

Remote Invigilation

Candidate Preparation Guide

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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 <u>no-reply@talview.com</u>.



2.1.2. What do I need to do when I receive this email?

- When you receive your email, you <u>must</u> 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 <u>must</u> 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 <u>must</u> 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 <u>https://www.cityandguilds.com/delivering-our-gualifications/exams-and-admin/remote-invigilation</u>
 - 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 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

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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 <u>MUST</u> 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.

Impor	tant instructions:
1. 2. 3. 4. 5.	When you upload your ID, please make sure your camera is focused properly and lighting conditions are good. <i>Tip: moving</i> your ID a little bit back from the web camera can help it focus better. Please be through and do not rush when you record the 360° view of your room. Please do not refresh or close the page while the invigilator verifies your ID and your 360° video. During the test the invigilator will communicate with you via the chat box . Use 'Call me now' button if you want to talk to your invigilator. Please do not click on the 'Start Session' button before you receive instructions and test keycode from your invigilator.
On the	e day of the test:
1. 2. 3.	Right-click on the 'Attend' link below and copy the hyperlink address Paste it into a new tab of the Google Chrome browser Once the page loads copy the access code and paste it into the space provided.
	Access Code: 7
You w Please invigila If you please	Ill be invigilated during this session by a certified invigilator. The ensure you have read and understood the City & Guilds Learner sted test. have difficulties attending the test at the scheduled time or have contact your training organisation.
Impor	tant Notes:
:	Always follow your invigilator's instructions. If you try to cheat, or break the rules in any way, or behave aggressively towards the invigilator, you could be disqualified from the test.

 Hints and Tips – Paste this into a Google Chrome browser by right clicking again and selecting 'paste' and selecting enter on your keyboard

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			Pasto and search for " riints and Tips - We recommend right clicking"	
			Delete	
			Select all	Ctrl+A
			Manage search engines and site search	
			Always show full URLs	

- 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.



lnstructions	
	Inbox
Attend the test in a quiet environment without any distractions.	Typically replies within 4 minutes
Close applications such as Skype, Google Hangouts, etc which might interrupt the test.	Talview
Keep the microphone close to your mouth and avoid moving the position of your microphone for better audibility.	Hello there! Need help? Keach out to us right here, and we'll get back to you as soon as we can!
	The back she back
andidate instructions - 1. Please note that you would have to complete the session in one sitting without any breaks.	* * * * * * * * *
2. Your camera and microphone should always remain ON along with the screen share of your entire screen	· · · · · · · · · · · ·
3. You cannot leave the room while you are taking this test.	
4. No one else is allowed to enter your room during this test.	
At any point of time if you get disconnected from the session, please join in using the same link and code that you have received in the email within 90 seconds. For any	
Proceed	
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	Inepty here

- 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)

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- 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.

HARDWARE TEST (Audio)	
In the next screen, we will detect your audio. Click or after reading the tips belo	the NEXT button to proceed w.
Useful Tips:	
 Speak loud and clear and keep the microphone close to your mouth for better audibility. 	
 Use the 'Select Microphone' dropdown, in case your microphone is not detected automatically. 	Select Microphone
 Avoid moving the position of your microphone, to keep the background noise minimum. 	Default - Micropho v
	R Next

I HARD	WARE TEST (Audio)
CLICK	ON 'START RECORDING' AND READ THE FOLLOWING TEXT.
t	
	< Back to Instructions Start Recording
TALVIEW	

- Step 4 Environment Test
 - This test consists of 2 steps

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- 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.

Environment Test	
Environment test consists of 2 steps	
> Table, floor and ceiling check.	
> 360° room check.	
Watch the demo to check the procedure for the Environment test.	÷
Start Test	
TALVIEW	



Environme	nt Test
	Recording Complete
	Retake
TALVIEW	

- 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 precheck/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.

Verifica	ation		
Proctor is verify	Ple ying checks. This could ta	ase wait ke upto 10 minutes . Please DO NOT refresh this page.	
	Hardware Check	Success	
	ID Card Check	Verifying	
	Environment check	Verifying	
	R	echeck	
Verifica	ation		
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Proctor is verify	ation Ple ying checks. This could ta Hardware Check ID Card Check Environment check	ase wait ke upto 10 minutes. Please DO NOT refresh this page. Success Success Verifying echeck	

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

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Allow Screen Share
We need your permission to share your screen during the assessment. When prompted, please select 'Your Entire Screen' and click on the 'Share' button.
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Proceed to exam

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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 <u>MUST</u> respond to these to receive your <u>keycode</u> 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.

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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 prechecks/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:

Signed by:



Signature of authorised representative

Laura Dean

8/03/2023

Signature of authorised representative

[Full Name]

[Click to enter a date]



Contact us

Giltspur House 5-6 Giltspur Street London EC1A 9DE general.enquiries@cityandguilds.com 01924 930 801 www.cityandguilds.com

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.

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