

Live Remote Invigilation for Online Tests Training Provider Process Guidance – End Point Assessment Standards

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1. Introduction

The following guidance will help prepare you and the Apprentice 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 Training Provider signed up to our live remote invigilation service, Innovate Awarding will book a ProctorU invigilator for the Apprentice 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 Apprentice to their on-demand test online and invigilate their test remotely by watching in the background.

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

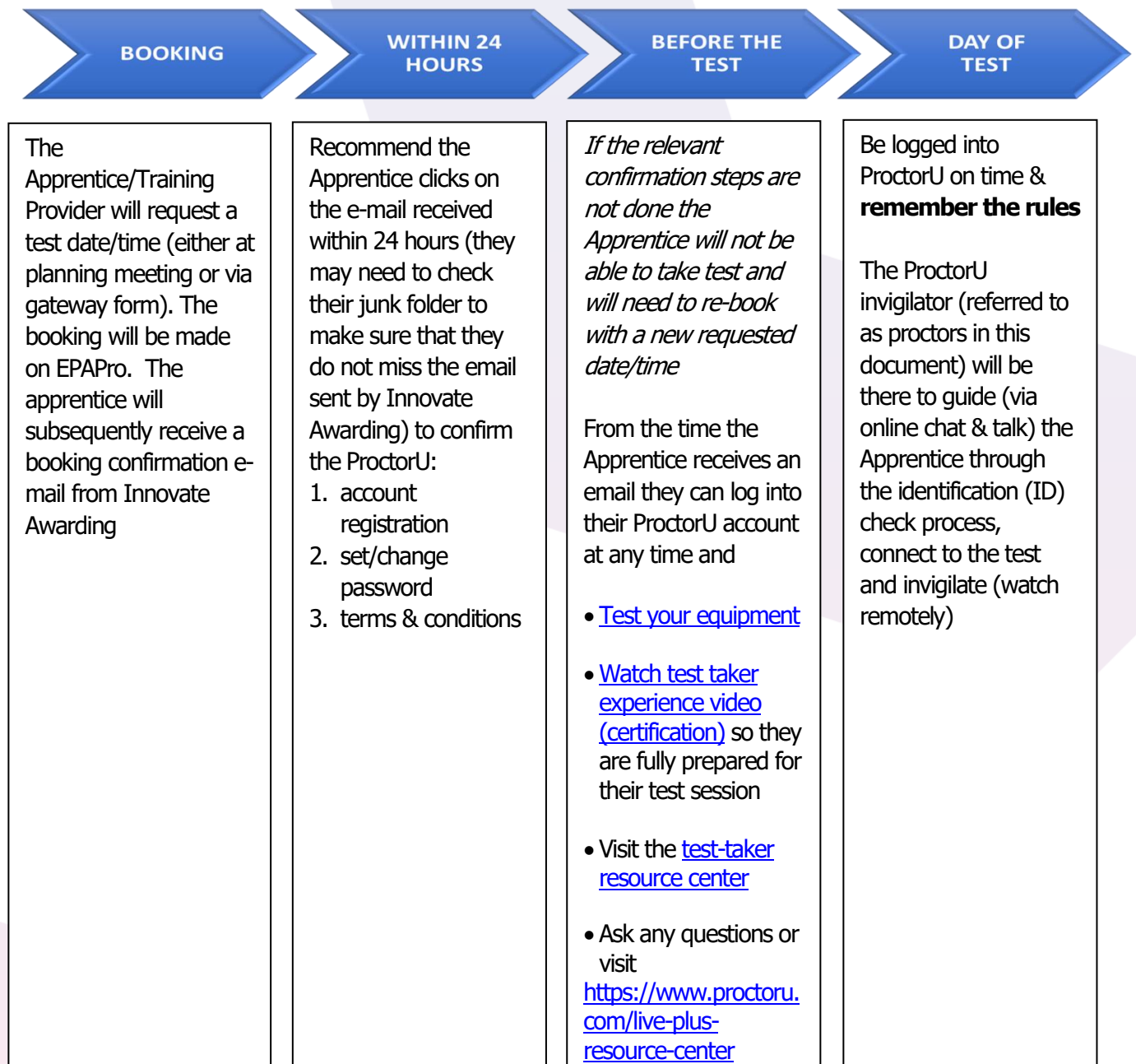
What is the role of the Training Provider in preparing the Apprentice?

The Training Provider is responsible for preparing their Apprentice's for their on-demand live remote invigilation test. Before the test the Training Provider will need to ensure:

- ❖ a date and time is planned for the on-demand test (at least 72 hours from time of the Planning Meeting with Innovate Awarding to guarantee proctor availability)
- ❖ that the Training Provider 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 Apprentice is fully prepared and knows what to expect before and during their test
- ❖ the Apprentice has read and understands the Apprentice guidance
- ❖ the Apprentice has tested their equipment beforehand
- ❖ the Apprentice has the relevant Photo ID required

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

2. Timeline Overview



To ensure that the test runs smoothly, please view the videos by clicking on links below, to assist you and the Apprentice 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 Apprentice 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 Policy, Process and Form can be found in EPA Pro under:

- Support Materials /Policies/ Reasonable Adjustments and Special Considerations Policy
- Support Materials /Policies/ Reasonable Adjustments Request Form

Or click on the link for direct access to the Reasonable Adjustments form on Innovate's website:

<https://innovateawarding.org/media/emfobnap/application-for-reasonable-adjustments-for-learners-with-particular-requirements-v6.docx>

Accommodations

Innovate Awarding will need to be notified during the planning meeting or when the test date is requested 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 Apprentice does not have one of the required forms of Photo ID

One form of photo ID is required which must contain the Apprentice'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 Apprentice 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 Apprentice'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

- a) 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)
- b) during the planning meeting* the apprentice will receive an email from Innovate Awarding requesting they click on a link to the ProctorU website to:
 1. confirm account
 2. set/change password
 3. review Terms & Conditions (T&C wording can be found below in this document)

*Please note that if a Planning Meeting is not required for the End Point Assessment Standard, then:

The date & time requested for the on-demand test on Gateway Submission must be at least 5 days from date of submission (working days and not including the day submitted) this is to allow time for audit and invigilator booking)

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

5. Preparing the Apprentice for the Test

In the e-mail that the Apprentice 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 Apprentice reads and performs these checks as soon as possible to resolve any issues in advance of the test):

1. Test Equipment
2. Read Requirements
3. Understand Rules

The Training Provider should encourage the Apprentice 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'.

As a reminder for the Apprentice, 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

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

Telephone: 0117 314 2800 option 1 or email central.bookings@innovateawarding.org

The Training Provider can discuss new booking times from 72 hours into the future for the Apprentice's rescheduled test (this future booking guarantees proctor availability).

7. Absent Apprentice

The Apprentice is allowed up to 1 hour from the scheduled time of the test to join their test before the test is cancelled and the Apprentice is flagged as a non-attendance.

If the Apprentice is absent the Training Provider will still be charged for the test booking.

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 (the name of the Apprentice, 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 Central Bookings Team:

Email: central.bookings@innovateawarding.org

Telephone: 0117 314 2800 then press option 1

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