Candidate Instructions for Remote Online Assessments

These instructions are to support candidates taking Remote Online Assessments. For further technical information, please refer to the Online Invigilation Candidate Quick Guide. It is the responsibility of the Centre at which you are registered to ensure you are ready to take a remote assessment. Please speak with your Centre if you have any queries or issues.

Prior to the Assessment

1. For online invigilated assessments, candidates must have an email address associated with them in Surpass. Without an email address, candidates do not receive the required emails to complete their system checks and access their assessment. Please contact your Centre if you are unsure of what email address was given at the time of registration.

2. Please ensure that you have completed all system checks prior to your assessment date. If you have any difficulty or issues with completing the system checks, please use the chat functionality that can be found at the bottom right-hand of the screen, shown as a green circle with the wording 'we are here to help'. Click on the button and type in your issue or query to the support team. If the support team needs to contact you, they will use this functionality to do so. If you have problems with the system check, which results in you not being able to sit the assessment due to inadequate resource, please contact your centre.

3. Please ensure that you are familiar with the Online Assessment Violation Guidelines document in Appendix 1.

4. Be on time for your assessment(s). If you are late, you will not be able to access the assessment

5. Make sure you have your identity card or equivalent to prove who you are. We need to identify you with your student card, passport, ID card, or driver's license that has your name and photo on it. You must have your ID with you at the time of the assessment. If you cannot show ID, which is **current, valid** and contains your **photograph,** the assessment may be void.

6. Ensure you go to the toilet prior to the assessment. You will not be able to leave your laptop/computer until the assessment has been completed.

7. Contact your Centre for Reasonable Adjustments if you feel this applies to you.

During the Assessment

1. If you require support during your assessment, please use the chat functionality that can be found at the bottom right-hand of the screen, shown as a green circle with the wording 'we are here to help'. Click on the button and type in your issue or query to the support team. If the support team need to contact you, they will use this functionality to do so.

2. If you have been entered for the wrong e-assessment or if the e-assessment is in another learner's name then do not continue with the assessment and contact your centre.

3. Tell the support team at once if you experience system delays or any other IT irregularities.

4. If you have an internet connection issue, please reload ProctorExam and the Surpass Test Delivery window.

5. In the event of an unforeseen emergency (e.g. fire alarm) that requires you to leave your assessment, your safety is priority. If you are evacuated or an emergency occurs during an assessment, you will have to re-sit the assessment. Please contact your Centre to re-schedule the assessment.

After the Assessment

1. On the display screen at the end of the assessment, it will confirm that you have completed your test and it has successfully uploaded.

2. Ensure that the software closes at the end of the assessment.

3. Your result will be confirmed by your centre.

Online Assessment Violation Guidelines

While you are completing your online assessment, your screen and webcams will be recording your movements and audio throughout the assessment. This is to ensure that the assessments are sat under the correct conditions and that all learners have achieved the assessment independently.

Once your assessment is complete, each assessment will be reviewed by an invigilator to ensure that the below rules have been adhered to and that any suspicious behaviour is reported.

Please see the behaviours below that may be flagged by your invigilator and the guidance for conducting your own assessment.

Guidance

- Do not look at your mobile phone/tablet
- Do not wear of any earplugs or headphones
- Do not wear any clothing with the ability to hide materials i.e. hooded jumper
- Do not leave the room during the assessment
- Do not try and open other webpages or browsers
- Do not try to access other applications, such as Word/Excel or their folders/windows explorer
- Please ensure you will not be interrupted or have other people entering the room
- Do not talk to anyone during the assessment
- Do not use multiple screens
- Do not have any textbooks or notes in the assessment taking environment.
- Do not have any material displayed or notes around the room that may help you in the assessment
- Make sure you have sufficient light in your room
- Do not wear sunglasses/smart glasses
- Do not wear a watch of any kind
- Your web cam on your computer/laptop should not be angled so your face is obscured.
- Do not open cupboards/drawers or move around the room during the assessment
- Do not Vape/smoke as this may affect the visibility in the room

Additional flagged behaviours

- Continuously looking around room
- Continuously looking up or down
- Continuously looking to the left or to the right
- Looking at hands or wrists