



# **Pearson Edexcel Remote Invigilation Service (RIS) Handbook**

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## 1 – Introduction

At Pearson we understand the demand for location agnostic education is growing, and more families are opting to be educated outside of the traditional school setting. We want to ensure we're able to meet the needs of this specific group of students and the remote invigilation service has been developed in response to this growing need.

By harnessing innovative technology, we are delighted to be able to offer students the opportunity to sit their Pearson Edexcel international exams in their chosen home environment.

To enable this, we have combined onscreen assessment with remote proctoring (invigilation) technology (through the ProctorExam platform). As a result, we can maintain the security and integrity of our exam papers and provide the best online student exam experience.

Whilst sitting a remotely invigilated exam, students will be monitored by a live invigilator, who is there to support them during the set-up, examination, and submission process.

Please note that students will not be able to see or hear their invigilator, but invigilators will be able to see and hear them. If a student needs to communicate with their invigilator, there will be a chat box in the bottom corner of their screen.

Please note that all sessions are recorded for safeguarding and quality assurance purposes, therefore students should be aware of their behaviour and use appropriate language when engaging with the assessment platform.

### Qualifications and Subjects available

For a full list of the subjects and qualifications that are currently available via the Remote Invigilation Service please visit our website.

<https://www.pearson.com/international-schools/onscreen-assessment/remote-invigilation.html>

### What are the differences between taking onscreen and paper-based exams?

Please note that where a subject is available onscreen, this will be the default assessment mode. During **onscreen** exams, the exam questions appear onscreen, and students type their answers into text boxes provided onscreen.

For **paper-based** exams, students are required to download a PDF answer booklet and print this out. Answers are handwritten on this answer booklet. The questions appear onscreen once they click start to begin the exam.

This hybrid approach (questions onscreen and responses in the printed answer booklet) maintains the security of the paper and ensures students cannot see the questions before they press start.

### Using a word processor | questions that cannot be answered by typing

For paper-based exams, if using a word processor is a student's normal way of working, they can type their answers but must ensure that all spelling and grammar checks are disabled. They are still required to print the answer booklet.

Some subjects (such as Maths and Science) include questions that students will be unable to answer using the word processor. For example, if they need to plot a graph, they will need to answer this question using the printed answer booklet.

Once they have completed the exam, they must scan and upload both their typed responses and answer booklet (to ensure all their work is marked. For more guidance, please refer to section 4.8

Subject matter experts and scrutineers have reviewed each remotely delivered paper, to ensure students have everything they need to answer the questions fully when sitting a remote exam.

## 2 - Service requirements and information for Parents /Guardians

In the weeks leading up to exams, schools will provide students with information about their exam dates, and they will be able to view and check their individual schedules by logging in to the Assessment Player.

### 2.1 - Room and Equipment Requirements

Students will need access to the following:

- **A quiet and private environment** where they can sit their exams without interruption. *Please note: a communal space is not an acceptable environment*
- **A clear workspace, free from unauthorised items** (please see 3.4 - *Authorised and Unauthorised Items* for more information on this)
- **Internet:** Stable internet connection
- **Main device:** A laptop or PC with working webcam, speakers, and microphone. This must be connected to power to ensure the device battery has sufficient life for the

duration of their exam.

**Using a Mac/MacBook** – Apple devices can be used but must have the most up to date version of **Google Chrome** installed as their browser. Please also ensure that the device is set up to screen share – please see this [support article](https://support.proctorexam.com/hc/en-us/articles/24148211580685-Mac-Instruction-for-screen-sharing-Apple-macOS-and-higher).(https://support.proctorexam.com/hc/en-us/articles/24148211580685-Mac-Instruction-for-screen-sharing-Apple-macOS-and-higher)

- **Printer:** A working printer with enough ink and paper to print a complete answer booklet (please be mindful that some answer booklets can be up to 40 pages long) – this should be in the same room that the exam is being sat in.  
*Please note it is the responsibility of a student/parent to test the printer and ensure a sufficient supply of paper and ink before each exam*
- **Second device:** A second (fully charged) mobile device with the ProctorExam app installed. This will be used during set up and will need to be positioned to show the complete exam environment during the exam
- **Scanning app:** To enable completed exams to be scanned and uploaded to the Assessment Player (or a physical scanning device)
- **Backup device:** In addition to the laptop and mobile device, a fully charged backup device will be needed to record the exam. This device must have enough storage space to store a recording locally. Please note this is a requirement for each remotely invigilated exam – if your internet connection is lost during an exam, we may need to ask you to send us the recording from the backup device. If you are asked for a backup recording and cannot provide one, the result for that exam will be at risk
- **A large envelope** to store and securely seal the completed answer booklet, in front of the invigilator, at the end of each exam. **These must be securely stored until results day in case we need to request a rescan of the answers during marking.**

Students will also require:

- **A parent or guardian** to support them before and after the exam. They must be visible to the invigilator before the exam and be available for the duration of the exam, but must not be in the room with once the exam time has started
- **A parent or guardian** to supervise any toilet breaks where a student needs to leave the exam room. Exam conditions must be maintained at all times and parents/guardians must ensure that there is no access to unauthorised materials
- **A parent or guardian** on hand to supervise any internet loss and to contact the support number as instructed should this happen.

## 2.2 – Keeping Students Safe

All our remote invigilators have been carefully screened and specially trained. Invigilators will be able to see and hear students, but students will not be able to see or hear them.



All communication between students and invigilators will take place via a chat box in a secure and recorded environment. Invigilators will not be able to contact students outside of an exam session.

All remotely invigilated exams are recorded and stored for safeguarding and quality purposes.

**Note to parents: if you have any concerns about your child's safety, please let your school know immediately.**

## 2.3 – Terms of Use – Parent/Guardian Responsibility

For a student to access the service, their parent or guardian must complete and sign our [Terms of Use](#) to ensure they are aware and agree to their responsibilities as a parent.

Providing your school or centre with your country of residence is important for us to confirm service availability, and to allocate the most appropriate exam start times to the student. Please note that any update in location must be confirmed before the remote invigilation service late entry deadline for each series. Beyond this we cannot guarantee that start times will be adjusted. This can result in students having to sit their exams at inconvenient times.

It is important for parents to provide accurate emergency contact details and update these if they change ahead of the examination series. This is so we can contact you during an exam if required for exam security or safeguarding purposes.

## 2.4 – Authorised and Unauthorised Items

The following items are **authorised** and allowed to be present during an exam:

- A glass or clear water bottle with all labels removed
- Pen and paper for any notes; the paper must be blank and shown (both sides) to the invigilator during set-up at the start of the exam
- Specified materials needed for each exam (such as a calculator), which will be confirmed in advance.
- An envelope to place the completed answer booklet in, and store securely until results day.

**Unauthorised items** include anything that is not allowed during an exam. The following is purely for illustrative purposes and is not an exhaustive list:

- Classroom work
- Textbooks and/or written notes

- Unauthorised programmes such as web browsers, grammar/spelling apps, etc
- Mobile phones and other electronic and web-enabled devices which are not being used as the second device (see section 4.2 below)
- Headphones/EarPods (unless either are agreed as a noise cancelling access arrangement)
- Food
- Watches / smart watches/ smart glasses
- Calculators (unless authorised for the exam being taken\*)
- Posters/visual imagery or reference materials on the walls of the exam room that could help the student
- Word processors - if students use a word processor, please note that onscreen/online grammar or spelling assistance tools, such as Grammarly, must be disabled or switched off before and during the exam. This applies to all subjects and qualifications
- More than one screen is not allowed.

### \*Graphical calculators

For exams that allow the use of a calculator, if a student wishes to use a graphical calculator (capable of plotting graphs, solving equations, and performing advanced mathematical calculations), rather than a scientific calculator, invigilators will ask them to put their graphical calculator into **exam mode** in view of the webcam.

**Exam mode** locks down prohibited functions such as any storage facility. Invigilators will need to see students putting their calculator into exam mode, giving us confidence that students have not stored material prior to the exam. Any student using a graphical calculator must be able to show they can put their calculator into exam mode. If they are unable to do this, their invigilator will ask them to remove the calculator from the room and the student would need to use a scientific or standard calculator instead.

Please note that you must adhere to the above requirements. If the room and equipment requirements are not met for the entirety of the exam, we may be unable to accept a student's completed question paper and may be unable to issue a result for them.

Where students are found to have been in possession of unauthorised items, breached exam conditions, or undermined the integrity of an exam, this will be considered malpractice. Malpractice investigations can result in sanctions being imposed, these sanctions range from a written warning to disqualification from all qualifications and debarment.

For more information, please see the JCQ Suspected Malpractice Policies and Procedures (<https://www.jcq.org.uk/exams-office/malpractice/>).

### 3 – Systems Familiarisation

Pearson will provide students with the opportunity to familiarise themselves with the exam format and ProctorExam system.

Systems familiarisation sessions enable students to experience the proctor technology and assessment player functionality before their live exams. Systems familiarisation is crucial to the success of your exams – if students do not take part in any systems familiarisation activities, Pearson reserves the right not to allow them access to the service in line with our [Terms of Use](#) and RAG rating process (please see Section 5. Examination Integrity and Removal of Access).

Please note that the primary purpose of these sessions is for students to ensure their device settings are correct for the proper functioning of the service and to familiarise themselves with how it works (pre-exam checks, downloading papers, uploading papers, and correctly ending an exam). These are not mock exams. Students should only provide one or two answers for the sake of having responses to submit. Answers will not be marked by Pearson or returned to centres or individuals for review.

### 4 – How to complete an exam via the service

#### 4.1 – Step-by-step guide and demo video

Take the time to read our Step-by-Step Guide (<https://qualifications.pearson.com/content/dam/pdf/remote-invigilation/ris-for-schools/pearson-remote-invigilation-service-step-by-step-guide.pdf>) and watch the Remote Invigilation Service [demo video](#) ([https://www.youtube.com/watch?v=g\\_wV8mQYBbY](https://www.youtube.com/watch?v=g_wV8mQYBbY)) before logging into the assessment player for the first time.

Our interactive guides also provide a short overview of each step of the process:

- [Taking an Onscreen Exam | ProctorExam Set-up and Guide](#) (<https://pearson.storylane.io/share/qvpynz7kuby6>)
- [Taking a Paper-based Exam | ProctorExam Set-up and Guide](#) (<https://pearson.storylane.io/share/alxof3mhs53t>)

#### 4.2 – Before you log in to the assessment player

Please ensure that:

- You are using the most up to date version of **Google Chrome** as your browser
- Your printer has plenty of ink and paper (if sitting a paper-based examination)
- You create a folder on your desktop called **Today's Exam**, into which you will **download** your answer booklet and **upload your scanned answers** to (if sitting a paper-based examination)
- If you do not have a scanner, you have downloaded a scanning App to your phone and have practised using it to scan papers and create PDFs.

**Top tip:** Please review the **Exam Taker Support (New Experience)** articles on the [ProctorExam Website](https://support.proctorexam.com/hc/en-us/categories/24056309919117-Exam-Taker-Support-New-Experience) (<https://support.proctorexam.com/hc/en-us/categories/24056309919117-Exam-Taker-Support-New-Experience>)

### 4.3 - Install Proctor Exam software in advance

Download the Proctor Exam screen sharing extension on your laptop/PC: [How to install the ProctorExam Screen Sharing Extension – ProctorExam](#)

Install the ProctorExam app on your mobile device before you login:

- [Android: How to install the ProctorExam App](https://support.proctorexam.com/hc/en-us/articles/12390471186445--Mobile-device-Android-How-to-install-the-ProctorExam-App)  
(<https://support.proctorexam.com/hc/en-us/articles/12390471186445--Mobile-device-Android-How-to-install-the-ProctorExam-App>)
- [Apple: How to install the ProctorExam App](https://support.proctorexam.com/hc/en-us/articles/12390417454861--Mobile-device-Apple-How-to-install-the-ProctorExam-App)  
(<https://support.proctorexam.com/hc/en-us/articles/12390417454861--Mobile-device-Apple-How-to-install-the-ProctorExam-App>)

You will also be prompted to install the above during the setup process.

Mobile devices must be fully charged and in a stable position to allow your invigilator clear visibility of you, your PC/laptop, keyboard, mouse, and whole desk.

Devices must be put on 'do not disturb' and 'silent mode' and have Wi-Fi enabled.

### 4.4 - The importance of having a backup device

A backup device is needed in case of any connection issues which result in the invigilator losing visibility of a student and not seeing the complete exam.

If the invigilator loses connection, you will be contacted afterwards and asked to send us your backup device recording so we can ensure exam conditions were met throughout.



Please note the following:

- The backup device must be fully charged (or plugged in)
- This device is not connected to the exam in any way and does not require access to the internet
- Parents must ensure the device has enough storage space to store a recording (recordings will be needed for each exam taken)
- The device should be placed 3 metres from the PC/laptop where the exam will be sat – this ensures the recording has a wide view of the room.

**Please note: 3 metres is a guide only. If you are sitting exams in a room where it is not possible to set up the backup device 3 metres away, we just ask that it is set up far enough away to capture wide coverage of the entire exam space.**

- This device must be put on 'Do Not Disturb' for the duration of the exam with standby mode deactivated to ensure it does not lock/go into standby mode and stop recording.

**Please note: It is a requirement of sitting a remotely invigilated exam that a backup device is set up to record each exam. If a recording is requested due to connection issues in the exam and you are unable to provide one, it could affect the grade you receive for the exam.**

Top Tip: Check that your backup device works when you complete your familiarisation activities.

#### 4.4- Identity Check

Students will be asked to show and confirm their ID clearly on camera at the start of the check. **This can be done by showing photographic ID – either a valid passport, national identity card or driving licence.** Students will not be able to sit exams without a valid (in-date) ID.

#### 4.5 - Technical Issues

If you are having any problems with the pre-exam ProctorExam set-up, please use the chat function to speak with your invigilator, who will be able to support you.

If you lose your internet connection or there is a complete loss of power, you must call for the support of a parent/guardian to alert them to the issue. You must remain in view of the back-up recording device at all times.

Parents/guardians must ensure the student remains in exam conditions and continues to complete their exam. They must immediately [call our helpline](#) to connect with the support team.

Following the exam, your parents/guardians will be contacted, and a request made for your backup device recording.

#### 4.6 – Toilet Breaks

Students must be on camera at their computer for the duration of the exam. However, if they need to leave the exam room for a toilet break, they must notify their invigilator. They must then be accompanied by the parent/guardian who signed their parent agreement form. If there is any suspicion of malpractice, this will be recorded as an incident and the exam result may be affected. Set-up checks such as showing their ears will need to be repeated when they re-enter the exam environment – invigilators will help students with this.

**Please note: the exam time will not be paused for toilet breaks.**

#### 4.7 – Supervised Rest Breaks

If a student requires rest breaks as an access arrangement, this should be arranged via your school/centre. Where a candidate has been issued approval for rest breaks, their invigilator will be made aware at the start of the exam. Candidates are also welcome to communicate their Access Arrangements via the chat box when they connect to their invigilator.

Students should notify their invigilator via chat when they need to take a rest break. The invigilator will request the exam to be paused. This may take a couple of minutes. Please just make a note of the time and the invigilator will ensure any lost time will be added back for you if necessary.

During the supervised rest break, students will not have access to the question paper/answer booklet. The purpose of a supervised rest break is for a break from the exam and should not be used as ‘thinking time.’ Students must remain in the exam room, in view of the cameras, for the duration of their rest break.

When the student is ready to end their rest break, they should notify the invigilator who will request the exam be resumed.

**Please note that toilet breaks may not be taken during rest breaks. These are to be treated separately.**

#### 4.8 – Using a Word Processor to Type Responses

For paper-based exams, students are expected to write their answers by hand. If they use a word processor to type as their usual way of working, they can use a word processor instead to complete their exams.

Students using word processors must follow **JCQ Access Arrangements and Reasonable Adjustments** and **JCQ Instructions for conducting examinations** guidance, which can be accessed via the following:

- [Access Arrangements, Reasonable Adjustments and Special Consideration - JCQ Joint Council for Qualifications](#)
- ['ICE' – Instructions for conducting examinations - JCQ Joint Council for Qualifications](#)

Approval is not required to use a word processor, however spelling and grammar check/predictive text must be disabled.

The battery capacity of a laptop (if using one) must be checked before an exam and parents must ensure that the battery is sufficiently charged for the entire duration of the exam.

Students must ensure that both their centre and candidate number are entered as appropriate on the front/cover page of their answer booklet and included as a header/footer on every other page.

Each page of the typed script must be numbered, e.g. page 1 of 6. Invigilators must remind students to save their work at regular intervals. To make marking easier for examiners, students should use a minimum font size of 12pt and double spacing.

A word processor must not:

- give the student access to other applications such as a calculator (where prohibited in the examination), email, the internet, social media sites, spreadsheets
- include graphic packages or computer aided design software unless specific permission has been given to use them
- include computer reading (text to speech) software unless specific permission has been given to use a computer reader

## **4.9 – Access Arrangements**

Currently, we can support extra time and supervised rest breaks as access arrangements. A student's school will need to apply for any access arrangements they may need before the exam, and we will then apply approved access arrangements to their exams and invigilators will manage them on the day of the exam.

For example, we will pre-apply extra time to an exam if it had been requested and approved. This means that when student clicks start, the extra time is already included in their allotted exam time.

If a student is to have supervised rest breaks, invigilators will be made aware of this and will be able to accommodate this on the exam day.

We are working closely with all schools as we recognise that there will be students who have additional requirements over and above extra time and supervised rest breaks.

**Note for parents:** if you know your child has a unique need, as part of their usual way of working, to ensure they can complete their exams to the best of their ability, please request this via your school/centre and we will do our best to accommodate this request.

#### 4.10 Exam Day Support

Your live invigilator will act as first line support for any issues that arise during your exams.

You (or your parent/guardian) can communicate directly with them via the chat function. If your invigilator is unable to resolve an issue for you, please contact our dedicated, [Remote Invigilation Customer Service team \(https://pearson.tfaforms.net/4107\)](https://pearson.tfaforms.net/4107).