Remote Invigilation Service

Candidate Guide

Version 1.5
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For external use

Contents

1. Introduction

The following guidance will help you prepare to take your online test using our Remote Invigilation Service. Please give yourself plenty of time to read this guidance.

You will be taking a remotely invigilated on-screen test that is set to the same standards as a classroom or test centre-based test. During the test you will be monitored by an invigilator with the support of Artificial Intelligence (AI). The test will be recorded.

You will be expected to confirm your identity and have a designated location that is tidy, and clear of papers or books, to sit your test.

To take a remotely invigilated test, you will need:

- A Windows PC (Windows 8 or higher) – more detailed specifications you can find below
- Google Chrome internet browser – download instructions detailed below
- Surpass Viewer – download instructions detailed below
- An active and up to date Antivirus program
- A strong/stable internet connection
- A webcam
- A microphone
- A quiet and well-lit room where you will not be disturbed
- Photo ID – driving license, passport, work-based ID or Student ID are all acceptable.

You will need to have both Google Chrome and Surpass viewer installed. This is because Google Chrome is used for the remote invigilation element of the test whereas Surpass Viewer is used to deliver the test content.

At present Mac OS (Apple products), Chrome OS (Chromebook products) and (iOS) Tablet/Mobile devices are not supported for the delivery of City & Guilds on-screen assessments.

2. System Requirements

Requirements for Remote Invigilation

The table below outlines the minimum system requirements that are needed to run a remotely invigilated test:

Hardware	
Processor	2.33 GHz or faster x86-compatible processor For tests containing Advanced Question Types, we recommend that Celeron processors are avoided.
Internet connection	Minimum 1Mbps, recommended 2Mbps
Memory (RAM)	4GB
Video	Single display Screen resolution of 1024x768 Graphics card with at least 128MB of memory
Webcam	Webcam 640 x 480pixels recording colour at 15fps and a microphone
Peripherals permitted	Two-button mouse Keyboard Microphone (can be built into webcam or separate) Speakers

How to download and install Google Chrome and Surpass Viewer:

1. Download and install Google Chrome on Windows.

Please follow the steps below to download Google Chrome.

1.1. Download the installation file <u>here</u>
1.2. If prompted, click Run or Save
1.3. If you chose Save, double-click the download to start installing
1.4. Start Chrome:

- Windows 8 & 8.1: A welcome dialog appears
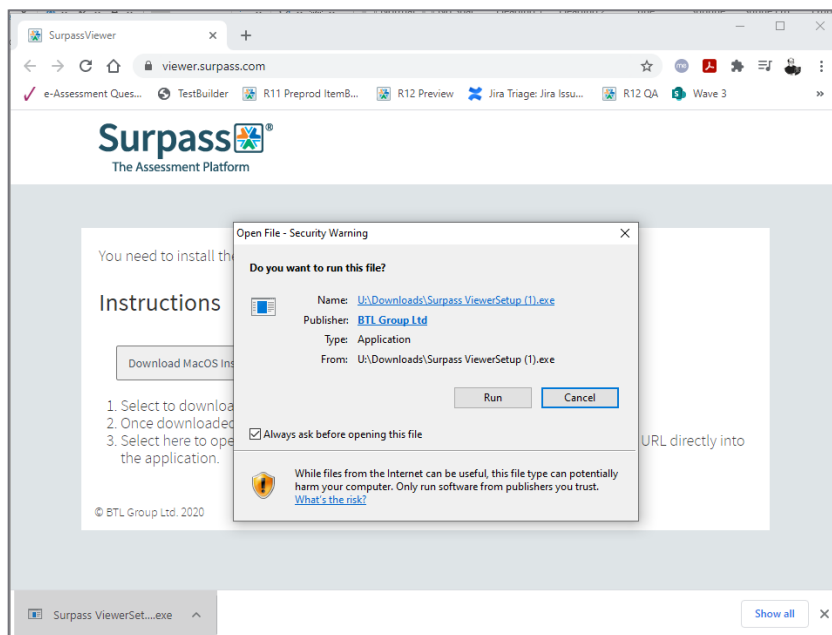- Windows 10: A Chrome window opens after everything is done.

2. Download and install Surpass Viewer.

Please follow the steps below to download Surpass Viewer.

2.1. Download and install Surpass Viewer here

2.2. Open the file once it has been downloaded:
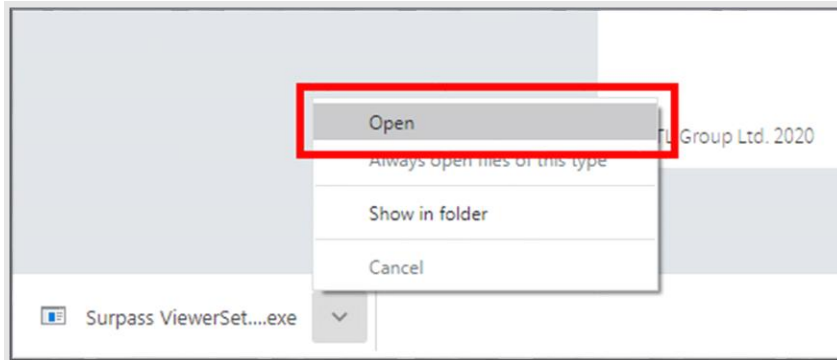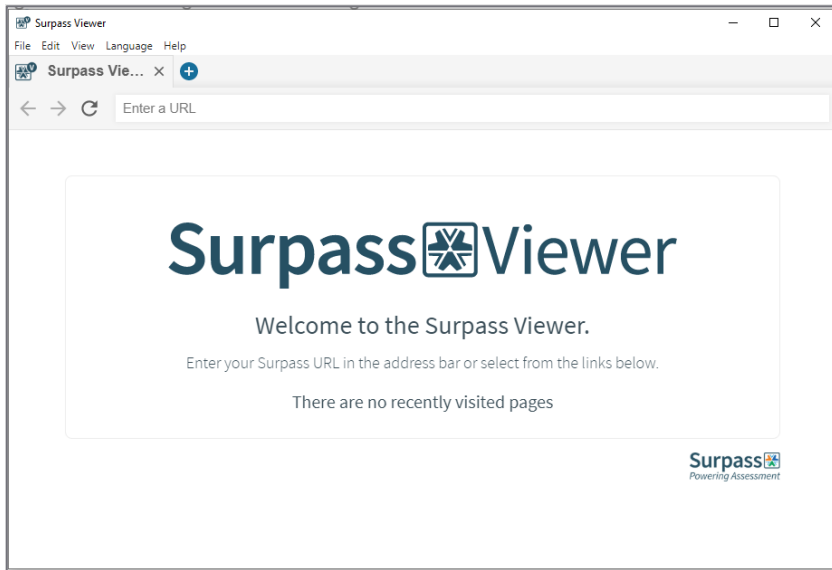

3. When prompted, click 'Run':

4. Read the License Agreement and click 'Agree' when ready

5. Surpass Viewer is now installed and ready to use for online testing:

6. You can now close Surpass Viewer until it is time to take your test.

3.   Peripherals and Network

You will need to action the following checks before starting your test to make sure that your equipment is ready for remotely invigilated test. To allow enough time to rectify any technical issues, we recommend going through these checks as soon as you receive your welcome email.

Peripherals

Webcam – Your webcam will need to be active throughout the test and needs to support a minimum resolution quality of 720p HD. You can check your camera's resolution by clicking on the following link and clicking "Start". This link will also check that your webcam is working.
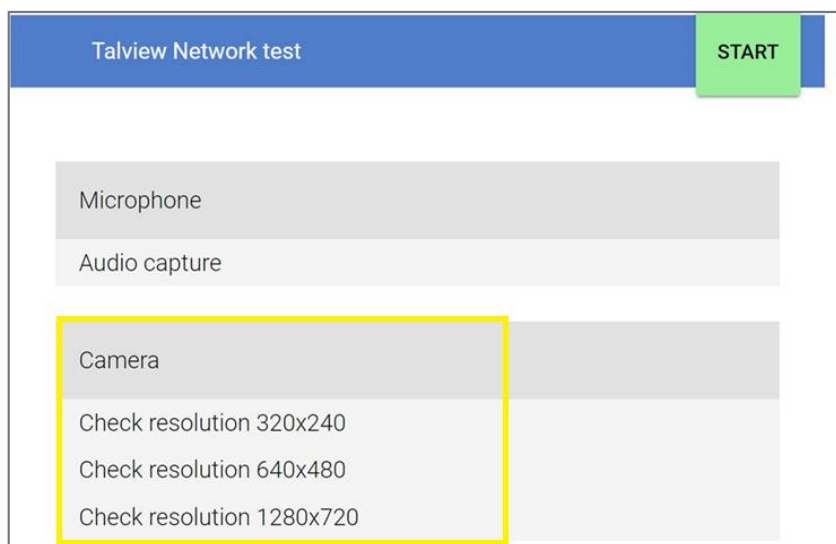

Microphone – Your microphone will need to be active throughout the test. You can check if your microphone is working by clicking on the following link and clicking "Start".
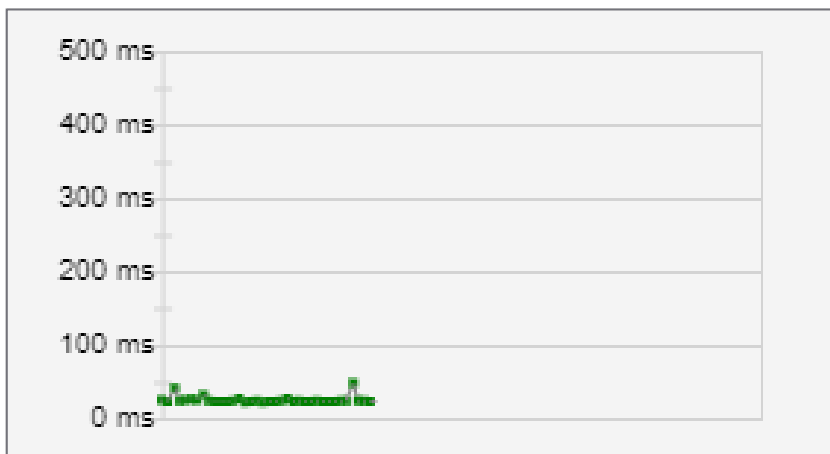
Network

- You will need a stable broadband internet connection, running at a minimum of 1mb per second. For some tests – such as Functional Skills tests – a connection of 2mb is recommended
- To check your connection please click on the following link and click "Start"
  - The 'Network' tab will show in green when passed as shown in the screenshot below:
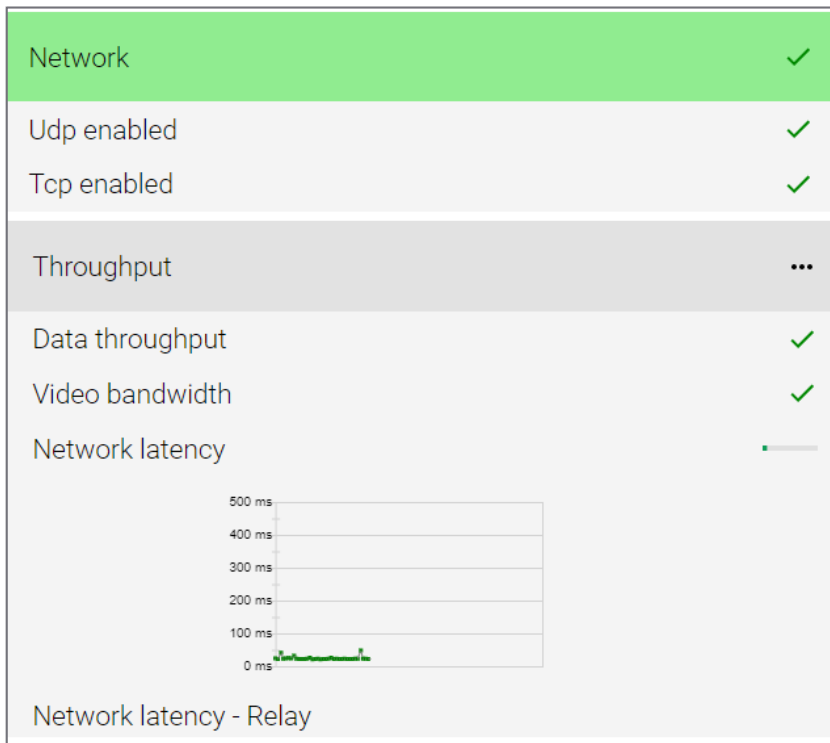

The 'Throughput' tab will check your "PING" which confirms the stability of your connection. The lower the "ms" the better. Ideally your PING works best if stable under 100ms as shown in the screenshot below.

Note: You can close the network test tab and begin your test having only passed the 'Webcam', 'Microphone' and 'Network' sections of the Talview Network Test, but you will have a better test experience if your Network Latency is low.

If you receive an error or warning notification for 'Connectivity' and 'Throughput' (as shown in the screenshot below), it **does not** mean that you have incompatible equipment and **you can still sit the test.**
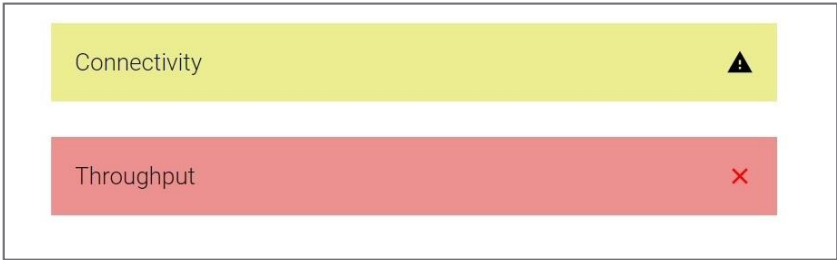
4.   Preparatory Materials

Below you can find the links to your preparatory materials that will help ensure that you are set up to take the test correctly:

- Candidate Ready Reckoner – this gives further detail on how to prepare for the test
- Information For Candidates – this is City & Guilds guide to the test rules and regulations that must be followed
- Demonstration of an online Live invigilation – this is a demonstration of a candidate sitting a live test with their Invigilator

5.   Test

Once your centre has placed a booking for your remote invigilation test, you will receive a booking notification confirming that your test is being processed. Following this, within two working days of your test, you will receive a welcome email from City & Guilds, inviting you to your remote invigilation test. This will include details of your scheduled test and how to prepare yourself and your PC before the test.

The test will start on the time and date stated in your welcome email, but we recommend you login 15 minutes before the start time, so you have plenty of time to complete your pre-test checks. If you are more than 20 minutes late from the scheduled start time of your test, then the session will be automatically cancelled.

Before the test

Before the test day please make sure that you have:

- a suitable room for the test
- all necessary equipment ready
- latest versions of Chrome and Surpass Viewer installed and you **can open** both browsers
- closed all programmes (except Chrome) and all Chrome tabs on your PC or laptop
- an appropriate ID to hand
- read through City & Guilds Learner Privacy Policy.

How to prepare the room for the test

The test room must be well-lit, quiet and private. Pick a room that no one else will have to access during the test. You cannot change the test room during the test.

Make sure that there are no items in the room that are relevant to the subject of the test (e.g. books, notes, etc). Please remove such items before the test.

You must also remove any unauthorised equipment like landline and mobile phones, MP3/4 players, smartwatches/wristwatches, second monitors and TVs.

Please remember that the contents of the room will also be included in the recording of your test so is important to ensure there is nothing personal in the room. For example, any personal belongings or documents containing personal information about yourselves and family members like a bank statement, prescriptions any other files and documentation, photographs or posters on the wall, should be removed from the room. In addition, please ensure you remove any items that would for example reveal your religious beliefs, political or philosophical and any other personal information about yourselves you would not want to be

captured in your exam recording. If they cannot be removed, then they must be covered for the duration of the test.

The test must be completed in one sitting. Before the start of the test invigilator will ask you if you need to leave the room to get anything or use the restroom. After the test will start you will not be permitted to leave the room. If you do, this will be investigated as potential malpractice and results may be invalidated.

During the test

To successfully complete a remote invigilated test, you need to complete the following steps:

1. You will need to open the invitation you were sent via e-mail and click on the meeting link
2. The invigilator will greet you and will guide you through your equipment checks
3. The invigilator will undertake an ID check where you will need to show an appropriate form of ID
4. The invigilator will perform an environment check to ensure that you do not have access to any unauthorised materials. For this check, the invigilator will ask you to show a 360° view of your room including under the desk and behind the monitor. We recommend freeing the room from clutter ahead of the test
5. After completing all of the above checks, the invigilator will share with you a link and access code
6. You will need to click on the link to open the Surpass Viewer and the invigilator will give you a key code that you will need to enter to allow you to launch the test
7. You will need to confirm your details when prompted and enter the pin code provided by the invigilator to start the test
8. You will commence with the test
9. When the test is complete, you will need to press 'Finish' and confirm that you wish to submit the test
10. The invigilator will then watch you destroy any notes or scrap paper used during the test
11. To stop the test's recording, you will need to close the Proview tab and we recommend ensuring that you have closed all of the test tabs you have open.

After the test

To get your test results, please contact your centre.

Reasons your test session could be terminated by the invigilator

Your test session can be terminated by the invigilator for the following reasons:

- you are late for more than 20 minutes
- you do not have or are not able to turn on the webcam, microphone, and screen share

- you have two screens connected but unable to turn off the second screen
- you have not shown a valid ID
- if there is any mismatch in your details with the details provided by your centre
- you did not show the test environment to the invigilator
- if you have joined in with an unsupported device
- if Surpass Viewer or your e-volve test fails to launch and cannot be resolved by support in the allocated time frame for your pre-test checks
- in case test conditions are not met e.g., you join from a crowded environment and cannot change location, you do not follow invigilator's instructions, you talk or interact with someone during the test and/or are seen using other tabs during a test even when you are told not to by the invigilator

if you have disconnected during the test and did not re-join the session.

If the test was terminated by the invigilator, you need to inform your centre.

Malpractice

In case of suspected malpractice, the invigilator will warn you that this will be investigated by City & Guilds, which may lead to you results being invalidated.

If the invigilator finds you using unauthorised equipment or materials, they will ask you to remove the unauthorised materials from the room for the duration of the test. You will then be allowed to complete the test. City & Guilds will also contact your centre.

Special consideration

If you complete the test but have been disadvantaged by something beyond your control, please inform your centre as soon as possible, ideally on the day of the test. You should complete the test, in full, wherever possible.

Enquiries and Appeals

It is our aim to treat each case fairly and consistently. However, if you disagree with a decision, we have made regarding your examination result, you can request an enquiry about results.

You should discuss your case with your centre as soon as possible. If your centre agrees with you, they can apply on your behalf.

If you would like feedback on your test, you should talk to your centre. More information about enquiries and appeals can be found here.

6.   Qualification specific information

In this section you can find information about allowed materials and equipment for the selected qualifications. If you would like to know what materials and equipment are allowed for other qualifications, please contact your centre.

Functional Skills: Mathematics

- The mathematics test, at both Level 1 and Level 2, is split into two sections:

  - *Section 1* is the non-calculator section
  - *Section 2* is the calculator section

- You can only use calculator in the 'calculator permitted' section of the test which is *Section 2*.
- You **must** use the on-screen calculator for *Section 2* of the test. You cannot bring your own calculator.
- Protractors are not permitted for mathematics Level 2 test.
- You can use a dictionary during this test. If you require a bilingual dictionary, please contact your centre.

Functional Skills: Reading

You can use a dictionary during this test. If you require a bilingual dictionary, please contact your centre.

Functional Skills: Writing

You cannot use dictionaries, including bilingual dictionaries and spelling and grammar checking software or tools during this test.

Essential Skills Wales

You are not allowed to use calculator for Essential Application of Number Skills and dictionaries for Essential Communication Skills.

Electrical Installations,18th edition,

You are required to have a copy of BS 7671. It must not contain any additional notes or pages.

7. Support

If you experience any technical issues and need any help with accessing the test, please call 01357 464011* for an immediate response or raise a support ticket using this link: <u>Raise Support Ticket</u>.

*Calls from landlines to this number are charged at local rates that may vary according to time of day and your individual calling plan. Charges for calls from mobiles to this number typically will be included in free call packages but this may vary according to the calling plan chosen and outside of any inclusive minutes you will be charged as per your plan for local rate calls.

8. FAQs and Troubleshooting

Do I need Flash player to access the test?
No, Flash is built into the Surpass Viewer.

What happens if I lose internet connection during the test?
If you lose internet connection you will receive an error message. You will need to click on the link in the test invite to reconnect to the invigilator once the internet connection has been restored. While a test is disconnected the timer will freeze on the server until the connection is regained and your test progress will be saved from the point of the last question that was answered.

Can I use my ChromeBook/Mac/iPad/Android tablet/Smartphone or virtual machine?
No, only Windows 8 or above operating systems are supported.

Can I use my headphones during the test?
No, unfortunately you cannot use the headphones during the test. If you need any access arrangements, please speak to your centre.

I cannot pass the network test due to errors for 'Connectivity' and 'Throughput'.
These areas of the network test are not mandatory and you can still sit your test.

When I click on the test link, I receive an error message saying that my test has expired.
The test link is unique for each test. Please check your welcome email to confirm that you are using the link with the correct date and time of your test. You will also need to check that the computer date and time is correct and update accordingly if it is not.

I have a poor Internet connection. Can I do anything to improve it?
We recommend disconnecting devices that can consume a lot of Internet traffic during the test and where possible ensuring you are the only person connected to the Wi-Fi at that time. Alternatively, you can also try connecting your laptop or computer via Ethernet.

I couldn't connect to my test on time.
Please call 01357 464011* for an immediate response or raise a support ticket using this link: Raise Support Ticket.

I had problems with the test or invigilator during the test.
Please contact your centre to inform them about any problems during the test and they can raise this through to our dedicated Customer Services team.

Contact us

Talview Service Support

Support with technical issues before or during the test.

T: 01357 464011* for immediate response

Raise Support Ticket

About City & Guilds

Founded in 1878 to develop the knowledge, skills, and behaviours needed to help businesses thrive, we offer a broad and imaginative range of products and services that help people achieve their potential through work based learning.
We believe in a world where people and organisations have the confidence and capabilities to prosper, today and in the future. So, we work with like-minded partners to develop the skills that industries demand across the world.

City and Guilds Group

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