

# **Live Remote Invigilation Guidance for Apprentices Taking an Online Test – End Point Assessment Standards**

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## 1. Introduction

The following guidance will help you prepare to take your On Demand online test using a live remote invigilation (also known as proctoring) service.

Innovate Awarding works with ProctorU to offer a live remote invigilation service for your On Demand online test. ProctorU is one of the leading providers of remote proctoring and integrity safeguards for online testing and assessments.

This means if your Training Provider has signed up to our live remote invigilation service, Innovate Awarding will book you a ProctorU invigilator when you are ready for your On Demand online test (through the ProctorU website the ProctorU invigilator will connect you to your on-demand online test and invigilate your test remotely by watching in the background).

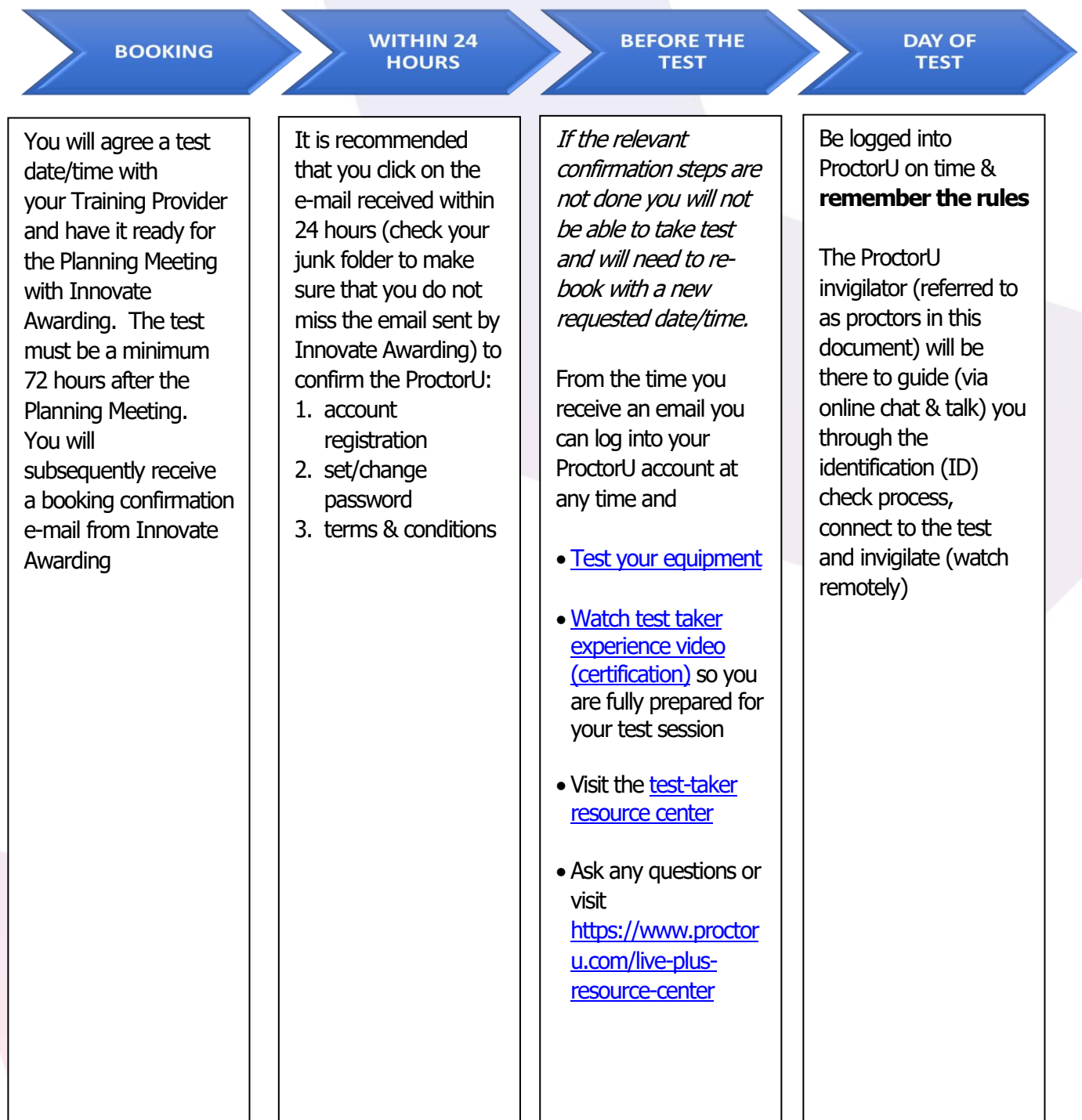
To ensure that your test runs smoothly, please view the videos by clicking on links below, to assist you so you know what to expect before and during your test:

1. What it's like to take an invigilated test with ProctorU <https://youtu.be/eTFDrRVQzO8>  
(1 minute 35 seconds)
2. What to expect - <https://youtu.be/5qdh46rBvbU>  
(6 minutes 37 seconds)

*(As the videos are on YouTube, remember to skip ads)*

or please follow the detailed guidance with screenshots below.

## 2. Timeline Overview



### 3. The Booking of Your Test

Be prepared for Planning Meeting by having a date and time planned for the on-demand test (at least 72 hours from time of Planning Meeting to guarantee proctor availability)

When your test is booked on your planning meeting, you will receive an email from Innovate Awarding recommending **within 24 hours** that you click on a link to the ProctorU website to:

1. confirm your account
2. set/change password
3. review Terms & Conditions (Terms & Conditions wording can be found below in this document)

*Please note: You cannot reschedule tests on your ProctorU account. All rescheduling must be done by Innovate Awarding administrators. Please ask your Training Provider to contact Innovate Awarding directly if you need to reschedule a test.*

You should find the email with the subject 'End Point Assessment Booking Confirmation' (remember to check your junk if you don't receive in your inbox) and follow the link to complete your account set up:

**Subject: End-point Assessment booking confirmation for you**




Dear Rafa Nadal,

This is a notification to inform you that the assessment for you has been scheduled in EPA Pro with {{EPA\_name}} at Innovate Awarding in EPA Pro on 14/02/2022 at 09:00.

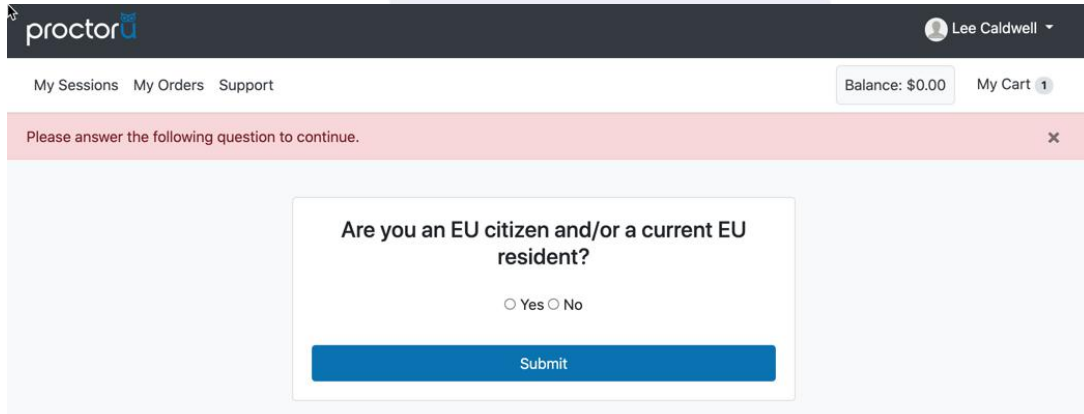
This booking is for the following assessment: Assessment: Level 4 Policy Officer - Multiple Choice Test

**Important:** Assessment Preparation - ProctorU Setup

 Please **click here** to complete your account setup (it is recommended that you click on this link within 24 hours) and follow the steps to:

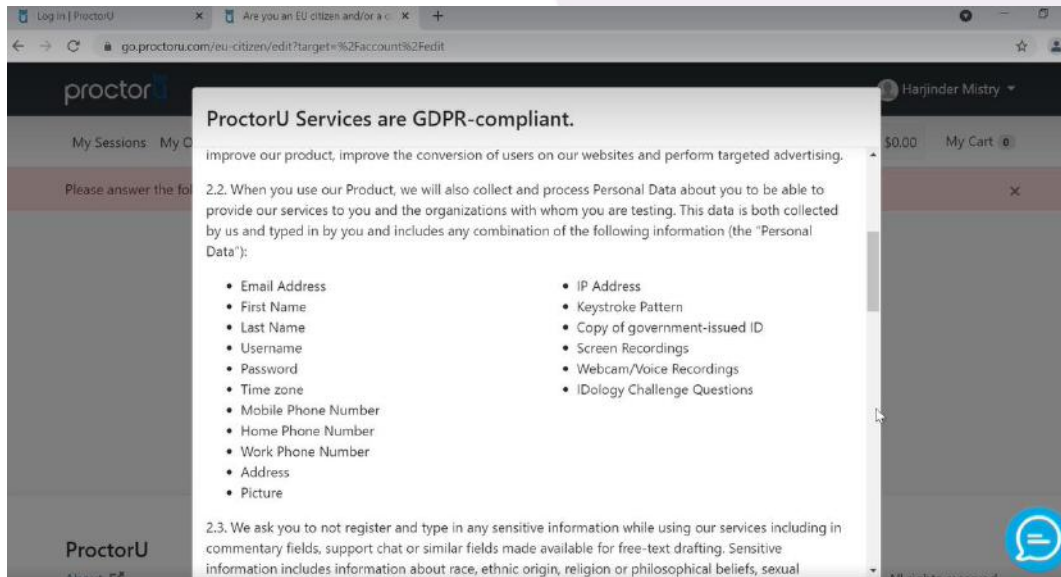
1. Confirm your account
2. Change your password
3. Review the terms & conditions

You will be asked if you are an EU citizen and click on 'Submit'.



The screenshot shows the ProctorU login page. At the top, there is a navigation bar with the ProctorU logo, a user profile for 'Lee Caldwell', and links for 'My Sessions', 'My Orders', and 'Support'. Below this, a pink banner reads 'Please answer the following question to continue.' The main content area contains a white box with the question 'Are you an EU citizen and/or a current EU resident?' and two radio button options: 'Yes' and 'No'. A blue 'Submit' button is at the bottom of the box. The top right corner shows 'Balance: \$0.00' and 'My Cart 1'.

A GDPR screen will appear if you clicked 'Yes' on the 'Are you an EU citizen' screen.



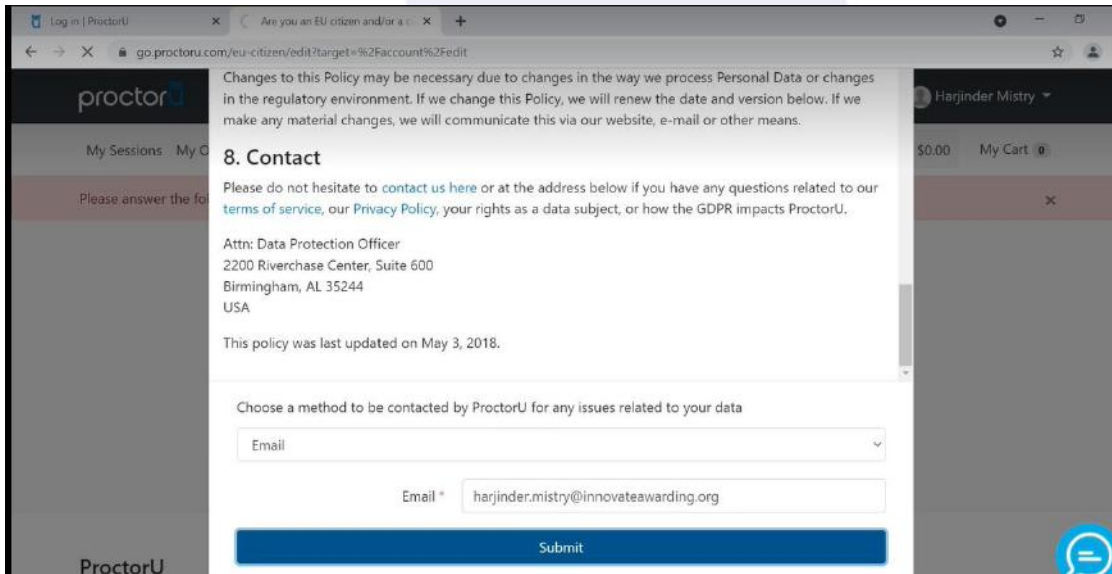
The screenshot shows the ProctorU GDPR-compliance screen. A modal window is open with the title 'ProctorU Services are GDPR-compliant.' The text explains that ProctorU collects and processes personal data to improve its product and provide services. It lists the types of data collected, categorized into two columns:

- Email Address
- First Name
- Last Name
- Username
- Password
- Time zone
- Mobile Phone Number
- Home Phone Number
- Work Phone Number
- Address
- Picture
- IP Address
- Keystroke Pattern
- Copy of government-issued ID
- Screen Recordings
- Webcam/Voice Recordings
- IDology Challenge Questions

Below the list, it states: '2.3. We ask you to not register and type in any sensitive information while using our services including in commentary fields, support chat or similar fields made available for free-text drafting. Sensitive information includes information about race, ethnic origin, religion or philosophical beliefs, sexual orientation, gender identity or expression, marital status, family status, pregnancy or maternity status, genetic or genetic testing information, health status, disability status, or any other information that is considered sensitive under applicable law.'

The background shows the ProctorU login page with the 'Are you an EU citizen' question. The top right corner shows 'Harinder Mistry' and 'Balance: \$0.00'.

You will then select from the drop down 'Choose a method to be contacted by ProctorU for any issues related to your data', please note it is highly unlikely that ProctorU will ever contact you.



Changes to this Policy may be necessary due to changes in the way we process Personal Data or changes in the regulatory environment. If we change this Policy, we will renew the date and version below. If we make any material changes, we will communicate this via our website, e-mail or other means.

### 8. Contact

Please do not hesitate to [contact us here](#) or at the address below if you have any questions related to our [terms of service](#), our [Privacy Policy](#), your rights as a data subject, or how the GDPR impacts ProctorU.

Attn: Data Protection Officer  
 2200 Riverchase Center, Suite 600  
 Birmingham, AL 35244  
 USA

This policy was last updated on May 3, 2018.

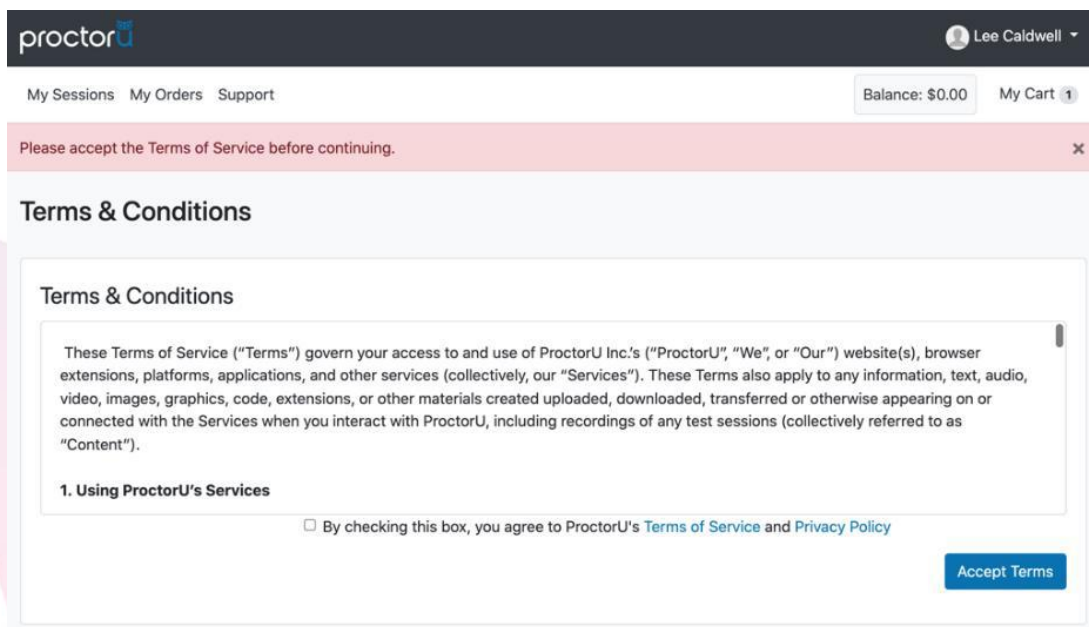
Choose a method to be contacted by ProctorU for any issues related to your data

Email

Email \*

**Submit**

You will then be directed to the screen to consent to ProctorU's terms and conditions, when you have confirmed your account on the ProctorU platform. You will need to agree to these terms by checking a box with the following message: "By checking this box, you agree to ProctorU's Terms of Service and Privacy Policy"



proctoru Lee Caldwell

My Sessions My Orders Support Balance: \$0.00 My Cart 1

Please accept the Terms of Service before continuing.

## Terms & Conditions

### Terms & Conditions

These Terms of Service ("Terms") govern your access to and use of ProctorU Inc.'s ("ProctorU", "We", or "Our") website(s), browser extensions, platforms, applications, and other services (collectively, our "Services"). These Terms also apply to any information, text, audio, video, images, graphics, code, extensions, or other materials created uploaded, downloaded, transferred or otherwise appearing on or connected with the Services when you interact with ProctorU, including recordings of any test sessions (collectively referred to as "Content").

#### 1. Using ProctorU's Services

☐ By checking this box, you agree to ProctorU's [Terms of Service](#) and [Privacy Policy](#)

**Accept Terms**

You will be prompted to create your password.

**proctorU**Lee Caldwell ▾

[My Sessions](#) [My Orders](#) [Support](#) Balance: \$0.00 My Cart **1**

Please create or reset your password before continuing. ✕

### Reset Your Password

Password \*

- Must be between 8 and 16 characters long
- Must include 1 lowercase, 1 uppercase character, and 1 digit
- Must not be equal to username, email, phone number, first name, or last name
- Must not have the same character repeat more than 2 times

Password Confirmation \*

Update Password



#### 4. Preparing in Advance of Your Test

In the e-mail that you received you will be asked to click on a link to check the following in advance of your test (there is 72 hours to do this, but we recommend that you read and perform these checks as soon as possible to resolve any issues in advance of the test):


- a) Test Equipment
- b) Read Requirements
- c) Understand Rules

##### a) Test Equipment:

- ❖ The test must be done on a laptop or computer (using Windows or Mac operating systems).
  - you cannot use a tablet or a smartphone
- ❖ A strong internet connection (Wi-Fi is OK, but ethernet is preferable)
  - if your broadband provider is TalkTalk, make sure the Scam Protector is turned off  
<https://support.proctoru.com/hc/en-us/articles/360050637211-UK-Test-Takers-TalkTalk-HomeSafe-Setting-Adjustment>
- ❖ Check to ensure you have access to one of the compatible web browsers: Google Chrome (preferred) or Mozilla Firefox
- ❖ You will also need to download the appropriate most recent ProctorU Extension here:
  - Google Chrome  
<https://chrome.google.com/webstore/detail/proctoru/goobgennebinldhonaajgafidb oenlk>
  - Mozilla Firefox <https://www.proctoru.com/firefox>
- ❖ A working webcam and microphone
- ❖ A smartphone or reflective surface to enable the proctor to check your workspace and front of screen



In the booking e-mail you will have received you will be asked to check the following in advance of your test (there is 72 hours to do this, but we recommend that you perform these checks as soon as possible to resolve any issues in advance of the test). Log into ProctorU account at <https://go.proctoru.com> enter your username and password and then click 'Log in'



**ProctorU**  
Sign in to Your Account

You have successfully signed out.

Username or Email

Password

☐ Stay signed in?

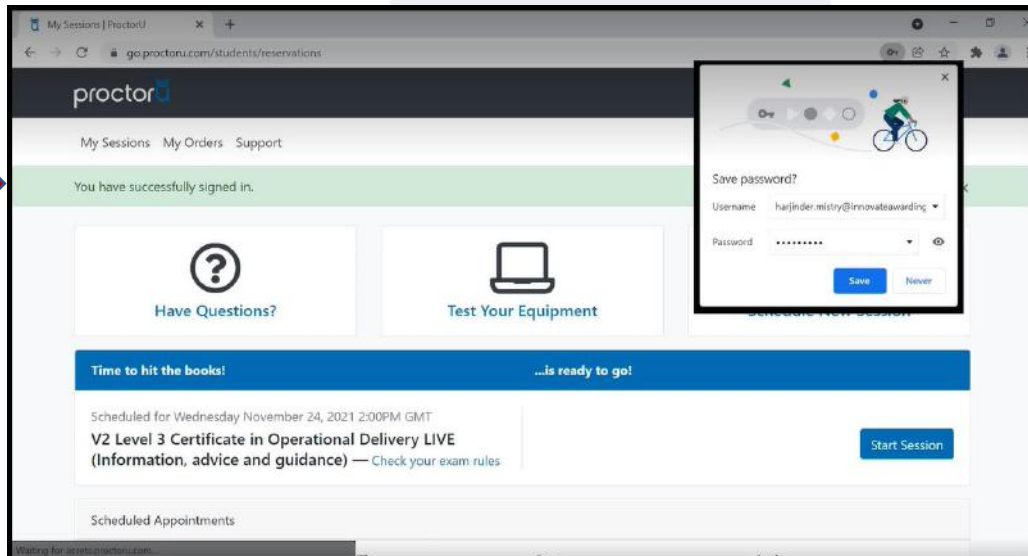
**Log in**

Login with Single Sign-On

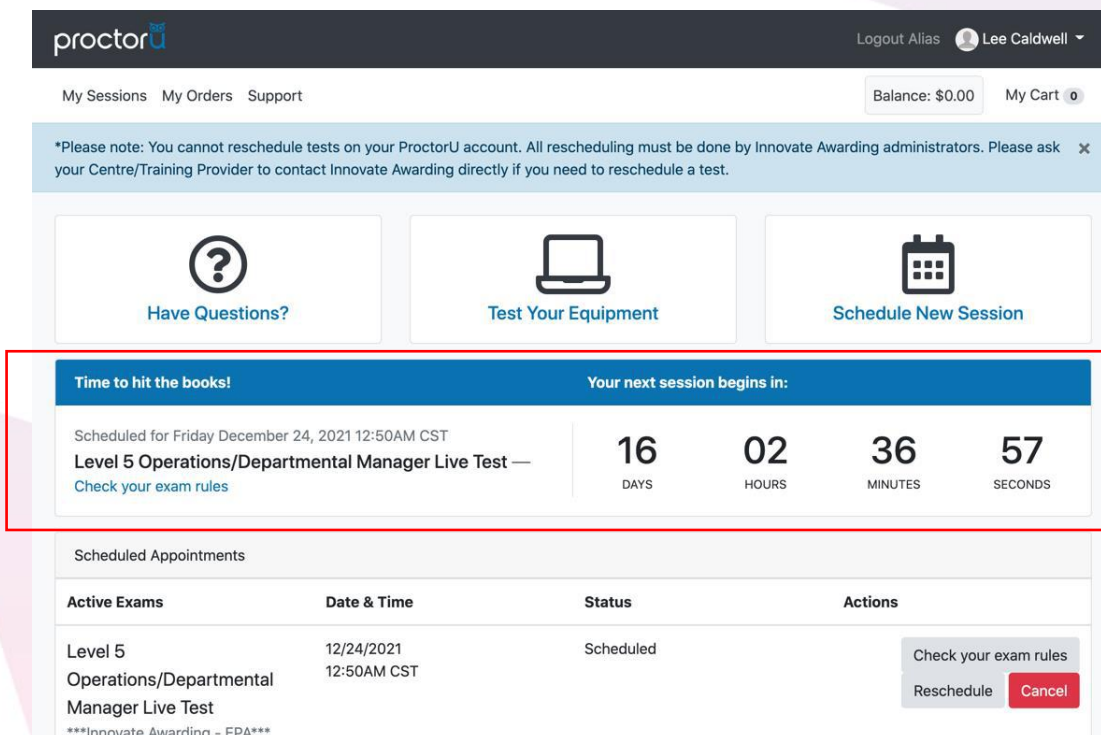
[New user? Sign up here](#)  
[Forgot Password?](#)  
[Didn't receive confirmation instructions?](#)  
[Didn't receive unlock instructions?](#)

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All rights reserved  
[Privacy Policy](#) · [Terms of Service](#)

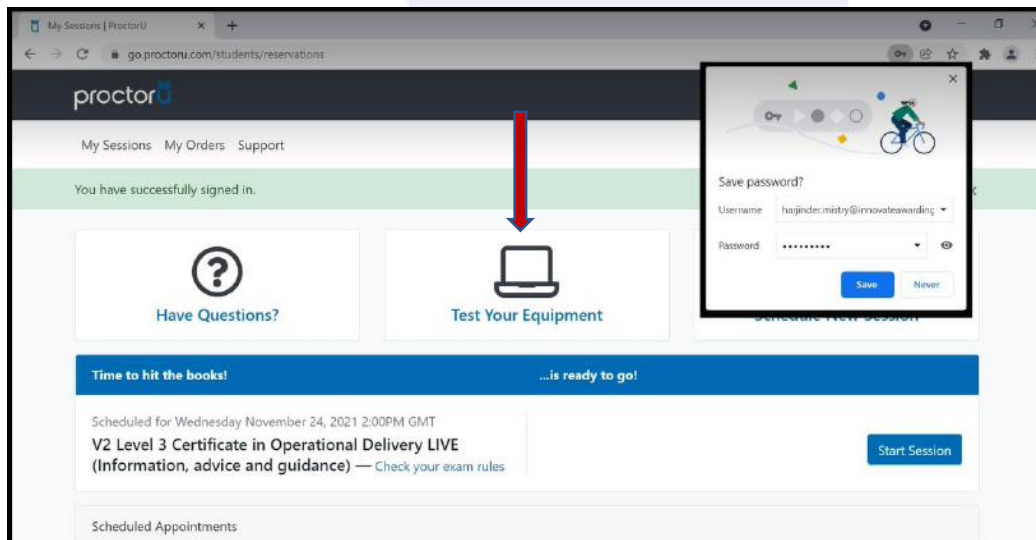
You will be taken to a screen that shows that 'you have successfully signed in'.



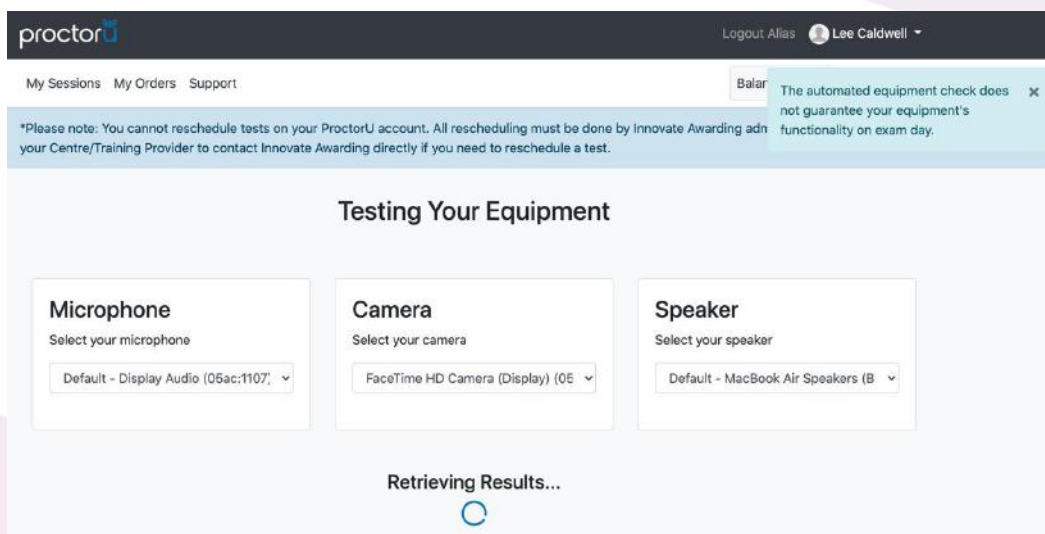
A clock timer will also appear on the "My Sessions" screen of your account which will show the time remaining to your test in days and hours.



Click the button that says "Test Your Equipment" within the 'Help Centre' section. This should be done on the laptop or computer and broadband network that you will using on the day of the test.



This Testing Your Equipment 'Test It Out' screen shows your equipment tests in progress.







The Test It Out service will automatically assess the following on the computer and network that you are using:

- Bandwidth
- Microphone
- Camera/Web camera

This screen shows what a failed test your equipment result looks like. If any of your equipment pre-checks fail do not worry you will be notified on what aspect has failed and it will link you to articles on how to resolve it.

My Sessions My Orders Support Balance: \$0.00 My Cart 0








**Microphone**  
 Select your microphone  
 Default - Display Audio (05ac:1107) ▼

**Camera**  
 Select your camera  
 FaceTime HD Camera (Display) (05) ▼

**Speaker**  
 Select your speaker  
 Default - MacBook Air Speakers (B) ▼


Retest

 **Camera Settings** ▼

 **Computer Settings** ▲

**These tests failed:**

**Monitor count:**  
 You may only use 1 monitor during your exam. You have 2.



If you have any questions click onto the tab 'Have Questions?' – which a help centre resource, what to expect, articles, videos, troubleshooting so ProctorU can help you to resolve any issues.



My Sessions | ProctorU

go.proctoru.com/students/reservations

proctoru

My Sessions My Orders Support

You have successfully signed in.

 **Have Questions?**
 **Test Your Equipment**

**Time to hit the books!** ...is ready to go!

Scheduled for Wednesday November 24, 2021 2:00PM GMT  
**V2 Level 3 Certificate in Operational Delivery LIVE**  
 (Information, advice and guidance) — [Check your exam rules](#)

Scheduled Appointments

[Start Session](#)

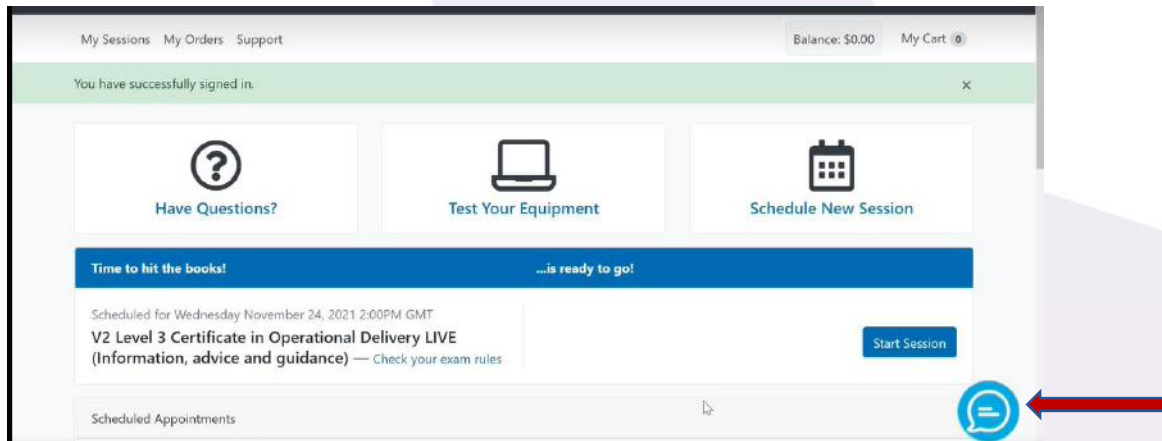
Save password?

Username: hajinder.mistry@innovateawarding

Password: .....

[Save](#) [Never](#)

Or, in the bottom right-hand corner, you can click on the chat bubble (blue circle with a white speech) which is a 24/7 support chat which will assist you at any point if you are having issues with connecting with your proctor (the test invigilator) for example. The chatbot will answer any simple questions, if the chatbot cannot answer your question, you will be connected to a live person to receive assistance.



For a full list of requirements click on the link or see table below

<https://support.proctoru.com/hc/en-us/articles/115011772748-Equipment-Requirements>

Review the following requirements for your camera, operating system, upload/download speeds, RAM, ports, microphones and browsers. Also included is a list of technology not supported by ProctorU.

TYPE	MINIMUM	RECOMMENDED
Internet Connection	Wi-Fi Connection	Wired Connection
PC Users	Windows 8 (Windows 10 S mode is not supported)	Windows 10 (10 S mode is not supported)
Mac Users	MacOS 10.13 (Oldest Still Maintained Version)	MacOS 10.15
CPU	more than 2 core CPU less than 85% CPU Usage	more than 4 core CPU less than 50% CPU Usage
Webcam	640x480 resolution	1280x720 resolution

TYPE	MINIMUM	RECOMMENDED
Internet Download Speed	1 Mbps	12 Mbps
Internet Upload Speed	1 Mbps	3 Mbps
RAM	4 GB less than 95% Ram Usage	16 GB less than 70% Usage
Connectivity Ports	1935, 843, 80, 443, 61613, UDP/TCP	1935, 843, 80, 443, 61613, UDP/TCP
Screen Resolution	1366 x 768	1920 x 1080 and above
Chromebook Users (Only for Automated Proctoring. Is not Supported for Live Proctoring)	Chrome device is running the latest version of Chrome OS.	Chrome device is running the latest version of Chrome OS.

#### What Is Not Supported:

- Microsoft Edge browser
- Google Chromebooks (for Live Proctoring only)
- Tablets (Nexus, iPad, Tab, Note, etc.)
- Smartphones
- Linux operating systems
- Windows 10 in S mode or Surface RT
- No running inside a virtual machine. You will be asked to reconnect using your host operating system to take your exam
- Inactive Version of Windows and Test Builds/Test Mode



### Further information for IT departments

If you are using a computer where security settings cannot be adjusted, please provide your IT department with the table below so that the necessary adjustments could be made ahead of time to the computer that is to be used for the test. The table shows the ports (or ranges of ports) that are required to be open for specific parts of ProctorU's services.

The outbound protocols and ports below are necessary to access the full spectrum of ProctorU services and components:

- ❖ For more technical users and security administrators, these requests will originate from the client computer accessing ProctorU systems so the Source will be your internal network/LAN. The Destination will be a ProctorU system or a component. Since these systems are cloud-based and their IP may change, ProctorU strongly recommends opening these ports to all Destinations.

Port	Protocol	REASON
80	TCP	Unsecured web/HTTP traffic
443	TCP	Secured web/HTTPS traffic
843	TCP	Flash video
1935	TCP	Streaming video component
3478	TCP/UDP	Streaming video component
5671	TCP	Streaming video component
49152-65535	UDP	ProctorU Browser Plugin



## **b) Requirements:**

- ❖ Access to a quiet, private well-lit room, free from distractions
- ❖ A clear workspace
- ❖ Any materials authorised for use by Innovate Awarding for that test (calculator, pencil, etc.)
- ❖ Access to a hard surface to work on ideally (if the test is to be taken on a soft surface like a bed, this will need to be confirmed at the planning meeting prior to the test)
- ❖ Identity Verification - One form of photo ID is required which must contain your first name, last name, a photograph of yourself and an official logo. Examples of suitable photographic ID include:
  - a training provider ID badge with the logo of the institution
  - an employee ID badge with the logo of the institution
  - NUS, Totum or NUS Apprentice extra card
  - University Student Union card
  - Post Office Pass card
  - Driver's licence
  - Passport
- ❖ If you do not have one form of Photo ID, this will need to be notified and confirmed at the planning meeting or when the test date is requested. Two of the following forms will be accepted as non-photo ID:
  - Birth Certificate
  - Polling card
  - Proof of Professional Certification
  - Proof of car insurance
  - Home contents insurance
  - Home Insurance
  - Library Card
  - Utility Bills
  - Marriage Certificate
  - Membership Card (Gym, School, Store, etc.)

*The two forms of non-photo ID must clearly show your first and last name.*

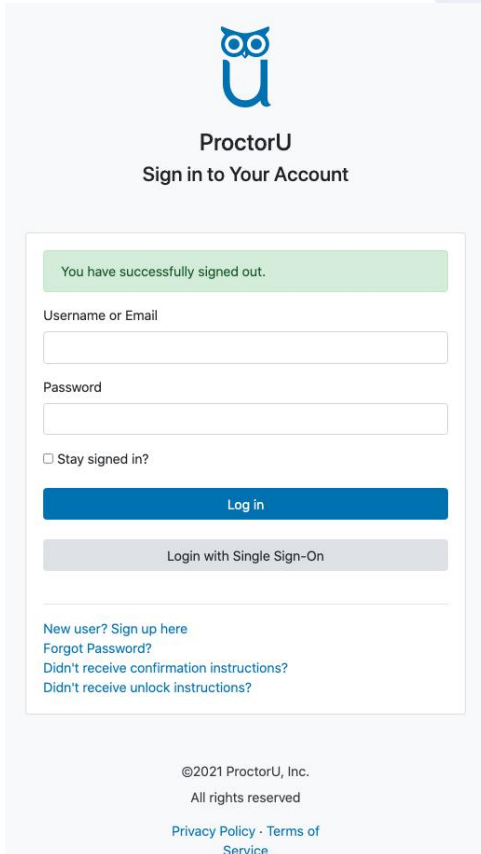
## **c) Rules:**

- ❖ No dual monitors
- ❖ No unpermitted notes/books/electronic devices
- ❖ Close all 3<sup>rd</sup> party programmes/applications
- ❖ Remove headphones, earbuds and sunglasses
- ❖ Remove watches
- ❖ Remove any non-religious head covering
- ❖ No one else to be present in the room at all during the test
- ❖ No breaks allowed

## 5. On the Day & Time of Your Test

### a) Starting/launching

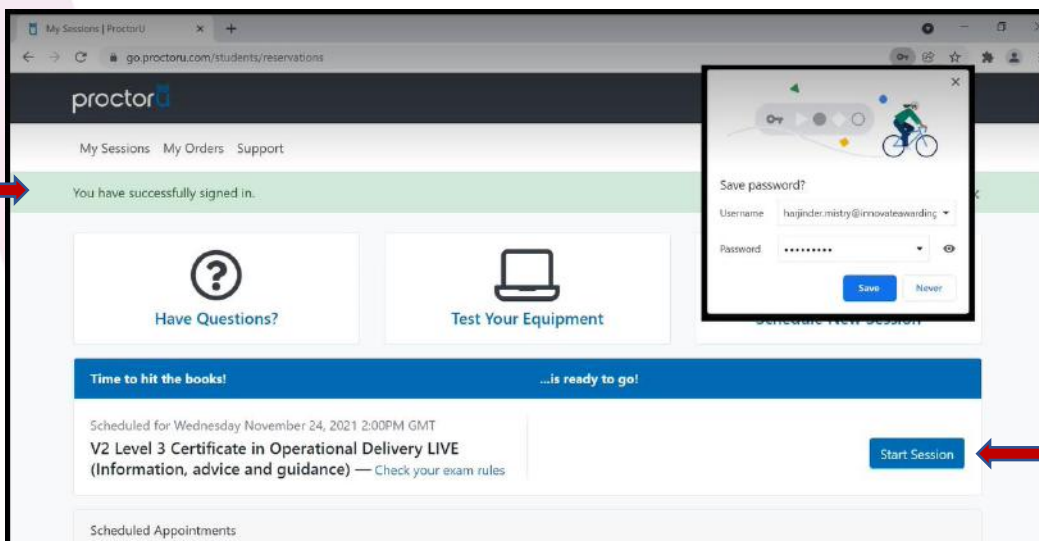
Log into your ProctorU account: you can log into ProctorU account at <https://go.proctoru.com> enter your username and password and then click 'Log in'.



The image shows the ProctorU login page. At the top is the ProctorU logo (an owl) and the text "ProctorU Sign in to Your Account". Below this is a green message box that says "You have successfully signed out." There are two input fields for "Username or Email" and "Password". Below the password field is a checkbox for "Stay signed in?". There are two buttons: a blue "Log in" button and a grey "Login with Single Sign-On" button. At the bottom, there are links for "New user? Sign up here", "Forgot Password?", "Didn't receive confirmation instructions?", and "Didn't receive unlock instructions?". At the very bottom, it says "©2021 ProctorU, Inc. All rights reserved" and links for "Privacy Policy" and "Terms of Service".

You will be taken to a screen that shows that 'you have successfully signed in'.

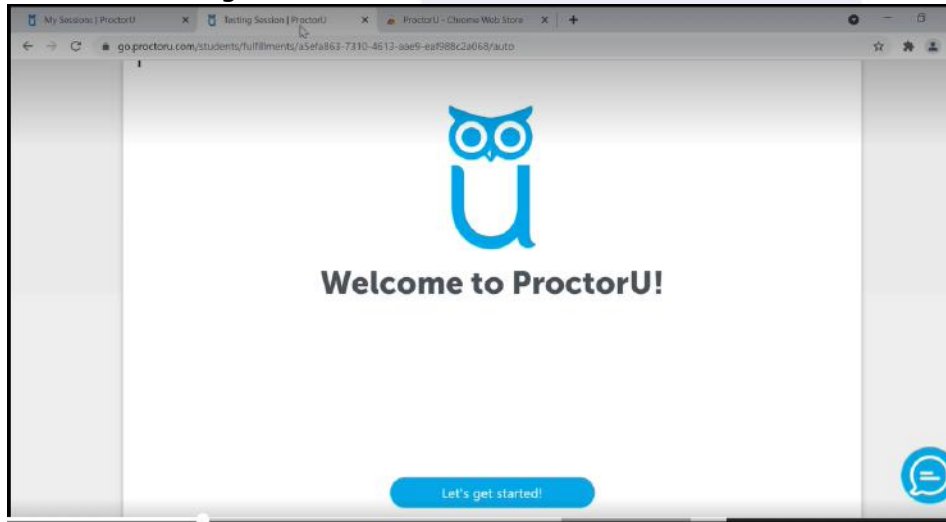
You will need to click onto the button 'Start Session'.



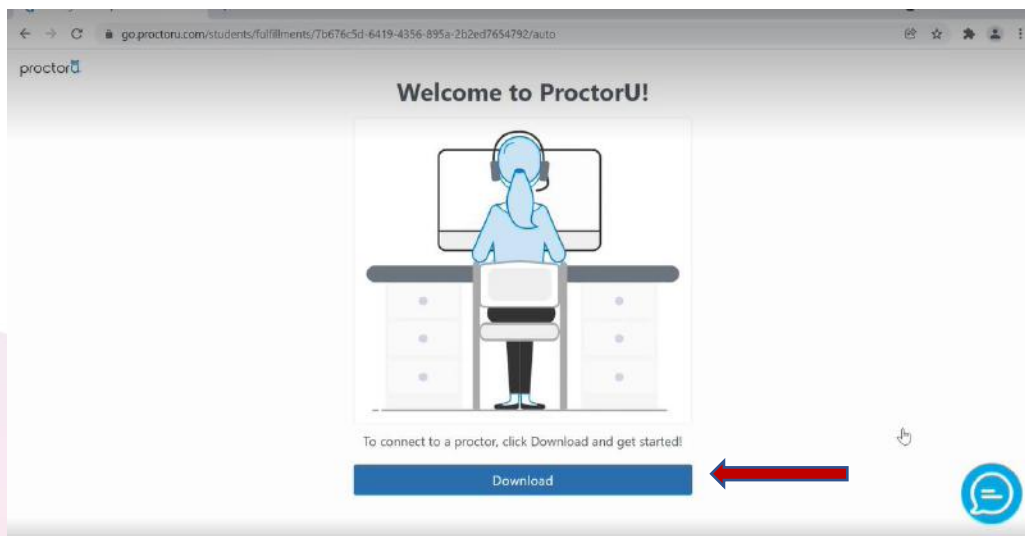
The image shows the ProctorU dashboard after a successful login. A red arrow points to the green message box at the top that says "You have successfully signed in." Below this are two buttons: "Have Questions?" and "Test Your Equipment". There is a blue banner that says "Time to hit the books! ...is ready to go!". Below the banner, it says "Scheduled for Wednesday November 24, 2021 2:00PM GMT" and "V2 Level 3 Certificate in Operational Delivery LIVE (Information, advice and guidance) — Check your exam rules". At the bottom right, there is a blue "Start Session" button, which is pointed to by another red arrow. A small pop-up window is visible in the top right corner, asking to "Save password?" with fields for "Username" (hazjinder.mistry@innovateawarding) and "Password".

You will have 15 minutes to interact with the 'Start Session' tab otherwise you will be marked as no show for your test.

Click on the "Let's get started!" button

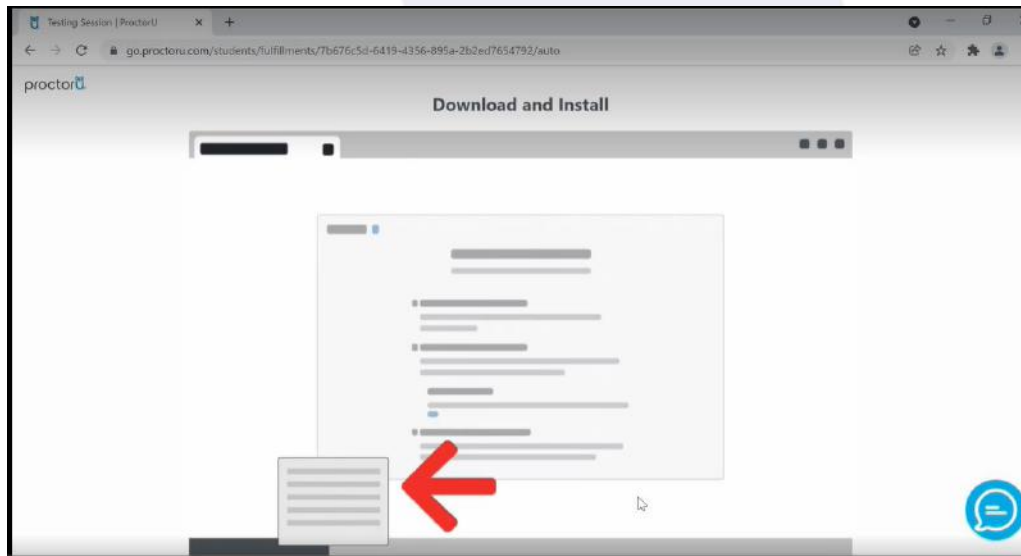


You will now be on the 'Welcome to ProctorU' screen. Next click onto the 'Download' button to connect to a proctor

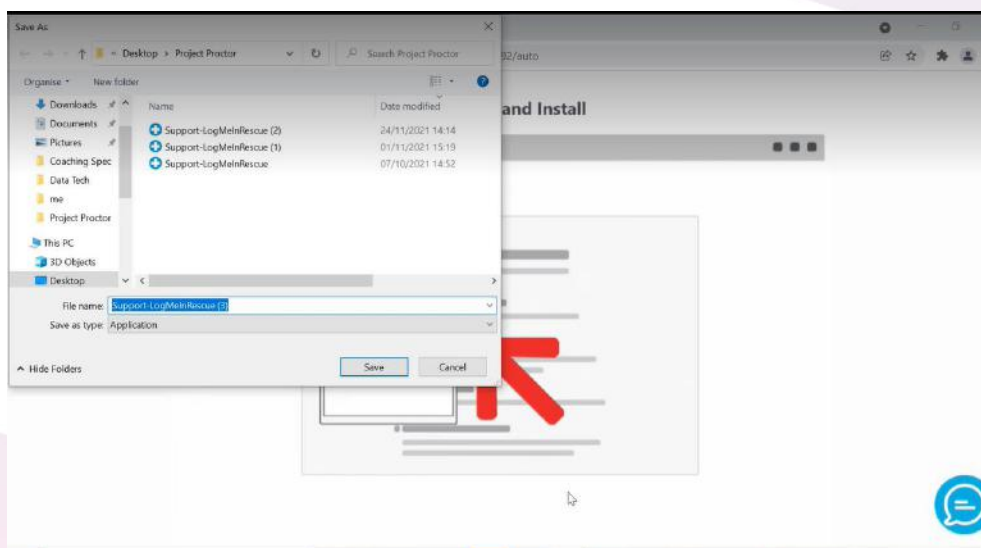


The launch process can take 5-15 minutes, this does not take away from test time.

You will then be asked to download and run the LogMeIn rescue application. Once downloaded it will appear in the bottom left corner of the browser.



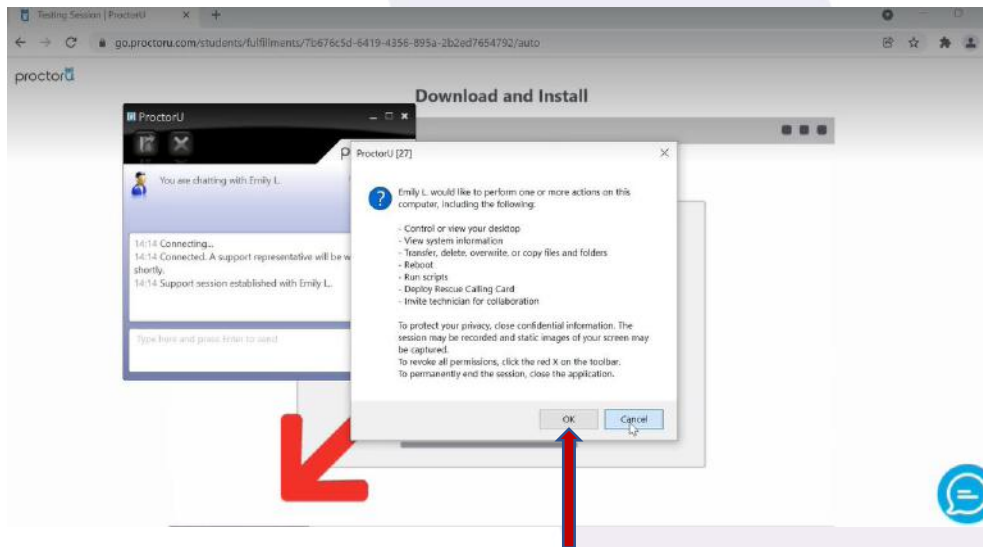
Click on 'Save'.



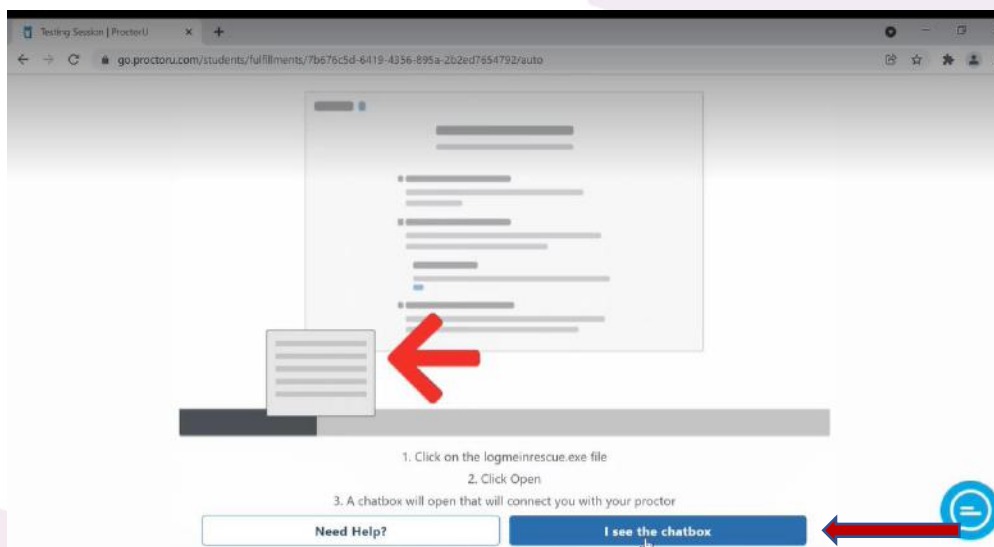
Click on SupportLogMeIn.

When a file is open you will be put into a queue where you wait to be randomly assigned to a proctor this is done for security reasons.

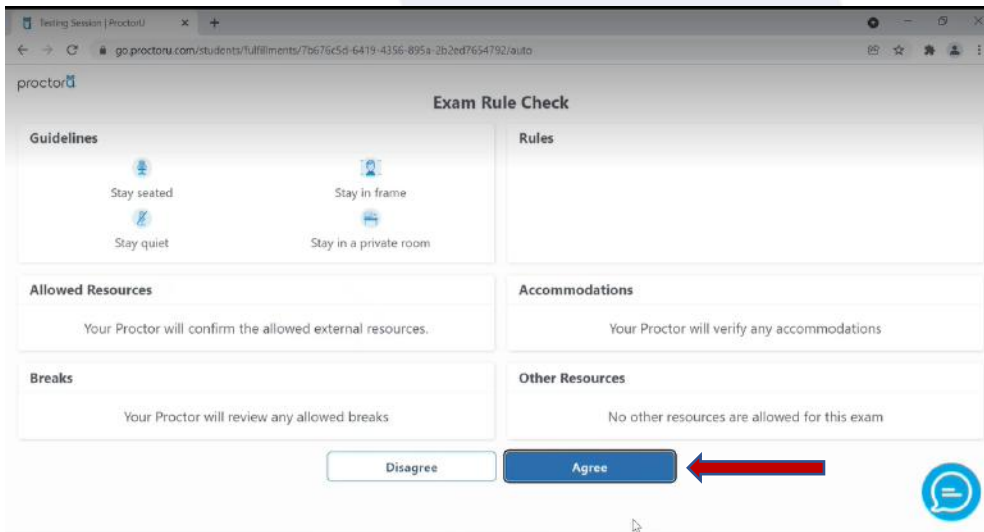
You will then see a pop-up asking permission to connect your proctor, you will need to click on 'OK'.



You will then need to click onto 'I see the chatbox' button.

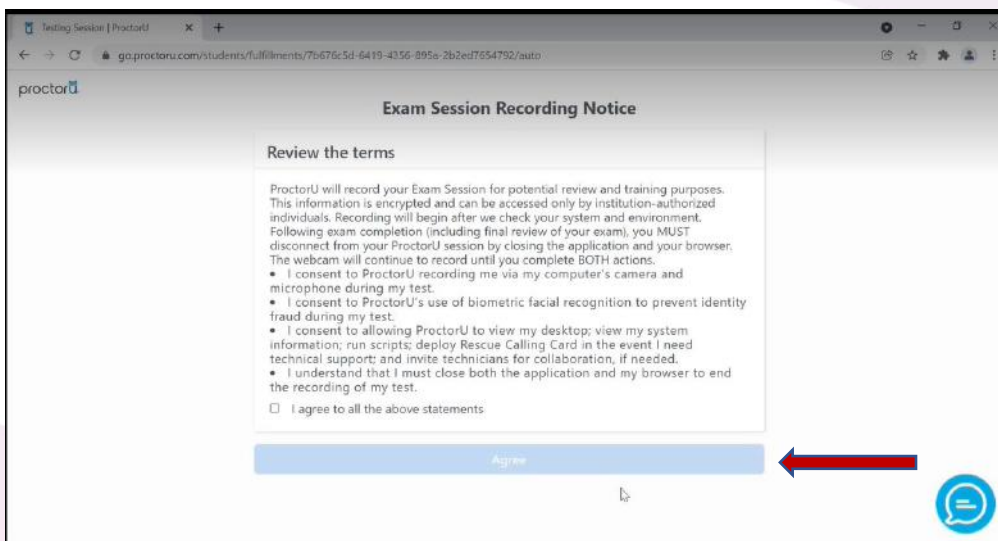


You will be presented with the rules of your test screen. Once you have reviewed the rules for your test click on the 'Agree' button.



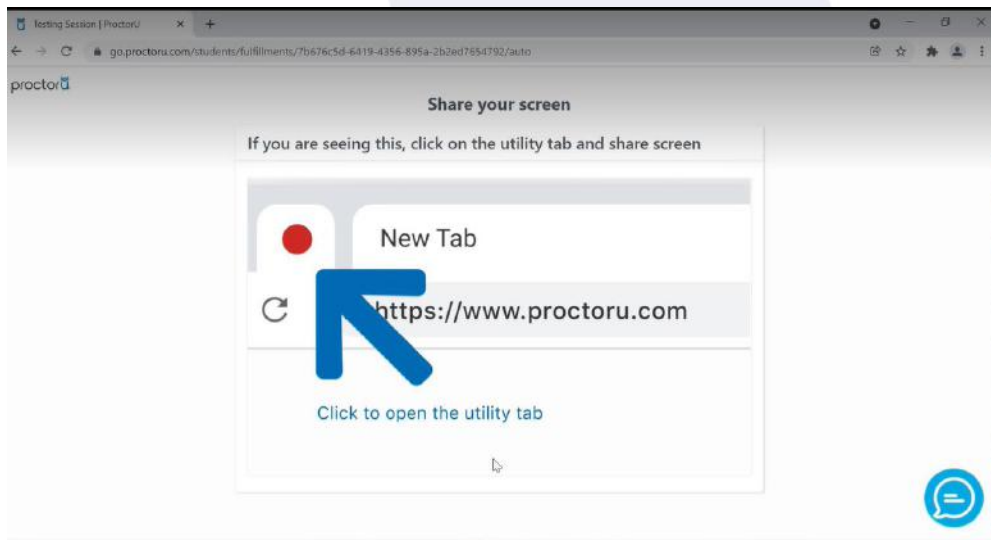
The screenshot shows the 'Exam Rule Check' interface. It includes sections for Guidelines (Stay seated, Stay in frame, Stay quiet, Stay in a private room), Allowed Resources, Accommodations, Breaks, and Other Resources. At the bottom, there are 'Disagree' and 'Agree' buttons. A red arrow points to the 'Agree' button.

You will then need to agree to being recorded by ticking on 'I agree to all the above statements' and then click onto the 'Agree' button.

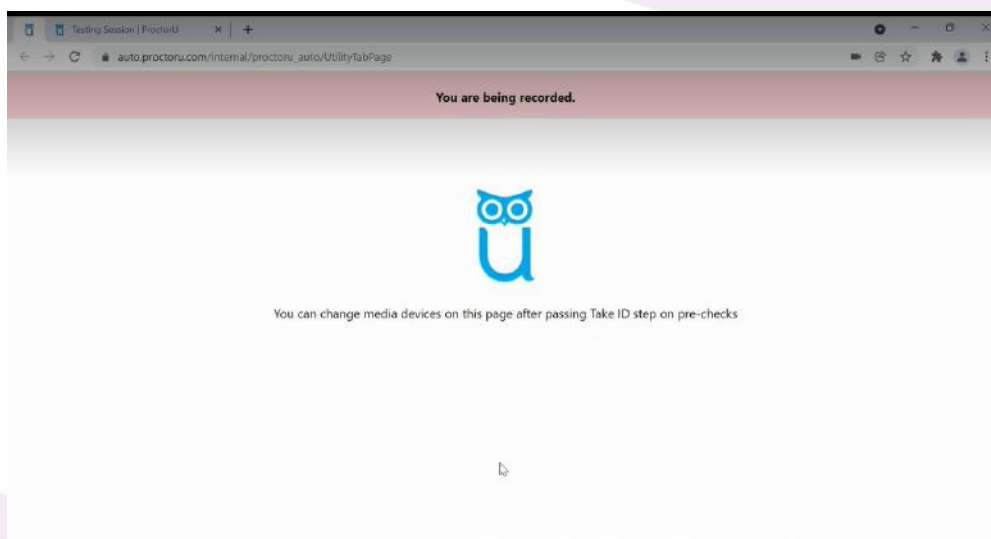


The screenshot shows the 'Exam Session Recording Notice' interface. It includes a 'Review the terms' section with a list of terms and a checkbox for 'I agree to all the above statements'. At the bottom, there is an 'Agree' button. A red arrow points to the 'Agree' button.

Click on the icon indicated below to start sharing your screen with the proctor.

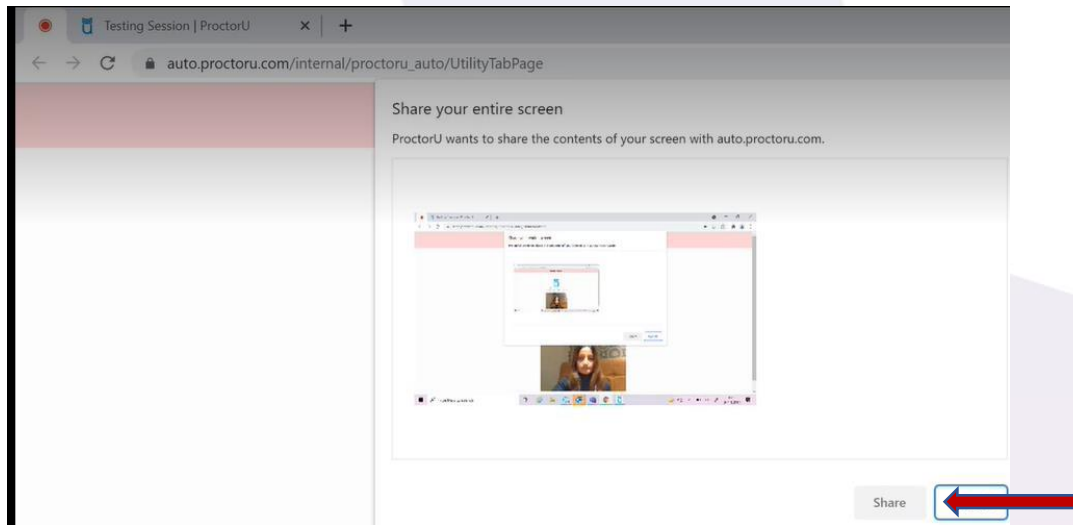


This screen will now appear to show that you are being recorded.

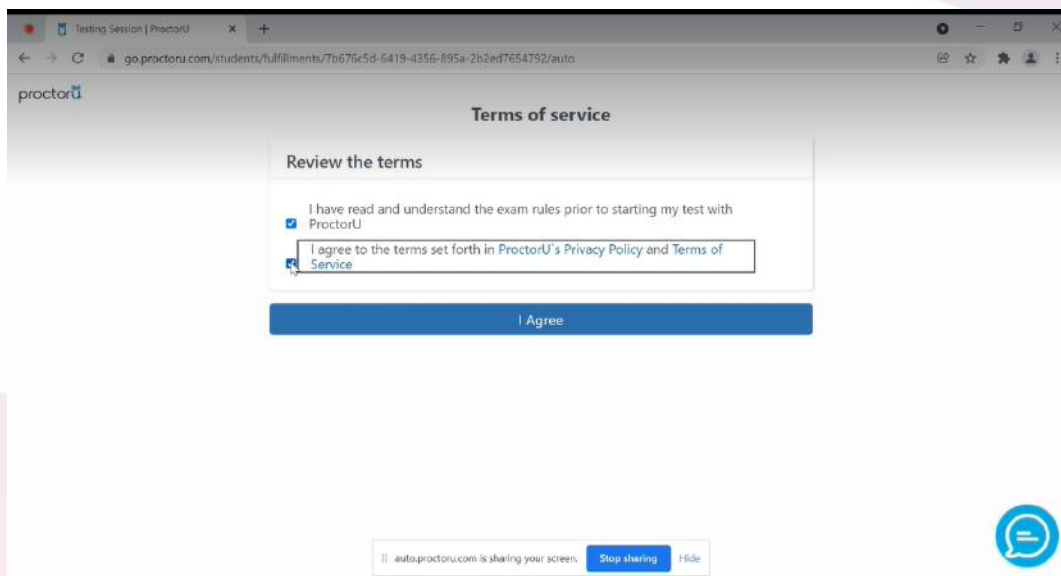




You will be prompted to share your screen and allow access to their camera & microphone by clicking on the 'Share' button.

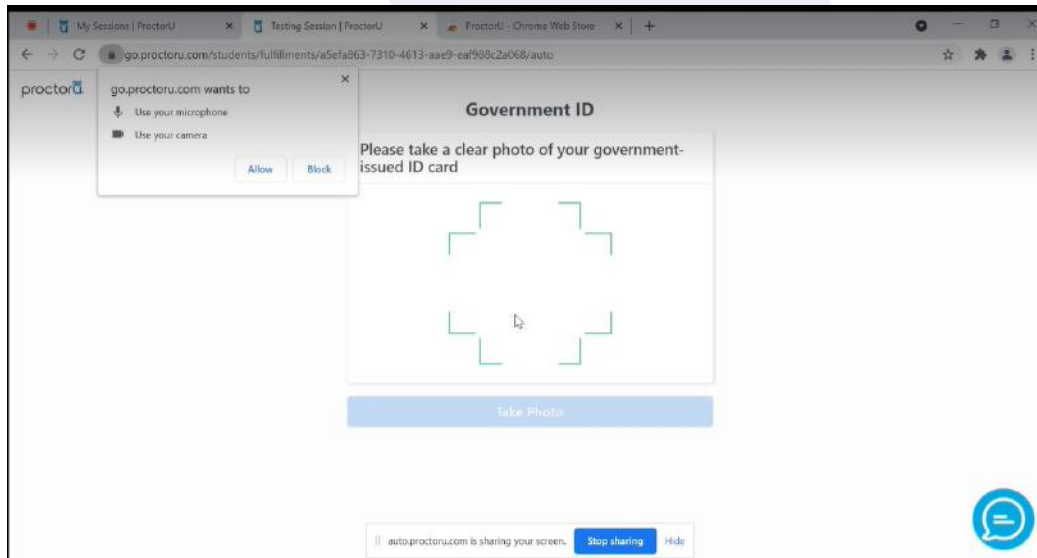


You will then need to agree to the Terms of Service by ticking on 'I have read and understand the exam rules prior to starting my test with ProctorU' and 'I agree to the terms set forth in ProctorU's Privacy Policy and Terms of Service'. After that please click onto 'I Agree'.

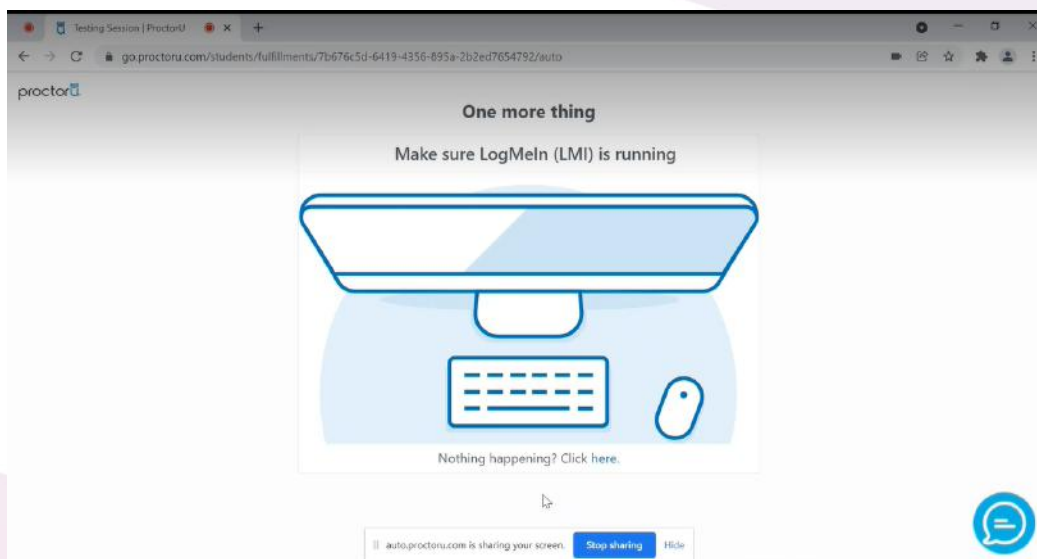


*Remember the 24/7 chat icon is on all Proctor U screens in case you need any assistance.*

You will then be asked to take a photo of your ID.

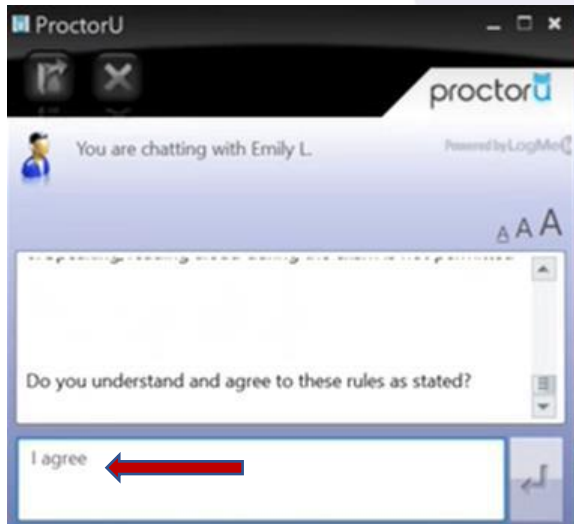


Now you will be directed to this landing page, where you will wait to be connected to a proctor.



Click onto the Blue Owl icon **ProctorU** in your task bar to connect to the proctor.

The proctor will greet you and will go through the test integrity policy with you (requirements and the rules of your test). When the proctor has finished reading the requirements of rules of the test to you, enter 'I agree' in the chat box.

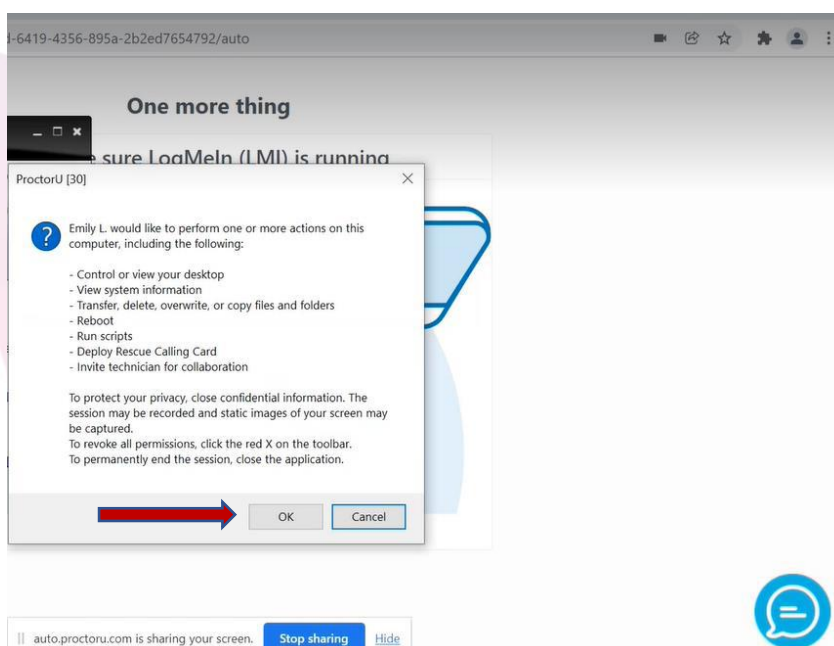


## b) Securing Virtual Environment

The proctor will go through several checks with you including checking your photo ID (the name of your ID will need to match the name on your ProctorU account). If you do not have a photo ID a reasonable adjustment form will need to be filled in prior to the test by your Training Provider. Birth certificate & bank card will be accepted as non-photo ID along with pre-approved questions to confirm identity (including email address and date of birth).

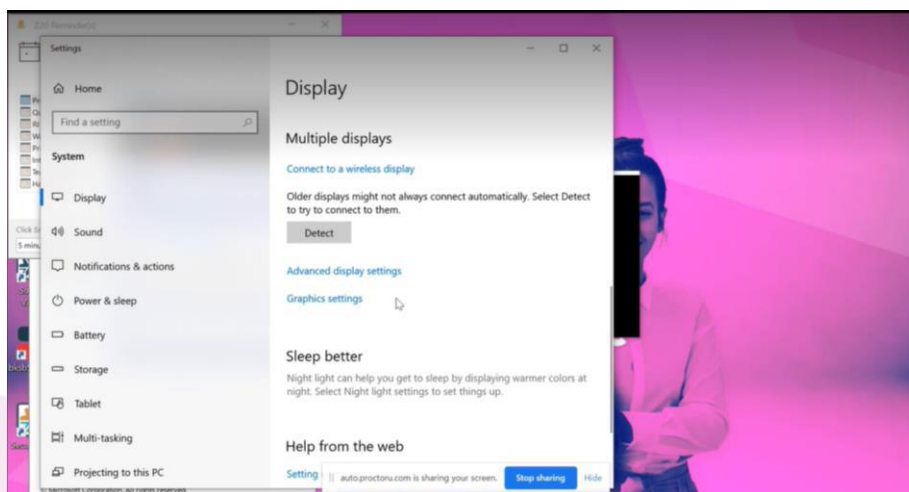
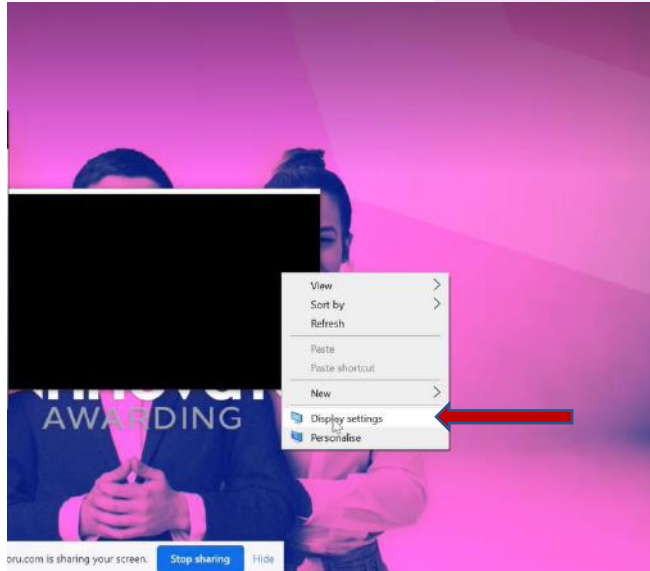
The proctor will go over any permitted resources allowed if any during your test.

This pop up will appear on your screen again click on 'OK'.

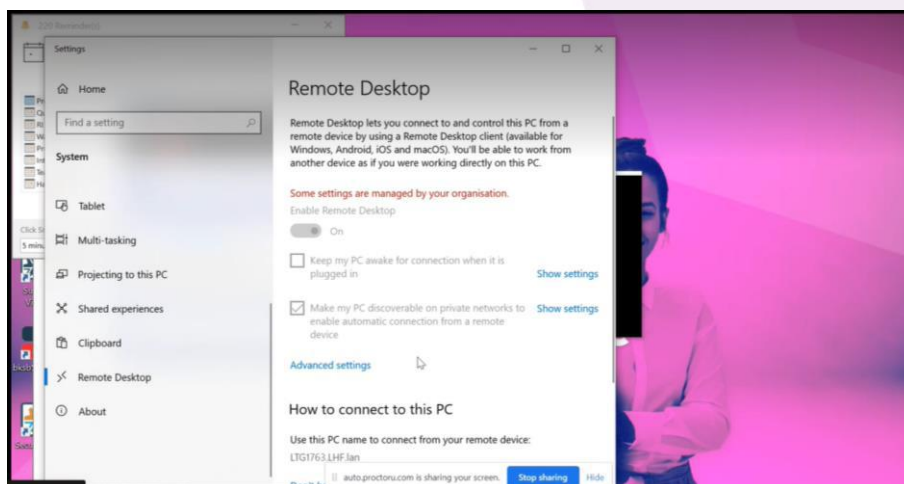
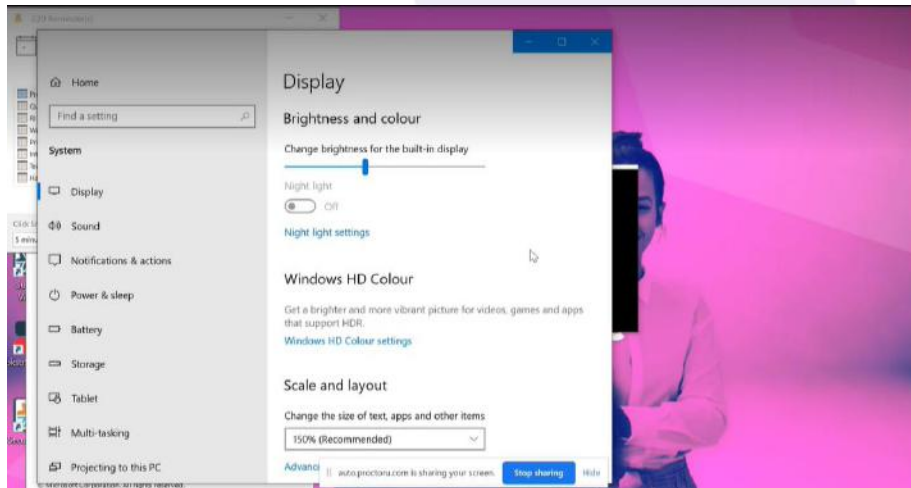


The Proctor will now have access to your mouse to check which tabs are open, to check your task bar, close any apps that need to be closed, check for any hidden icons, any apps running in the background, check for any unpermitted browsers and applications.

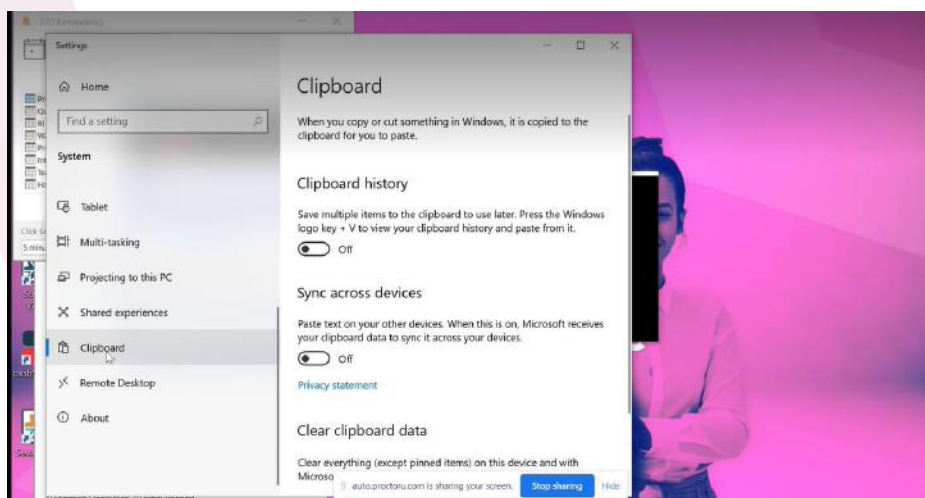
The proctor will also check your desktop, only one monitor for your test.



The following settings on your laptop or computer will be checked by the proctor. You will be able to see everything that the proctor is doing as the proctor will take control of your mouse to check the settings.

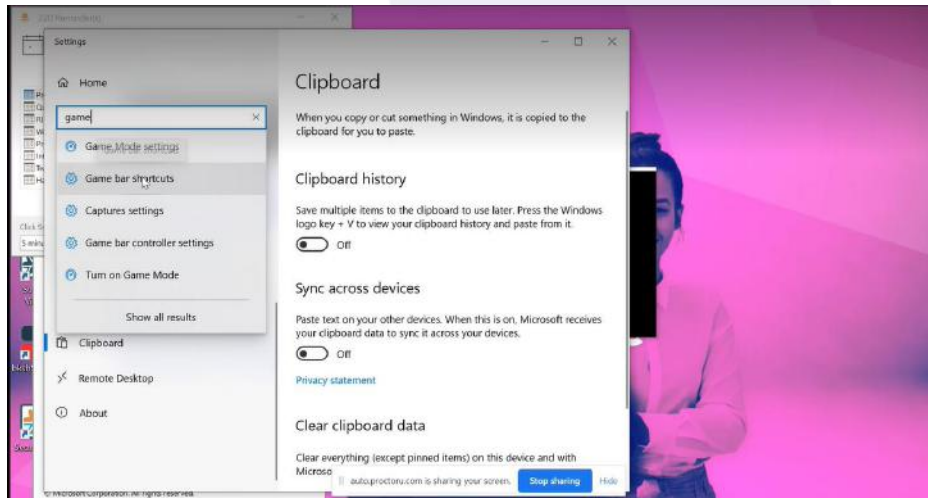


The proctor will check your clipboard settings to check no content can be saved.





Game mode settings will also be checked and disabled to off.



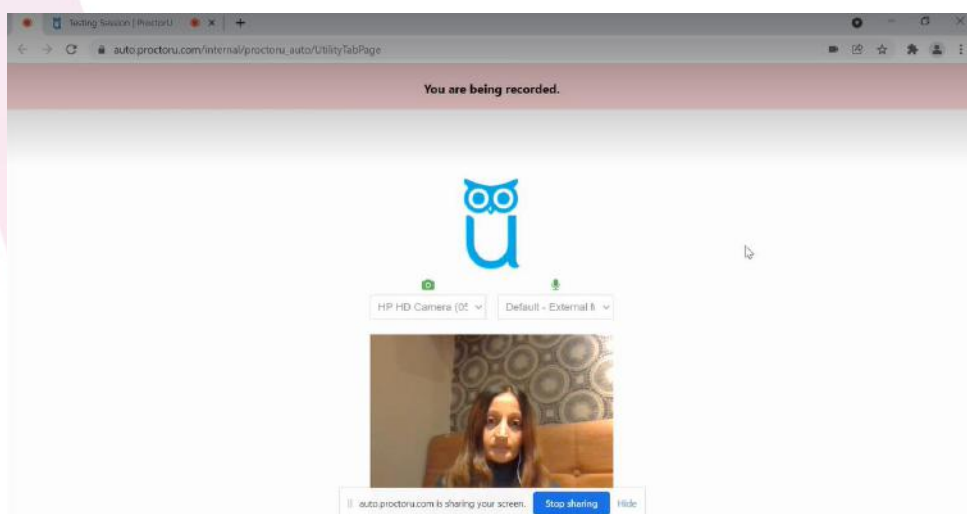
If you are using a MAC the same settings will be checked, however an additional security setting is required to enable the support LogMeIn rescue app to run. Also, the proctor will disable air play for Mac users and will put your laptop on do not disturb so messages do not pop up during your test.

*The proctor will not re-enable these settings for you at the end of the test, but they will direct you to the article below in the support section. <https://support.proctoru.com/hc/en-us/articles/360050637211-UK-Test-Takers-TalkTalk-HomeSafe-Setting-Adjustment>*

- *Windows: <https://support.proctoru.com/hc/en-us/articles/360057612871-Windows-Setting-Adjustments>*
- *Mac: <https://support.proctoru.com/hc/en-us/articles/360057612591-MAC-Setting-Adjustments>*

### c) Checking Physical Environment

You will be asked by the proctor to hold up your wrists to the camera to make sure you are not wearing a watch. The proctor will ask you to turn your from head side to side to check for any listening devices and to ensure that you are not wearing headphones or earbuds. You will also need to remove sunglasses if you are wearing them and any non-religious head coverings.



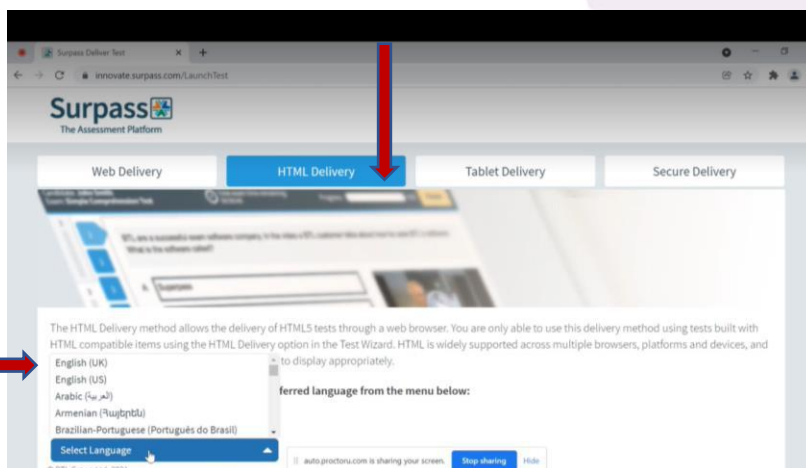
The proctor will then do a monitor scan of your laptop or computer, this is done by using your mobile phone camera on selfie mode and turn your camera to face your screen and check your keyboard etc to show the proctor your workspace.

The next step is a camera pan of the room that you are taking the test in, all four walls of the room will be checked, the surface that you are taking the test on and the floor underneath. This is to ensure that you are in a private room for your test, that nobody else is present in the room and that any unpermitted resources such as notes/books/electronic devices are removed from your workspace including your mobile phone.

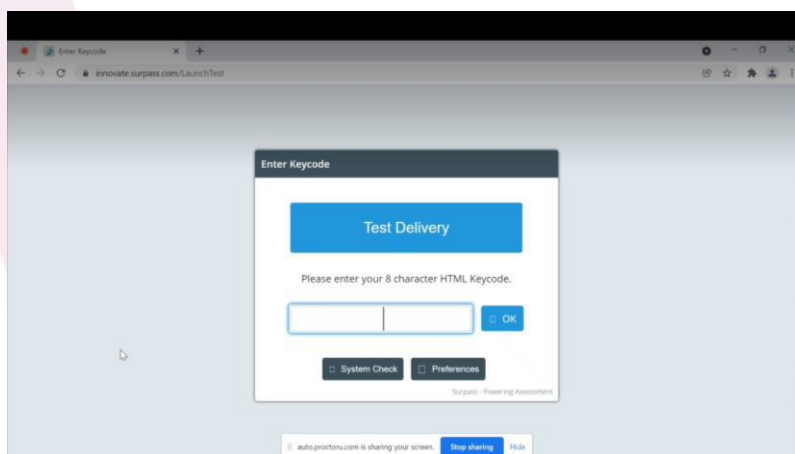
#### d) Taking Test

Once your virtual & physical environments are secured you will proceed to take your test, you will be taken to the Surpass Assessment Platform which will be your test screen URL.

There will be several options on screen. Choose "HTML Delivery" at the top of the screen and select 'language' at the bottom left of the screen and choose your language.



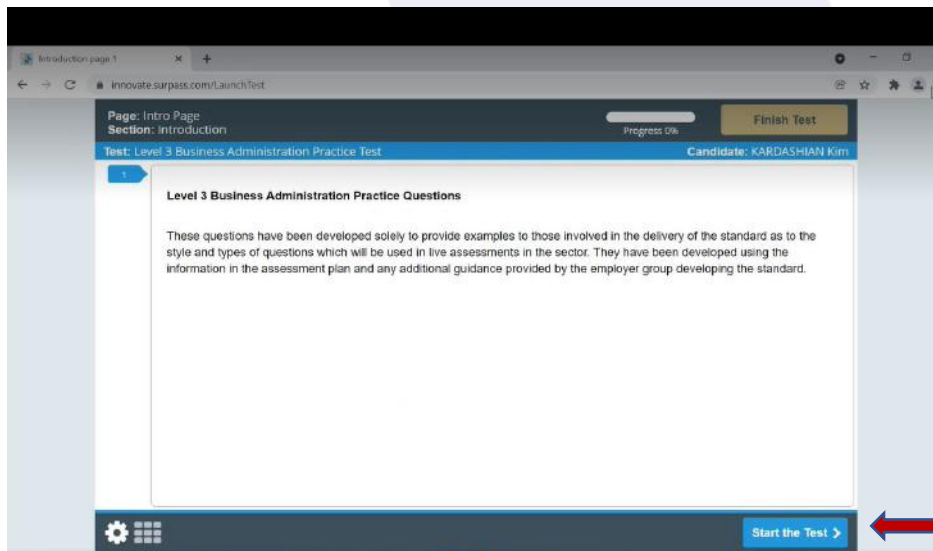
An 8-character keycode will be required and your proctor will enter the code.



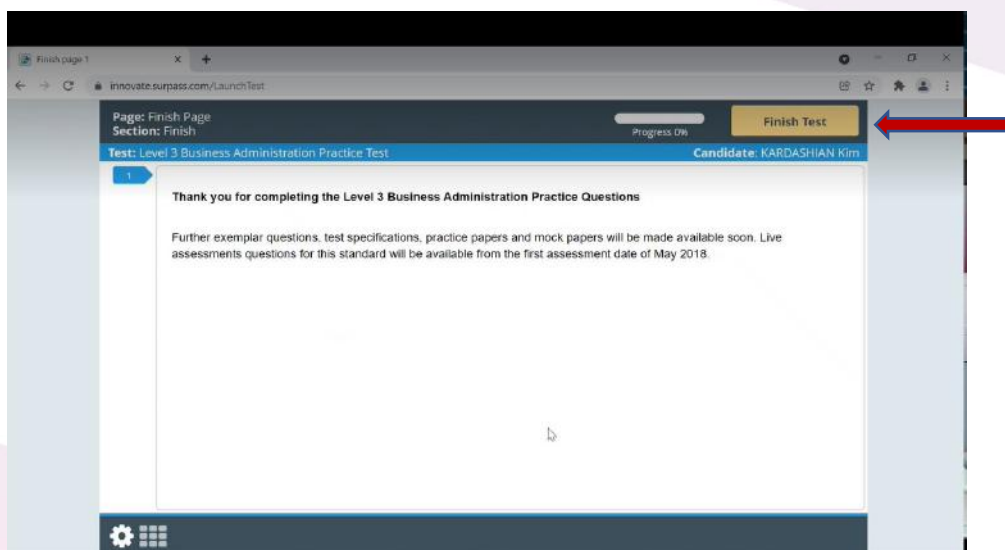
Once the keycode has been entered for your test your test will upload. You will not hear from the proctor during your test unless any suspicious activity is detected.



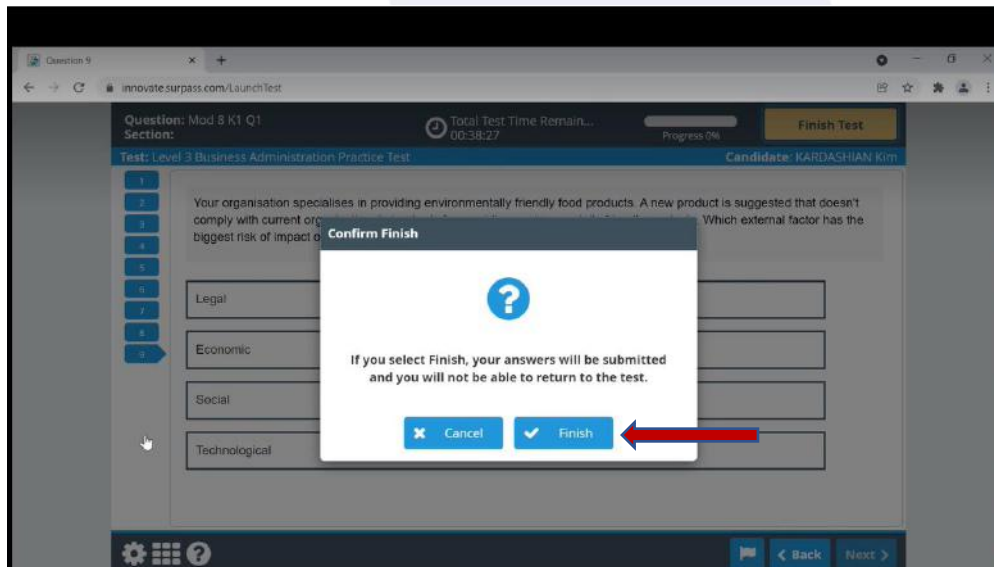
You can now begin the test by clicking on 'Start the Test'.



Once you have finished the test click on the 'Finish Test' button and notify the proctor via the chat box that you have finished.

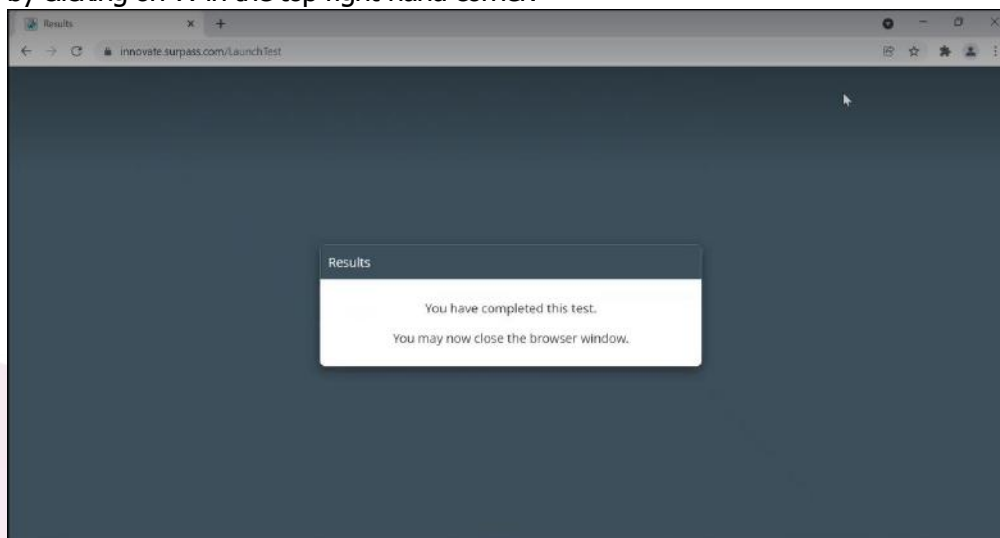


You will need to confirm this again by clicking on the 'Finish' button.



### e) Closing Session

The proctor will give you instructions to log out, log out of test site, close the browser and the chat box by clicking on 'X' in the top right-hand corner.

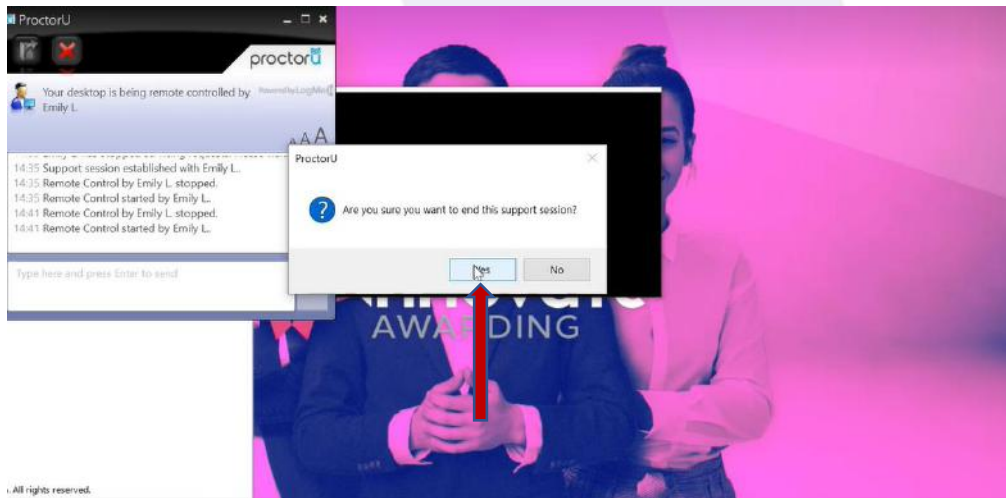


The proctor will then give you the final instructions and remind you to re-enable your settings.

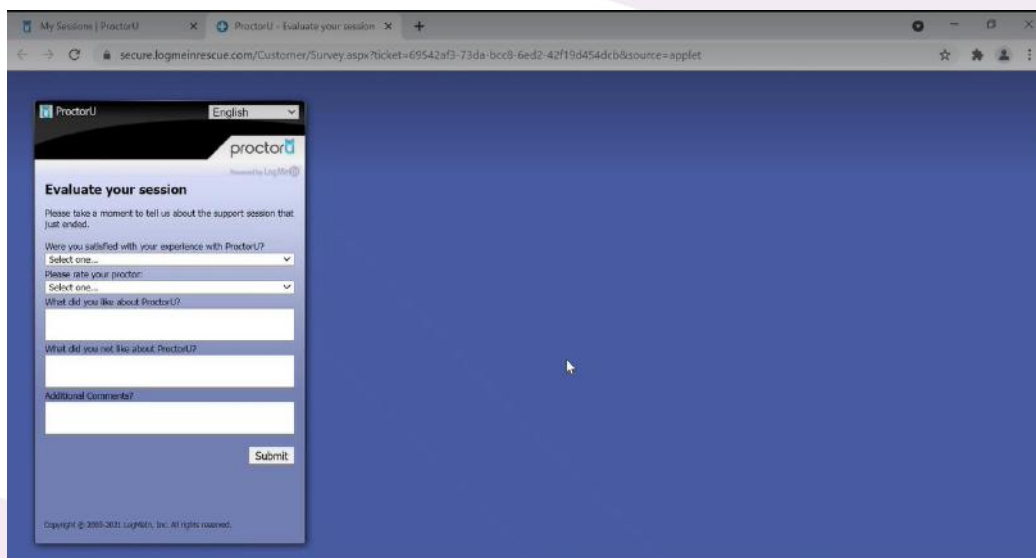
<https://support.proctoru.com/hc/en-us/articles/360050637211-UK-Test-Takers-TalkTalk-HomeSafe-Setting-Adjustment>

- Windows: <https://support.proctoru.com/hc/en-us/articles/360057612871-Windows-Setting-Adjustments>
- Mac: <https://support.proctoru.com/hc/en-us/articles/360057612591-MAC-Setting-Adjustments>

You will be asked 'Are you sure you want to end this support session' click on 'Yes', after this point you will not be able to reconnect to the proctor.



A short survey will then pop up for you to leave feedback for the proctor and the ProctorU service.



## 6. Data FAQs

### **Where will the ProctorU data be stored?**

The data will be stored by Amazon Web Services in the USA, the data will be encrypted, and Amazon will not have access to the encryption keys or therefore the data.

### **Who is ProctorU data visible to?**

Personal data (your name, e-mail address and video recording) will be visible to the proctors (invigilators), who are based around the world, for identity verification basis only. They will not retain this personal data themselves.

### **Where are the invigilators based?**

The invigilators are based in the USA, India, Philippines, Mexico, Panama and Jamaica. English is the primary language spoken by the proctors (invigilators). Our Privacy Policy can be found here:

<https://innovateawarding.org/media/4laecpid/privacy-policy-v5.pdf>

### **How long will the ProctorU data be kept for?**

Personal data will be retained by ProctorU for 12 months after which ProctorU shall delete or return all Personal Data obtained from Innovate Awarding and delete existing copies.

## 7. Support

If you experience any technical queries, please contact ProctorU support:

Freephone: 0800 3686295

<https://www.proctoru.com/live-plus-resource-center>

If you have any other questions, please call Innovate Awarding on:

Telephone: 0117 314 2800 (option 1)