

# 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.

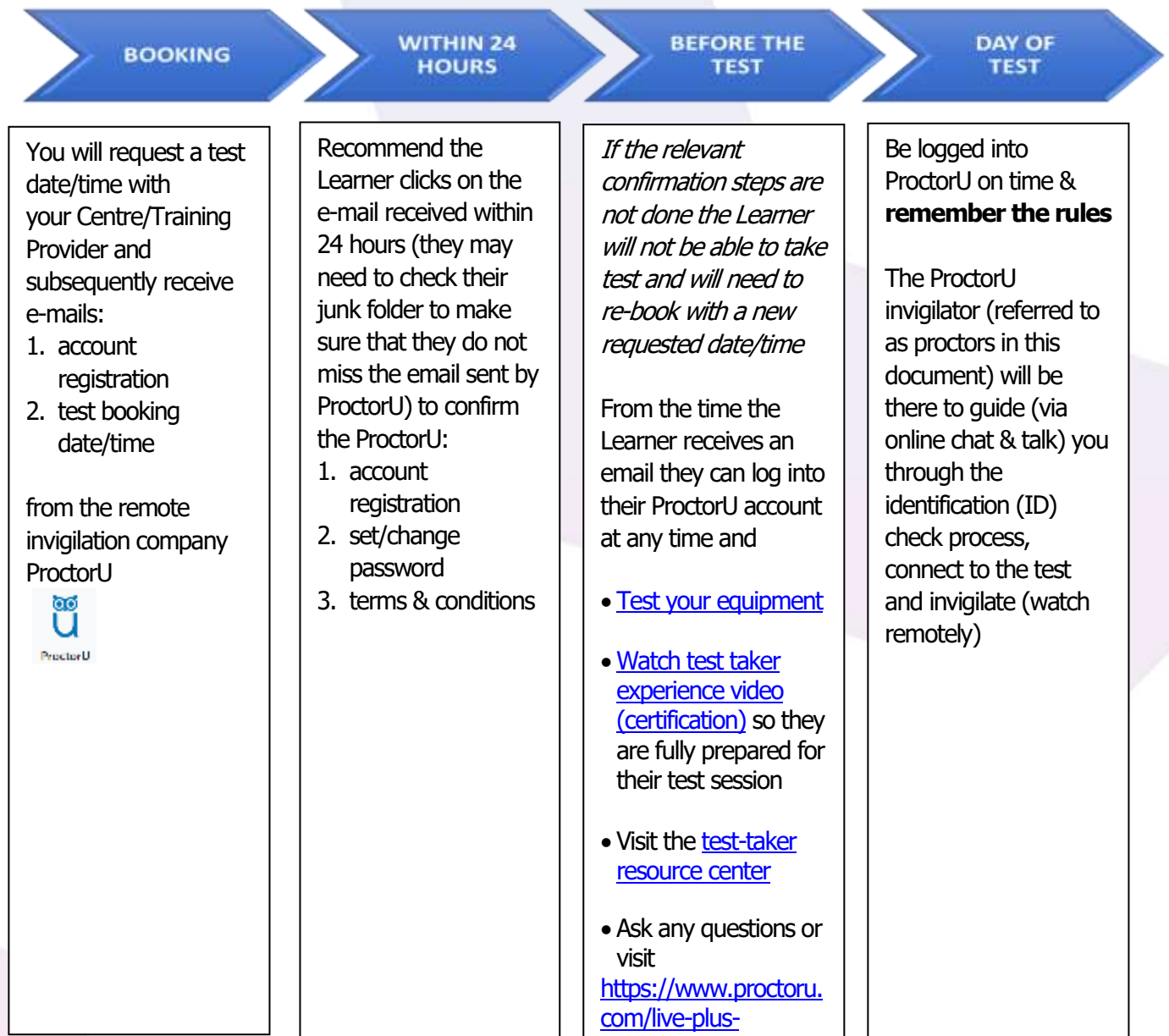
### What is the role of the Centre in preparing the learner?

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](mailto: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.*

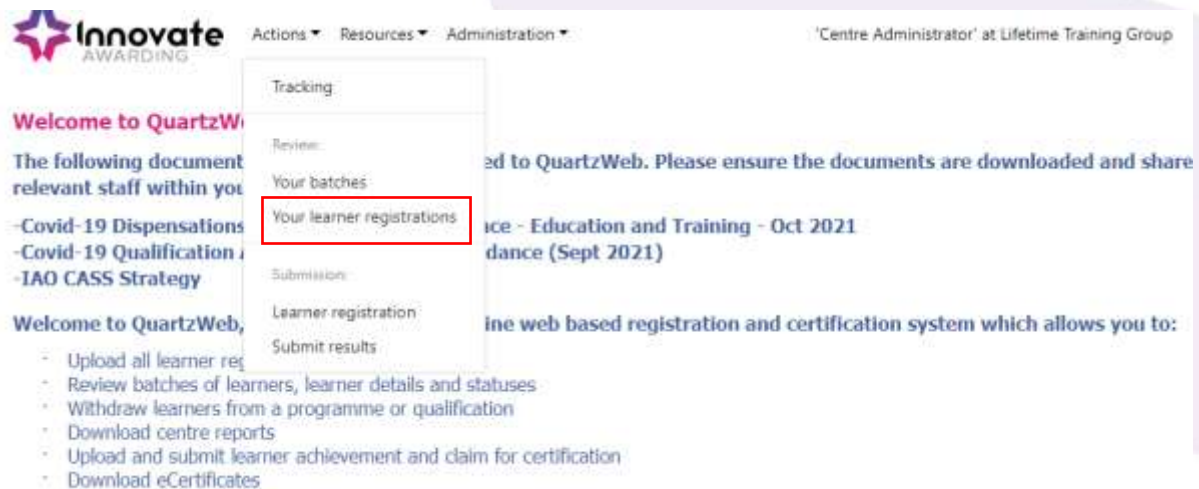
**If an accommodation is not requested the Proctor (invigilator) will not be aware so the test will not be allowed to take place.**

#### 4. The Test Booking Process

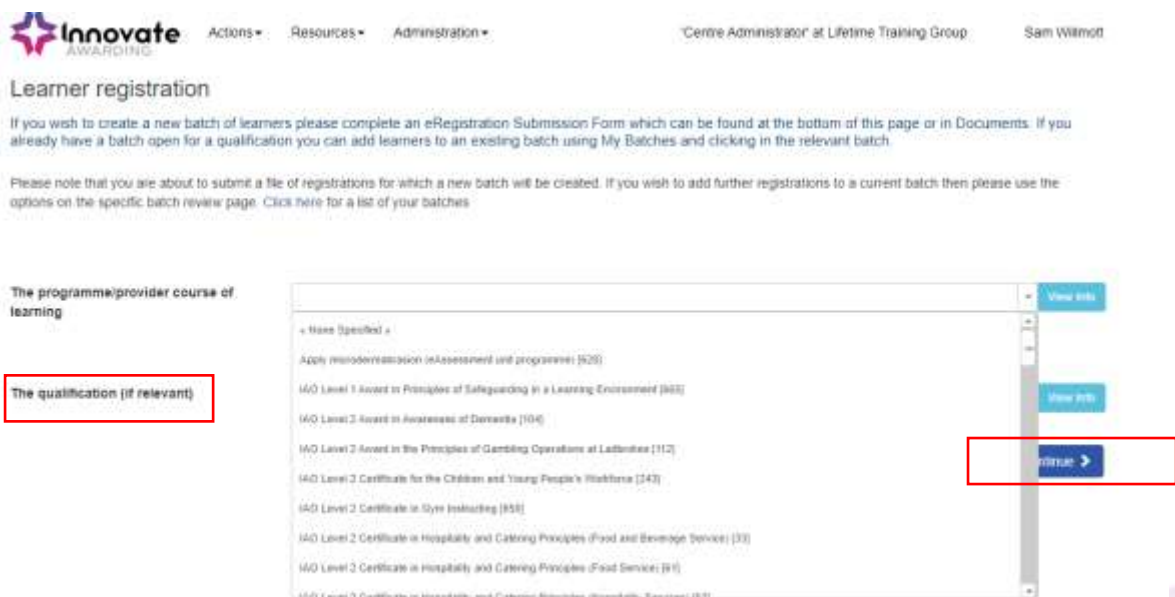
The Centre should be prepared by having a date and time planned for the on-demand test. The Centre will need to book the test on Quartz (at least 72 hours from time of the test).

*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.

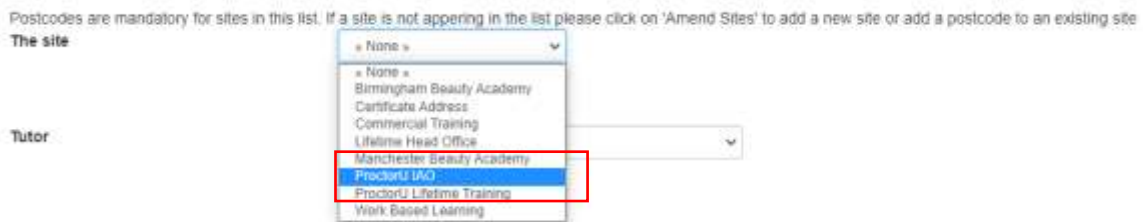


On the next screen, select the relevant course you wish to book for from the drop down. The "Qualification (if relevant)" box will autofill.



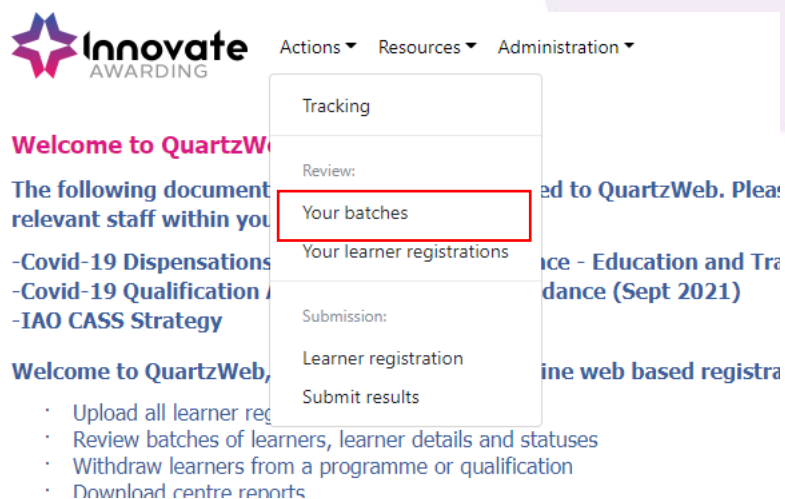
Click "Continue".

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.



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

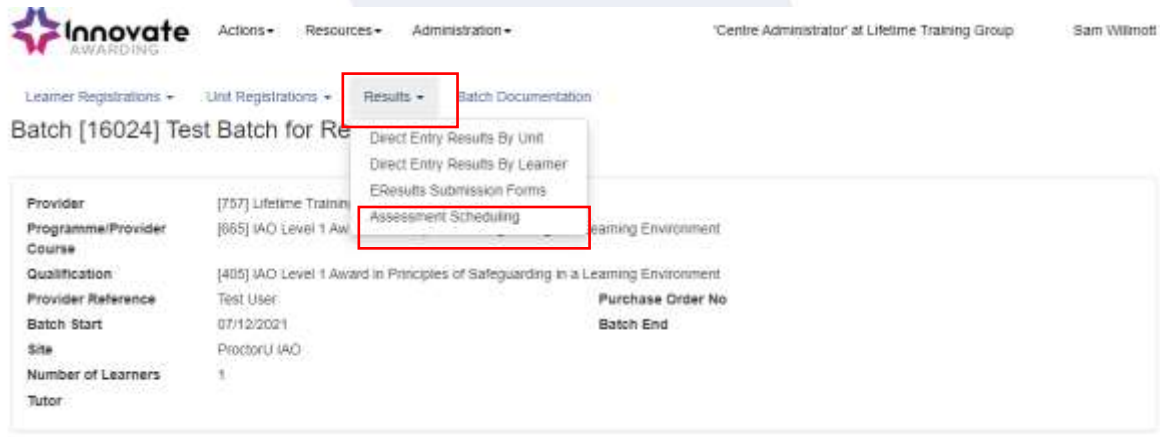
*Note: If uploading an eRegistration template or creating "Single Learner Registration" please ensure email addresses for the learners are provided.*



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          | 565                          | 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 Investigation | 07/12/2021       |                | ProctorU IAO    | 1            |

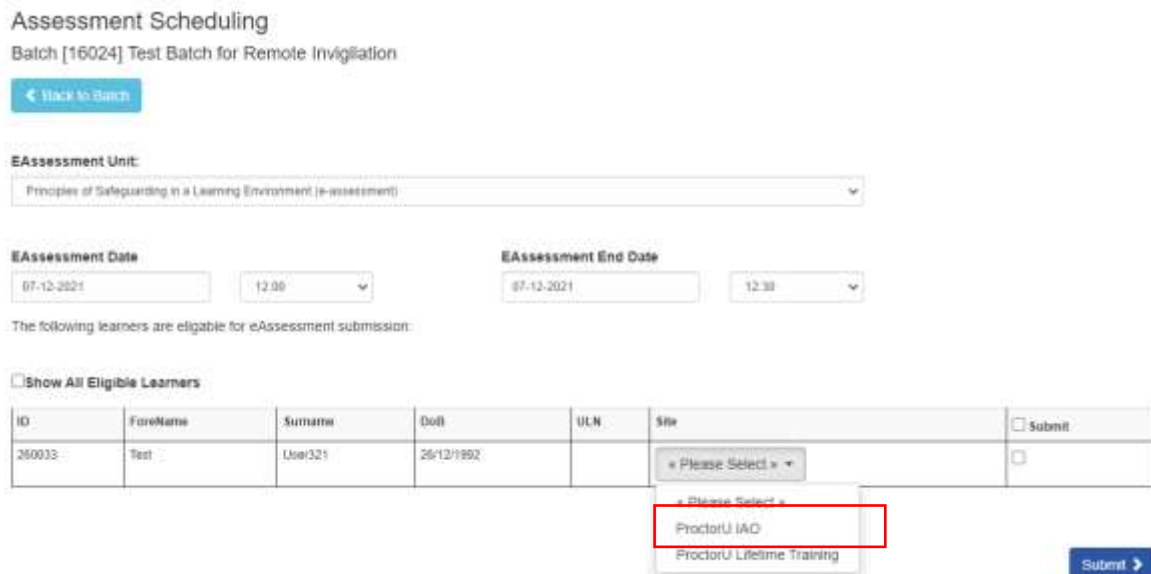
On the next screen, select "Results" and then "Assessment Scheduling".



The screenshot shows the Innovate AWARDING interface. At the top, there are navigation links: 'Learner Registrations', 'Unit Registrations', 'Results', and 'Batch Documentation'. The 'Results' dropdown menu is open, showing options: 'Direct Entry Results By Unit', 'Direct Entry Results By Learner', 'EResults Submission Forms', and 'Assessment Scheduling'. The 'Assessment Scheduling' option is highlighted with a red box. Below the menu, there is a table with details for 'Batch [16024] Test Batch for Remote Investigation'.

|                           |   |                      |
|---------------------------|---|----------------------|
| Provider                  | [757] Lifetime Training   | Learning Environment |
| Programme/Provider Course | [865] IAO Level 1 Award in Principles of Safeguarding in a Learning Environment |                      |
| Qualification             | [405] IAO Level 1 Award in Principles of Safeguarding in a Learning Environment |                      |
| Provider Reference        | Test User   | Purchase Order No    |
| Batch Start               | 07/12/2021  | Batch End            |
| Site                      | ProctorU IAO  |                      |
| Number of Learners        | 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.



The screenshot shows the 'Assessment Scheduling' screen. It includes a 'Back to Batch' button, an 'EAssessment Unit' dropdown menu, and 'EAssessment Date' and 'EAssessment End Date' fields. Below these fields, there is a table of eligible learners. The 'Site' dropdown menu for the learner is open, showing 'ProctorU IAO' selected.

**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  | <input type="checkbox"/> Submit |
|--------|----------|---------|------------|-----|---|---------------------------------|
| 280033 | Test     | User321 | 26/12/1992 |     | Please Select<br>ProctorU IAO<br>ProctorU Lifetime Training | <input type="checkbox"/>        |

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



The screenshot shows the 'Assessment Scheduling' screen with the 'Submit' tick box selected for the relevant learner.

Show All Eligible Learners

| ID     | ForeName | Surname | DoB        | ULN | Site         | <input type="checkbox"/> Submit     |
|--------|----------|---------|------------|-----|--------------|-------------------------------------|
| 280033 | Test     | User321 | 26/12/1992 |     | ProctorU IAO | <input checked="" type="checkbox"/> |

Select "Confirm" on this screen.

### EAssessment Batch Submission

Are you sure you want to submit the following learner for eAssessment?

| ID     | Full Name     | Unit  | Date              | End Date          | Site         |
|--------|---------------|---|-------------------|-------------------|--------------|
| 280033 | Test, User321 | Principles of Safeguarding in a Learning Environment (e-assessment) | 07-Dec-2021 12:00 | 07-Dec-2021 12:30 | ProctorU IAG |

[← Cancel](#)

[Confirm →](#)

Select "Continue".

### EAssessment Submission Confirmation

The following learners have been submitted for eAssessment ref: 1721

| ID     | Full Name     | Unit  | Date              | End Date          | Site         |
|--------|---------------|---|-------------------|-------------------|--------------|
| 280033 | User321, Test | Principles of Safeguarding in a Learning Environment (e-assessment) | 07-Dec-2021 12:00 | 07-Dec-2021 12:30 | ProctorU IAG |

[Continue →](#)

The learner(s) have now been registered and will subsequently receive e-mails (account registration and provisional test booking) 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)
4. accept date/time of their test booking (by processing the order in the cart)

They will need to complete all of the 4 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 4 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](mailto: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](mailto: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](mailto:contactus@innovateawarding.org)