**GA ONLINE Examination (SEB) – Instructions to Candidates**

Please read through the information below. By signing the declaration below (type in your name, save the document and email it back to your centre), you agree to follow and abide by all the rules below. If you do not understand, please ask a member of staff at your Centre to explain.

**Failure to abide by these rules could affect your ability to join OR complete the exam session OR the ability of Gatehouse Awards to issue your results.**

**Candidate Declaration:**

**I agree that I will:**

* check to make sure I have good Internet connection and the necessary equipment before the start time of the examination session (See *Technology Requirements for Online Exams* document for details).
* download and install Safe Exam Browser prior to my examination date.
* ensure that I am familiar with all the instructions provided to me ahead of the exam, including the use of Zoom and Safe Exam Browser.
* complete a full set of sample materials in Safe Exam Browser and will report any problems before the live exam date. Failure to do so will result in an admin fee being applied for each unit which needs to be taken again due to technical issues.
* be on time for my on-screen examination.
* ensure the room is quiet and nobody else can access it during the exam. \*
* follow the instructions of the Invigilator at all times.
* stay in front of the screen for the duration of the exam - if I need to leave the room, I will ask the Invigilator and I understand that I might not be allowed to continue the examination if I leave the room for non-emergency reasons.
* have my mobile phone on silent and will only use it to communicate with the Invigilator and switch off any other electronic devices not being used for permitted exam purposes.
* have my photographic ID document available during the examination. \*
* make sure I am suitably dressed for the examination and behave respectfully to the Invigilator and other candidates.
* not eat or smoke in the examination room (a drink is allowed).

**I understand that:**

* if I am not present on time, or I have not followed the instructions provided before the exam, I might not be allowed to join the examination session. The examination centre will decide whether an alternative session date will be offered.
* I must not talk to or try to communicate with or disturb other candidates once the on-screen test has started.
* I must not use any unauthorised materials during the examination (notes, dictionaries, additional devices etc.)
* I must not ask for, and will not be given, any explanation of the questions other than task instructions.
* I must only speak to the Invigilator when invited to do so or if I have a problem.
* if I complete the exam before the end of the allocated time, I must remain in front of the screen.
* I can inform the Invigilator if I experience problems during the exam (e.g., do not feel well or have technical difficulties).
* I must not copy questions from the exam tasks.
* I must not close Safe Exam Browser at any point during the exam. If I do, the unit exam will terminate.

 \* only applies to candidates who are 18 years of age or above.

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| I confirm that I have read and understood these ‘Instructions to Candidates’ and agree to follow them. I confirm that I give my permission for the onscreen examination to be audio and video recorded for the purposes of external assessment, moderation and quality assurance purposes, as applicable to the qualification I am taking. (N.B. For Candidates below 18 years of age, videos are not a requirement, although an audio recording may be required in some examinations). |
| Candidate Name: |  |
| Signed and Dated: |  DD / MM / YYYY |
| Parent or Guardian Printed Name and Signature (Candidates under 18 years of age only) |   |

**Appendix 1 - Privacy Notice – SEB Online Exams with Live Invigilation**

This privacy notice explains how your personal data is collected, used, and protected when you sit an online exam using Safe Exam Browser (SEB) and live invigilation.

**1. Who We Are**

Gatehouse Awards Ltd is the data controller for your personal data in connection with the exam. If you have any questions about how your data is used, you can contact us at:
Email: compliance@gatehouseawards.org
Address: Unit G5, Woodhead House, Woodhead Road, Birstall, WF17 9TD, United Kingdom

**2. What Data We Collect**

We apply data minimisation principles and only collect personal data that is necessary for the purposes outlined in this notice.

**a) Listening, Reading and Writing (LRW) – SEB with Live Invigilation**

During LRW exams delivered via SEB and Zoom, we may collect:

* Video and audio recording from an auxiliary camera connected to Zoom of the Writing part, showing you and your exam environment.
* Metadata such as timestamps, IP address, and login information.

**b) Speaking – Live via Zoom**

During your speaking exam, we may collect:

* Video and audio recordings of the exam, captured through Zoom.
* Your spoken responses and interaction with the interlocutor.
* Identity confirmation details (e.g. your name and proof of identity documentation).

Recordings are made by authorised interlocutors, who are members of staff at Gatehouse Awards Approved Centres.

**3. Why We Collect This Data**

We process this data in order to:

* Confirm your identity and prevent impersonation.
* Monitor for and investigate potential exam misconduct.
* Record and assess your exam performance (Speaking).
* Support quality assurance, moderation, and examiner standardisation.
* Review and investigate candidate complaints or appeals relating to the exam.
* Ensure compliance with exam regulations and maintain assessment integrity.
* Meet our regulatory obligations as an Awarding Organisation.

**4. Legal Basis for Processing**

We rely on the following lawful bases under the UK GDPR:

* Contractual necessity: to deliver the exam service you registered for.
* Legitimate interests: to uphold exam standards and protect against malpractice and fraud. We have conducted a balancing test and determined that our legitimate interest in maintaining exam integrity outweighs any potential impact on your privacy rights, given the proportionate measures we employ.
* Legal obligation: to share information with regulators or law-enforcement authorities, if applicable.
* Consent: By booking your SEB-conducted exam and proceeding to take it, you are providing your explicit consent for the collection and processing of the personal data described in this notice as necessary for exam delivery and integrity.

**5. Who Has Access to Your Data**

Your data may be accessed by:

* Gatehouse Awards’ authorised administration, assessment, compliance, and quality assurance staff.
* Authorised staff at Approved Centres, including invigilators and interlocutors, but only for the purpose of conducting and submitting exam recordings. Centre staff act as data processors under contract with Gatehouse Awards and may not use candidate data for any other purpose.
* Regulators or other authorities, where required by law.

Access is limited to individuals with a legitimate business need, and all parties are bound by confidentiality obligations. We will never sell your personal data or use it for marketing purposes.

**6. Data Security**

We implement appropriate technical and organisational measures to protect your personal data, including encryption tools, access controls and authentication systems, regular security assessments and audits, and secure data deletion protocols.

Our providers and other data processors are contractually required to maintain equivalent security standards.

**7. Data Retention**

Examination data (recordings, scripts) as well as video and audio recordings of speaking will normally be retained for 12 months after your exam date. If an investigation, appeal, or regulatory review is ongoing, data may be retained until the process is complete. Data is securely deleted at the end of the retention period unless there are legal obligations requiring longer retention.

**8. Your Rights**

Under data-protection regulations and associated legislation, you have the right to request access to your personal data, request correction of inaccuracies, request erasure where applicable, restrict or object to certain processing, and lodge a complaint with the Information Commissioner’s Office (ICO). To exercise these rights, please contact us at compliance@gatehouseawards.org. We will respond to your request within one month and will not charge a fee unless your request is manifestly unfounded or excessive.

**9. Changes to This Notice**

We may update this privacy notice from time to time. Any significant changes will be communicated to relevant parties through our normal communication channels, and relevant updated notices will be available on our website.

**10. Complaints**

If you believe we have not handled your personal data in accordance with data protection law, you have the right to lodge a complaint with the Information Commissioner's Office (ICO): Website: ico.org.uk / Telephone: 0303 123 1113 / Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, United Kingdom.

**11. Contact Us**

If you have any questions about this privacy notice or how we handle your personal data, please contact us:

Email: compliance@gatehouseawards.org
Address: Unit G5, Woodhead House, Woodhead Road, Birstall, WF17 9TD, United Kingdom.