Remote Invigilation

Candidate Preparation Guide

Version 01
Last modified 9-February-2023
For external use

Document revision history

Version	Changed by	Summary of change	Approval date
031	Channel Partners	Updated	09/02/2023

Approval

Date effective	Superseding	Policy review date	Approver
[day Month year]	[Department name]	[Description]	[day Month year]
[00]	[Department name]	[Description]	[day Month year]

Contents

1. Introduction

1.1.1. Welcome to your candidate step by step preparation guide.

This guide has been created for you the candidate to take you through the Remote Invigilation process step by step, providing you with some hints and tips to help you use the service effectively.

2. Preparation

2.1. Preparing for Remote Invigilation

2.1.1. How will I receive my welcome email?

- Your welcome email to access the Remote Invigilation service will be sent directly to your registered email address from no-reply@talview.com.
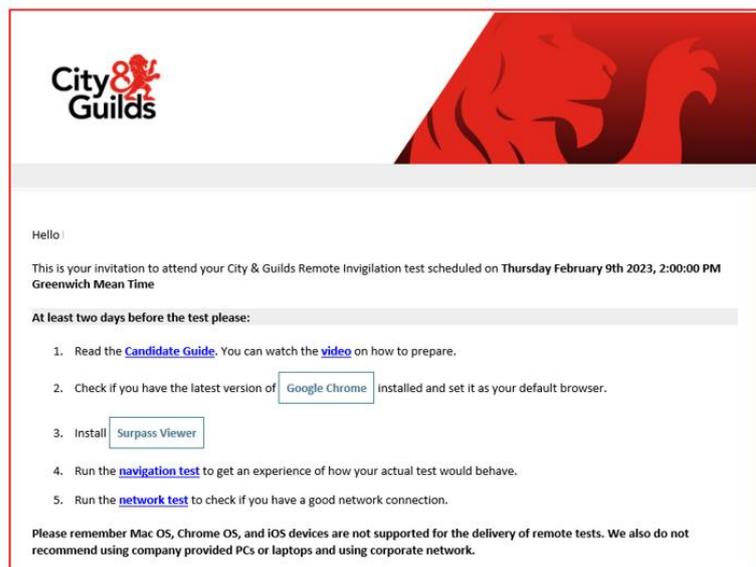
2.1.2. What do I need to do when I receive this email?

- When you receive your email, you **must** carefully read all instructions.
- Ensure you have the latest version of Google Chrome installed.
- You will need to download Surpass viewer.
  - **Hints and Tips** – If you experience any issues downloading surpass viewer to a workplace device, speak with your IT team or consider using a home device for the test.
- You **must** complete the navigation test.
  - **Hints and Tips** – This must be undertaken on the PC or laptop that you will be using for the test.
  - **Hints and Tips** – Once you have completed this, take a screenshot and send it to your training provider.

- You **must** complete the network test.

  - **Hints and Tips** – This must also be undertaken on the PC or laptop that you will be using for the test.
  - **Hints and Tips** – Once you have completed this, take a screenshot and send it to your training provider.
  - **Hints and Tips** – It is advisable to undertake the network test on the PC or laptop a week before your test on the same day and time and in the same location you are due to take your test, for example at home on Friday at 11am the week before.

    - You can do this by visiting https://www.cityandguilds.com/delivering-our-qualifications/exams-and-admin/remote-invigilation
    - Under 'For candidates' you will find 'Key documents for centres and candidates.' Download the candidate guide and follow instructions on page 5. See the screenshots below.

Remote Invigilation

Our new Remote Invigilation Service allows tests on our e-volve platform to be taken from home or the workplace, giving more flexibility to your candidates and removing the need to travel to a test centre. We provide experienced City & Guilds invigilators, ensuring the tests remain secure and result in reliable assessment decisions.

Benefits of Remote Invigilation

For candidates	For centres	For security

- more flexibility around work and other commitments
- reduced travel costs and time; exams can take place at home or in the workplace
- reduced exam anxiety by performing test in a familiar environment
- only one device (PC or laptop) is needed to take the test.

Live Remote Invigilation

We provide an online invigilator who supervises a candidate using audio-visual streams and is supported by Artificial Intelligence (AI) monitoring. The invigilator can also provide technical support to the candidate to ensure they can deliver their best performance in the test. The invigilator can pause or terminate the test if they see suspicious behaviour.

Your 5-Step Guide to Live Remote Invigilation

Our new guide will walk you through each of the 5 steps to choosing and ensuring remote invigilation is right for you and your candidates. It aims to give you clear guidance of what you need to do and where you can get support and more information at each step of the journey.

Step 1   Step 2   Step 3   Step 4   Step 5

Supporting blended delivery

Find out how we can support you with digital delivery, assessment and certification.

Find out more >

Contact us

Our expert team can give you more information about our Remote Invigilation Service.

01924 206 709 >

directsales @cityandguilds.com >

QUICK LINKS

→ Digital credentials

→ e-volve

→ Offer our qualifications

→ OpenAssess

→ Walled Garden

Remote Invigilation Launch Webinar ⌄

Key documents for centres and candidates ⌃

We've produced the following key documents to support you and your candidates. Please ensure everyone involved with your remote invigilation test booking reads the centre guide, and also share the candidate guide with your learners before booking and taking the remote invigilation test.

Resources for Centres

Remote Invigilation Centre Guide (PDF) (Updated 16 September 2022)

Remote Invigilation - Special Consideration (PDF)

Remote Invigilation 5-Step Guide (PDF)

Remote Invigilation - Full Service Launch (PPTX) (Updated 2 November 2021)

Top tips for centres (PDF)

How to book a test with Remote Invigilation (Video)

Qualifications for Remote Invigilation (PDF) (Updated 2 November 2021)

Resources for Candidates

Remote Invigilation Candidate Guide (PDF) (Updated 16 September 2022)

How to prepare to Remote Invigilation test (Video)

Frequently asked questions ⌄

3. The day of your exam

3.1.1. Should I undertake the navigation test again?

- It is recommended to familiarise yourself with the navigation test from your welcome email once again on the morning of your test, this way you can feel confident that you know what to expect as you enter your exam.

3.1.2. How do I enter the exam?

- You **MUST** attend your Remote Invigilation exam **10 minutes prior** to your start time. For example, if your test has been booked for 11am, please arrive and be ready to undertake your pre-checks / navigation test at 10:50am.
- Within your welcome email you will find your 'Attend' link

    – **Hints and Tips** – We recommend writing down your Access code from the welcome email which you can later destroy before your exam.
    – **Hints and Tips** – We recommend right clicking with your mouse to copy the hyperlink as showed below in the screenshot.
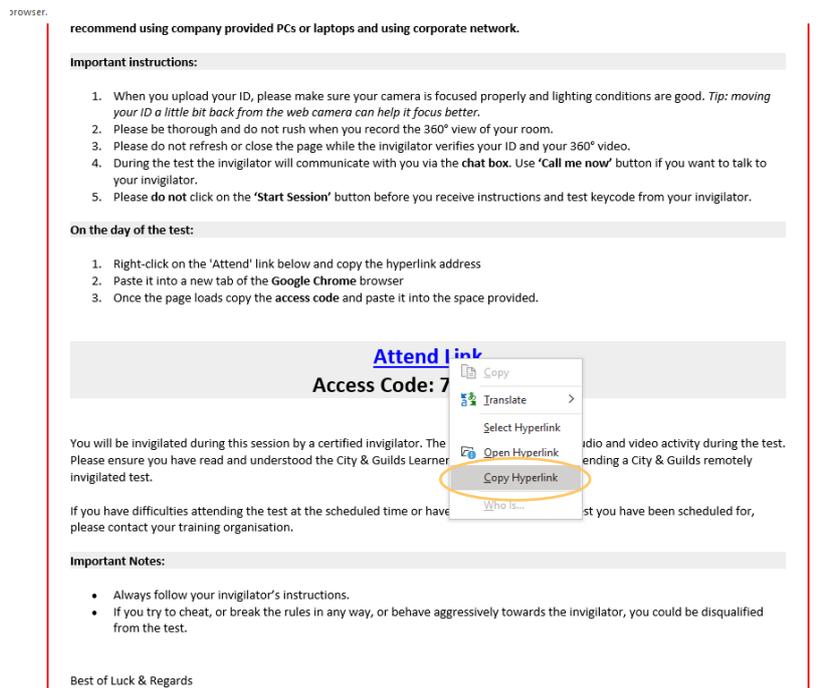
    – **Hints and Tips** – Paste this into a Google Chrome browser by right clicking again and selecting 'paste' and selecting enter on your keyboard
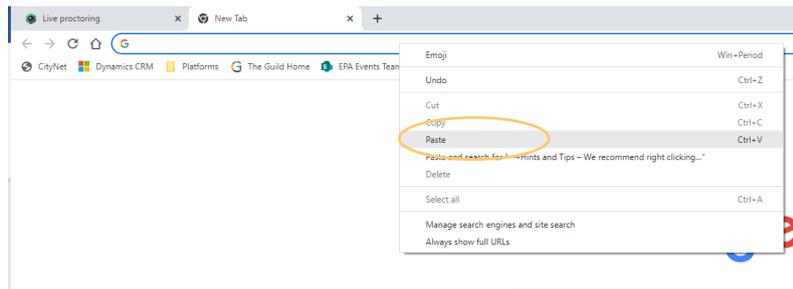
- This will then take you to the next screen where you can enter your access code and tick to agree to terms and conditions and your data being captured.
- Select 'Go'.
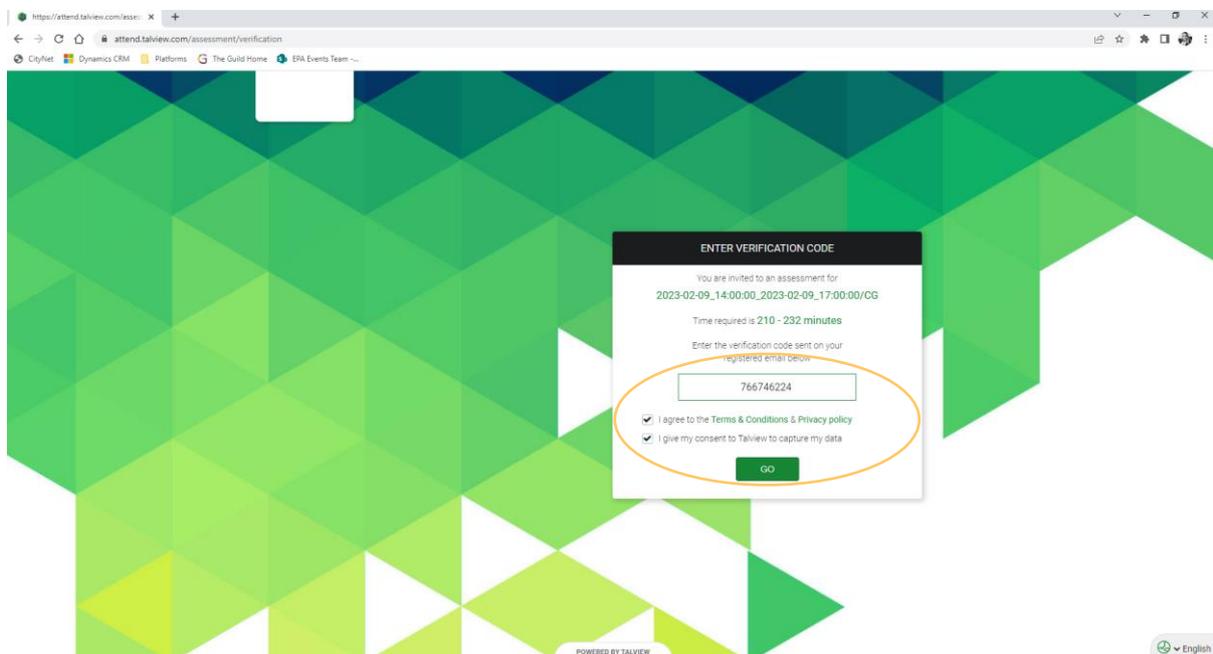
3.1.3.   Completing your Pre-Checks / Navigation Test

- You are now required to complete your pre-checks / navigation test where you will provide your ID, take a photo, test your audio and complete a 360 of your environment.
- You must read all instructions before clicking 'proceed'.
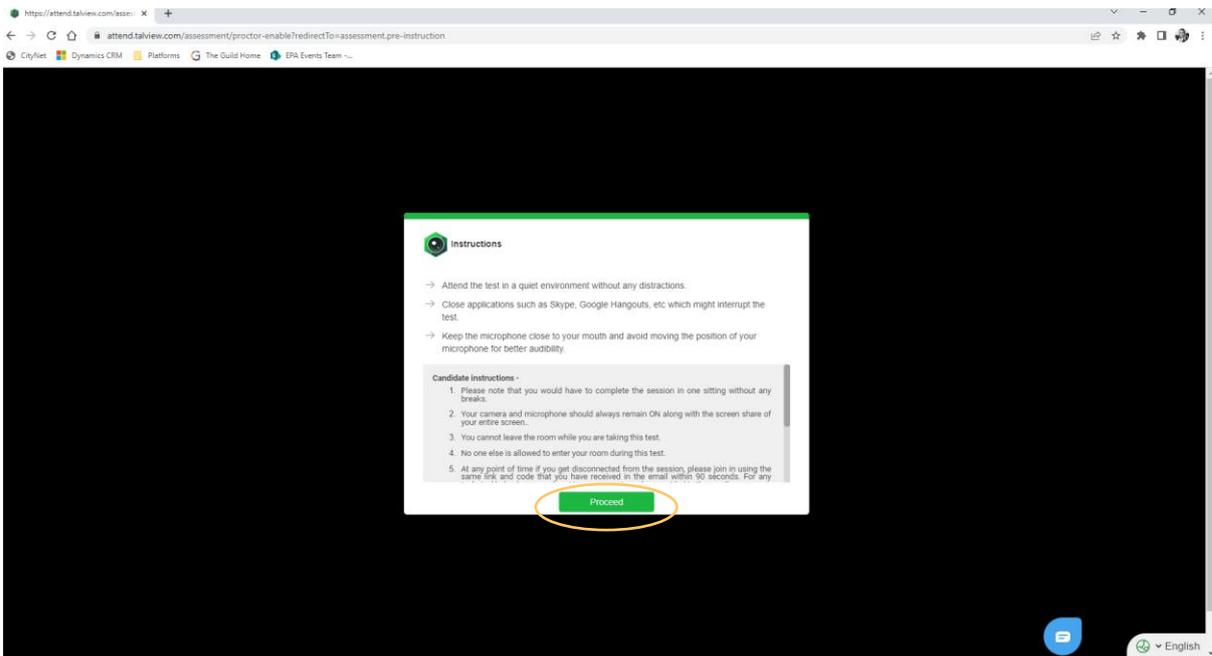
- – **Hints and Tips** – If you require assistance at this point, please use the blue chat box at the bottom right-hand corner to reach out to Talview who will offer technical support.
- – Hints and Tips – If you see any 'pop ups' asking you to 'allow' or 'block' you **<u>MUST</u>** select **allow** for the software to run effectively.
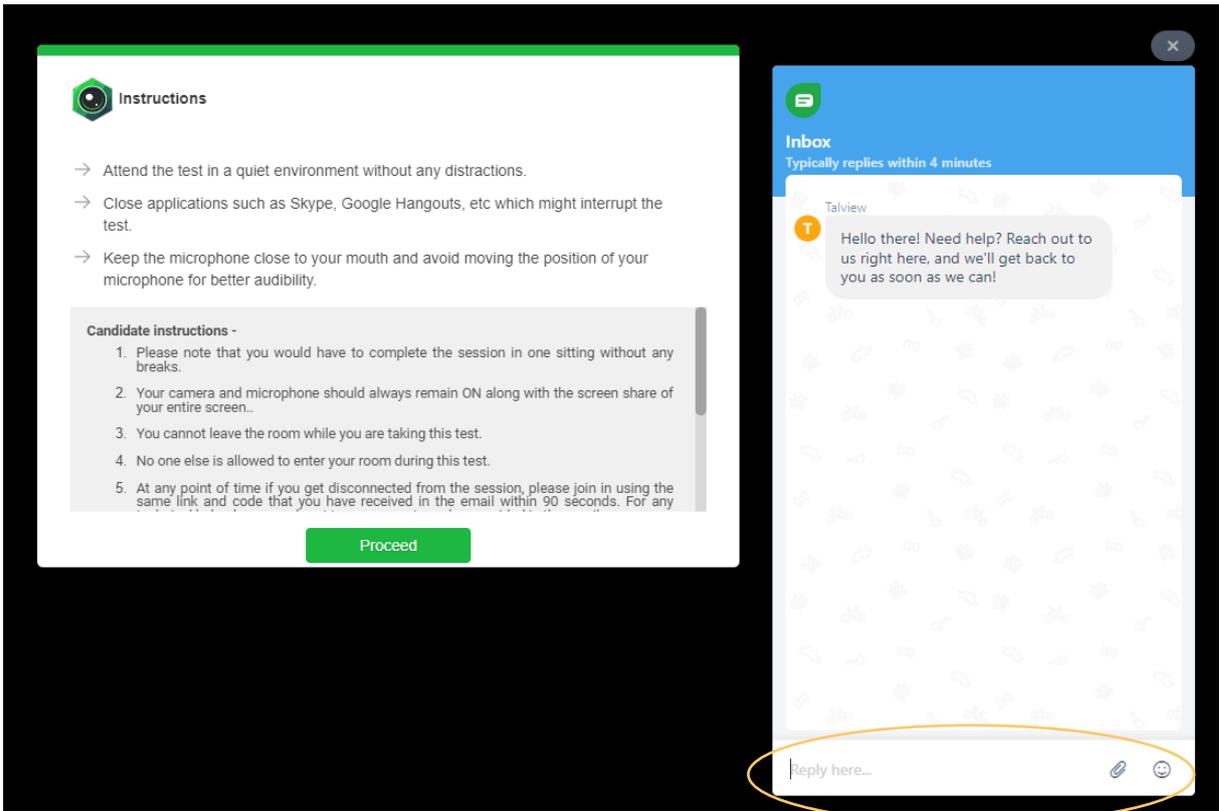
- Step 1 – Photo ID Verification

  – You will need to either present your ID or upload a saved ID from your desktop

  – **Hints and Tips** – If presenting ID live, ensure there is no glare is on the image and it is shown in full on screen, do not place fingers in the way of the image or text on the ID.

  – **Hints and Tips** – Your name must be the same as the details we hold for your booking. Please ensure you use an up to date form of ID.

  – **Hints and Tips** – You can recapture this if you wish by selecting the red 'recapture' button

  – Upload your ID and select finish.
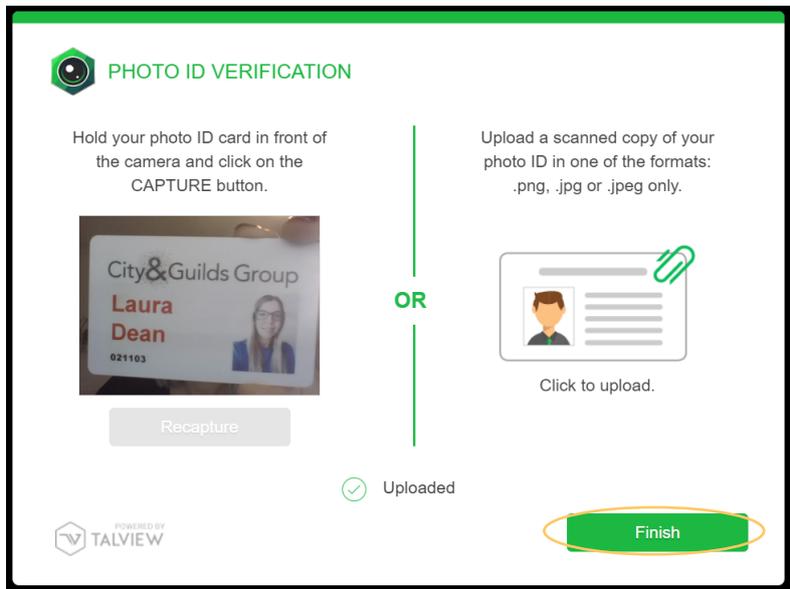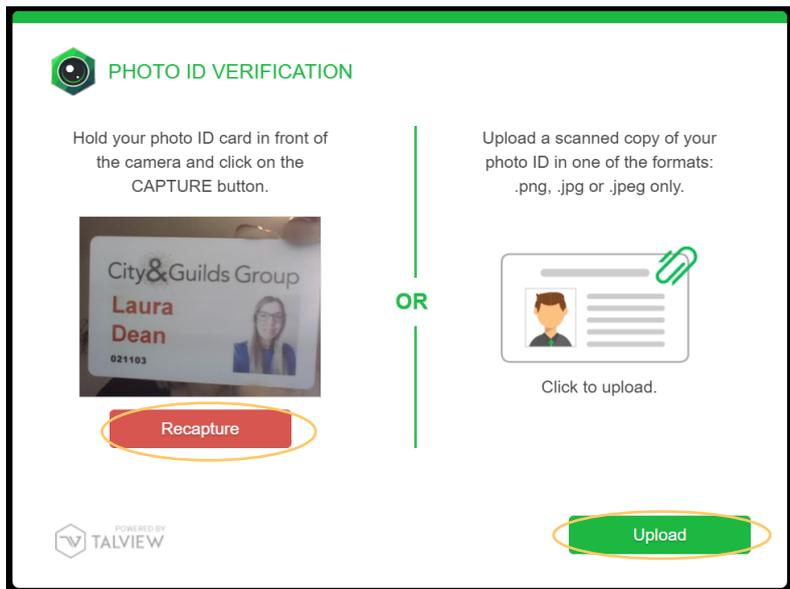
- Step 2 – Face Capture

  - You will now need to take an image of your full face on screen.
  - **Hints and Tips** – Use the dropdown camera option should you need to switch this.
  - Select next
  - Take image and click finish.
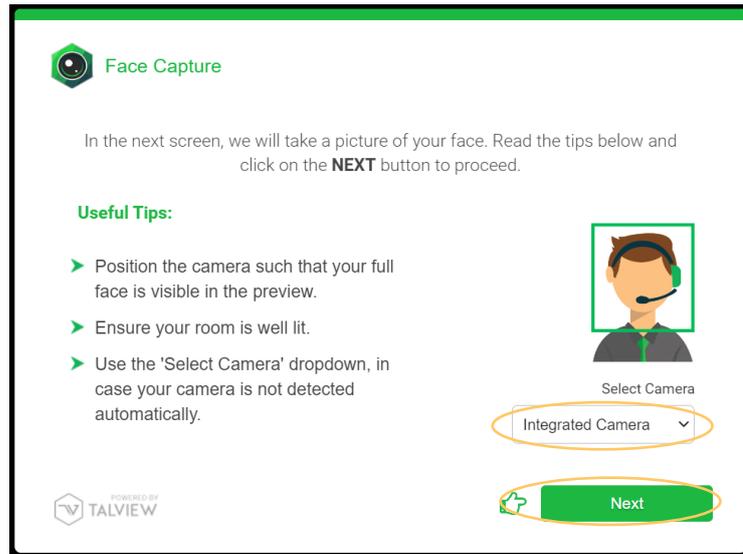
- Step 3 – Hardware Test (Audio)

  – Speak loudly and clearly when you start your recording on the next screen, read through the instruction here before clicking 'next'.

  – **Hints and Tips** – Use the dropdown menu to change the audio option if required.
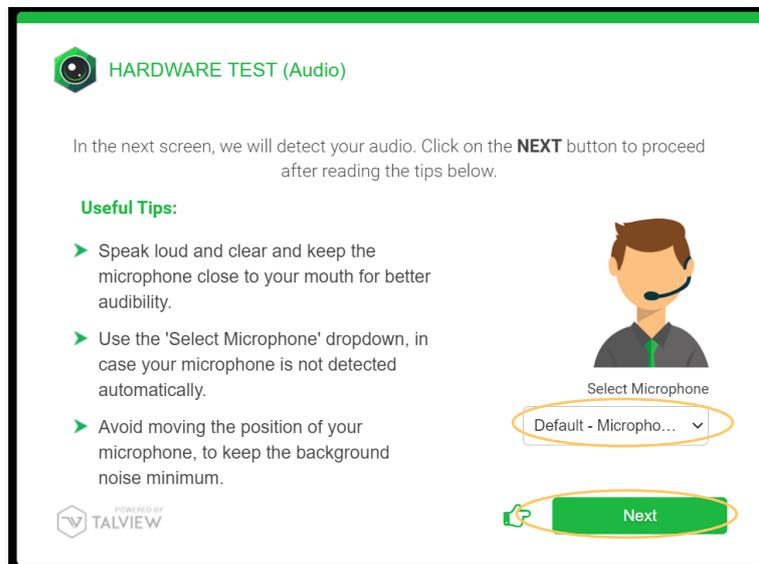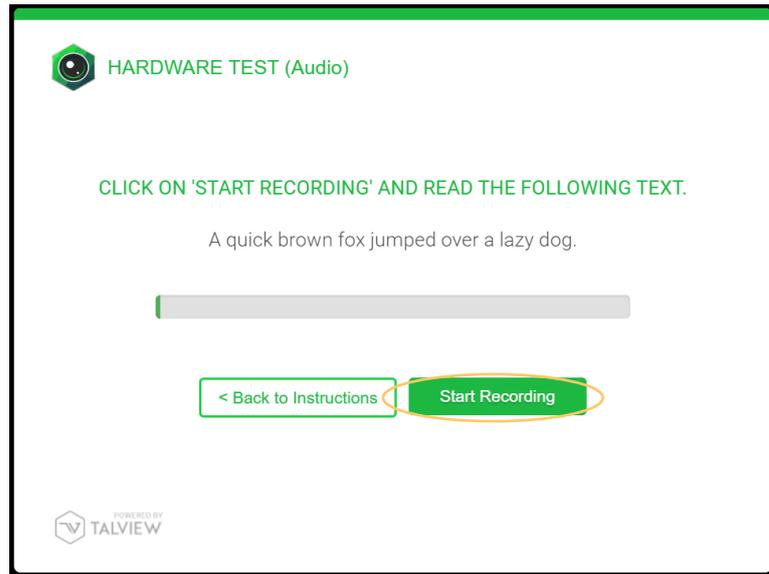
- Step 4 – Environment Test

  - This test consists of 2 steps
  - Step 1 – Table floor and ceiling check
  - Step 2 – 360 of the room
  - **Hints and Tips** – You must show your table above and below. You have 1 minute to record so don't rush as you may be required to do this again if it comes out blurry and rushed.
  - **Hints and Tips** – Watch the demonstration of the environment test by playing the video. You can also view the demonstration again before recording yours as highlighted on the screenshot.
  - **Hints and Tips** – If you feel your recording was rushed, do a retake before submitting this to your invigilator.
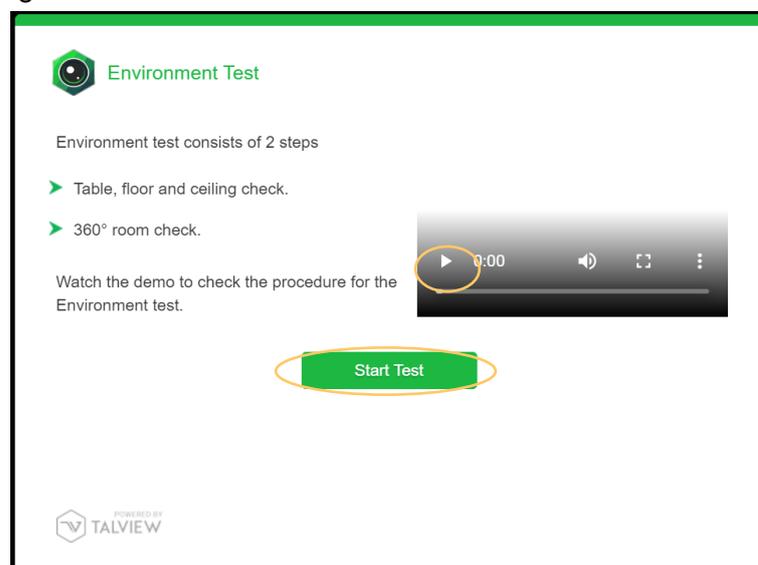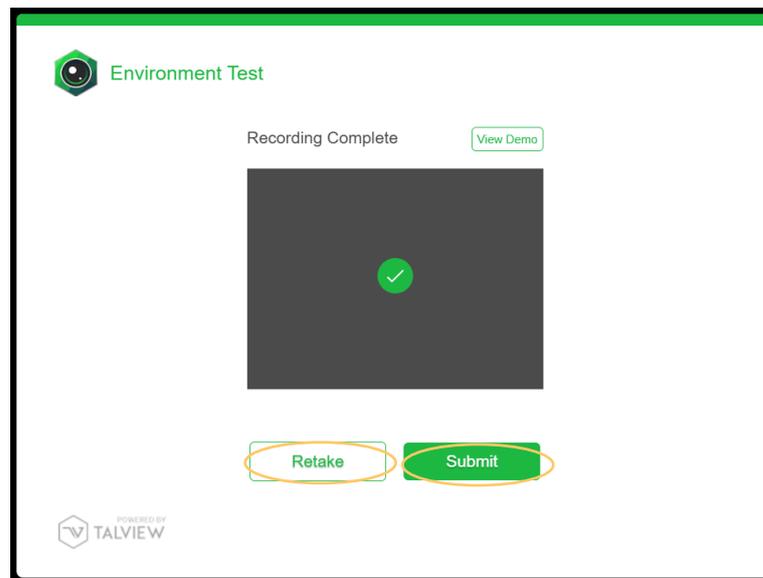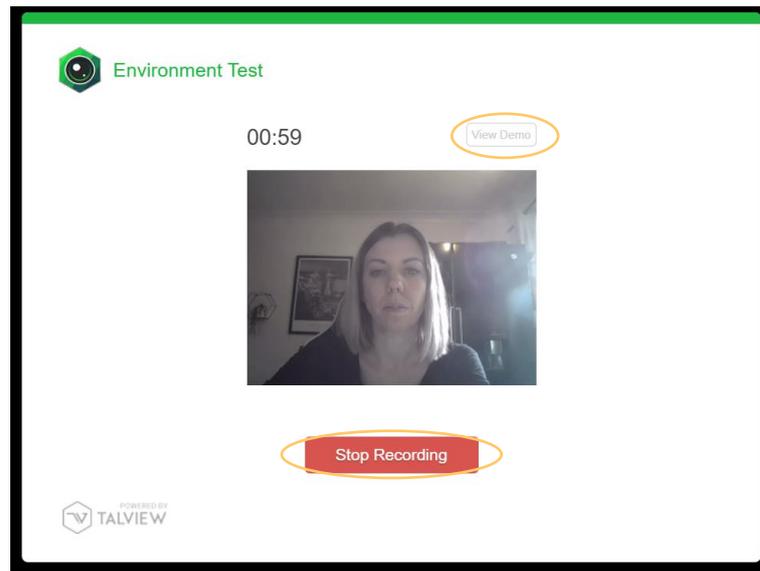
- Step 5 – Wait for verification

  - You must now wait for verification from your invigilator.
  - **Hints and Tips** – It's very important that you do not refresh this screen as you will be taken back to the beginning of your pre checks to complete these once again.
  - **Hints and Tips** – Use your chat box to contact Talview if you are waiting longer than 10 minutes
  - **Troubleshooting** – If you have been waiting for longer than 10 minutes and are not able to progress with help from Talview we recommend starting your pre-check/navigation test again quickly and submitting them until you reach this page once again. Always notify your Training Provider as soon as possible if you are having any problems as they can contact City and Guilds.
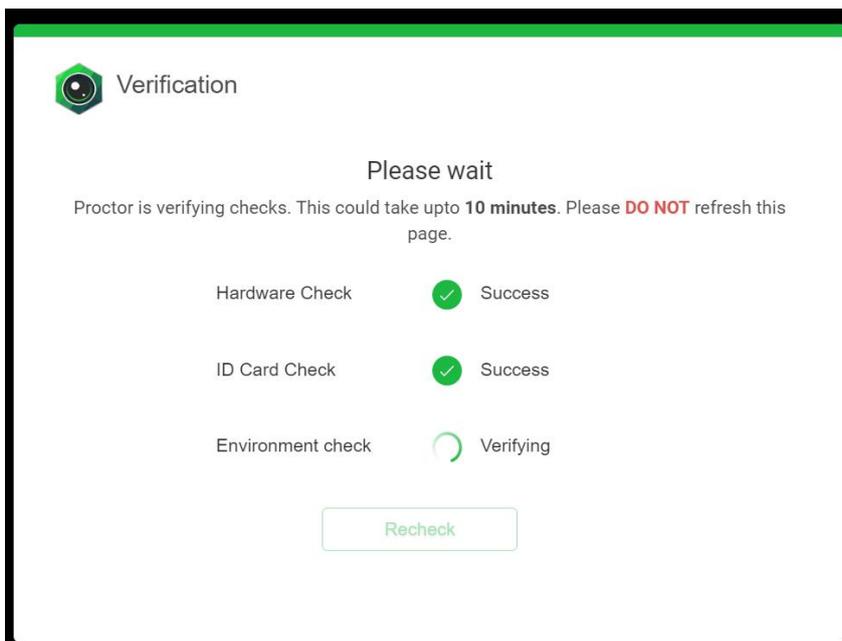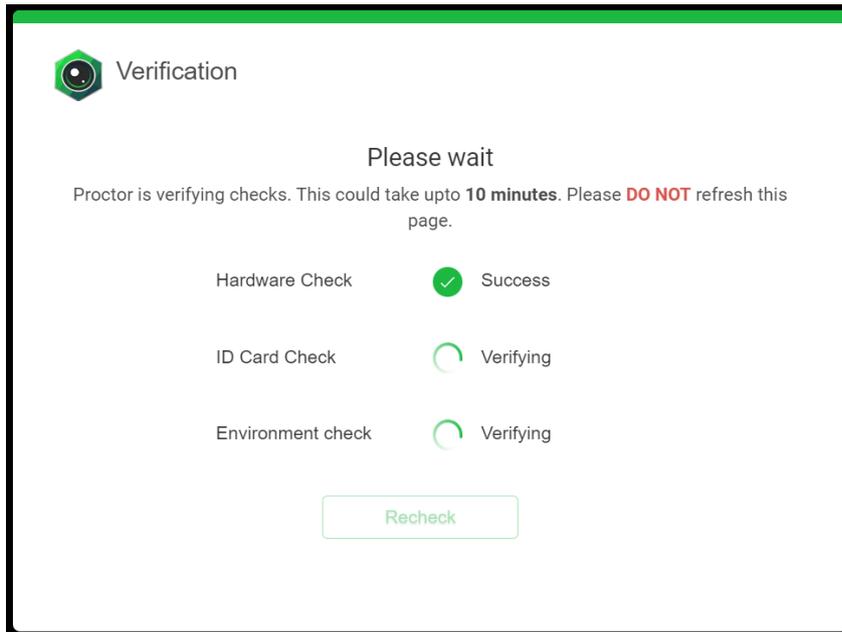
The screenshot above shows your ID check being verified
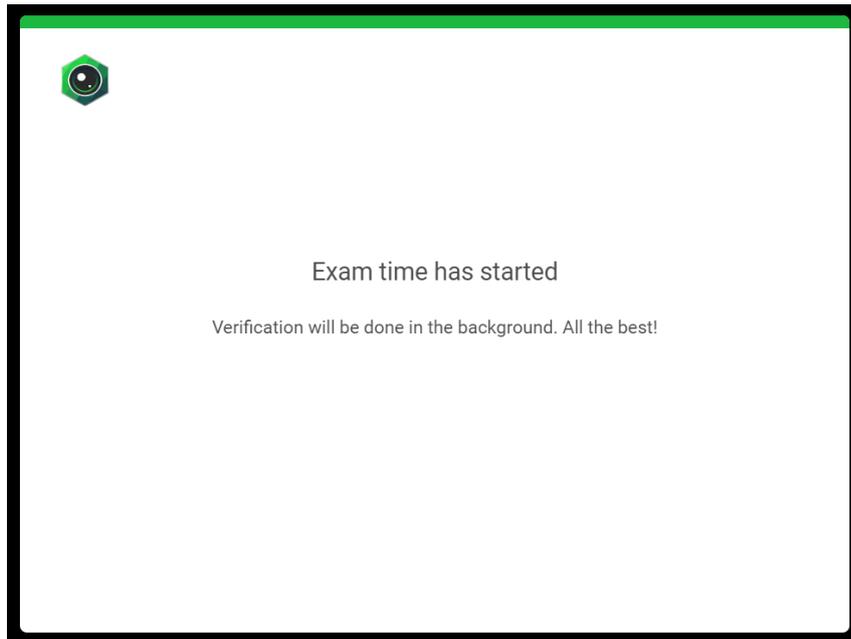
Your pre checks have been approved and you can move forward to your exam

3.1.4.   How do I share my screen?

- You are required to share your entire screen during your remote invigilation
    - **Hints and Tips** – Your camera and audio must always remain on
    - **Hints and Tips** – You must only have one screen available to share
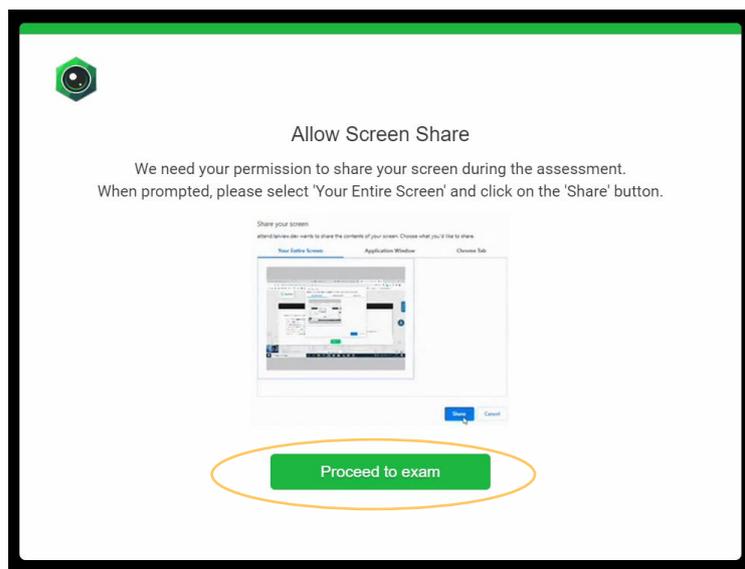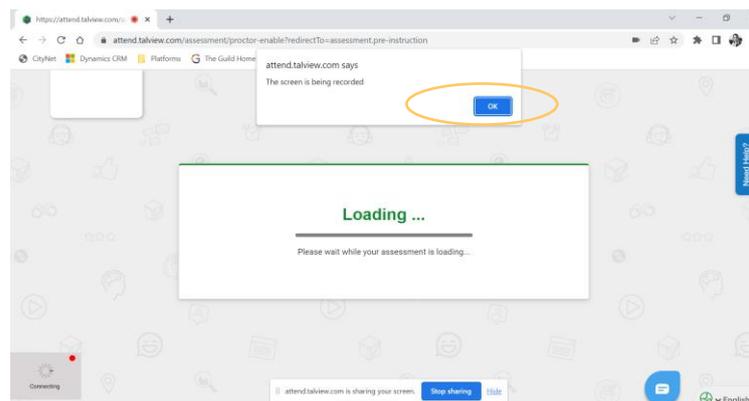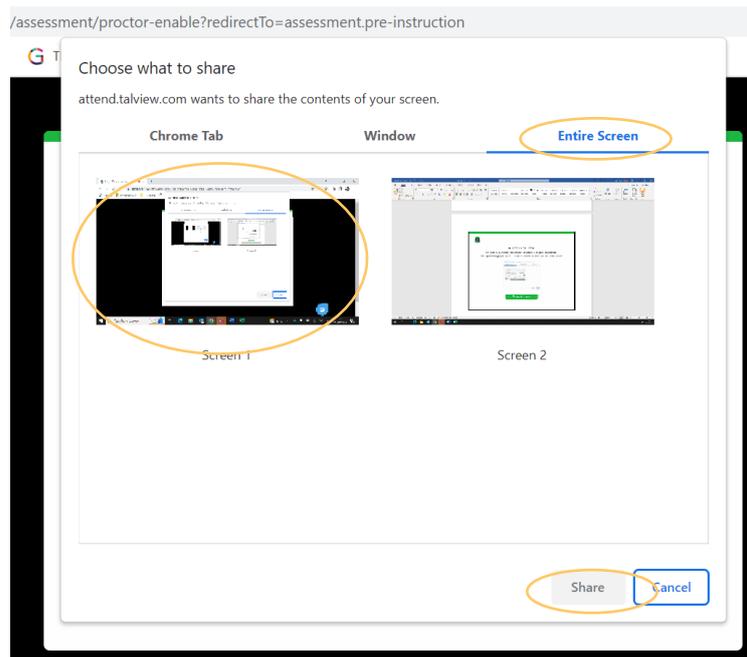
3.1.5.   How do I communicate with my invigilator?

- Once you have shared your screen your invigilator will now be able to reach out to you via the chat function shown in the screenshots below.

  - **Hints and Tips** – You can communicate via chat with your invigilator using the blue hand icon. You will receive information about your exam conditions and will be asked some questions by the invigilator. You **MUST** respond to these to receive your **keycode** via this chat box.
  - **Hints and Tips** – You can initiate an audio call with your invigilator using the **'call me now'** button as shown on the screenshot below.
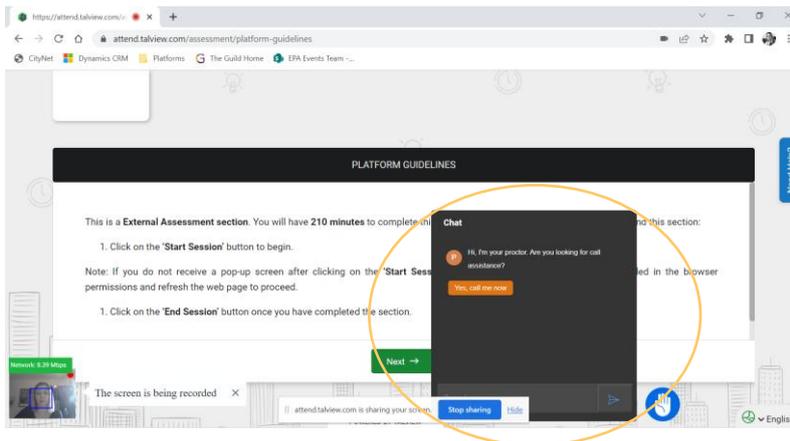
3.1.6.   How does my exam start?

- You will be directed by your invigilator to 'start session'

    – **Hints and Tips** – Do not start this exam before your invigilator tells you to.
    – **Hints and Tips** – You will need to click back to your first tab once the surpass viewer (Evolve) tab opens to retrieve your keycode

    –
        –
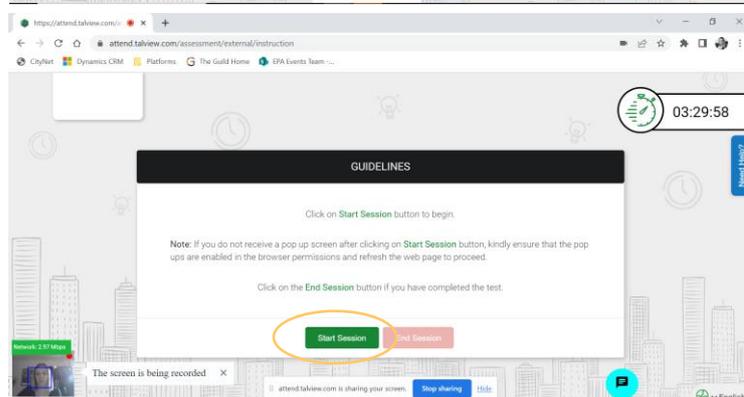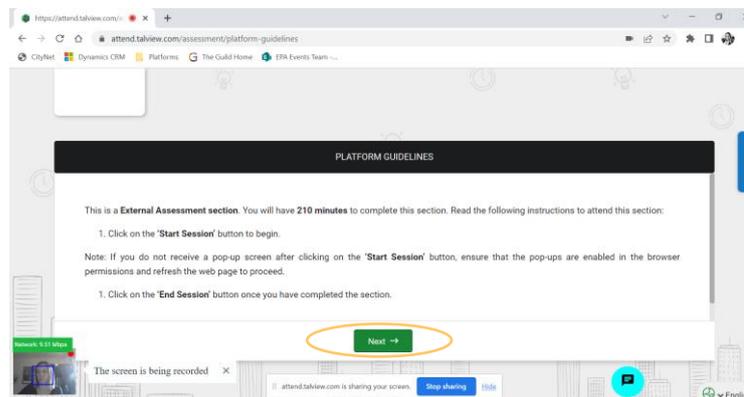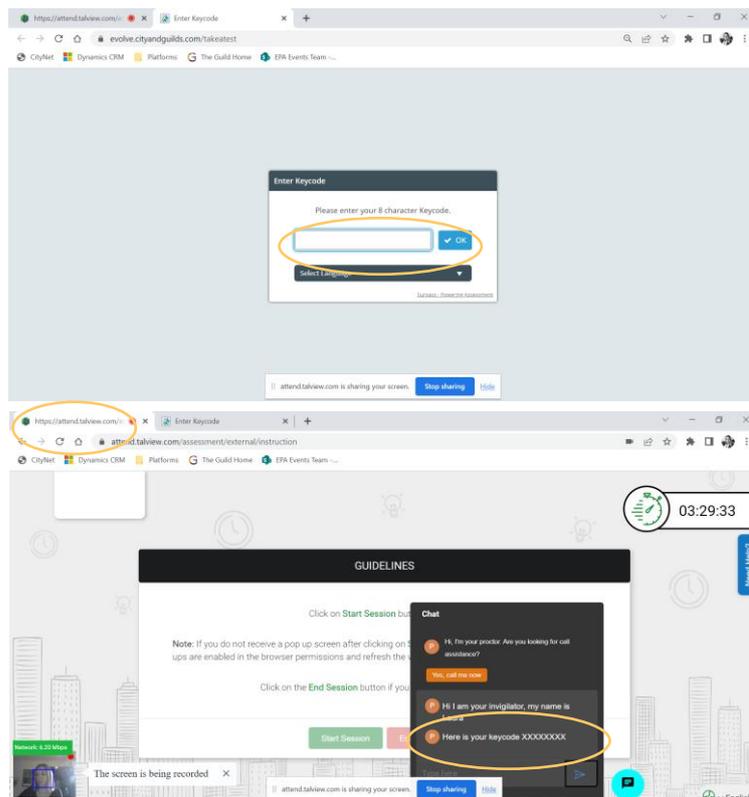
- **Troubleshooting** – what happens if my exam is paused?

  – If you see on your exam screen that you test has been paused, your internet connection may have dipped, dropped out. You **MUST immediately** return to your welcome email and use your attend link to complete your pre checks as soon as possible, once complete you will be reconnected with your invigilator, and they will resume your exam after checking your environment still meets the exam conditions required.

- **Troubleshooting** – what happens if I do not reconnect, or it takes too long?

  – If you are unable to reconnect in a timely manner your exam may be terminated, and you would be required to rebook your exam.

3.1.7.   How do I exit my exam?

- Upon completion of your exam, you will select finish on your exam page
- You will then need to exit the Talview screen (Where you completed your pre-checks/navigation test) to complete the exit survey as shown in the screenshots below.
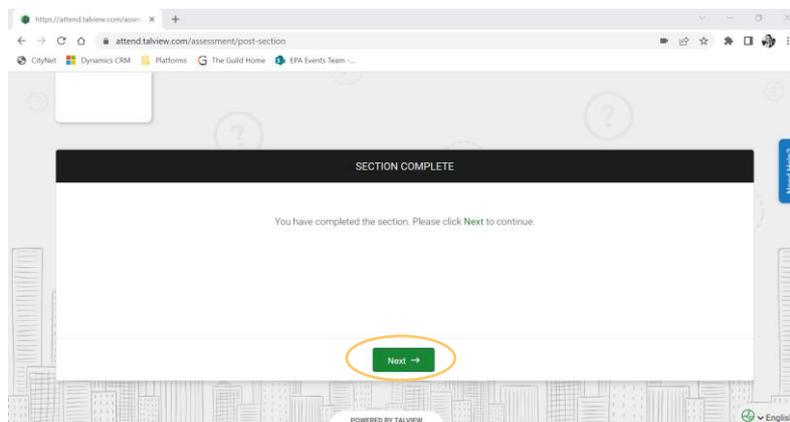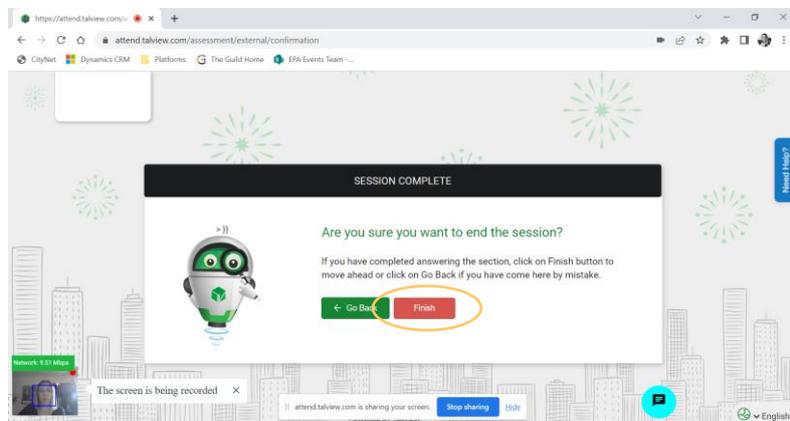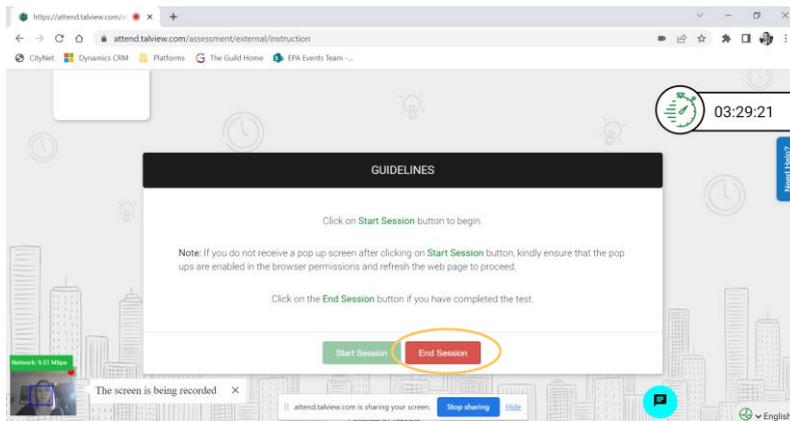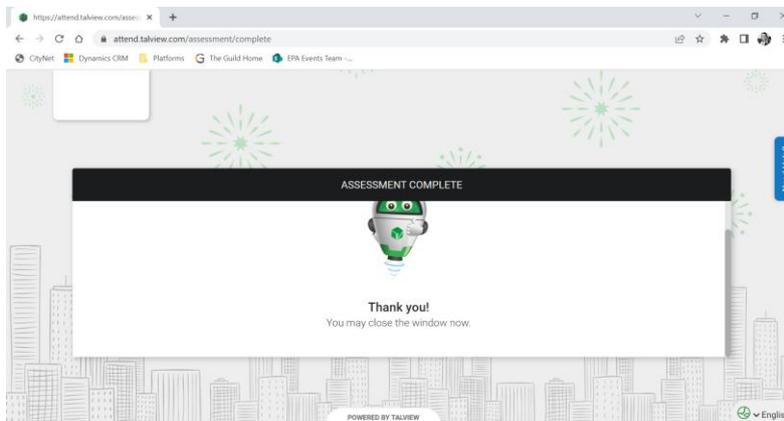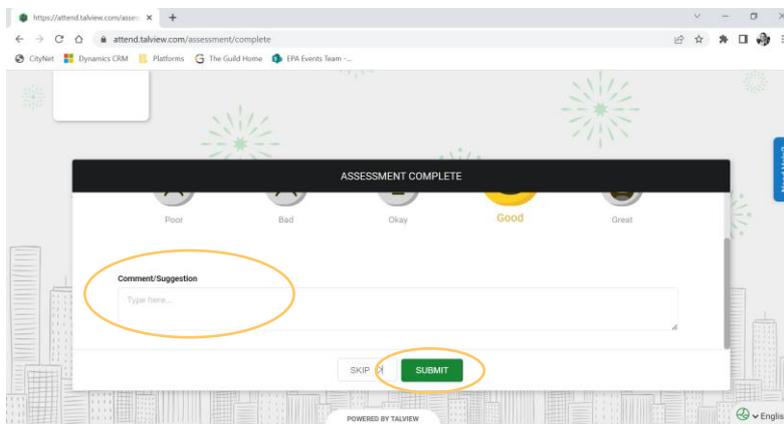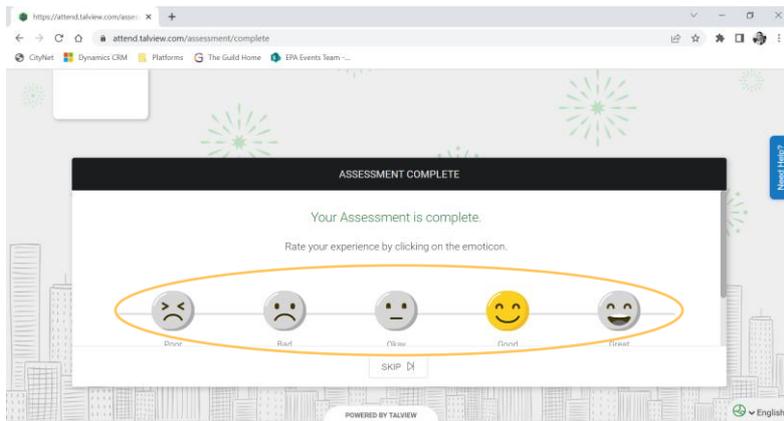
4.   Further Support & Guidance

4.1.1.   City and Guilds website

- You can find a range of documents to support candidates and help you prepare for your exam on our website https://www.cityandguilds.com/delivering-our-qualifications/exams-and-admin/remote-invigilation

4.1.2.   Your Training Provider

- Your Training Provider will prepare you for your exam, if you have any queries before or after any of the testing you complete using Remote Invigilation, please reach out to your Training Provider who can then discuss this with a City and Guilds representative.

Execution

Signed by**:**
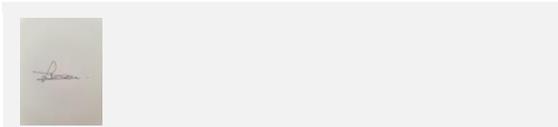
Signature of authorised representative

Laura Dean

8/03/2023

Signed by:
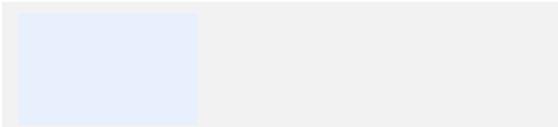
Signature of authorised representative

[Full Name]

[Click to enter a date]

Contact us

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About City & Guilds

Since 1878 we have worked with people, organisations and economies to help them identify and develop the skills they need to thrive. We understand the life changing link between skills development, social mobility, prosperity and success. Everything we do is focused on developing and delivering high-quality training, qualifications, assessments and credentials that lead to jobs and meet the changing needs of industry.

We work with governments, organisations and industry stakeholders to help shape future skills needs across industries. We are known for setting industry-wide standards for technical, behavioural and commercial skills to improve performance and productivity. We train teams, assure learning, assess cohorts and certify with digital credentials. Our solutions help to build skilled and compliant workforces.