

## Proctoring Policy

### 1 General

- 1.1 This policy sets out Skills and Education Group Awards rules and requirements for examinations undertaken via a 'record and review' proctored online examination. It sits apart from the EX6 Instructions for Conduct of Examinations and Other External Assessment document which is for invigilated written and onscreen tests taken in the presence of a human invigilator(s).
- 1.2 A 'record and review' proctored examination is conducted using online examination software. A candidate is not monitored permanently via an on-site invigilator but instead is invigilated based on video and audio recordings made during the examination process.
- 1.3 This policy guidance sets out the responsibilities of Centres, candidates and Skills and Education Group Awards (the Awarding Organisation) where examinations are available to taken via a proctored method. Candidates should be made aware of these responsibilities through their approved Centre.

### 2 Centre Responsibilities

Centres are responsible for:

- providing candidates with appropriate training on using the proctored examination method prior to the examination taking place. This should include clear instructions regarding what online resources can be accessed and what / if third party communication is allowed
- requesting any reasonable adjustments in the usual manner and required timescales as per our Access to Assessment Policy
- requesting any special consideration in the usual manner and required timescales as per our Access to Assessment Policy where appropriate
- scheduling the proctored examination through the XAMS examinations platform in a timeframe relevant to our External Assessment Policy, in the case of End-point Assessment we undertake the scheduling on your behalf. A minimum of two working days' notice prior to the exam must be provided.
- informing candidates of the scheduled date and time of their examination and their login details

- reporting any known or suspected cases of misconduct, maladministration or malpractice to the Awarding Organisation in writing as per our Malpractice and Maladministration Policy
- ensuring that where a candidate undertakes an examination at their place of employment, the employers provide the candidate with the correct IT equipment and a suitable location / room environment.

### **3 Candidate Responsibilities**

Candidates are responsible for ensuring that:

- they correctly record the dates / times and commence their examination at the correct time. They will not be permitted to start late
- they have appropriate equipment in place including PC / laptop, microphone and webcam and an internet connection
- they leave enough time immediately prior to the assessment start time in order to go through security and identification requirements
- verifying their identity, by means of having a photograph taken using their webcam, with photographic ID that has their name and photograph on it. The name must match that by which they were registered for the examination by the Centre
- they choose an appropriate environment in which to take the exam, in a room where they will not be disturbed for the period of the exam plus 10 minutes prior to the exam start time. The room must be as quiet as possible, no background sounds ie. music or television
- they are able to scan their environment as part of the monitoring process and use the same room that is scanned for the purpose of the examination. The scan must be 360 degrees and include any workspace (desk/table)
- they appear in a state of appropriate dress as if they were to appear in public and that any clothing worn does not cause offence
- they behave professionally at all times and face the screen during the examination and be in full view of the webcam
- the computer selected for taking the exam does not have more than one display or screen
- they do not wear headphones, ear buds or any other type of listening equipment
- they do not use a phone or other electronic communication device for any reason unless specifically allowed to do so

- they do not leave the room during the exam for any reason unless specifically allowed to do so
- no screen sharing software is installed or activated
- the room is sufficiently lit and lighting sources are not behind the candidate
- no person, other than the candidate, is allowed to be in the room whilst the exam is being undertaken
- there is no writing on the desk or walls around them which could aid the examination being taken
- all other programs / windows are closed on the computer other than the one required to undertake the exam
- their desk is clean and tidy, and the following items are not on the desk or used during the exam (unless specifically permitted for the exam):
  - Books
  - Paper
  - Pens / Pencils
  - Calculators
  - Textbooks
  - Notebooks
  - Phones
  - Tablets or any other internet enabled device

Failure to adhere to the requirements of this policy may result in a candidate's examination being voided and a failure result issued.

A breach of any of the above points will be considered either misconduct, maladministration or malpractice and will be investigated by the Awarding Organisation as per Section 4 of our Malpractice and Maladministration Policy.

#### **4 Awarding Organisation Responsibilities**

The Awarding Organisation is responsible for:

- recording the examination
- allocating proctors to review the examination for potential issues or instances of possible maladministration or malpractice
- investigating examinations with high notification rates and taking appropriate action with either the Centre or the candidate, or in some cases both and in line with our Malpractice and Maladministration Policy

- ensuring the examination was taken under secure conditions and maintains the integrity of the qualification and safety of any subsequent award
- in the case of End-point Assessment, we are responsible for scheduling any exam and providing the relevant Log-in details to the Centre. A minimum of two working days' notice prior to the exam date is required.

## **5 Unplanned Breaks/Emergencies**

In the event of an emergency where the examination is interrupted and cannot continue, candidates should notify their Centre as soon as possible with full details which should then be forwarded to the Awarding Organisation in writing.

The Awarding Organisation will take a view as to whether the integrity of the examination has been breached by viewing a recording of the examination.

## **6 Voided Assessments Policy**

Please see Skills and Education Group Awards' Voided External Assessment Policy with regards to reasons why an assessment will be voided and subsequent actions to be taken.

## **7 Policy Review**

This policy is reviewed annually, or earlier should any feedback or concern be brought to the attention of Skills and Education Group Awards, to ensure it remains fit for purpose and the process and its outcomes are deliverable.