

Live Remote Invigilation Guidance for Learners Taking an Online Test – Qualifications

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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 Provider / Employer / Centre / Trainer or Learning Coach 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).

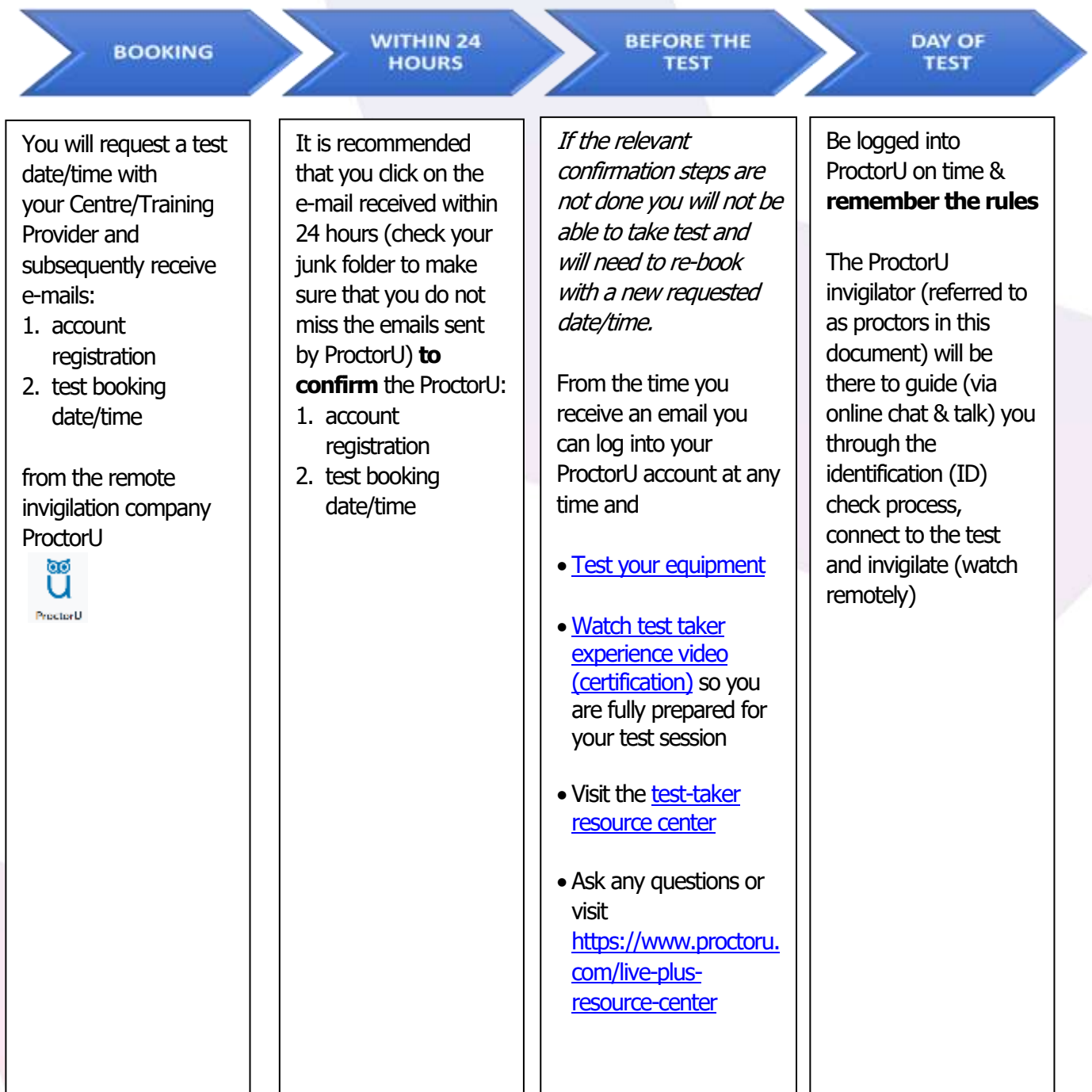
To ensure that your test runs smoothly, please view the videos by clicking on links below, to assist you so you know what to expect before and during your test:

1. What to expect - <https://youtu.be/5gdh46rBvbU>
2. What it's like to take an invigilated test with ProctorU <https://youtu.be/eTFDrRVOzO8>

(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

Your Centre/Training Provider will arrange to book your on-demand test at a date and time suitable for you, which will be at least 72 hours from the time of the test.

Shortly after your test is booked, you will receive an email from ProctorU/Innovate Awarding requesting **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 (T&C wording can be found below in this document)
4. accept date/time of your test booking (by processing the order in the cart)

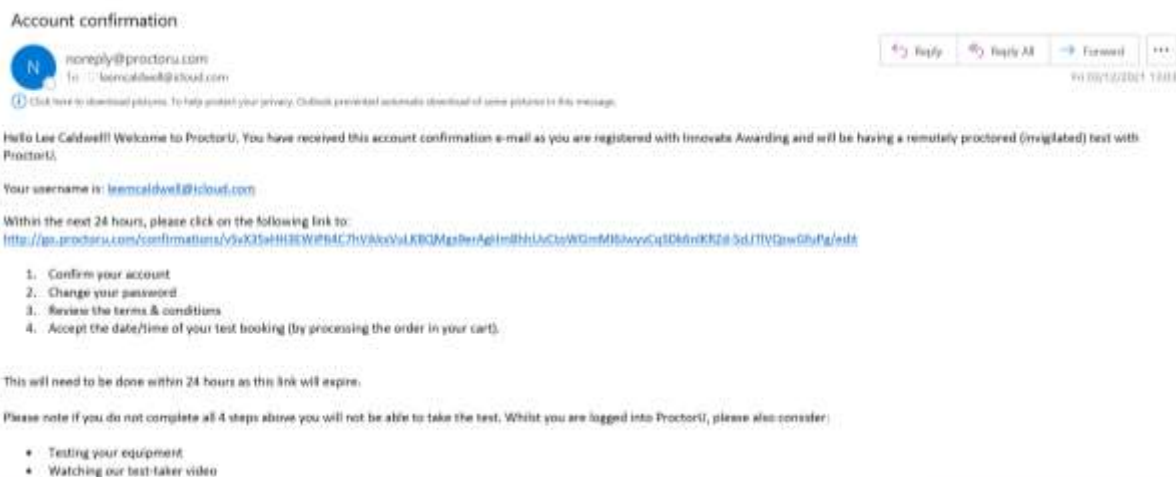
You will need to complete all of the 4 steps above when you receive a test booking confirmation email (if you do not complete all 4 steps above you will not be able to take the test).

You will receive the following emails from ProctorU: account confirmation, create your password, reservation pending. When you complete the above 4 steps you may also receive the following emails; account verified confirmation, password reset confirmation, reservation confirmation, reservation reminder (including pre-checks and rule reminders).

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

You will need access to your email to confirm the reservation.

You should find the email with the subject 'Account Confirmation' and follow the link the confirm your scheduled appointment:

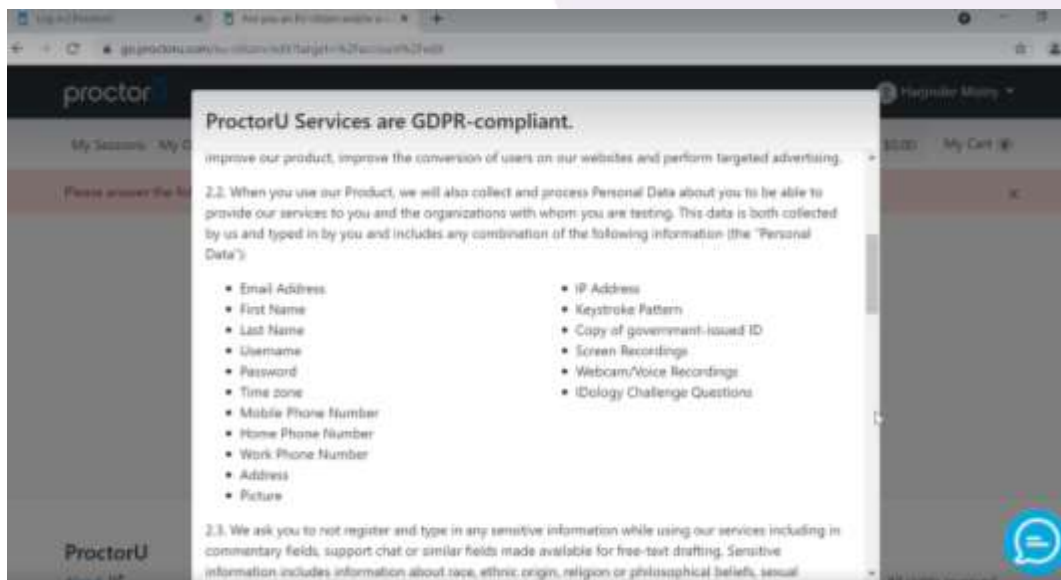


You will be asked if you are an EU citizen and click on 'Submit'.



The screenshot shows the ProctorU website interface. 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'. On the right, it displays 'Balance: \$0.00' and 'My Cart'. A pink banner at the top of the main content area says 'Please answer the following question to continue.' Below this, a white box contains the question: 'Are you an EU citizen and/or a current EU resident?' with radio buttons for 'Yes' and 'No', and a blue 'Submit' button at the bottom.

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



The screenshot shows a GDPR-compliance notice overlaid on the ProctorU website. The notice is titled 'ProctorU Services are GDPR-compliant.' and contains the following text:

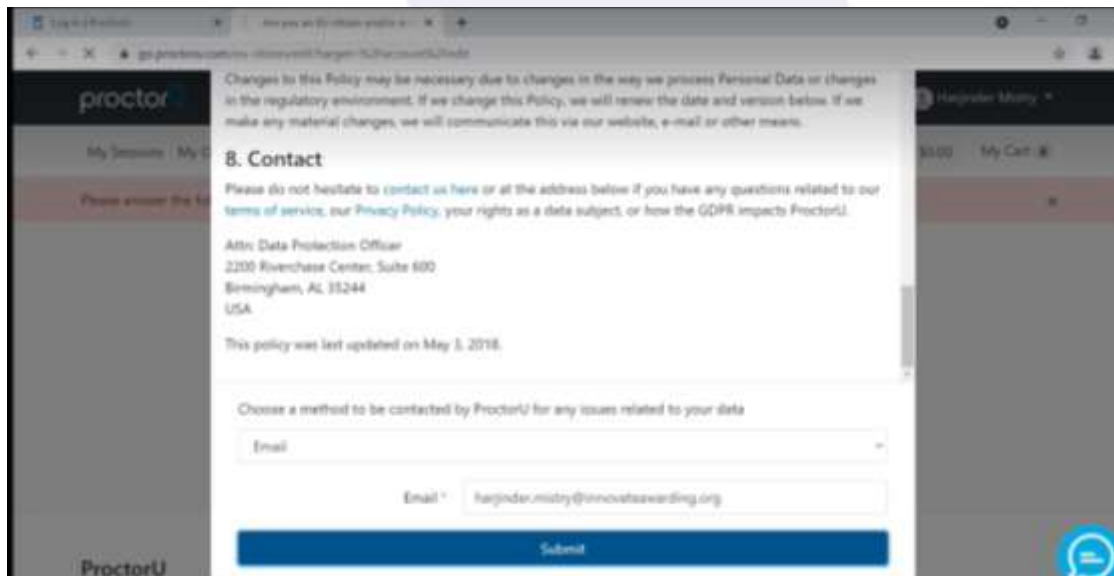
improve our product, improve the conversion of users on our websites and perform targeted advertising.

2.2. When you use our Product, we will also collect and process Personal Data about you to be able to provide our services to you and the organizations with whom you are testing. This data is both collected by us and typed in by you and includes any combination of the following information (the "Personal Data"):

- 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

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

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 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.

B. 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.

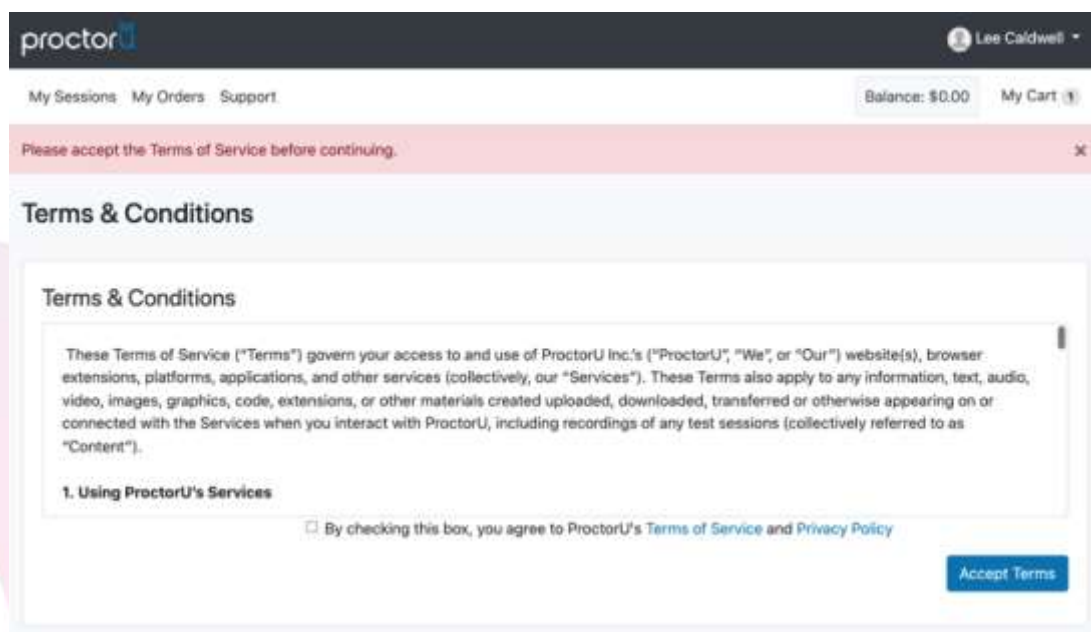
Choose a method to be contacted by ProctorU for any issues related to your data

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

Please accept the Terms of Service before continuing.

Terms & Conditions

Terms & Conditions

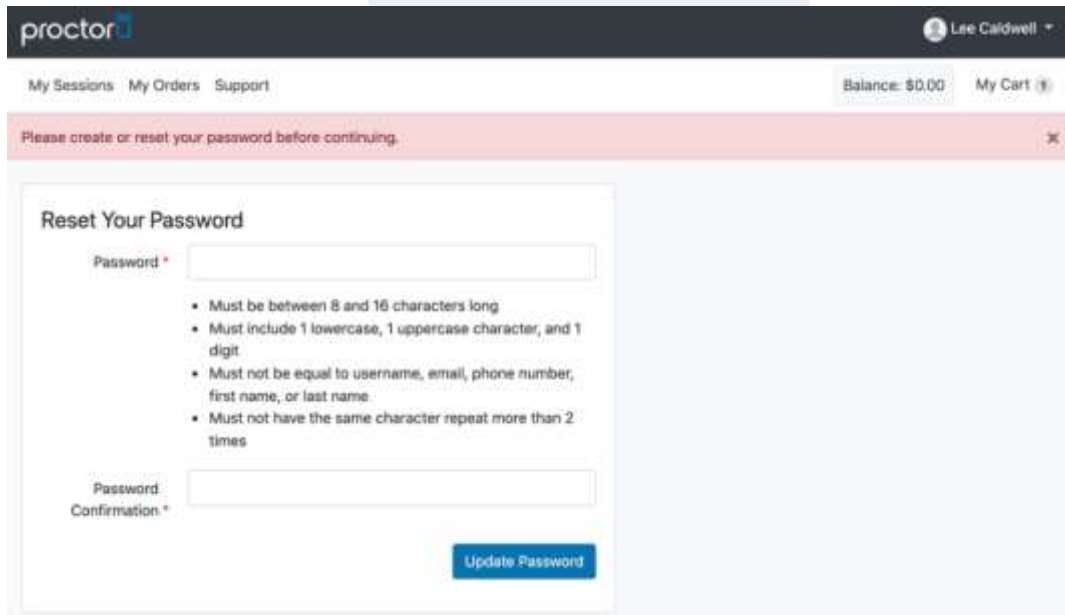
These Terms of Service ("Terms") govern your access to and use of ProctorU Inc.'s ("ProctorU", "We", or "Our") website(s), browser extensions, platforms, applications, and other services (collectively, our "Services"). These Terms also apply to any information, text, audio, video, images, graphics, code, 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.



proctor Lee Caldwell

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

Please create or reset your password before continuing.

Reset Your Password

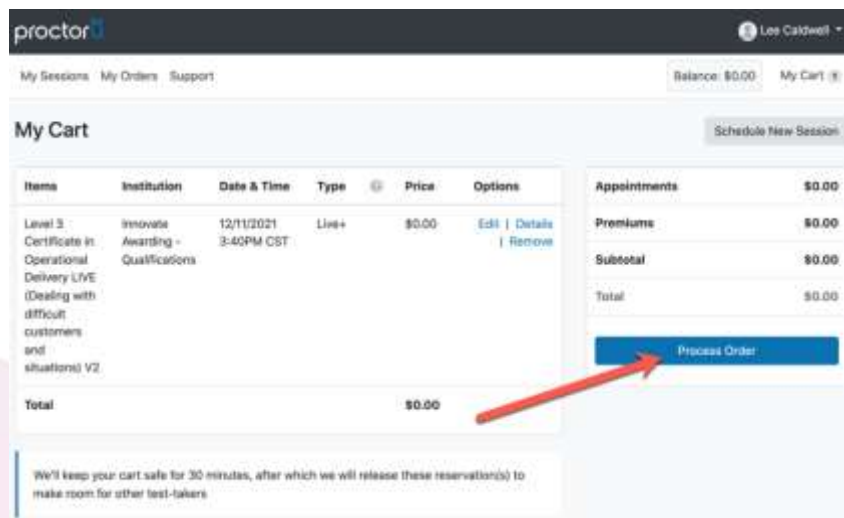
Password *

- 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

You will then be taken to your cart where you can confirm your appointment by clicking on 'Process Order'.



proctor Lee Caldwell

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

My Cart

Schedule New Session

| Items | Institution | Date & Time | Type | Price | Options |
|---|-------------|-----------------------|-------|--------|---|
| Level 3 Certificate in Awarding - Operational Qualifications Delivery LIVE (Dealing with difficult customers and situations) V2 | innovate | 12/11/2021 3:40PM CST | Live+ | \$0.00 | Edit Details Remove |
| Total | | | | \$0.00 | |

Appointments \$0.00
Premiums \$0.00
Subtotal \$0.00
Total \$0.00

Process Order

We'll keep your cart safe for 30 minutes, after which we will release these reservation(s) to make room for other test-takers

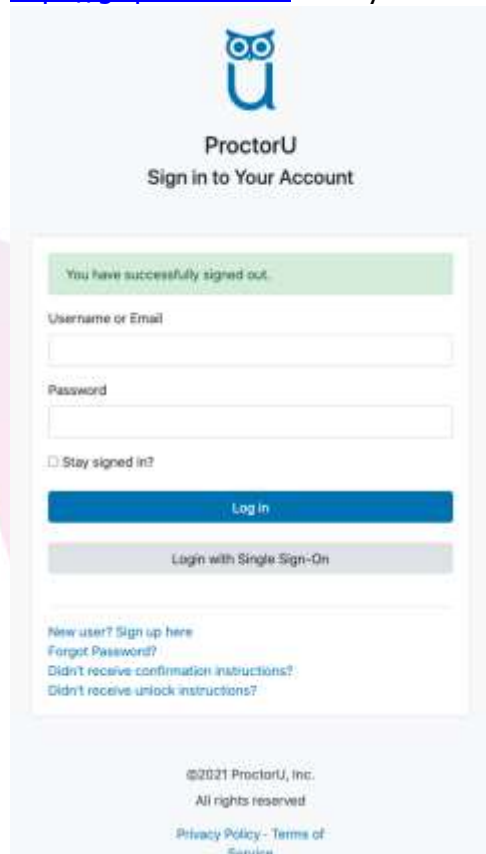
There is no charge to you as a Learner for this test

4. Preparing in Advance of Your Test

a) Testing Equipment:

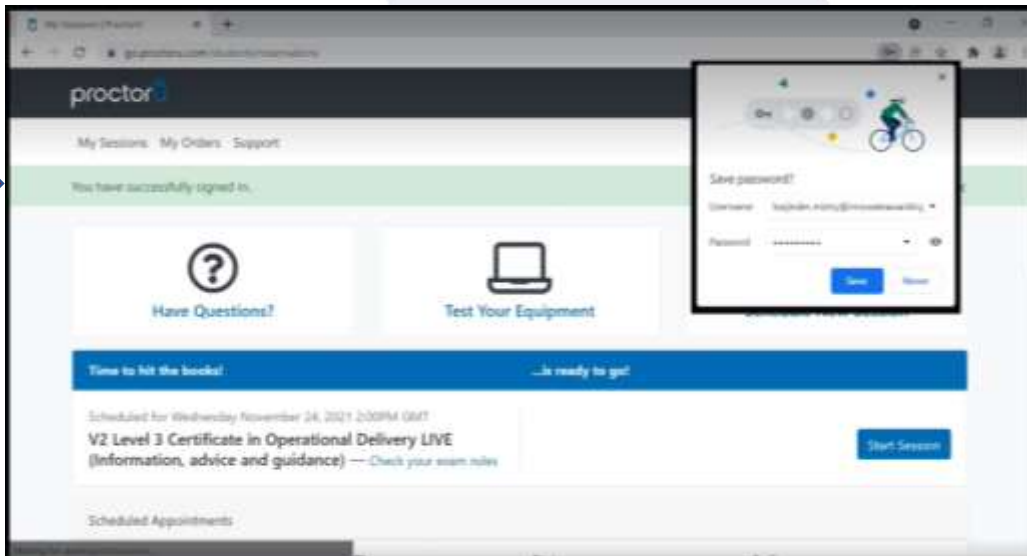
- ❖ The test must be done on a laptop or computer (using Windows or Mac operating systems).
 - you cannot use a tablet or a smartphone
- ❖ A strong internet connection
 - if your broadband provider is TalkTalk, make sure the Scam Protector is turned off
<https://support.proctoru.com/hc/en-us/articles/360050637211-UK-Test-Takers-TalkTalk-HomeSafe-Setting-Adjustment>
- ❖ 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 in order 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'

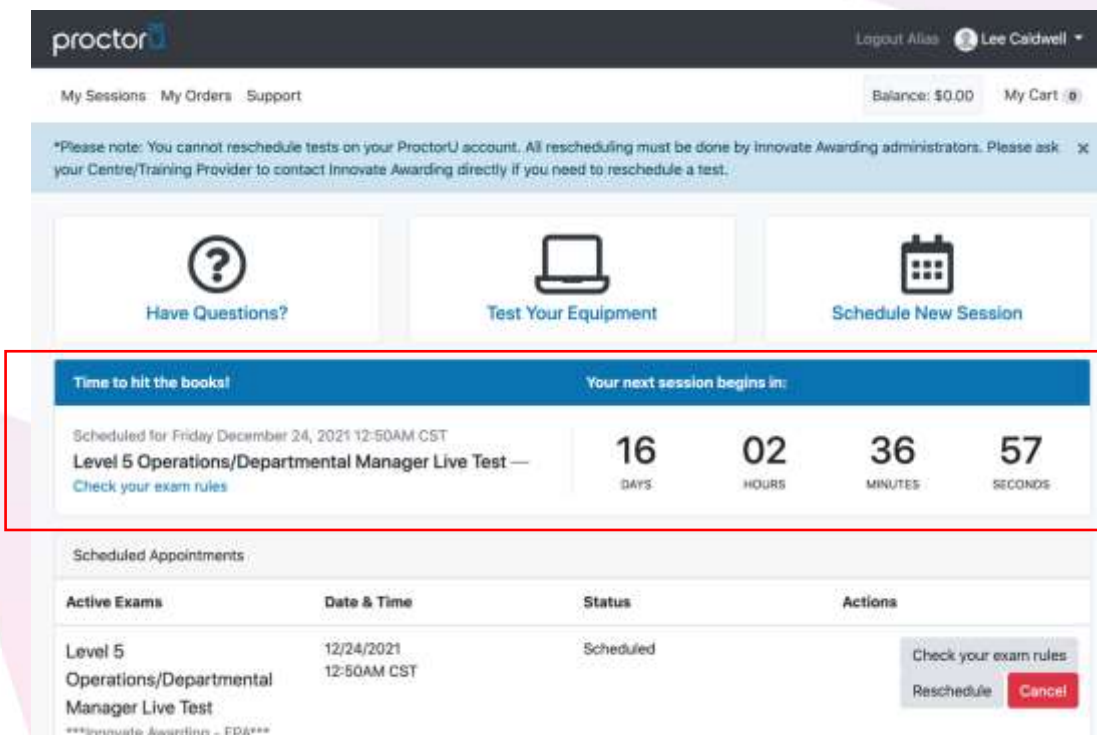


The screenshot shows the ProctorU login interface. At the top is the ProctorU logo (an owl) and the text "ProctorU Sign in to Your Account". Below this is a green notification bar that says "You have successfully signed out." The main login area contains a "Username or Email" input field, a "Password" input field, and a checkbox labeled "Stay signed in?". A blue "Log in" button is positioned below the password field, and a grey "Login with Single Sign-On" button is below it. At the bottom of the login area, there are links for "New user? Sign up here", "Forgot Password?", "Didn't receive confirmation instructions?", and "Didn't receive unlock instructions?". The footer of the page includes the copyright notice "©2021 ProctorU, Inc. All rights reserved" and links for "Privacy Policy" and "Terms of Service".

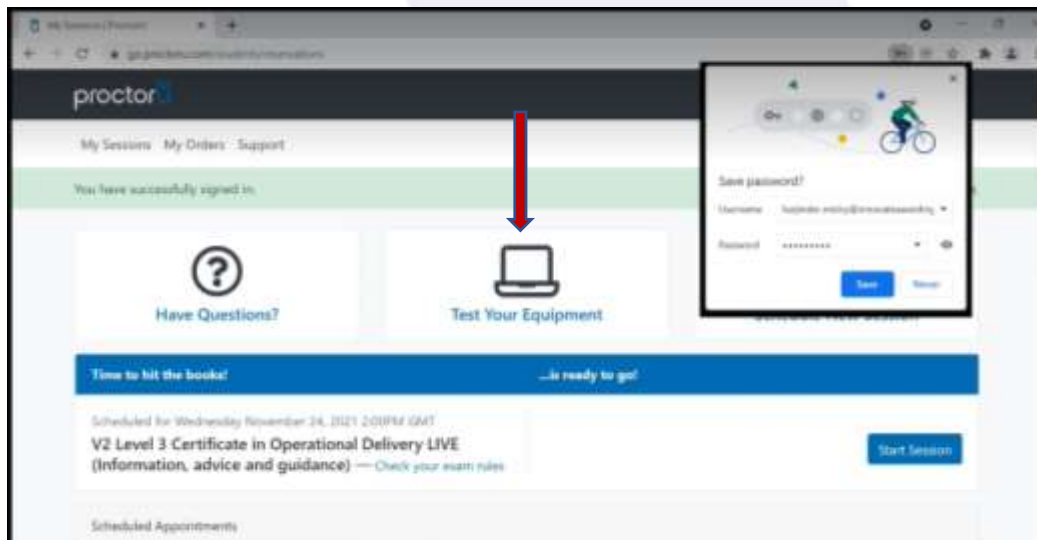
You will be taken to a screen that shows that 'you have successfully signed in'.



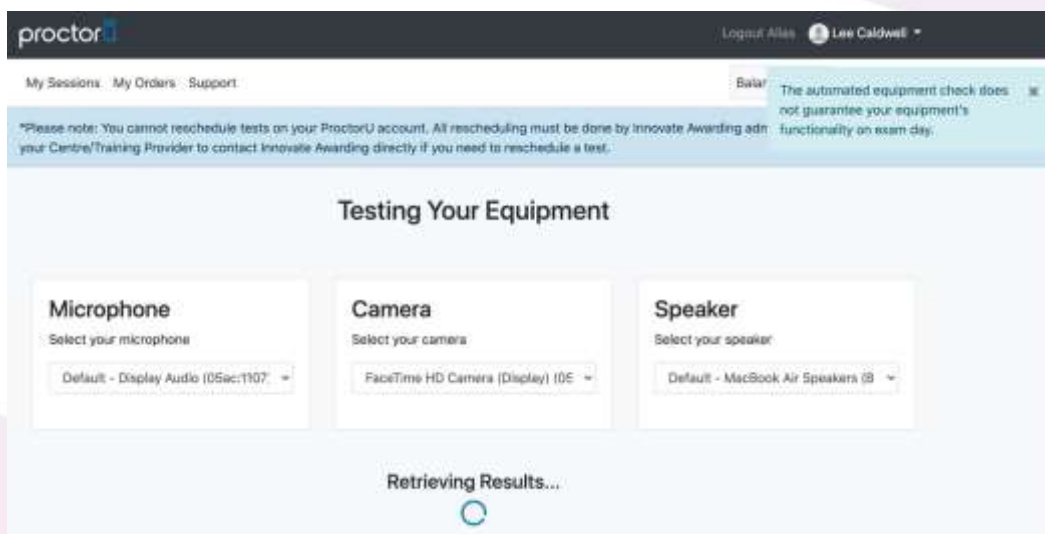
A clock timer will also appear on the "My Sessions" screen of your account which will show the time remaining to your test in days and hours.



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.



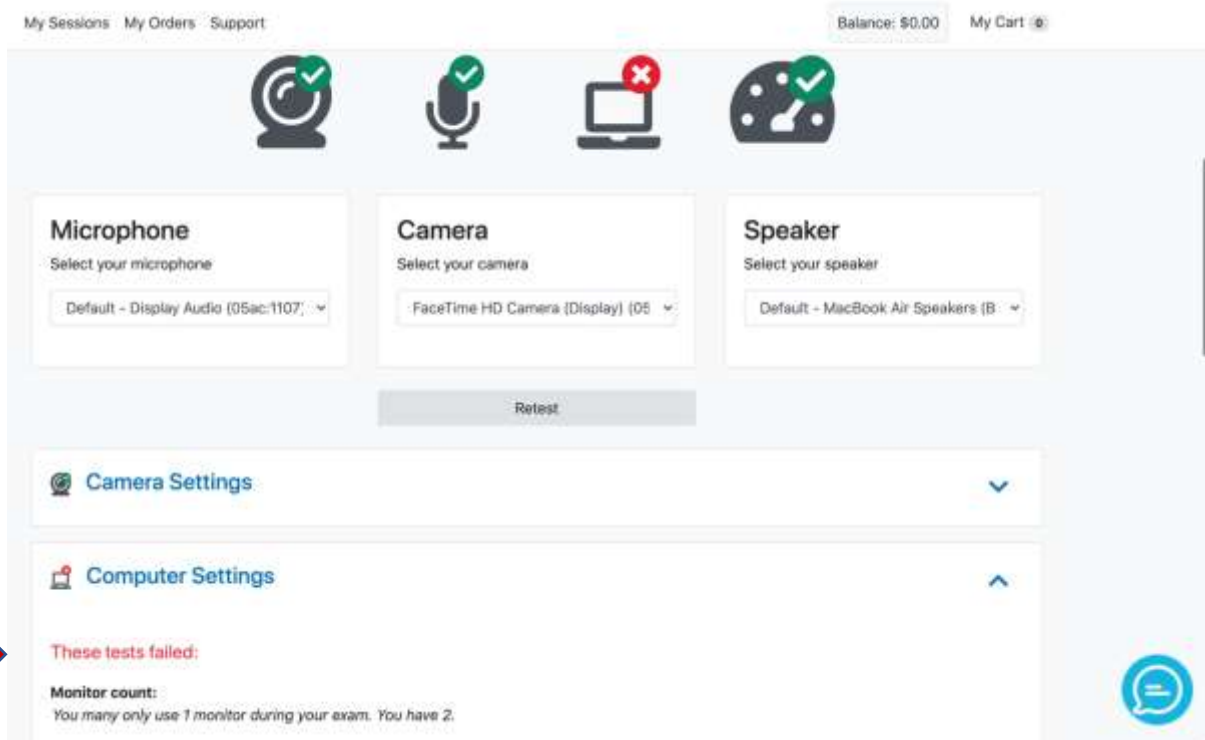
This Testing Your Equipment 'Test It Out' screen shows your equipment tests in progress.



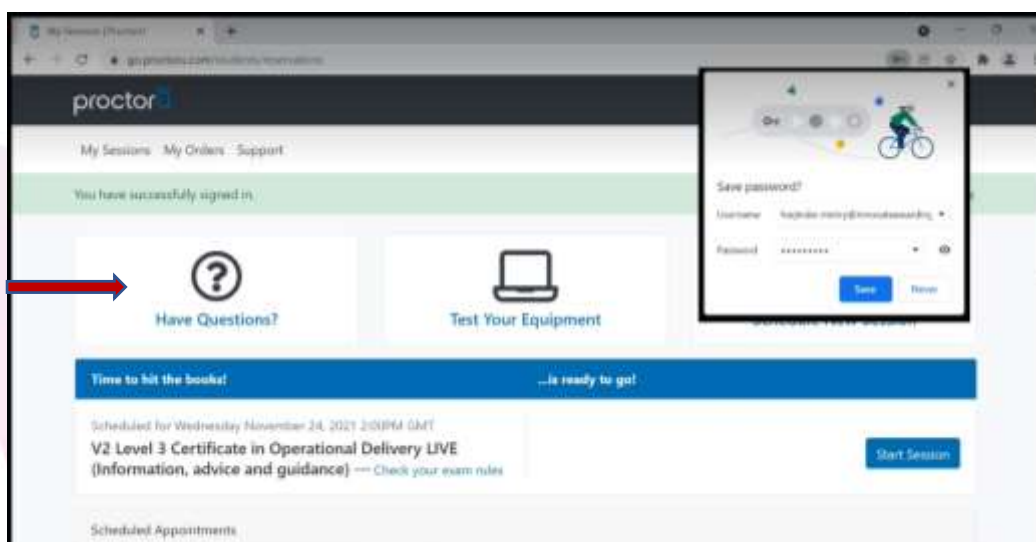
The Test It Out service will automatically assess the following on the computer and network that you are using:

- Bandwidth
- Microphone
- Camera/Web camera

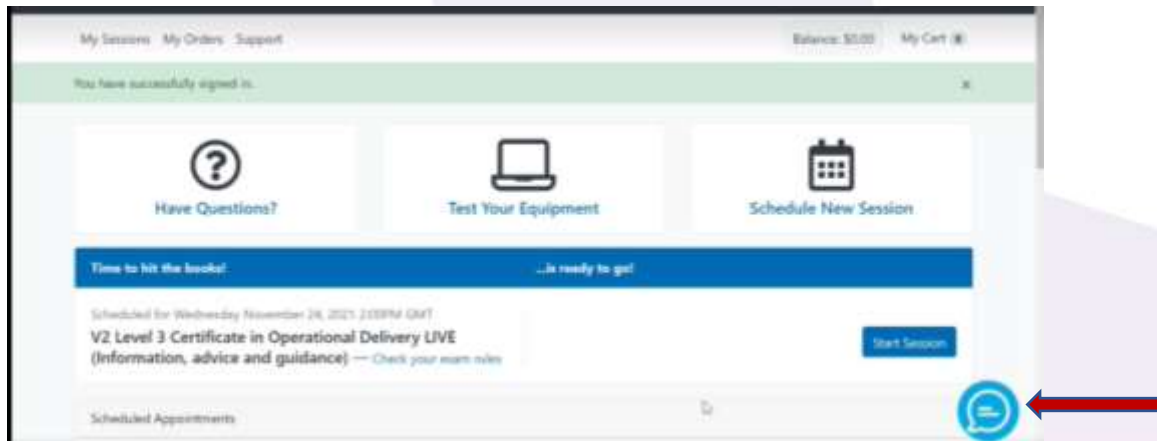
This screen shows what a failed test your equipment result looks like. If any of your equipment pre-checks fail do not worry you will be notified on what aspect has failed and it will link you to articles on how to resolve it.



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.



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 | Wifi 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.

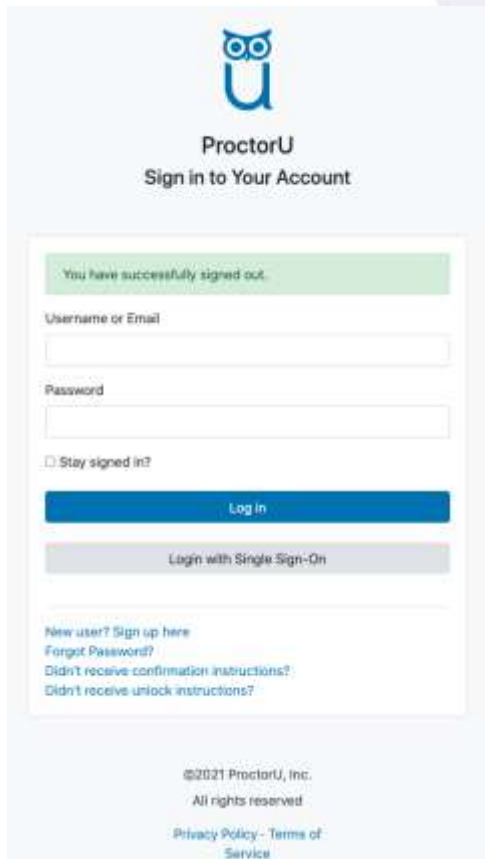
c) Rules:

- ❖ No dual monitors
- ❖ No unpermitted notes/books/electronic devices
- ❖ Close all 3rd 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

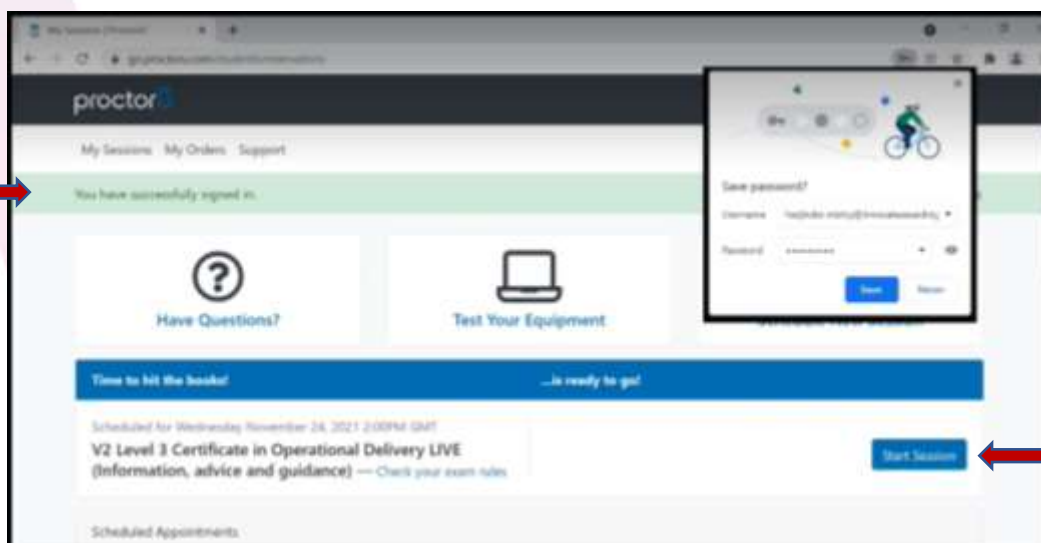
Log into your ProctorU account: you can log into ProctorU account at <https://go.proctoru.com> enter your username and password and then click 'Log in'.



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?". The footer contains copyright information for ProctorU, Inc. and links for "Privacy Policy" and "Terms of Service".

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

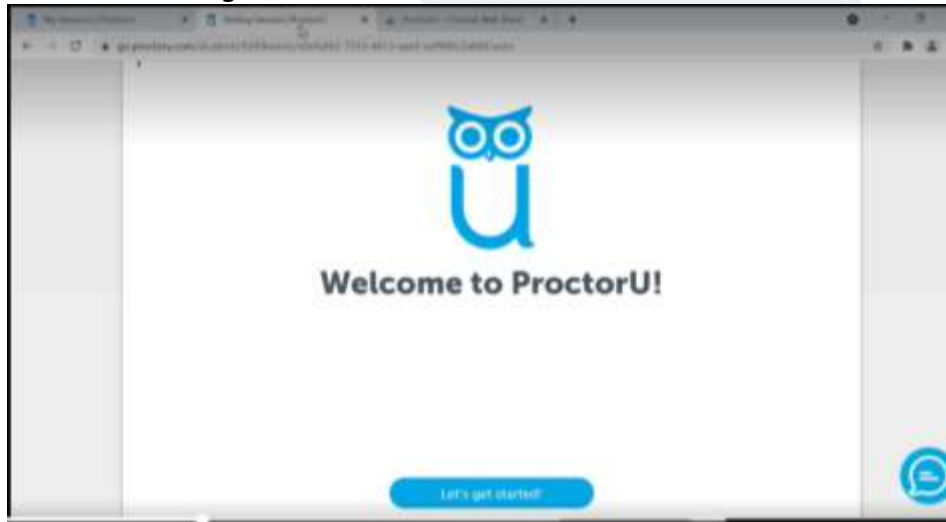
You will need to click onto the button 'Start Session'.



The image is a screenshot of the ProctorU dashboard. At the top, there is a navigation bar with "proctor" and links for "My Sessions", "My Orders", and "Support". Below the navigation bar is a green message box that says "You have successfully signed in.". There are two main cards: "Have Questions?" with a question mark icon and "Test Your Equipment" with a laptop icon. Below these cards is a blue banner that says "Time to hit the books! ...is ready to go!". Underneath the banner, there is a section for a scheduled appointment: "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". To the right of this section is a blue "Start Session" button. A red arrow points to the "Start Session" button. Another red arrow points to the "You have successfully signed in." message box. There is also a small inset window showing a "Save password?" dialog box.

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

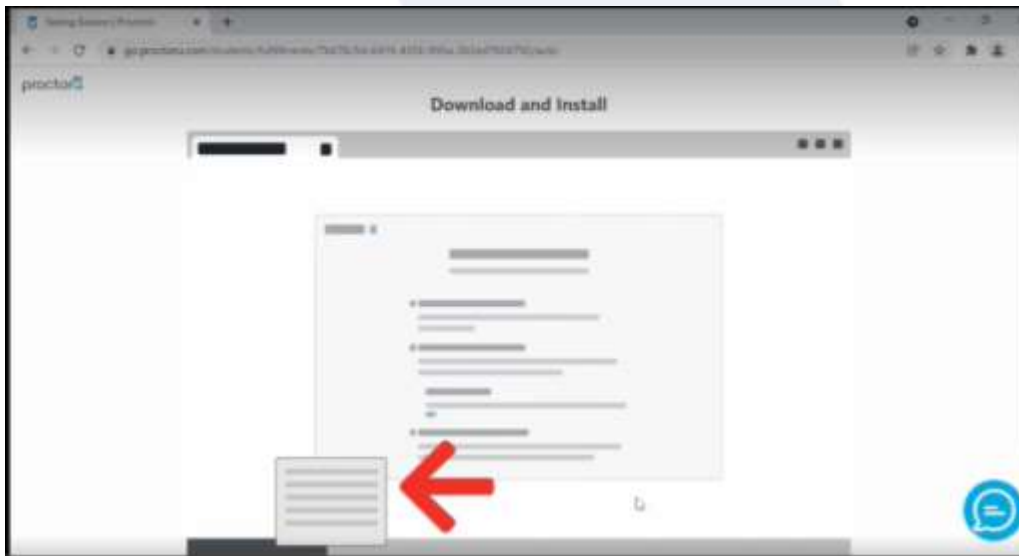


You will now be on the 'Welcome to ProctorU' screen. Next click onto the 'Download' button to connect to a proctor

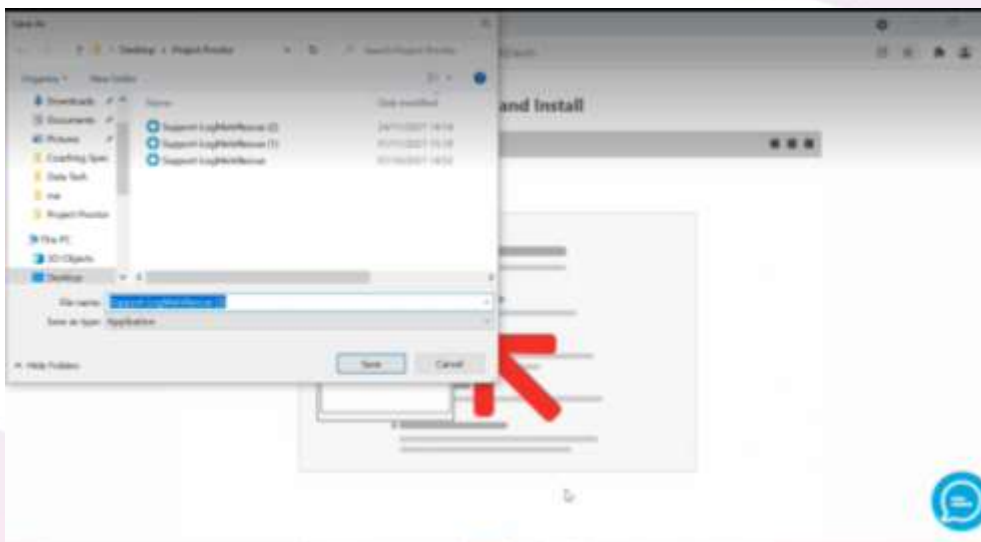


The launch process can take 5-15 minutes, this does not take away from test time.

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.



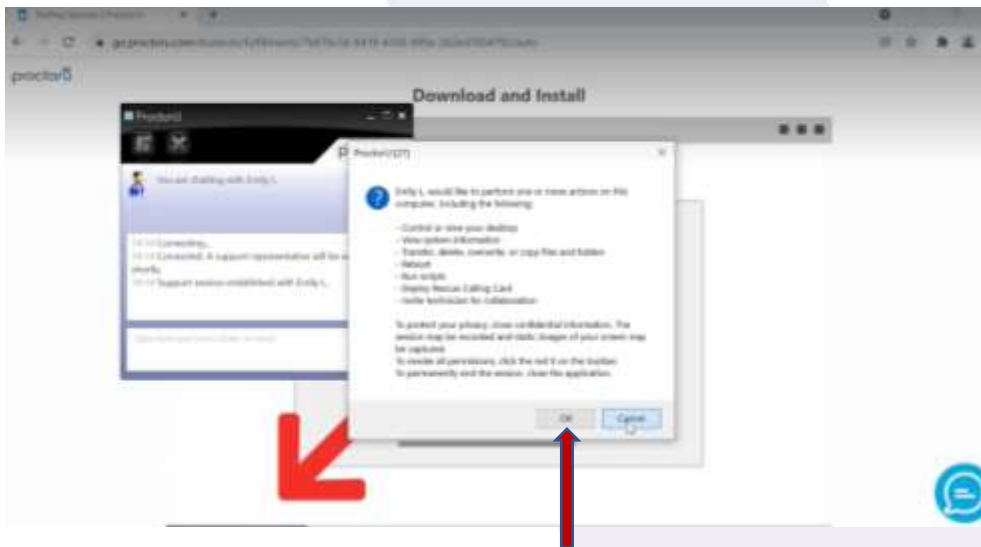
Click on 'Save'.



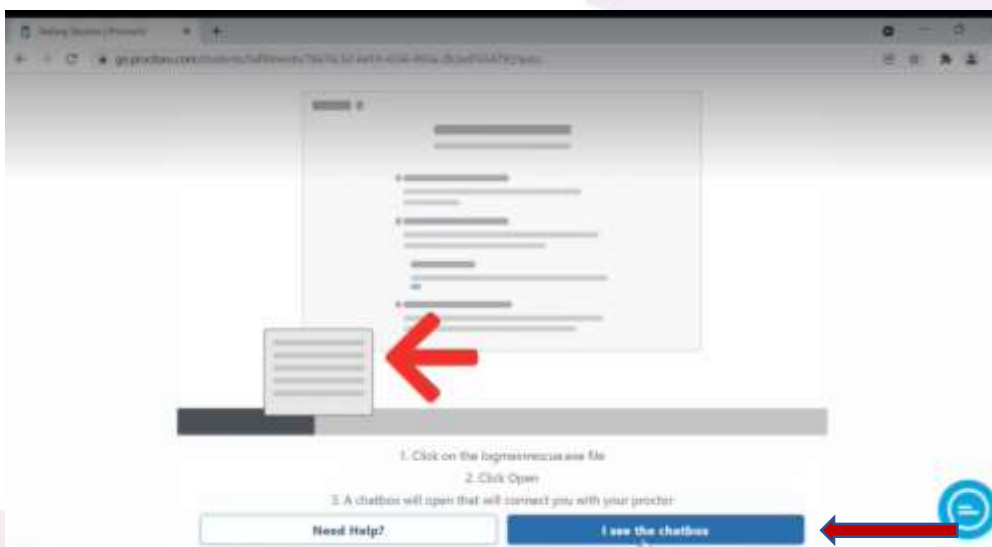
Click on SupportLogMeIn.

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.

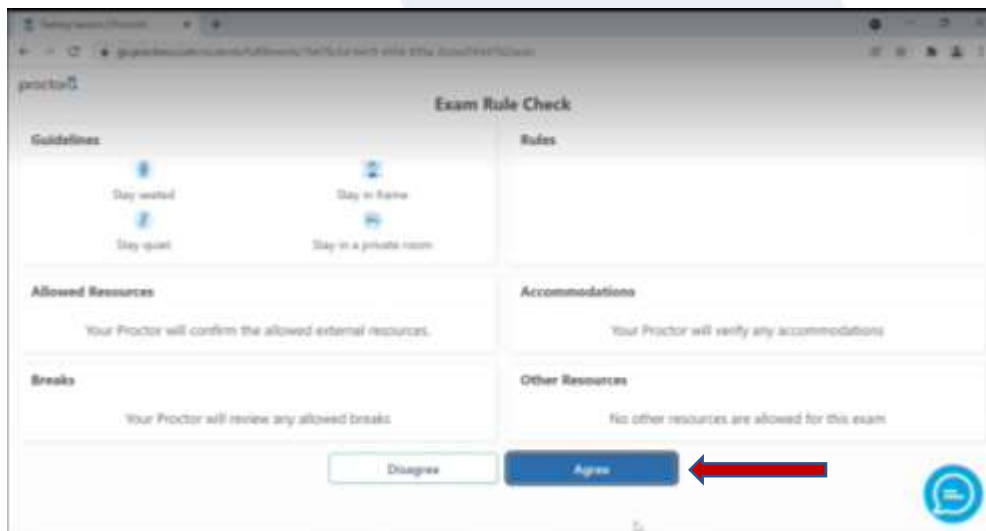
You will then see a pop-up asking permission to connect your proctor, you will need to click on 'OK'.



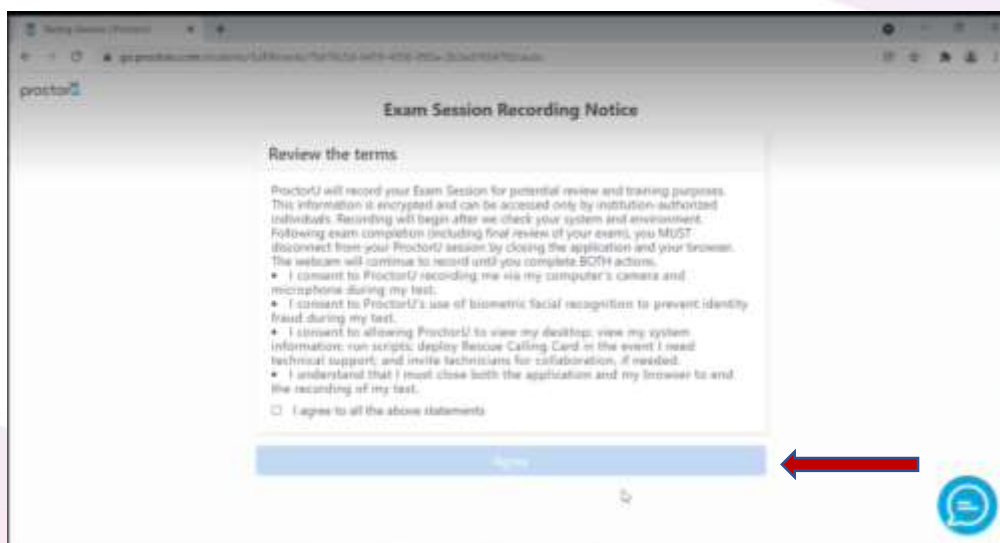
You will then need to click onto 'I see the chatbox' button.



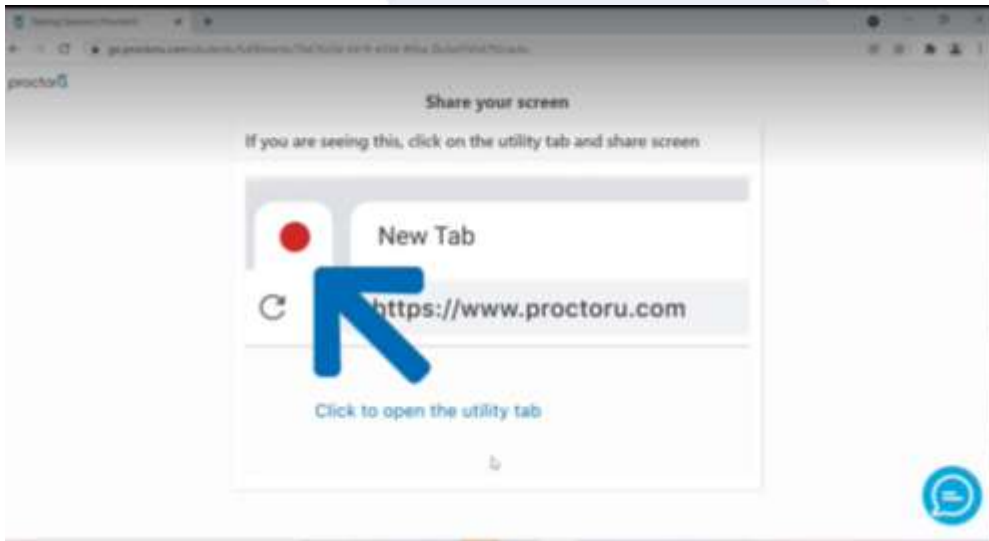
You will be presented with the rules of your test screen. Once you have reviewed the rules for your test click on the 'Agree' button.



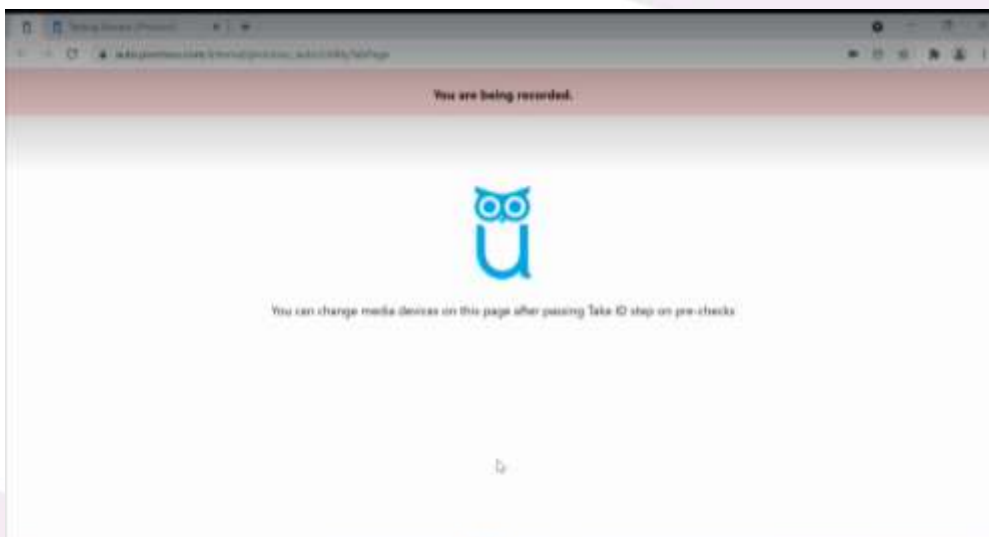
You will then need to agree to being recorded by ticking on 'I agree to all the above statements' and then click onto the 'Agree' button.



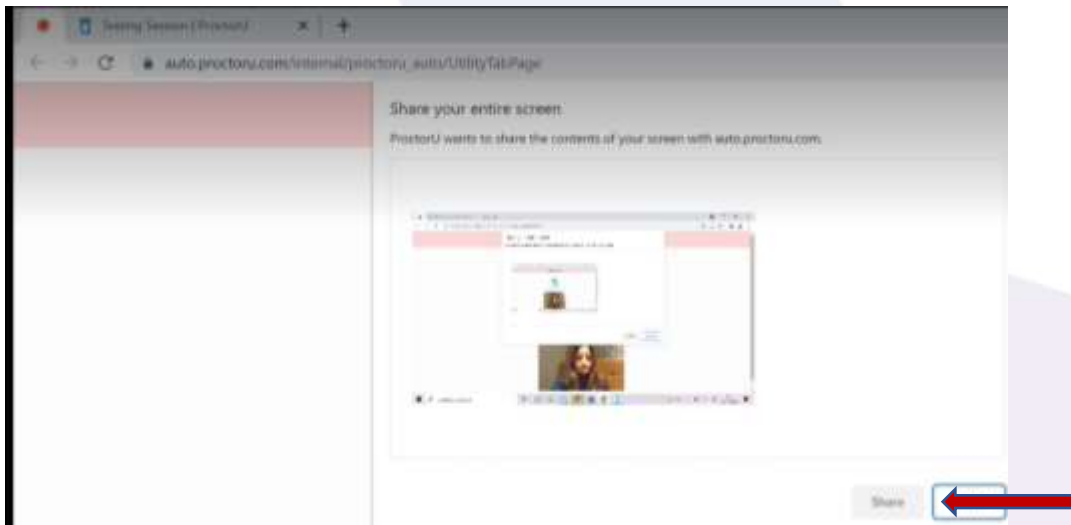
Click on the icon indicated below to start sharing your screen with the proctor.



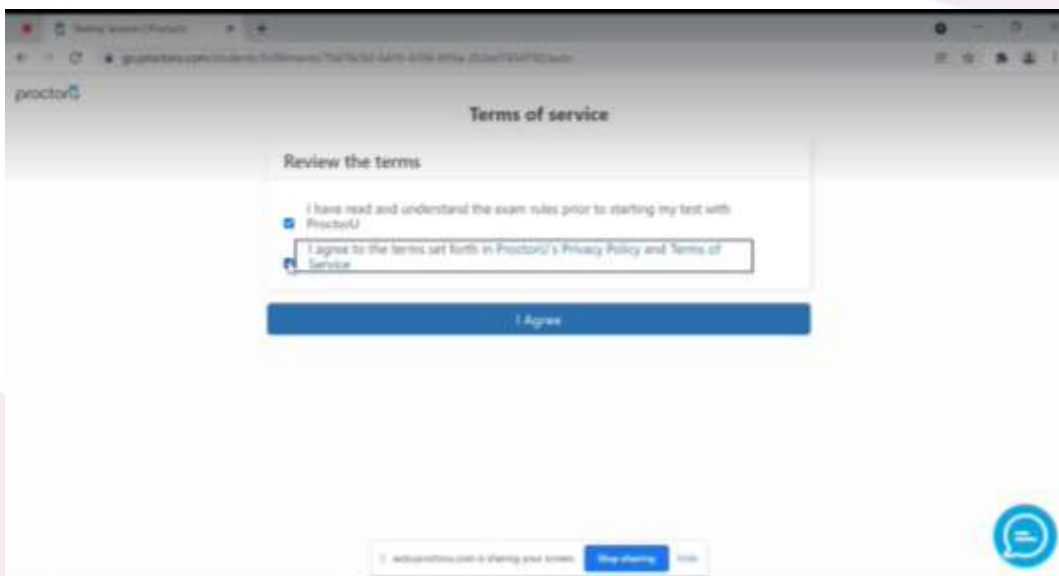
This screen will now appear to show that you are being recorded.



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

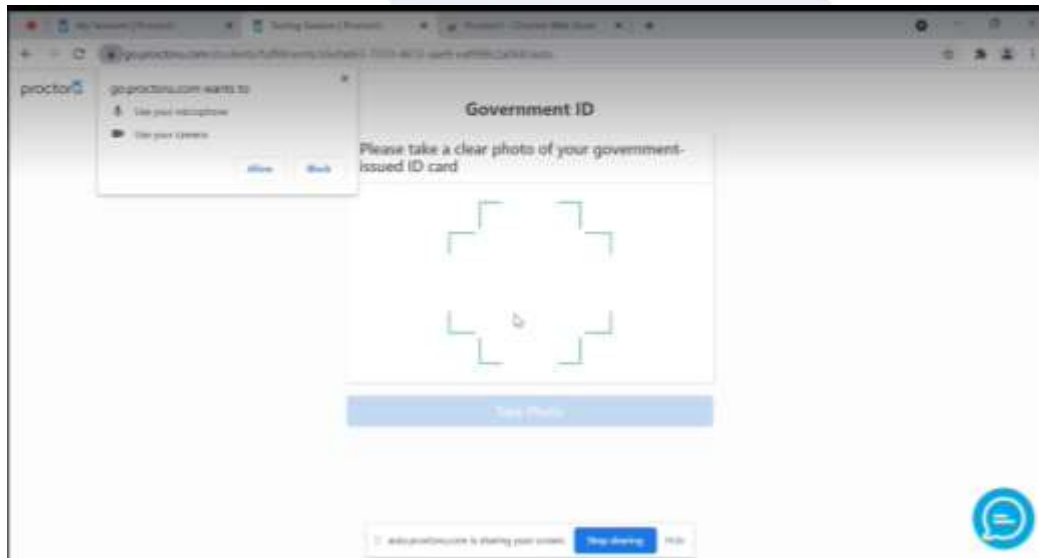


You will then need to agree to the Terms of Service by ticking on 'I have read and understand the exam rules prior to starting my test with ProctorU' and 'I agree to the terms set forth in ProctorU's Privacy Policy and Terms of Service'. After that please click onto 'I Agree'.

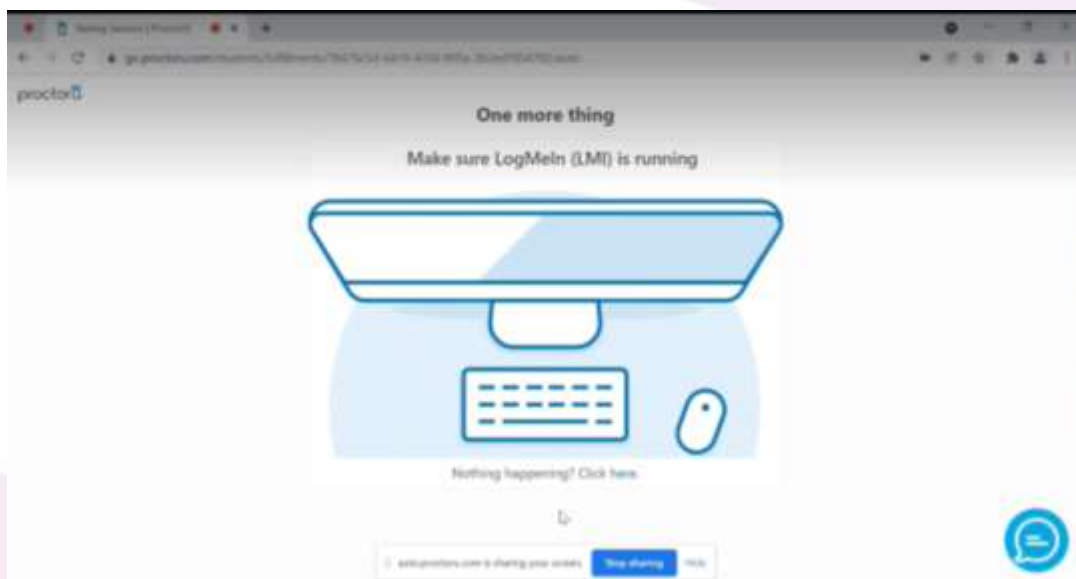



Remember the 24/7 chat icon is on all Proctor U screens in case you need any assistance.

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

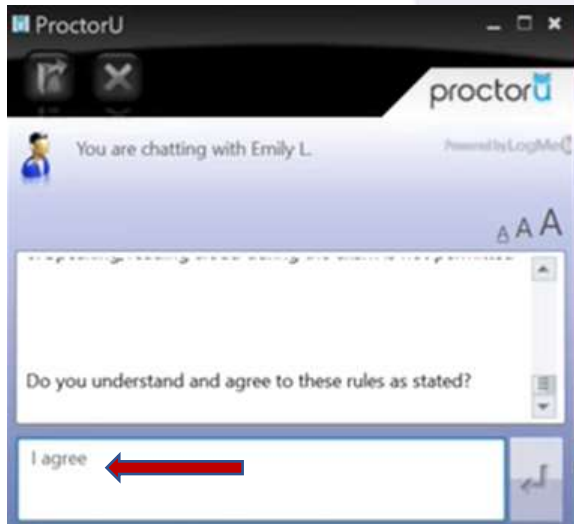


Now you will be directed to this landing page, where you will wait to be connected to a proctor.



Click onto the Blue Owl icon  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.

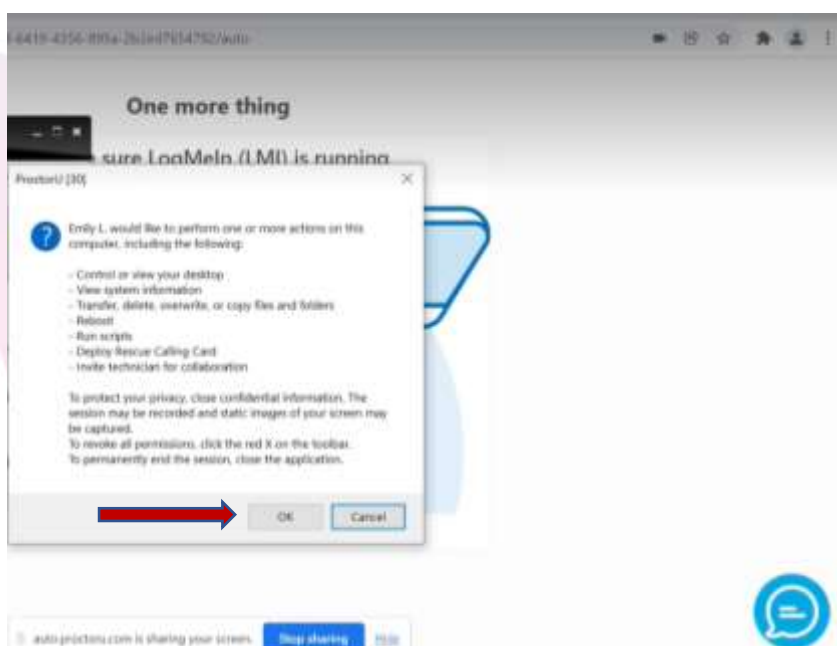


b) Securing Virtual Environment

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 Centre/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).

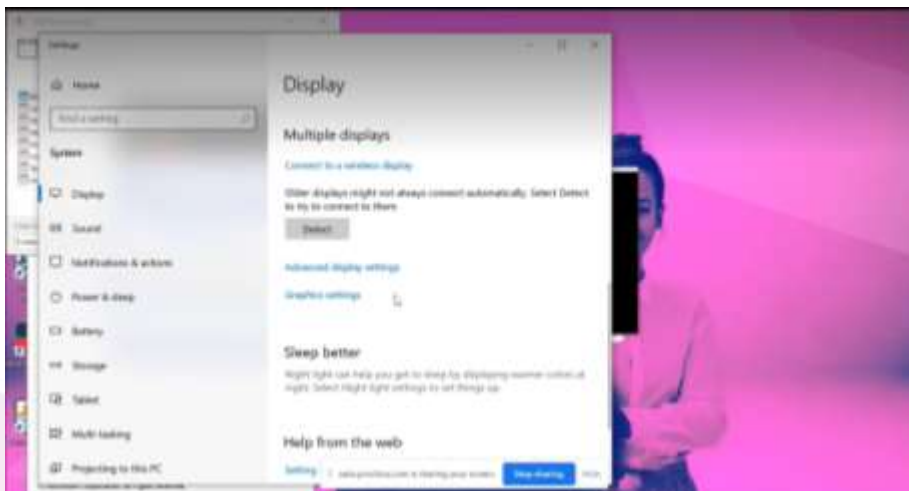
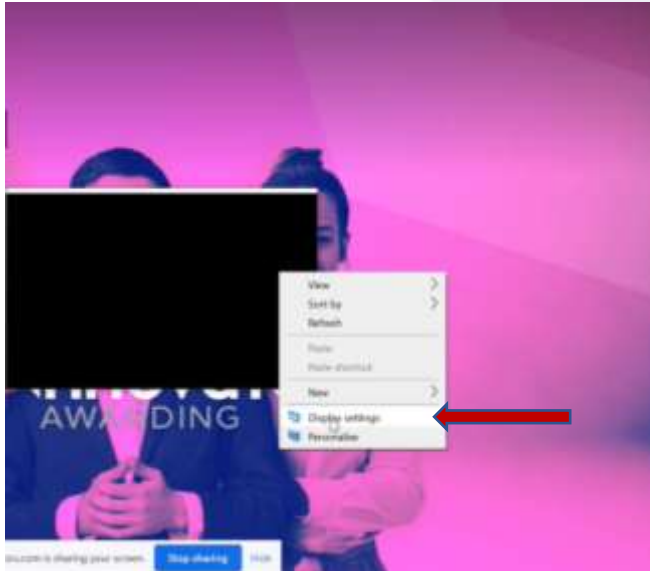
The proctor will go over any permitted resources allowed if any during your test.

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

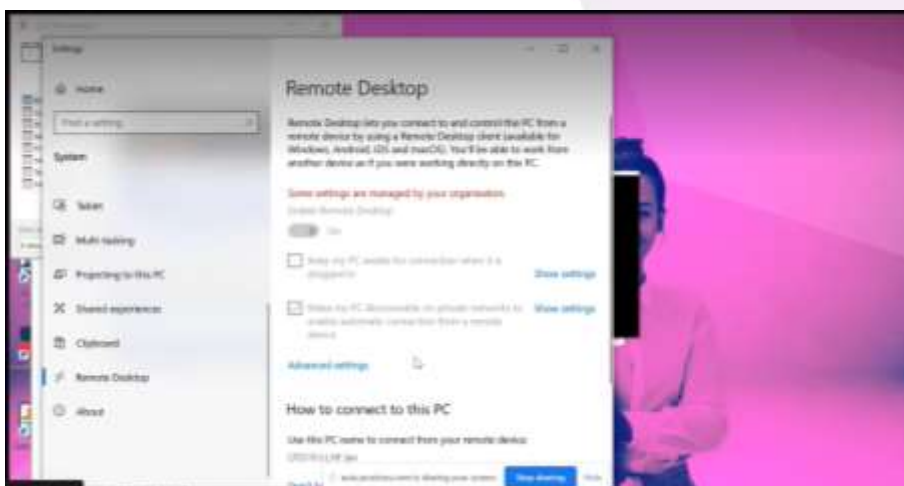
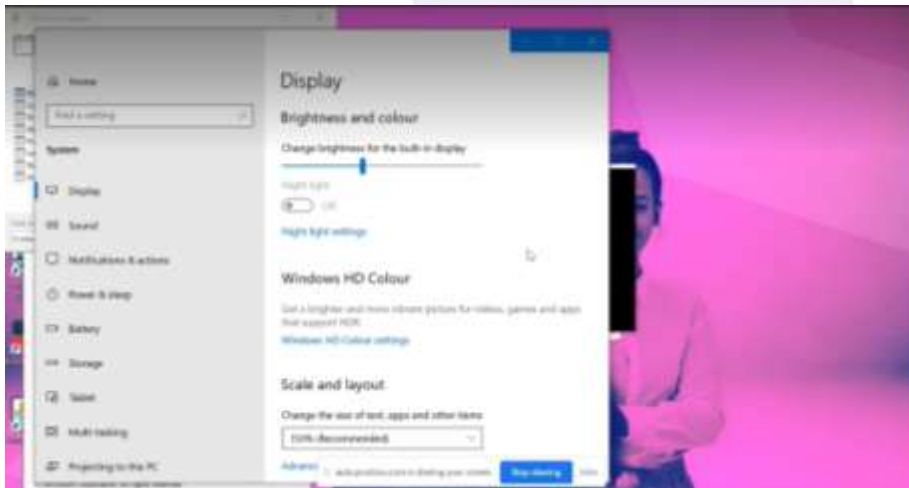


The Proctor will now have access to your mouse to check which tabs are open, to check your task bar, close any apps that need to be closed, check for any hidden icons, any apps running in the background, check for any unpermitted browsers and applications.

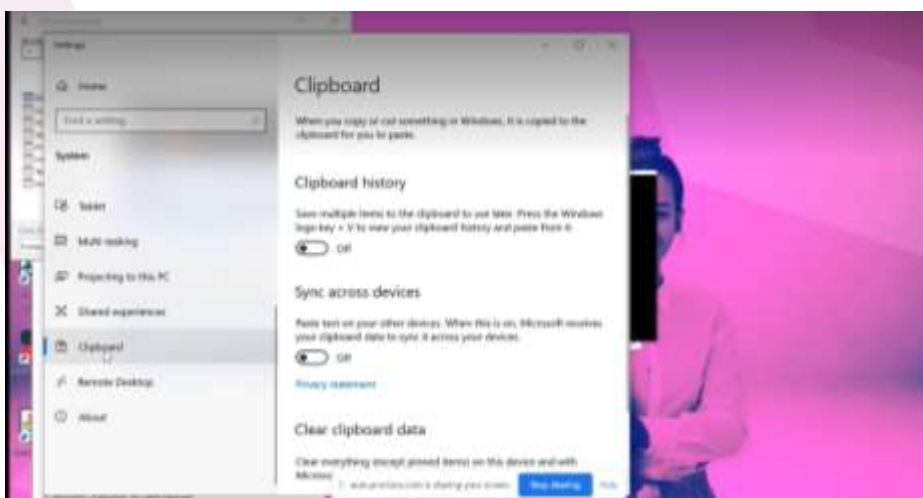
The proctor will also check your desktop, only one monitor for your test.



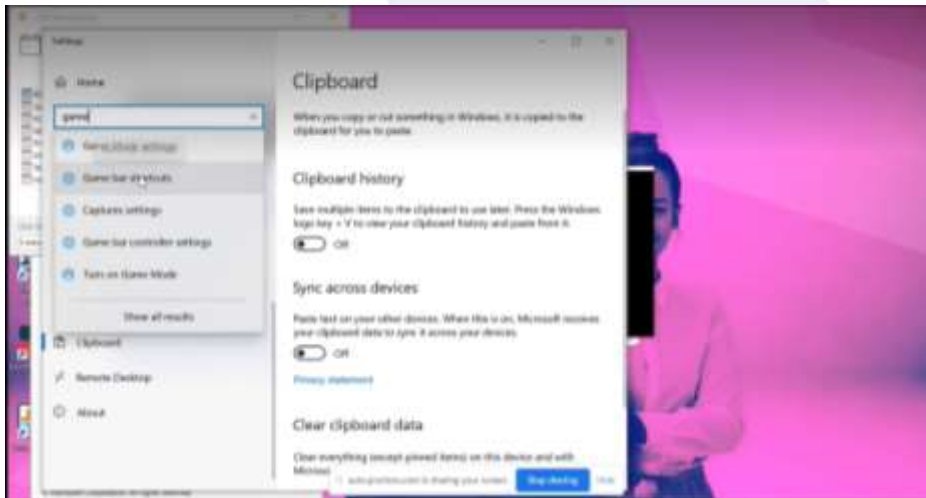
The following settings on your laptop or computer will be checked by the proctor. You will be able to see everything that the proctor is doing as the proctor will take control of your mouse to check the settings.



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.



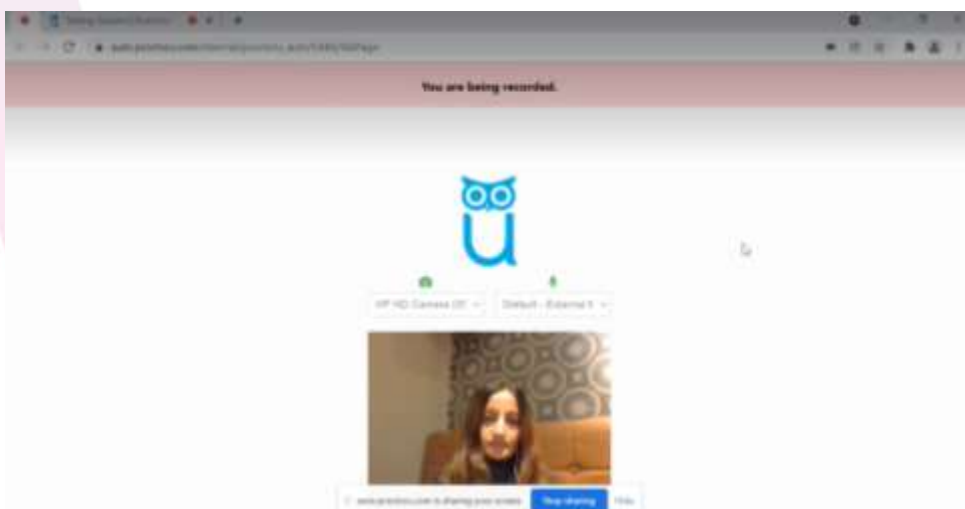
If you are using a MAC the same settings will be checked, however an additional security setting is required to enable the support LogMeIn rescue app to run. Also, the proctor will disable air play for Mac users and will put your laptop on do not disturb so messages do not pop up during your test.

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.



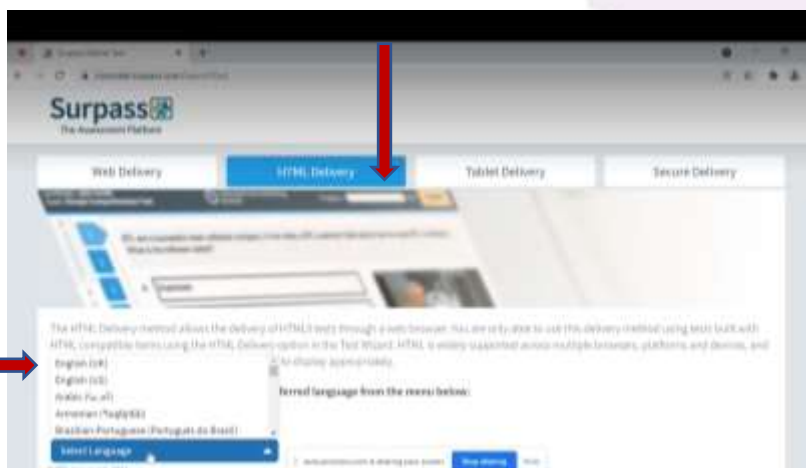
The proctor will then do a monitor scan of your laptop or computer, this is done by using your mobile phone camera on selfie mode and turn your camera to face your screen and check your keyboard etc to show the proctor your workspace.

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.

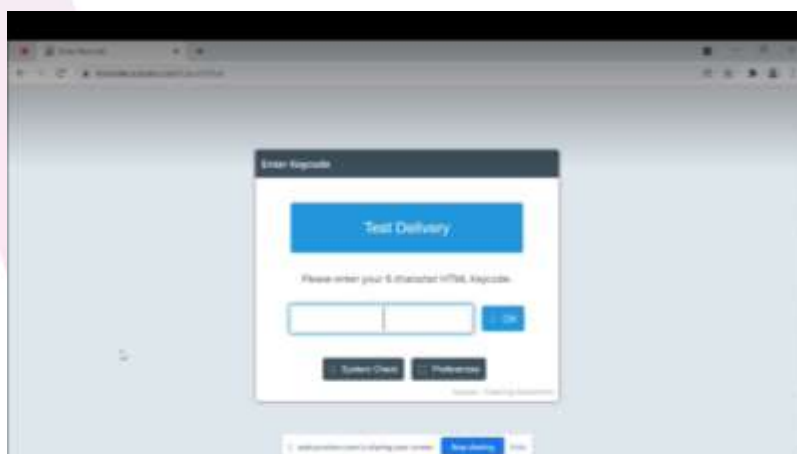
d) Taking Test

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.

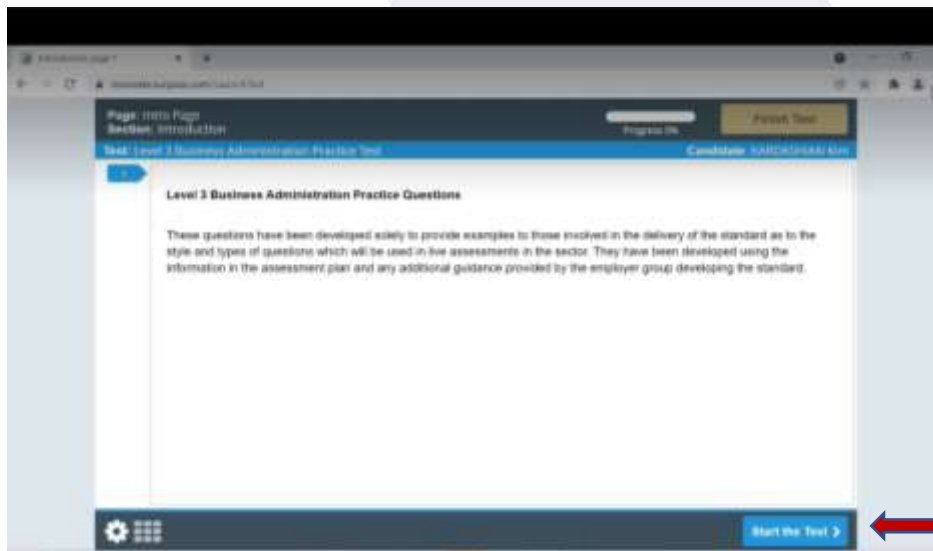


An 8-character keycode will be required and your proctor will enter the code.

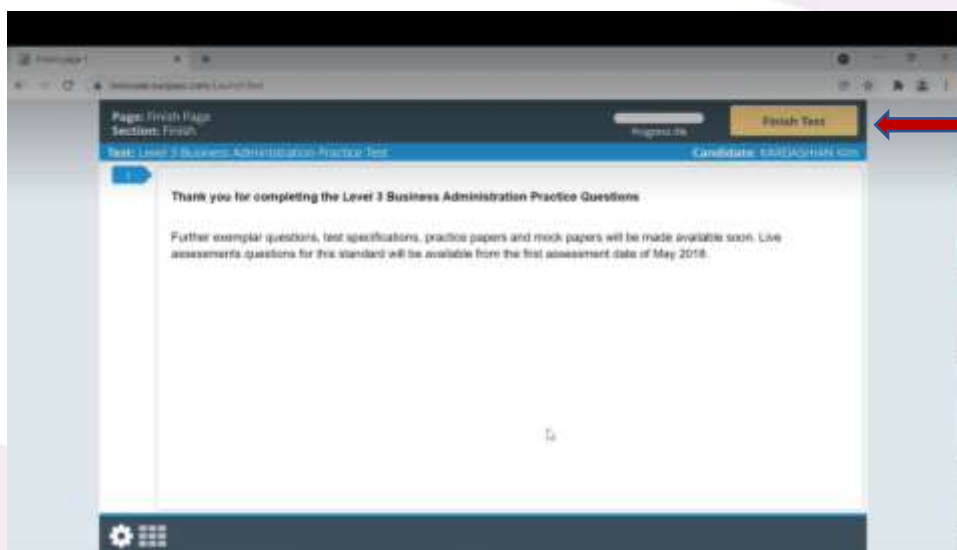


Once the keycode has been entered for your test your test will upload. You will not hear from the proctor during your test unless any suspicious activity is detected.

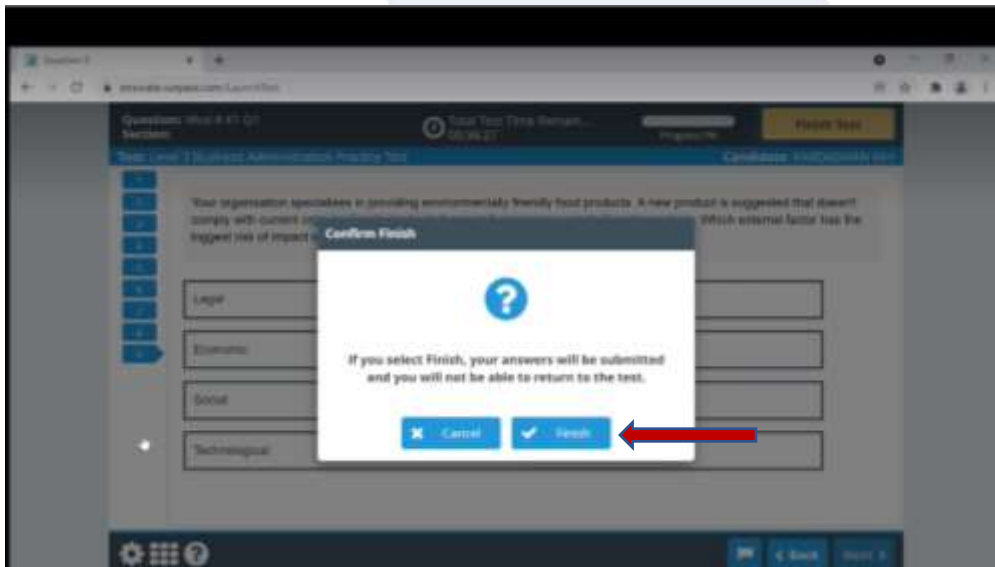
You can now begin the test by clicking on 'Start the Test'.



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

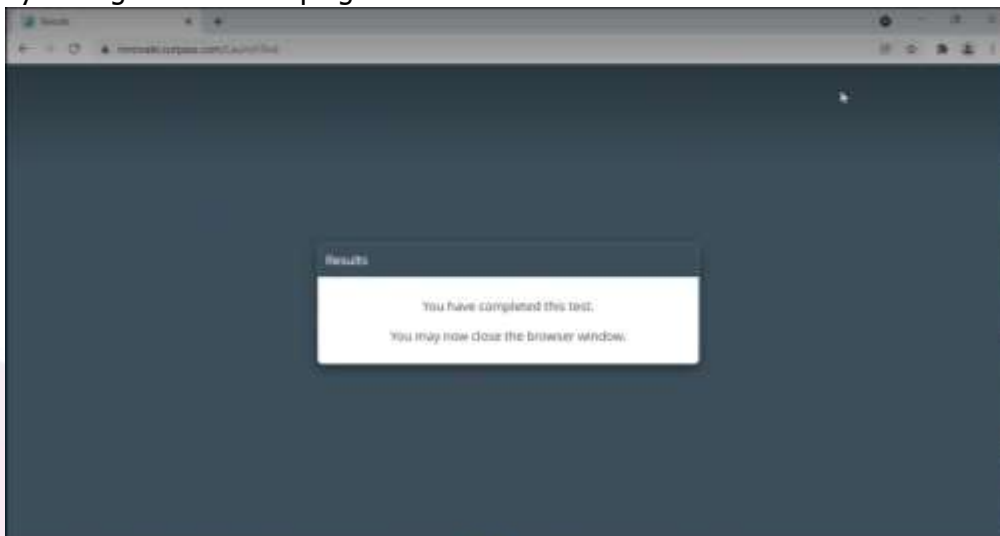


You will need to confirm this again by clicking on the 'Finish' button.



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.

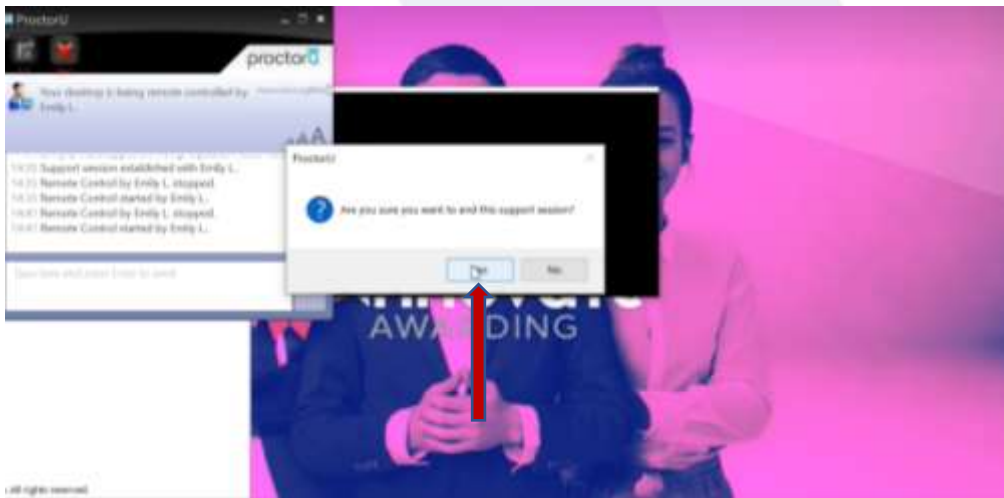


The proctor will then give you the final instructions and remind you to re-enable your settings.

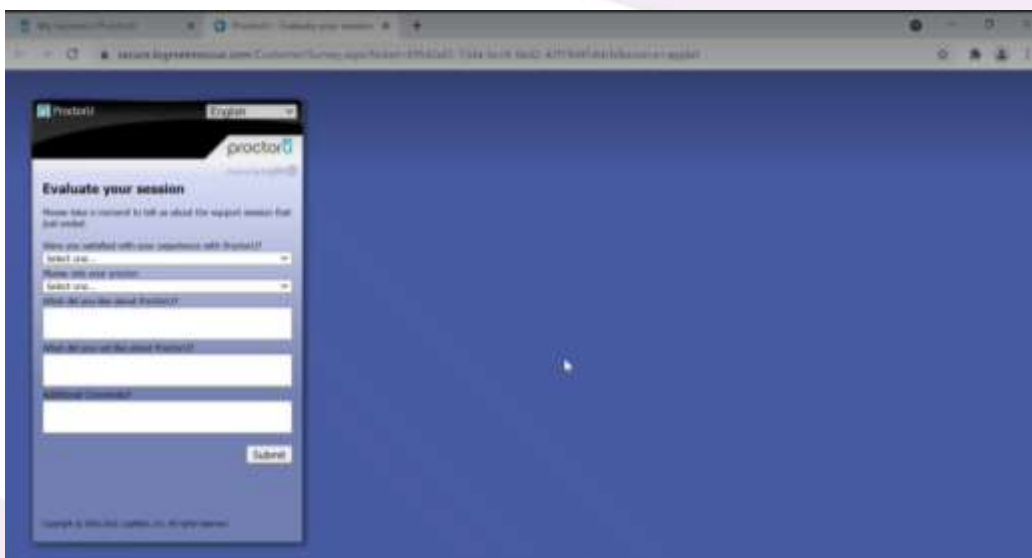
<https://support.proctoru.com/hc/en-us/articles/360050637211-UK-Test-Takers-TalkTalk-HomeSafe-Setting-Adjustment>

- 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 4)