

ISP Invigilation Policy & Guidance

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1.1 What is remote invigilation?

This is where an ISP test is carried out at the learner's home (or other chosen location) with a remote invigilator, using an appropriate online screen sharing software or application. The invigilator should be trained according to the requirements of this document.

The system used must allow the invigilator to be able to view the learner, their environment and their computer/laptop screen at all times during the test. The test must be completed under exam conditions.

Remotely invigilated tests are delivered through a web-delivery application requiring no installation to the learner computer.

1.2. Preparing learners for the test

1.2.1. It is the centre's responsibility to identify learners who can take their test(s) through remote invigilation. Before each test, the centres must ensure the learner:

- is suitably prepared for the test (and has completed a navigation test where required);
- has all the required equipment and materials.

1.3. Invigilators

1.3.1. Invigilators are responsible for ensuring that the test is conducted securely and in line with these instructions.

1.3.2. All tests using this approach must be invigilated on no more than a 1:3 Invigilator to Learner ratio.

1.3.3. The invigilator must supervise the learners throughout the test and give complete attention to this duty at all times.

1.3.4. Invigilators must not carry out any other task while they are invigilating.

1.3.5. The learner's tutor or assessor cannot be the invigilator for the test.

1.3.6. Relatives, friends and/or peers of learners must not be the invigilator for the test.

1.3.7. The invigilator must check the learner's identification before they start the exam.

2.1 Requirements for remote invigilation – Learners

2.1.1 The centre and Employer will need to check the learner's equipment meets the minimum requirements to allow them to access and deliver tests online. Failure to have the necessary equipment in place will mean the learner does not meet requirements of Gateway and may delay their ability to undertake End Point Assessment.

2.1.2 The invigilator must ensure that all equipment required for the test is ready and available to the learner prior to the test beginning. These technical checks should have taken place before the test date to ensure access is possible.

2.1.4 The candidate will need:

- a PC or laptop with an operational web camera;
- an email account;
- photographic ID.

2.2 The room used for the test

2.2.1 The centre must instruct the candidate to pick a suitable room to complete the test, it must be well lit, quiet and private. No one else is allowed into the room during the test.

2.2.2 The centre must instruct the candidate to remove anything from the room that might help with answers in the test. The candidate must tell the invigilator about any item that cannot be removed.

2.2.3 The room needs to provide the candidate with appropriate conditions for taking that test. The candidate should consider conditions such as heating/ventilation, lighting and the level of noise.

3.1. Before the Test

3.1.1. At start of session, both the learner and the invigilator join the meeting, using the chosen virtual meeting software.

3.1.2. The following steps must then be completed:

- The learner needs to also join the meeting with their PC or laptop with the webcam enabled.
- The learner must share their screen on the PC or laptop they are using for the test.
- Both the learner and invigilator must enable their webcams and microphones.

3.1.3. The learner should close all other programs, applications and websites and not open any unless asked to do so by the invigilator. The learner needs to ensure they do not receive any pop-up notifications during the test and so this feature should be turned off.

3.2. Equipment and resources

3.2.1. Invigilators must ensure that all equipment required to facilitate the test is ready and available to the learner prior to the test beginning.

3.2.2. Invigilators should ensure learners do not have any unauthorised equipment with them in the exam room. This includes tablets, smartwatches and wrist watches which have a data storage device or access to the internet.

3.2.3. If a learner has brought any unauthorised equipment into the room, these must be removed from the room before the start of the test.

3.2.4. Any pencil cases must be see-through.

3.2.5. Any food or drink brought into the exam room must be free from packaging and all labels must be removed from drink containers.

3.2.6. Where an invigilator sees a learner with any unauthorised equipment once the test has begun, they should pause the test and ask the learner to remove it from the room. If an invigilator has any concerns that unauthorised equipment has been used to unfairly advantage a learner, this must be reported to ISP Quality Manager, clearly identifying which learner(s) are affected.

3.2.7. If the exam requirements are unclear, the centre must check with ISP Quality Manager before the exam begins. If any learner has access to equipment or materials that are not permitted, that could affect the validity of their results.

3.3. Security checks to complete before the test.

3.3.1. Invigilator needs to check the learner does not have access to any unauthorised materials.

3.3.2. The invigilator must tell the learner to scan room with their web camera, until they are satisfied they have covered the whole room (fig 1). This should include checking (fig 2):

- the area behind monitor;
- for any sort of audio device that the learner is wearing (hearing aids are permitted);
- the area around computer is clear;
- any scrap paper is blank.

3.3.3. If the invigilator identifies any unauthorised materials or equipment, they must ask the learner to remove them from the room. If they are unable to remove them, they must be covered for the duration of the test.

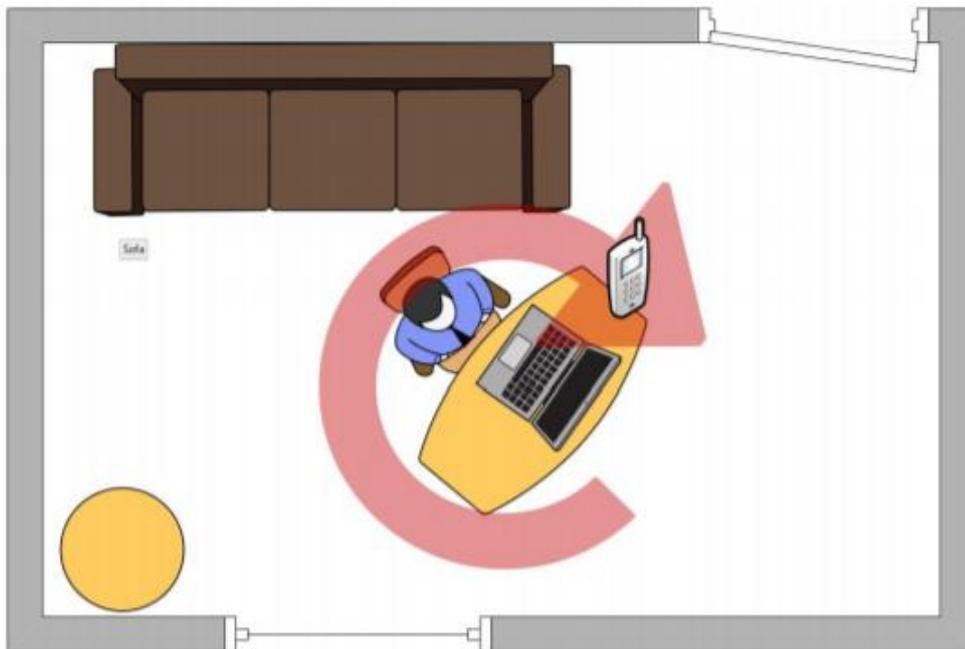


Fig 1

3.3.5. The invigilator must ask the learner to confirm they will not be interrupted during the test and that no one else will enter in the room.

3.3.6. The invigilator should ask the learner to confirm they understand the requirements of the test and that they are now under exam conditions.

3.4. Identification

3.4.1. For each test, the invigilator must confirm the identity of the learner prior to them sitting the exam.

3.4.2. The invigilator must ask the learner to hold photographic ID up to the camera to verify their identity. Examples of suitable photographic ID include:

- passport;
- driving licence; or
- centre or employee ID badge.

3.4.3. Other types of photographic ID can be used, providing:

- this is agreed by the centre before the exam,
- it allows the invigilator to accurately verify the learner's identity.

3.4.4. The learner can only start the test where the invigilator has confirmed their identify. If a learner sits a test in another learner's name (whether it is intentional or not), this constitutes malpractice and must be reported to ISP Quality Manager immediately.

3.5. Starting the test

3.5.1. The invigilator should then confirm learner is ready to start the test. If they are, the invigilator should then provide the URL for the test

3.5.2. After the learner has clicked on the link, they should check they can see the full test screen. It is possible to zoom out using the browser, which may be useful if the learner has any difficulty accessing the bottom of the screen.

3.5.3. When the learner is ready, the invigilator should instruct them to select "Start new Session".

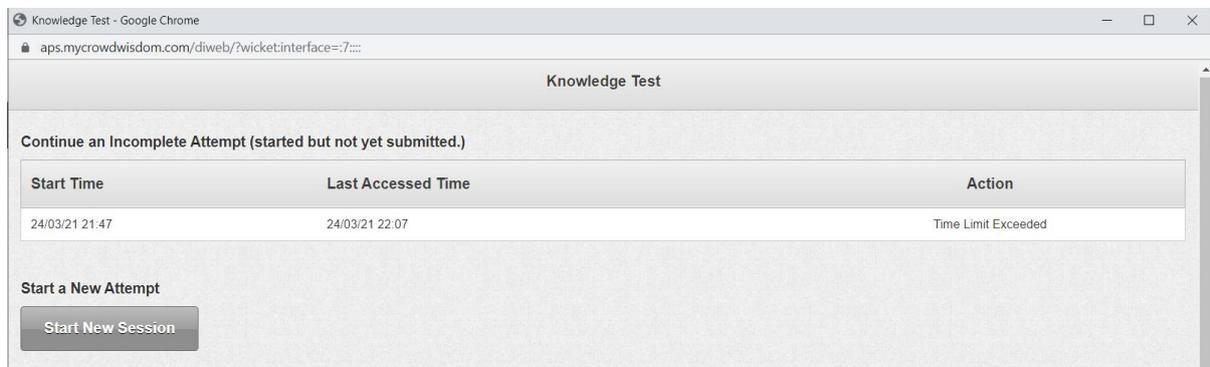


Fig. 4

3.5.4. The invigilator should turn off their camera and microphone, but the learner's must remain on, so the invigilator can supervise them during the test.

3.6. During the test

3.6.1. The invigilator must watch the learner continuously during the test. The invigilator should watch out for learner looking at a certain point in the room, as this may indicate they are looking at unauthorised materials.

3.6.2. If the invigilator suspects the learner of any malpractice during the test, then they can ask the learner to pause their test by closing their browser window and then scan the room a second time. When the invigilator is satisfied the learner does not have access to any unauthorised materials, they should instruct the learner to restart the test.

3.6.3. It is reasonable to expect that during any remote invigilated session, there will be short breaks or stutters in audio/video (minor interruptions) of 1-2 seconds in length. There may be a small number of these events across a test session. This will be largely due to local network usage, stability, and sharing conditions. The invigilator should consider if this could be infringement where:

- A series of minor interruptions persist over a significant period (10 minutes or more).
- A minor interruption repeats on a significant basis (more than 5 times over the duration of the test).
- It is suspected that the interruption may be deliberate.
- There is a full disconnection of both cameras and audio for more than 5 minutes or where less than 5 minutes, a suitable explanation (power cut, router crashed, etc) cannot be provided by the learner.

In all events, the invigilator should try to confirm that the issues are not from within their equipment and must record all such events (including time and duration) on the invigilator log

3.7. Entering and leaving the room

3.7.1. Learners are not permitted to leave the room temporarily.

3.7.2. If the learner leaves the room, the test should be stopped and a new test should be booked.

3.8. Malpractice

3.8.1. The invigilator must be vigilant for any potential learner malpractice. For further information on managing suspected malpractice, please see ISP Malpractice Policy

3.8.2. The invigilator must inform ISP Quality Manager within 24 hours where malpractice is suspected.

3.8.3. In cases of suspected of malpractice, invigilators must warn the learner(s) that ISP will be informed and that this may lead to their results being invalidated.

3.8.4. If invigilators find learners using unauthorised equipment or materials, they should ask the learner to remove the unauthorised materials from the room for the duration of the test. Learners should then be allowed to complete the test. Where unauthorised equipment or materials have been used during the test, ISP Quality Manager must be informed.

3.9. At the end of test

3.9.1. When the learner is complete they will confirm so with the invigilator, they can then select 'Finish' and confirm they wish to submit the test. They will then see a blank screen.

3.9.2. The invigilator should turn their microphone back on and confirm the test is closed and let the learner know they are no longer under exam conditions.

3.9.3. Any scrap paper used by the learner during the test must be thrown away.