

Live Remote Invigilation for Online Tests Centre Process Guidance (Qualifications)

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1. Introduction

The following guidance will help prepare you and the learner for our remote online test using a live remote invigilation (proctoring) service.

Who are ProctorU?

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

As a Provider / Employer / Centre / Trainer or Learning Coach signed up to our live remote invigilation service, Innovate Awarding will book a ProctorU invigilator for the learner when they are ready to take their on-demand test.

What is Live Remote Invigilation (Proctoring) and how Does it Work?

Through the ProctorU website the trained ProctorU invigilator will connect to the learner to their on-demand test online and invigilate their test remotely by watching in the background.

The live proctored process ensures all learners have a consistent and secure testing experience. The proctors will look out for misconduct and learners benefit from the convenience of testing from home.

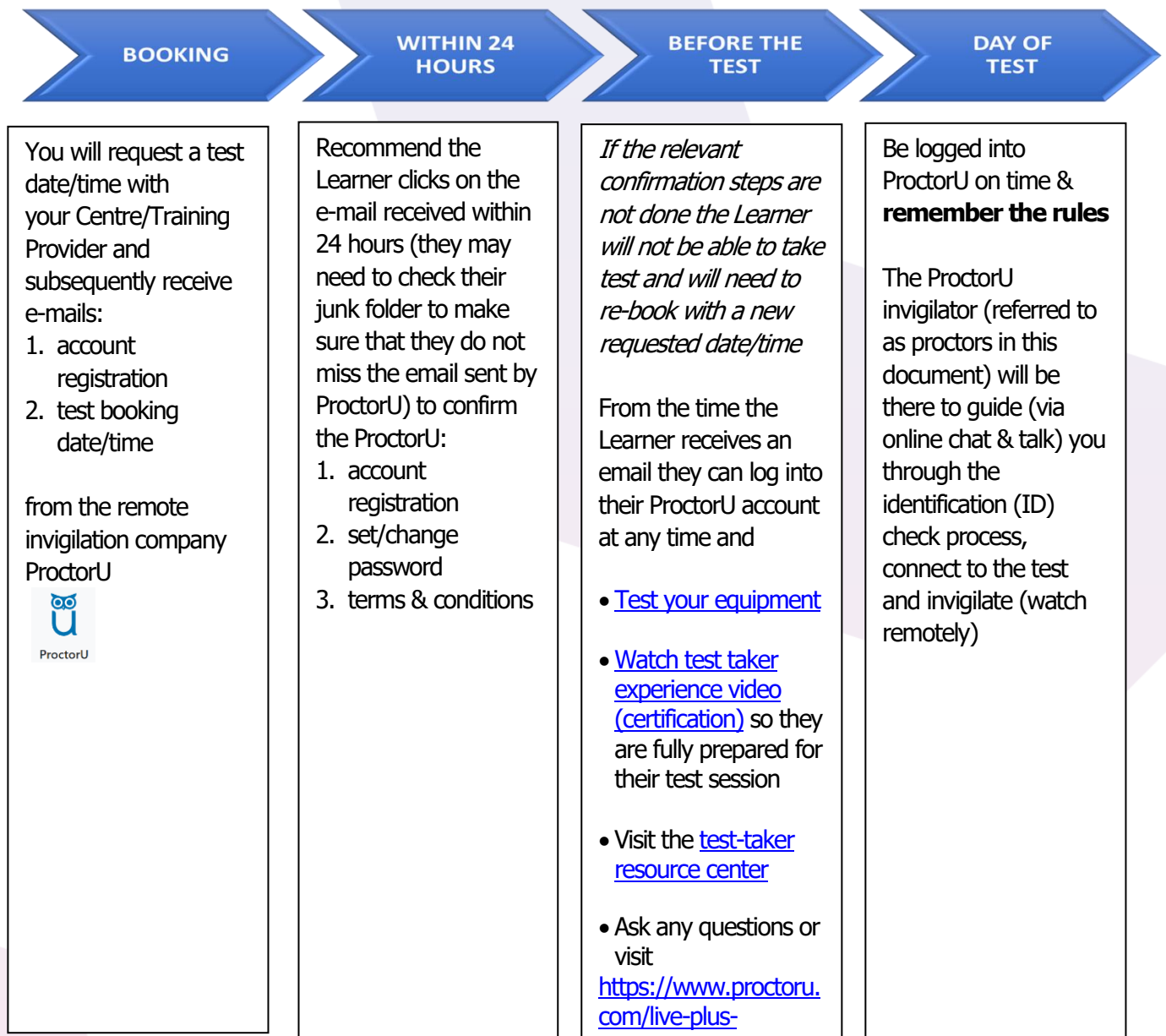
What is the role of the Centre in preparing the learner?

The Centre is responsible for preparing their learners for their on-demand live remote invigilation test. Before the test the Centre will need to ensure:

- ❖ that the test is booked on Quartz (at least 72 hours from time of the test) be prepared by having a date and time planned for the on-demand test
- ❖ that the Centre has filled out any Reasonable Adjustments required
- ❖ that the Centre has filled out any Reasonable Adjustments required (please refer to Section 3) and confirmed any Accommodations required (please refer to Section 3)
- ❖ the Employer's have been made aware of the further information for IT departments (on whitelisting the ProctorU website, computer security settings etc)
- ❖ the learner is fully prepared and knows what to expect before and during their test
- ❖ the learner has read and understands the learner guidance
- ❖ the learner has tested their equipment beforehand
- ❖ the learner has the relevant ID required

The learner should follow the Learner guidance (overleaf is a Timeline Overview extract from the Learner guidance):

2. Timeline Overview



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 to expect - <https://youtu.be/5qdh46rBvbU>
2. What it's like to take an invigilated test with ProctorU <https://youtu.be/eTFDrRVQzO8>

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

or please follow the detailed learner guidance document.

3. Reasonable Adjustments and Accommodations

Reasonable Adjustments

A reasonable adjustment form will need to be filled in prior to the test by the Training Provider for any special considerations and adjustments, as per the normal process.

The Reasonable Adjustment Form can be found in Quartz Web – Resources, Applications for Reasonable Adjustments for Learners with Particular Requirements

The Reasonable Adjustment Policy, Process and Form can be found here:
<https://innovateawarding.org/>

or click on the link for direct access the Reasonable Adjustments form:
<https://innovateawarding.org/media/emfobnap/application-for-reasonable-adjustments-for-learners-with-particular-requirements-v6.docx>

Accommodations

Innovate Awarding will need to be notified via email at coordinators@innovateawarding.org or when the test date is requested, this should be done 72 hours in advance if one of the following accommodations are required:

1. If the test is to be taken on a soft surface like a bed (access to a hard surface to work is recommended).
2. If the Learner does not have one of the required forms of Photo ID

One form of photo ID is required which must contain the Learner's first name, last name, a photograph of themselves 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 / NUS Apprentice extra card, University Student Union card, Post Office Pass card, Driving licence or Passport

If the Learner does not have one of the above then Innovate Awarding would need to notify ProctorU that two of the following forms can 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 or Membership Card (Gym, School, Store, etc.)

The two forms of non-photo ID must contain the Learner's first name and last name.

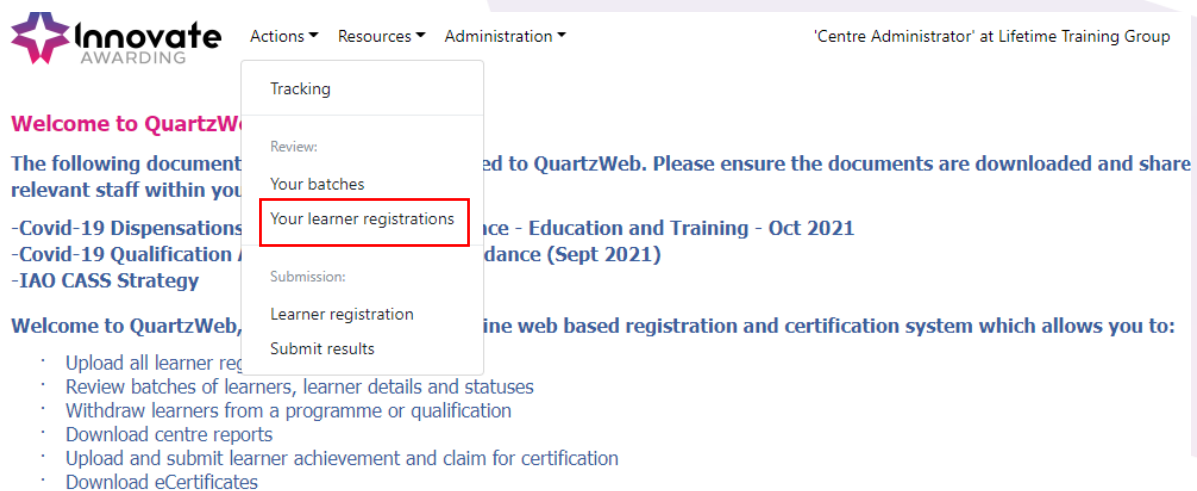
If an accommodation is not requested the Proctor (invigilator) will not be aware so the test will not be allowed to take place.

4. The Test Booking Process

The Centre should be prepared by having a date and time planned for the on-demand test. The Centre will need to book the test on Quartz (at least 72 hours from time of the test).

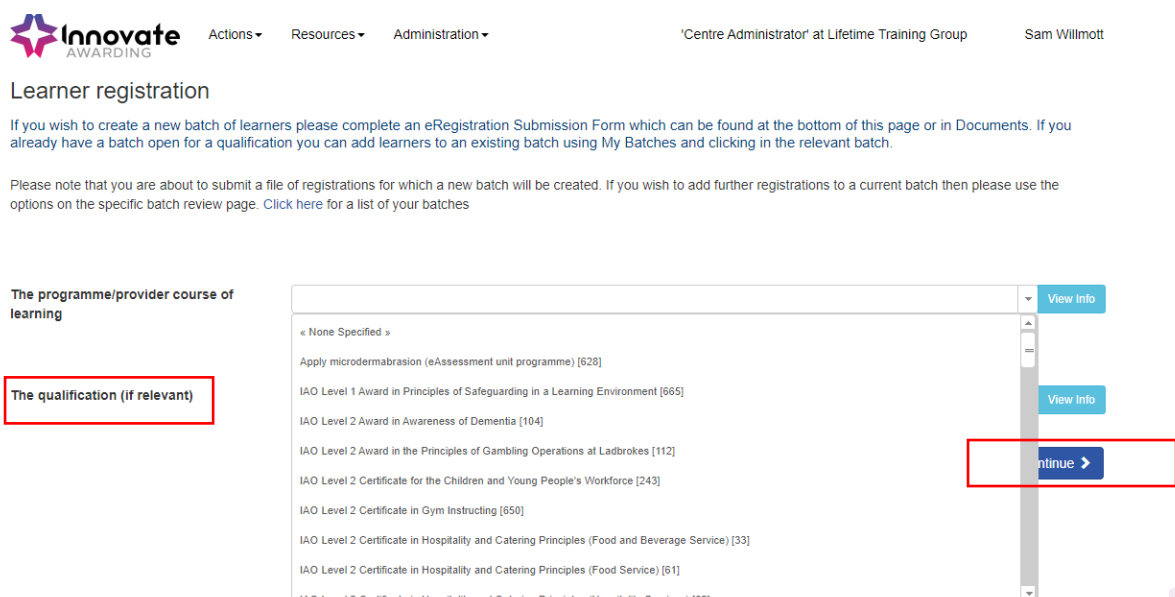
please note that booking slots are available every 10 minutes, if your chosen time is not available (i.e. 15 minutes past the hour) we will book you onto the next slot.

From the Quartz Homepage, select "Actions" and choose "Learner registration" from the drop-down menu.



The screenshot shows the QuartzWeb homepage. At the top left is the Innovate AWARDING logo. To its right are navigation links: 'Actions', 'Resources', and 'Administration'. Further right, it says 'Centre Administrator' at Lifetime Training Group. Below the logo, there's a 'Welcome to QuartzWeb' section with a list of documents: '-Covid-19 Dispensations', '-Covid-19 Qualification', and '-IAO CASS Strategy'. A dropdown menu is open under 'Actions', with 'Your learner registrations' highlighted in a red box. Other options in the menu include 'Tracking', 'Review:', 'Your batches', 'Submission:', 'Learner registration', and 'Submit results'. Below the menu, there's a list of actions: 'Upload all learner reg...', 'Review batches of learners, learner details and statuses', 'Withdraw learners from a programme or qualification', 'Download centre reports', 'Upload and submit learner achievement and claim for certification', and 'Download eCertificates'.

On the next screen, select the relevant course you wish to book for from the drop down. The "Qualification (if relevant)" box will autofill.



The screenshot shows the 'Learner registration' page. At the top left is the Innovate AWARDING logo. To its right are navigation links: 'Actions', 'Resources', and 'Administration'. Further right, it says 'Centre Administrator' at Lifetime Training Group and 'Sam Willmott'. Below the logo, there's a 'Learner registration' section with a paragraph: 'If you wish to create a new batch of learners please complete an eRegistration Submission Form which can be found at the bottom of this page or in Documents. If you already have a batch open for a qualification you can add learners to an existing batch using My Batches and clicking in the relevant batch.' Below that, another paragraph: 'Please note that you are about to submit a file of registrations for which a new batch will be created. If you wish to add further registrations to a current batch then please use the options on the specific batch review page. Click here for a list of your batches'. Below the text, there's a form with two fields: 'The programme/provider course of learning' and 'The qualification (if relevant)'. The 'The qualification (if relevant)' field is highlighted in a red box. To the right of the form is a dropdown menu with a list of courses: 'Apply microdermabrasion (eAssessment unit programme) [626]', 'IAO Level 1 Award in Principles of Safeguarding in a Learning Environment [665]', 'IAO Level 2 Award in Awareness of Dementia [104]', 'IAO Level 2 Award in the Principles of Gambling Operations at Ladbrokes [112]', 'IAO Level 2 Certificate for the Children and Young People's Workforce [243]', 'IAO Level 2 Certificate in Gym Instructing [650]', 'IAO Level 2 Certificate in Hospitality and Catering Principles (Food and Beverage Service) [33]', 'IAO Level 2 Certificate in Hospitality and Catering Principles (Food Service) [61]', and 'IAO Level 2 Certificate in Hospitality and Catering Principles (Hospitality, Sanitise) [62]'. A 'Continue' button is highlighted in a red box.

Click "Continue".

On the next screen, ensure that from "the site" drop down menu that "ProctorU IAO" is selected and fill out all relevant sections as the Centre currently does.

Postcodes are mandatory for sites in this list. If a site is not appearing in the list please click on 'Amend Sites' to add a new site or add a postcode to an existing site

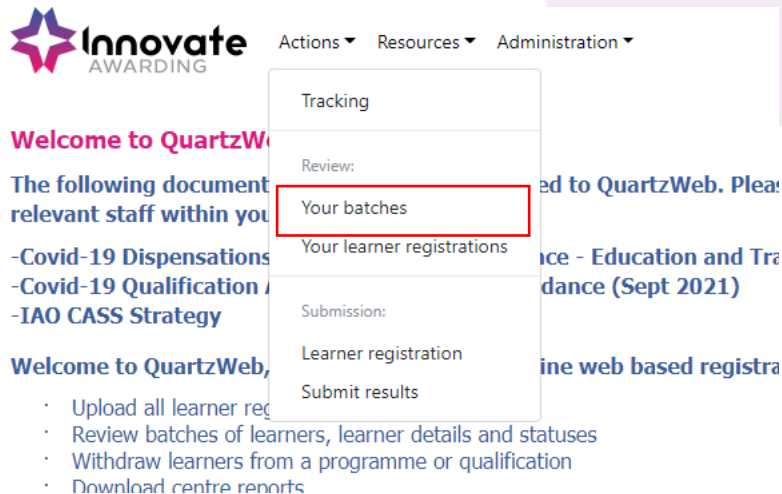
The site

Tutor

« None »
 Birmingham Beauty Academy
 Certificate Address
 Commercial Training
 Lifetime Head Office
Manchester Beauty Academy
ProctorU IAO
 ProctorU Lifetime Training
 Work Based Learning

Once learners have been registered, go to the Quartz Web home page and select "Actions" and then "Your Batches" from the drop-down menu.

Note: If uploading an eRegistration template or creating "Single Learner Registration" please ensure email addresses for the learners are provided.

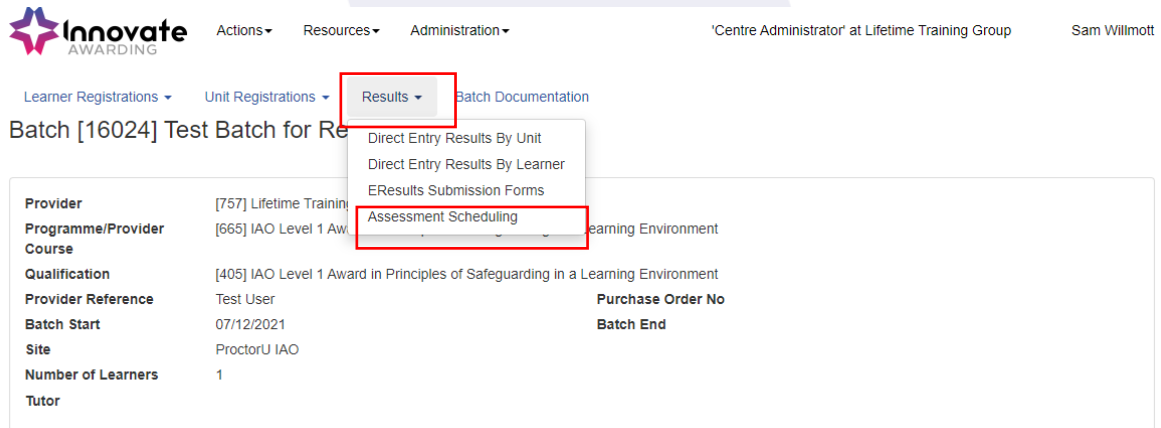


The screenshot shows the QuartzWeb interface with the 'Actions' dropdown menu open. The menu items are: Tracking, Review: Your batches (highlighted with a red box), Your learner registrations, Submission: Learner registration, and Submit results. The background shows a 'Welcome to QuartzWeb' message and a list of documents including Covid-19 Dispensations, Covid-19 Qualification, and IAO CASS Strategy.

Find the relevant batch and click on the "Batch ID".

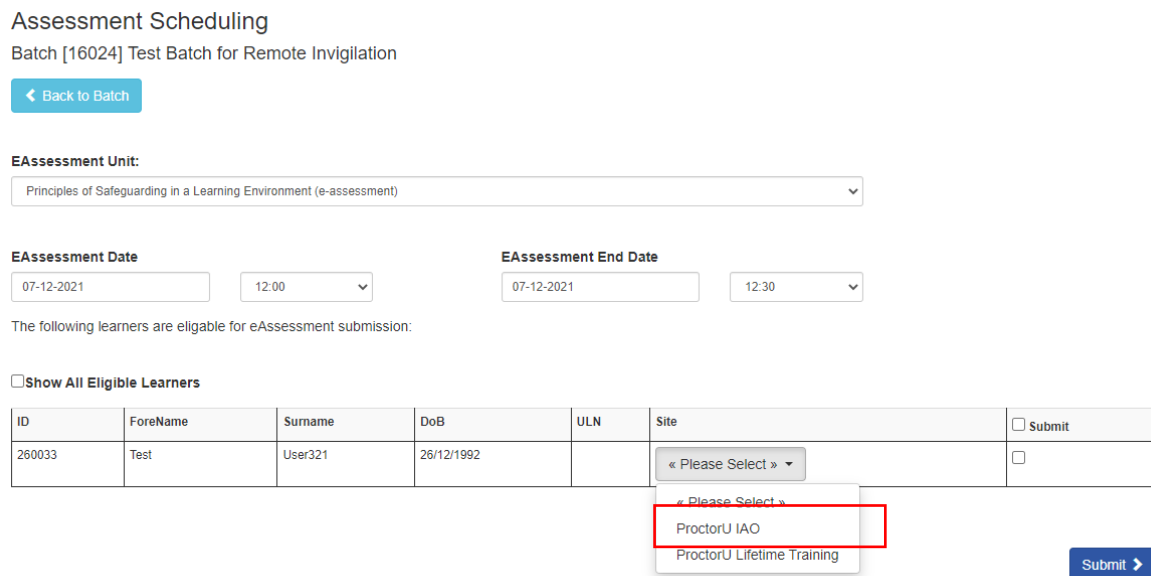
Batch ID	Provider Reference	Programme/Provider Course ID	Programme/Provider Course Name	Qualification ID	Qualification Name	Batch Description	Batch Start Date	Batch End Date	Batch Site Name	No. of Regs.
16024	Test User	665	IAO Level 1 Award in Principles of Safeguarding in a Learning Environment	405	IAO Level 1 Award in Principles of Safeguarding in a Learning Environment	Test Batch for Remote Invigilation	07/12/2021		ProctorU IAO	1

On the next screen, select "Results" and then "Assessment Scheduling".



Innovate AWARDING Actions Resources Administration 'Centre Administrator' at Lifetime Training Group Sam Willmott
 Learner Registrations Unit Registrations Results Batch Documentation
 Batch [16024] Test Batch for Remote Investigation
 Direct Entry Results By Unit
 Direct Entry Results By Learner
 EResults Submission Forms
Assessment Scheduling
 Learning Environment
 [757] Lifetime Training
 [665] IAO Level 1 Award in Principles of Safeguarding in a Learning Environment
 [405] IAO Level 1 Award in Principles of Safeguarding in a Learning Environment
 Test User Purchase Order No
 07/12/2021 Batch End
 ProctorU IAO
 1
 Tutor

On the "Assessment Scheduling" screen that loads, fill in all information for the date and time you wish to book the learner in for. Please also make sure you select "ProctorU IAO" from the "Site" drop down menu.

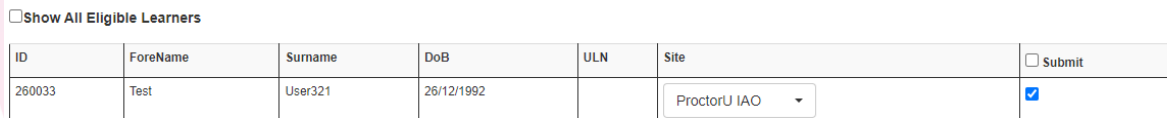


Assessment Scheduling
 Batch [16024] Test Batch for Remote Investigation
 < Back to Batch
 EAssessment Unit:
 Principles of Safeguarding in a Learning Environment (e-assessment)
 EAssessment Date: 07-12-2021 12:00
 EAssessment End Date: 07-12-2021 12:30
 The following learners are eligible for eAssessment submission:
 Show All Eligible Learners

ID	ForeName	Surname	DoB	ULN	Site	Submit
260033	Test	User321	26/12/1992		« Please Select »	<input type="checkbox"/>

 ProctorU IAO
 ProctorU Lifetime Training
 Submit

Make sure the "Submit" tick box is selected next to the relevant learner and click submit at the bottom of the page.



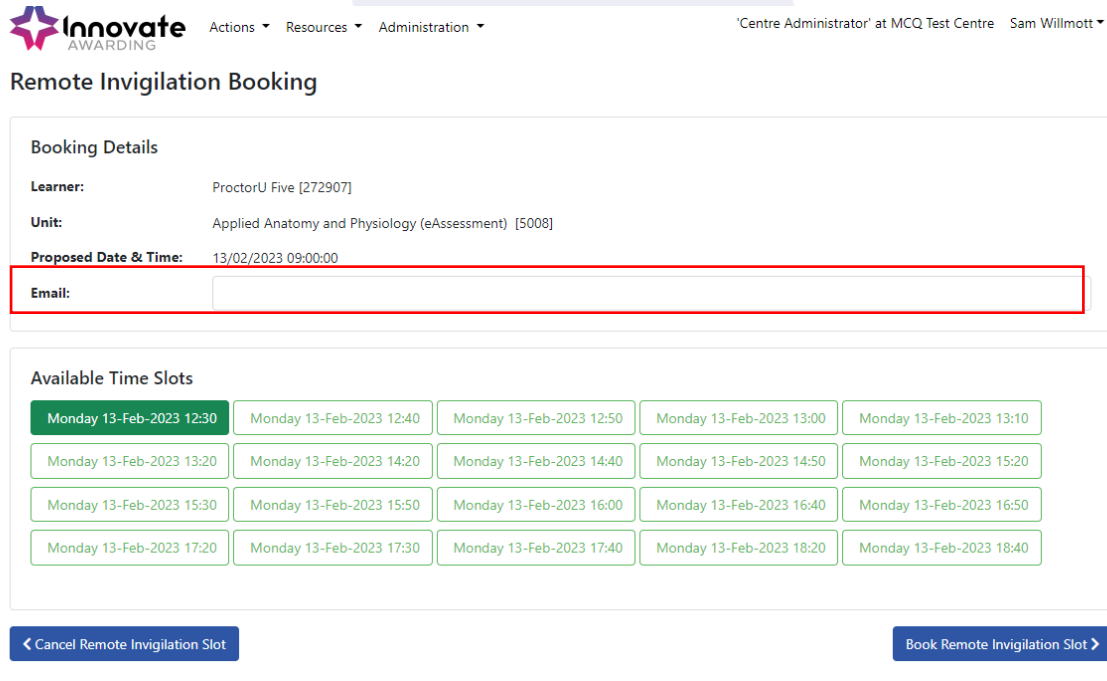
Show All Eligible Learners

ID	ForeName	Surname	DoB	ULN	Site	Submit
260033	Test	User321	26/12/1992		ProctorU IAO	<input checked="" type="checkbox"/>

Submit >

This will then load the available timeslots for ProctorU sessions.

Note: If no email address is submitted for the learner when registering. The highlighted box below will need to be updated with the correct email address. The exam cannot be booked without this information.



Booking Details

Learner: ProctorU Five [272907]

Unit: Applied Anatomy and Physiology (eAssessment) [5008]

Proposed Date & Time: 13/02/2023 09:00:00

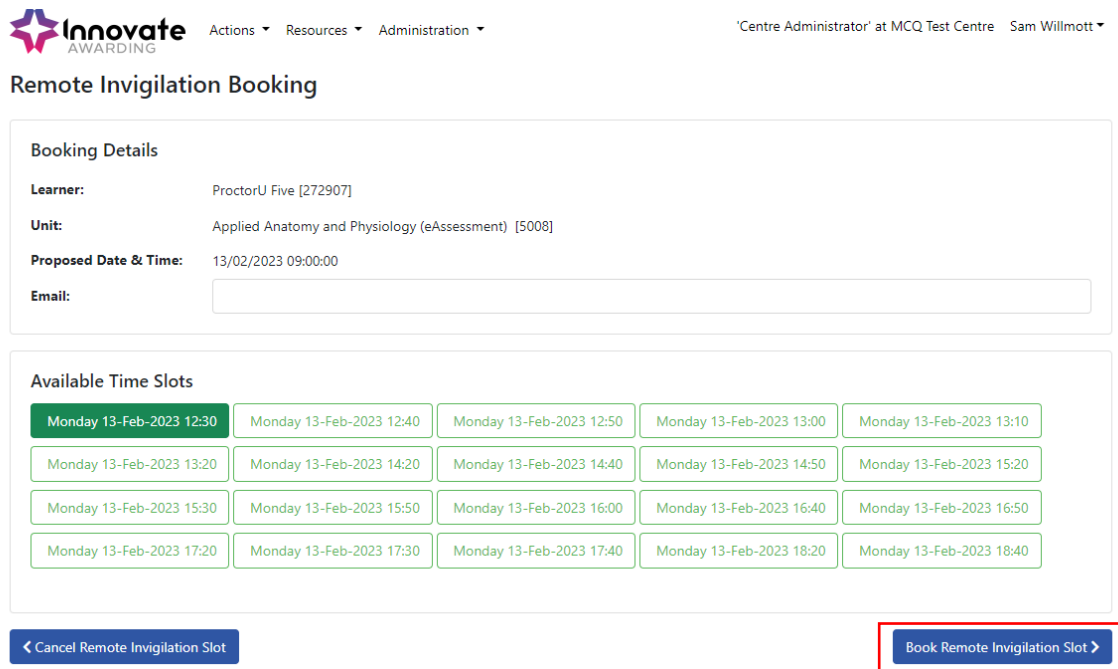
Email:

Available Time Slots

Monday 13-Feb-2023 12:30	Monday 13-Feb-2023 12:40	Monday 13-Feb-2023 12:50	Monday 13-Feb-2023 13:00	Monday 13-Feb-2023 13:10
Monday 13-Feb-2023 13:20	Monday 13-Feb-2023 14:20	Monday 13-Feb-2023 14:40	Monday 13-Feb-2023 14:50	Monday 13-Feb-2023 15:20
Monday 13-Feb-2023 15:30	Monday 13-Feb-2023 15:50	Monday 13-Feb-2023 16:00	Monday 13-Feb-2023 16:40	Monday 13-Feb-2023 16:50
Monday 13-Feb-2023 17:20	Monday 13-Feb-2023 17:30	Monday 13-Feb-2023 17:40	Monday 13-Feb-2023 18:20	Monday 13-Feb-2023 18:40

[← Cancel Remote Invigilation Slot](#) [Book Remote Invigilation Slot →](#)

Select the required timeslot and then click "Book Remote Invigilation Slot" in the bottom right



Booking Details

Learner: ProctorU Five [272907]

Unit: Applied Anatomy and Physiology (eAssessment) [5008]

Proposed Date & Time: 13/02/2023 09:00:00

Email:

Available Time Slots

Monday 13-Feb-2023 12:30	Monday 13-Feb-2023 12:40	Monday 13-Feb-2023 12:50	Monday 13-Feb-2023 13:00	Monday 13-Feb-2023 13:10
Monday 13-Feb-2023 13:20	Monday 13-Feb-2023 14:20	Monday 13-Feb-2023 14:40	Monday 13-Feb-2023 14:50	Monday 13-Feb-2023 15:20
Monday 13-Feb-2023 15:30	Monday 13-Feb-2023 15:50	Monday 13-Feb-2023 16:00	Monday 13-Feb-2023 16:40	Monday 13-Feb-2023 16:50
Monday 13-Feb-2023 17:20	Monday 13-Feb-2023 17:30	Monday 13-Feb-2023 17:40	Monday 13-Feb-2023 18:20	Monday 13-Feb-2023 18:40

[← Cancel Remote Invigilation Slot](#) [Book Remote Invigilation Slot →](#)

You will then be taken back to the batch booking screen with the below message in green confirming the booking.

Assessment Scheduling

Batch [18090] ProctorU Testing

[Back to Batch](#)

The booking for learner ProctorU Five [272907] has been submitted

The learner(s) have now been registered and will subsequently receive e-mails (regarding account registration and exam confirmation) from the remote invigilation company ProctorU.

5. Preparing the Learner for the Test

The Learner should click on one of the e-mails within 24 hours is recommended (ask them to check their junk folder for e-mails from ProctorU) directing them to the ProctorU website to:

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

They will need to complete all of the 3 steps above when you receive a test booking confirmation email (if they do not complete all 4 steps above they will not be able to take the test).

In the e-mails that the learner receives they will be asked to check the following in advance of their test (there is 72 hours to do this, but we recommend that the learner reads and performs these checks as soon as possible in order to resolve any issues in advance of the test):

1. Test Equipment
2. Requirements
3. Rules

The learner will receive the following emails from ProctorU: account confirmation, create your password, reservation pending. When they have completed the above 3 steps they may also receive the following emails; account verified confirmation, password reset confirmation, reservation confirmation, reservation reminder (including pre-checks and rule reminders).

Centres should encourage the learner to log into their ProctorU account: they can log into ProctorU account at <https://go.proctoru.com> enter their username and password and then click 'Log in'.

A reminder for learners on the day of the test the launch process can take between 5 -10 minutes, this does not deduct from their test time.

Exam Security

During the test the trained live proctor will monitor the test session to ensure no malpractice or theft of test content takes place, they will actively intervene if they witness any cheating behaviours. There are three categories of issues that the proctor looks for:

- ❖ Issues with ID authentication.
- ❖ Behavioural breach.
- ❖ Exam security – the test would get shut down straight away.

If an incident does occur during a test session, the live proctor will flag the documented evidence and end-to-end recordings to Innovate Awarding for review.

6. Rescheduling or Cancelling a Test

Learners cannot reschedule tests on their ProctorU account. All rescheduling must be done by Innovate Awarding administrators. The Centre must contact Innovate Awarding directly if a test needs to be rescheduled.

Telephone: 0117 314 2800 option 4 or email coordinators@innovateawarding.org

The Centre will need to allow at least 72 hours before rescheduling the learner's test.

7. Absent Learners

Learners are allowed up to 15 minutes from the scheduled time of the test to join their test before the test is cancelled and the learner is flagged as a no show.

If the learner is absent the Centre will still be charged for the test.

8. 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 (learner 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.

9. Support

If you have any test booking queries, please contact our Qualifications Team

Email: coordinators@innovateawarding.org

Telephone: 0117 314 2800 then press option 4

For any technical queries, please contact ProctorU support:

Freephone: 0800 3686295

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

For more information about Innovate Awarding's live remote invigilation service, email:

contactus@innovateawarding.org