Pearson

Remote Invigilation Assessments
Provider Guidance and Instructions

Contents

1. Learner Remote Invigilation Declaration Form

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

You must share the guidance that we have provided for learners, encourage them to read all the materials and watch the support videos before they sign and return the Learner Remote Invigilation Declaration form to you. You should not book a test with remote invigilation until you have received the signed declaration back from your learners.

You must keep the **Learner Remote Invigilation Declaration Form** in centre for 6 months from the date of the learners last remote invigilation test, either hard copy or electronically, and have this available if requested by Pearson. The declaration is per 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.

2. Booking the the Assessment

Once you have received the signed Learner Remote Invigilation Declaration Form, you can book your learners onscreen test in the usual way and select Remote Invigilation.

You must book with at least 7 days' notice and provide the learners email address at point of making the booking, either in QMA or using the form that is available to access on the test booking page on Edexcel Online, depending on which system you use to register learners and book your onscreen tests.

Bookings with remote invigilation cannot be amended. If your learner cannot attend or you need to reschedule the assessment, you will need to cancel the original booking and rebook, giving 7 days notice.

It is important that you provide us with the learners' email address so that we can begin the process of setting your learner up on the remote invigilation service and send emails to them. If we do not receive the learners' email address, they will not be able to complete the required checks or access their assessment. You will still be charged for the Remote Invigilation Service if the learner does not access the assessment as per the Terms & Conditions of the service.

2.1 Reasonable Adjustments and Access Arrangements

Your learner must make you aware of any reasonable adjustments or access arrangements that they 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 the learner must be alone in their chosen test room at all times when taking a remotely invigilated onscreen test. If remote invigilation is not suitable for your learners needs, you will need to work with them to look at other methods of test delivery.

3. Before the the Assessment

Once the test has been booked your learner 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 the learner to ProctorExam where they will need to complete software checks to ensure

that their equipment is suitable to take the assessment using remote invigilation. They must complete these checks before their assessment date, ideally at least the day before. You must confirm to your learner the date and time of their assessment.

2. **You are now ready to take your assessment –** this email will only be sent once the learner has passed all checks in the first email. The email will be sent soon after they have completed the checks, it will contain a link which the learner will use to access their assessment, they 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 the learner is required to complete on the first email. Learners are requested to view this video along with other support materials before signing the required declaration form in section 1 of this document. We would advise that the learners view this video again before starting their checks.

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

They 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:** You must check in with your learner at least 1 day before their exam to ensure that they have received the first email and that they have been able to successfully complete and pass all checks and received the second email with the link to their assessment.

If the learner informs you that they have not received either of the emails after following the above guidance, you as the entering centre should contact Pearson as soon as possible ahead of the scheduled date/time of the test so that we can investigate and provide guidance to you.

If the learner is using a work laptop or PC, they must ask their 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.

If the learner informs you that they are not able to pass the required checks then you must find an alternative method of delivery for the learner. You will still be charged for the Remote Invigilation Service if cancellation happens within 96 hours of the scheduled start time of the test booking as per the Terms & Conditions of the service.

Please Note: if the learner is taking more than one assessment using this delivery method, they will receive separate "Please register for your assessment" and "You are now ready to take your assessment" emails for each.

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 smart device which has the ProctorExam App installed	

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

Please ensure that learners are aware of this and know that they should use the bathroom and have all required equipment in the room with them before starting their assessment. They should also make others in the household/workplace aware that they should not be interrupted during the time of their assessment.

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

You should check in with your learner ahead of their assessment to ensure that they fully understand the requirements, can meet them and are prepared to take their assessment using the Remote Invigilation Service.

You should check in with your learner ahead of their assessment to ensure that they fully understand the requirements, can meet them and are prepared to take their assessment using the Remote Invigilation Service.

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. Learners are requested to view this video along with other support materials before signing the required declaration form in section 1 of this document. We would advise that the learners view this video again before starting their assessment.

1. At the allotted assessment time learners should follow the instructions and click the link in the second email they received from ProctorExam.

2. Learners are required to carry out several checks of their room to ensure it meets the requirements set out in section 3.2 and 3.3 of these instructions.

3. They must have their valid photographic ID available to show to the camera when instructed.

4. As soon as the learner begins the room checks the assessment session is being recorded. The system will inform them when the recordings begin. The learner should use the bathroom or do anything else that would require them to leave the workstation before the recordings begin.

5. Follow the onscreen instructions to access the assessment. Details below.

Section 4.1 Check the assessment room

The ProctorExam software will take your learner through a step–by–step process to check the room using their 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.

The learner will be asked to show their ID clearly on camera at the start of the check. They will need to confirm their identity by showing photographic ID such as a passport or driving license. Please ensure that your learners are aware of this requirement ahead of the assessment.

Important: If no ID is presented, or the images are not clear Pearson will contact you after the test has been completed to work to verify the learners 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 the Assessment room correctly

When all checks have been completed, the learner 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 them 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.

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

✔ They **must stay visible** during the entire assessment

✔ They are the **only person present** in the room while the assessment is in progress

✔ They have a stable internet connection

✔ Their smartphone/device is fully charged and connected to a power supply

✔ Their smartphone/device is positioned correctly and always has you in view

✔ Their laptop or PC has both the ProctorExam and Pearson Test Player always open in tabs

✔ They must **keep the audio on** throughout the assessment

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

Once all the above checks have been completed the learner 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, they must ensure they keep the ProctorExam tab open at all times whilst taking their assessment.

They 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. They must ensure that they accurately input these into the test player login screen to be able to access the assessment.

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

5. During the Assessment

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

Please Note: You must ensure that your learner is aware that the Functional Skills Mathematics (2019 specification) assessment is in two sections – a non–calculator section followed by a calculator section.

The learner 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 they have completed the non–calculator section and moved to the calculator section they will not be able to go back to it.

5.1 Issues during the Assessment

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

Breakdown in internet connection – learners 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. The learner should ignore the interruption, not leave the test station and must not interact with any other person who enters the room. If this is not possible, they must clearly ask the person to leave as they are taking an assessment. This will be picked up by the microphone and reviewed once the assessment is complete.

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

Logging into the assessment - If there are issues when inputting the Learner Number and Order Number into the Pearson Test Player, the learner 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. The learner is 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.

4. The learner has a strong stable internet connection.

5. As the centre you can go into the POP software that you usually use to access tests and will be able to view and confirm the Learner Number and Order Number for the learners' test – Please ensure that you do not launch/download the test in your usual POP software.

6. Check that the learner has 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

You should check in with your learner after their assessment to ensure that they were able to complete their assessment and discuss any issues or concerns that they might have about how the assessment went. If the learner flags any issues that happened during the assessment or stopped them from taking their assessment you should contact Pearson.

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 you, the entering centre, and investigate following usual processes. This can lead to the learner's assessment to be void.

Further guidance, support and FAQs can be found on the **Provider Support** and **Learner Support** pages on the Pearson Qualifications website.

7. Further Information

Additional guidance to help you prepare is available

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