

Terms and Conditions - Remote Invigilation Service | July 2021

At Pearson, we're continuing to develop new and innovative ways to support centres and learners. We know how important it is for your learners to be able to take their onscreen assessments at a time and in a place suitable for them. That's why we're offering a new Remote Invigilation Service.

1. What is the Remote Invigilation Service?

The Remote Invigilation Service provides customers with the option to provide onscreen tests to learners in their own home or workplace using their own equipment to complete assessments. The onscreen assessments are sat by learners and marked by Pearson in the same way as an onscreen test taken in centre is. The Remote Invigilation Service is an additional option for taking onscreen tests and does not replace the ability to take these tests face to face in centre.

1.1 These Service Terms and Conditions set out the terms and conditions for which Pearson ("we", "our", "us") process requests from our centres ("you", "your") for the Remote Invigilation service ("the Service"):

1.2 By submitting an entry for the Remote Invigilation Service, you agree to these Terms and Conditions.

2. What are the different services?

Onscreen Remote Invigilation Service:

Services provided by Pearson

- Guidance for students on using the onscreen platform.
- Onscreen assessment(s) provided on our onscreen platform.
- Marking of papers.
- Learner results.
- We will aim to have assessments marked by the examining team and all results published within our usual SLAs

Responsibility of centres

- Ensure all learners entered for the service have read and understood the learner guidance published on our website
- Ensure all learners have suitable equipment to run a remotely invigilated onscreen test including:
 - Working laptop/PC
 - Second mobile device to monitor live assessment
 - Stable internet connection

The list of technical requirements can be found on the Remote Invigilation Service web page.

- Ensure each learner entered for the service has signed and returned a **'Learner Declaration'** form confirming they fully understand the process and the technical requirements required. This document must be retained by the centre for six months from the date the learner sits a remotely invigilated onscreen test. Pearson may require access to this document to evidence that:
 - the centre has fully understood their role and is familiar with the information on our provider support page and has prepared its learners fully before making an entry for a remotely invigilated onscreen test.
 - the learner has read and understood all support materials provided by Pearson made available on our dedicated learner support page.
- Provide Pearson with learner contact emails at the time the Remote Invigilation Service is requested as part of an onscreen test booking.
- Ensure students understand, ahead of making any booking using the Remote Invigilation Service, the technical and procedural requirements for sitting onscreen assessments remotely and can comply with them ahead of making any booking using the Remote Invigilation service.
- Ensure students with access requirements will be adequately supported through the accessibility functionality of our onscreen tests*.
- Ensure any extra time required for the onscreen services is requested as part of the entries process. This can be done for individual students once they have been entered for their exam.

*If a student taking an onscreen assessment requires a reader or a scribe it is not possible for these arrangements to be accommodated as part of the Remote Invigilation service as learners must be alone at all times during a test taken outside a centre. Centres must consider each individual learner's needs before booking an onscreen test with remote invigilation as this will not be suitable for all learners. Learners in need of a reader or scribe can still take an onscreen test but it must be completed in centre.

3. Charges for the Services

3.1 We will charge you for the provision of Remote Invigilation Services in accordance with the Charges published on our website.

3.2 The price of £24.75 is correct as of August 2022 and is subject to change. This price is charged separately and in addition to the existing test booking fee charged.

For test bookings placed on Edexcel Online you will receive two separate invoices: Invoice 1 will show the test booking fee; invoice 2 will show the Remote Invigilation service fee.

For test bookings place on QMA you will receive one invoice with two separate lines. Line 1 will show the test booking fee; line 2 will show the Remote invigilation service fee.

4. Cancellation of services and refund of charges

Onscreen tests with the Remote Invigilation service selected must be booked at least 7 days in advance of the test date. It is not possible to make test bookings with the Remote Invigilation Service added within 7 days of a test date. You can cancel your test bookings for an onscreen test with the Remote Invigilation service up to 96 hours ahead of the test date. Any test bookings remaining in the system after this time will be charged the full Remote Invigilation service fee.

5. Uploading completed onscreen tests

Once a learner has completed an onscreen test using the Remote Invigilation Service they **must ensure they end the test and exit the test player correctly following the onscreen guidance**. Failure to exit the test correctly may stop the completed test being received by us. **We will be unable to retrieve partially completed onscreen tests or onscreen tests not uploaded correctly and the learner will need to re-take the assessment at a later date.**

6. Timeframes for the services

6.1 We will aim to complete marking and upload results within our published Service Level Agreement (SLA)

6.2 There may be busy periods in the year when completion of marking will take longer but we will always aim to complete within SLA.

6.3 Pearson reserves the right to suspend the service (with prior notice) during peak periods, without liability.

7. Platform for onscreen assessment

All remotely invigilated assessments will be taken on our Pearson Onscreen Platform (POP).

We will provide clear guidance on our dedicated webpage so you can fully support your learners ahead of the time of their assessment.

We will send learners two separate emails prior to their assessment date so they can set up and check their equipment before the assessment date. Additional learner guidance will be provided on our webpage.

8. Comparison between remote invigilation and face to face assessments

The assessment learners take using the Remote Invigilation service is the same assessment learners would be presented with if they were taking the assessment in centre. Learners must ensure they have a suitable environment in which to take a remotely invigilated assessment which is free from interruption and as similar as possible to an exam room environment and the same rules apply to items which are permitted and those which are prohibited in the exam room.

The centre should make sure learners are fully aware of the requirements for the Remote Invigilation before making an entry.

9. ResultsPlus

Please read our [ResultsPlus Terms and Conditions of service](#), which you will be confirming you agree to as part of accepting the terms and conditions for our Remote Invigilation Services.

10. Rights and Permissions/Copyright

All materials published by Edexcel are protected by copyright and may not be copied or made available electronically in whole or in part without permission from Pearson. This includes specifications, schemes of work, past question papers, mark schemes, and all other materials.

(NB) You will be in breach of Pearson Copyright Policy by uploading question papers, mark schemes and examiner reports for the most recent exam sessions (within the last 9 months) as these are under lock until released by Pearson for general use by the public.

11. Withdrawal of Service

Whilst we continue to operate in unprecedented times, we reserve the right to withdraw this service in line with priorities across the education sector, without liability.

12. Data protection

Your data will be processed by Pearson in accordance with our [Privacy Policy](#).

13. Case Study/Research

We believe that this service has the potential to help centres and give learners the best possible chance of achieving the grades they deserve in the live exams. We would like to measure the impact of the service with an extensive research study so we may use your data to contact you about taking part. We will be looking to understand the experiences of teachers/assessors and learners throughout the process and analyse learner outcomes.