employer to add the websites btecng.pearson.com and pearson-btec.proctorexam.com to whitelists so that they are made accessible and are not being blocked.

3.1 Room and Equipment Requirements (See checklist for full details)



A private quiet space, where there will be no interruptions



A clear workspace, free from unauthorised items (see 3.2 below)



Stable internet connection



Laptop or PC with working webcam, speakers and microphone*



A second device which has the ProctorExam App installed

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

You should use the bathroom and have all the required equipment in the room with you before starting your assessment. You should also make others in the household/ workplace aware that you should not be interrupted during the time of your assessment, and they should not enter the room.

*If your laptop or PC is connected to multiple screens, you must ensure that only one screen is in use and any additional screens are switched off and turned away so it is clear you are not using them

3.2 Unauthorised items

Unauthorised items are anything which is not allowed to be present during the assessment. The following items are not permitted during the assessment:

- ✘ Classroom work
- ✘ Textbooks
- ✘ Notes
- ✘ Calculators*
- ✘ Dictionaries**
- ✘ Electronic devices
- ✘ Headphones/EarPods
- ✘ Food
- ✘ Watches – particularly smart watches.

- ✘ Posters/visual imagery or reference materials on walls, in room, which could assist the learner
- ✘ Onscreen/online grammar or spelling assistance tools, such as Grammarly, these should be disabled or switched off before and throughout the assessment for all subjects and qualifications.

* **Calculators** – learners **must** use the onscreen calculator within the Pearson Test Player during the calculator section of the Functional Skills Maths assessment. No other option is acceptable when these assessments are being taken with Remote Invigilation.

****Dictionaries** – are not permitted during the Functional Skills Writing assessment and the EPA assessments.

Important: if you are seen to have any of the above unauthorised items during the assessment, this will be reviewed in the recordings after the assessment and will be referred to the Candidate Malpractice team who will contact your centre and investigate following usual processes. This could lead your assessment to be void.

3.3 Authorised Items

Authorised items are anything which is allowed to be present during the assessment. The following items are permitted during the assessment:

- ✓ A glass or clear water bottle with all labels removed.
- ✓ Pen and paper for rough work – paper must be blank and shown (both sides) at the start of the assessment .
- ✓ Dictionaries*- must be a clean copy and shown at the start of the assessment where permitted.

***Dictionaries**

- ✓ A dictionary and/or thesaurus **IS** permitted for Functional Skills Reading assessments.
- ✓ A dictionary/bilingual dictionary **IS** permitted for Functional Skills Maths assessments.
- ✘ A dictionary, thesaurus or bilingual dictionary **IS NOT** permitted for Functional Skills Writing and EPA assessments.



4. Starting the assessment

Your centre will check in with you ahead of your assessment to ensure that you fully understand the requirements, can meet them and are prepared to take your assessment using the Remote Invigilation Service. If any of this is not correct you must inform your centre immediately.

There is a **guide to starting your assessment video** that can be found on the [Learner Support page](#) that shows the end-to-end process of setting up the remote invigilation service. You must view this video along with other support materials before signing the required declaration form in section 1 in this document. We would advise that you view this video again before starting your assessment to ensure that you are prepared and know what to expect.

1. At the allotted assessment time you should follow the instructions and click the link in the second email you received from ProctorExam.
2. You are required to carry out several checks of your room to ensure it meets the requirements set out in section 3.2 and 3.3 of these instructions.
3. You must have your valid photographic ID available to show to the camera when instructed.
4. As soon as you begin the room checks the assessment session is being recorded, the system will inform you when the recordings begin. You should use the bathroom or do anything else that would require you to leave the workstation before the recordings begin.
5. Follow the onscreen instructions to access your assessment. Details below.

Section 4.1 Check the assessment room

The ProctorExam software will take you through a step-by-step process to check the room using your smartphone or other device. This check will be recorded and checked after the assessment to make sure the room is suitable and there are not any unauthorised materials present.

You will be asked to show your ID clearly on camera at the start of the check. You will need to confirm your identity by showing photographic ID such as a passport or driving license.

Important: If no ID is presented, or the images are not clear Pearson will contact your centre to work to verify your ID. If confirmation of ID cannot be achieved the assessment may be void.

Throughout the set up you will be asked to focus on key areas including:

- ✓ The laptop or PC screen
- ✓ The sides 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 be clear
- ✓ All corners of the room, which must be clear
- ✓ Your ears, as no headphones are allowed
- ✓ Pen and paper (both sides) if being used
- ✓ Dictionary (if allowed)

4.2 Setting up your Assessment room correctly

When all checks have been completed, you must:

1. Put the smartphone/device into 'flight mode', into 'silent mode' and enable Wi-fi.
2. Make sure the smartphone or other device is fully charged, plugged into a power supply and in a stable position so it does not fall over during the assessment. Any interruption to the video recording will lead to the assessment being invalidated.
3. Position the smartphone or other device out of reach beside you and above the desk so it always provides a clear view of the desk area and PC/laptop screen, there will be instructions to follow onscreen.

You must always ensure all the following points during the assessment:

- ✓ **must stay visible** during the entire assessment
- ✓ are the **only person present** in the room while the assessment is in progress
- ✓ have a stable internet connection
- ✓ smartphone/device is fully charged and connected to a power supply
- ✓ smartphone/device is positioned correctly and always has you in view
- ✓ laptop or PC has both the ProctorExam and Pearson Test Player always open in tabs
- ✓ must **keep the audio on** throughout the assessment

You can check that your smartphone camera and webcam are still connected and working throughout the assessment on the ProctorExam page. If the connection drops, you will be able to follow onscreen instructions to reconnect them.

Once all the above checks have been completed you will be able to access the Pearson

Test Player by clicking the link which will be available in the Exam Instructions box on the ProctorExam screen. The test player will open a new tab. You must ensure you keep the ProctorExam tab open at all times whilst taking your assessment.

You will be able to view the login details for the assessment in the Individual Information box on the ProctorExam screen. These will be the unique Learner Number and Order Number. You must ensure that you accurately input these into the test player login screen to be able to access the assessment.

Important: you must follow the onscreen instructions to Hide the Screenshare information box that will appear at the bottom of your screen. If you do not click 'hide' on this information box it will obscure the navigation buttons on the Pearson Test Player.



5. During the assessment

You should follow any onscreen instructions in the test player once you have launched the onscreen assessment, proceed through the assessment as normal. The assessment duration will be displayed onscreen in the test player, so you can see how much time you have left in your assessment.

Please note: the Functional Skills Mathematics (2019 specification) assessment is in two sections – a non-calculator section followed by a calculator section.

You cannot use a calculator in the non-calculator section and will not be able to access the calculator in the Pearson Test Player in this section. Once you have completed the non-calculator section and moved to the calculator section you will not be able to go back to it.

5.1 Issues during the assessment

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

Breakdown in internet connection – you will be unable to continue with the assessment session and will have to re-take the assessment as the content will not be retained if internet connectivity is lost.

Interruption – for example someone else enters the assessment room or the doorbell rings.

You should ignore the interruption, must not leave the test station and must not interact with any other person who enters the room. If this is not possible, you must clearly ask the person to leave as you are taking an assessment. This will be picked up by the microphone and reviewed after the assessment.

Important: If you leave the view of the camera or interact with another person (other than asking them to leave) this will be reviewed in the recordings after the assessment and could lead to your assessment being void.

Logging into the assessment –If there are issues when inputting the Learner Number and Order Number into the Pearson Test Player, you should first check the following:

1. The numbers are being put in the correct box on the login screen with no spaces at the start or end of the number.
2. You are not trying to access the test too early or too late – tests are accessible for 1 hour before and 3 hours after the scheduled start time.
3. The test has been booked to be delivered using Remote Invigilation - your centre should have confirmed this.
4. You have a strong stable internet connection.
5. You have not already accessed the test, ended the test and tried to re access the test – once the test has been logged into once it will not allow a second attempt at accessing it.

6. After the assessment



Your centre should check in with you after your assessment to ensure that you were able to complete the assessment and discuss any issues or concerns that you might have about how the assessment went. You must inform your centre if you had any issues during the assessment or that stopped you from taking the assessment.

Any issues such as:

- ✘ Internet failure
- ✘ Recording failure (webcam, smartphone or screenshare)
- ✘ Interruptions
- ✘ Unauthorised items

- ✘ Leaving view of camera
- ✘ Another person in the room
- ✘ Any other suspicious behaviour

will be logged during the review of the videos after the completion of the assessment. Any assessments that are flagged will have a second review conducted. If there is suspected to be any potential malpractice during assessment it will be referred to the Candidate Malpractice team who will contact your centre and investigate following usual processes. This can lead to your assessment being void.

Further guidance, support and FAQs can be found on the [Learner Support pages](#) on the Pearson Qualifications website.



7. Further Information

Additional guidance to help you prepare is available [here](#)

This page has a useful video you can watch which shows you how you should prepare for the assessment.

There are also several sections which provide useful information you should read focusing on:

- ➔ What you'll need to bring
- ➔ How to set up your environment
- ➔ What you should avoid

There is also a list of Frequently Asked Questions which should help you.

These are also set out in useful sections:

- ➔ About your assessment
 - ➔ Start your assessment
 - ➔ About your devices
 - ➔ About your data
 - ➔ Support
- 