

Regulations for Conducting Remote Online Controlled Examinations

1. Document Overview

This document provides guidance to centre staff involved in all stages of the remote delivery of controlled online examinations.

Approved Centres are responsible for ensuring that an initial training session is held for any new Invigilator.

Invigilators:

- must confirm the identity of all candidates attending the examination session.
- must give all their attention to conducting the examination properly.
- must be able to observe each candidate at all times.
- must not carry out any other task (for example, reading a book or marking) whilst invigilating an examination session.

Where groups of candidates are taking an online examination together and the examination is invigilated remotely, the ratio of candidates to invigilator must not exceed 6 to 1. This means that one invigilator can supervise no more than 6 candidates (except for resit candidates – an additional resit candidate is permitted in each unit).

Where groups of candidates are taking an online examination together and the examination is invigilated in person in centre, the ratio of candidates to invigilator must not exceed 12 to 1. This means that one invigilator can supervise no more than 12 candidates.

GA does not permit centres to conduct online examinations for different examinations at the same time.

2. Start Time of the Examination

- GA allows Approved Centres to start examinations up to 30 minutes after the scheduled start time for the session, without prior permission. Please note that examinations are NOT permitted to start any time *before* the scheduled start time of the session.
- Further adjustments to examination session start times need to be authorised by GA in advance of the commencement of the examination session. Please note that failing to adhere to this regulation may lead to the candidates' results being withheld.

3. Prior to the Examination

24 hours prior to the start of the examination session start time:

The Centre will:

- download the Examination Report Form for online exams (from the Ark).

- send the following documentation to each candidate at least 1 working day ahead of the scheduled examination session:
 - a. *SEB Installation Guide*
 - b. *Technology Requirements for Online Examinations*
 - c. *GA Online Examination Instructions to candidates (SEB)*
- The *GA Online Examinations Instructions to Candidates (SEB)* form needs to be sent with instructions for the candidate to read, sign, date and return the form (via email – an electronic signature is acceptable).
- Please note that where a candidate is under the age of 18, the *GA Online Examinations Instructions to candidates* document must be signed by a parent or other legal guardian.

The candidate will:

- read, sign and date the *GA Online Examinations – Instructions to Candidates (SEB)* form and return a completed copy to the centre at least an hour ahead of the scheduled examination time (signed by a parent or other legal guardian where the candidate is under the age of 18).
- ensure that they can comply with all the instructions listed in the above document prior to commencing the examination.
- ensure they have the ID document they used to register for the exam available (they will be required to show this to the invigilator at the commencement of the exam session).

15 minutes prior to the examination session start time, the invigilator must:

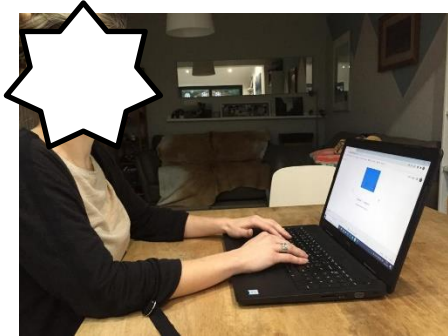
- set up their equipment and check the internet connection and camera are in full working order.
- set up the Zoom meeting.
- issue the Zoom invitations to candidates (unless done before).
- have a printed out copy of any additional documentation relevant to the individual examination available (or available on a second screen/device to refer to it during the examination should it be required).

4. Checking the IT Equipment, Settings and Connection

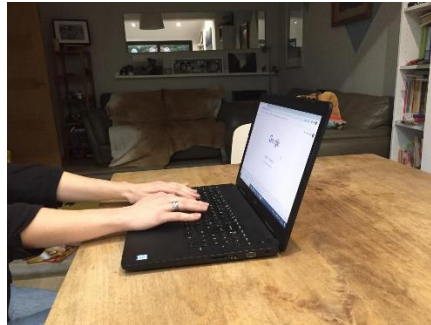
Invigilators must check their computer/webcam setup for the exam as follows:

- Test the webcam and microphone are enabled and running.
- Check there is nothing covering the lens of the webcam at any time during the Examination.
- Check the computer is connected to the internet.
- Check the power supply (ideally, on charge to prevent loss of battery power during the examination session).

Invigilator View of the candidate during an online examination



1. Perfect positioning.



2. We can't see your face.



3. We can't see your workspace or keyboard.



The candidates should place their second device with Zoom in the same way as Picture 1 to give the greatest view of their workspace and room. The invigilator will need to see the candidates, their workspace, and their keyboard. Pictures 2 and 3 are not appropriate. Please inform the candidates to adjust their camera if it is incorrectly positioned prior to starting the examination.

5. Checking the Exam Environment

Invigilators/interlocutors must check the candidate's exam environment for the following:

- the test environment must be quiet.
- there aren't other people in the room, with the exception of candidates under the age of 18, who are permitted to have a parent or other legal guardian in the room.
- where a parent or other legal guardian is present in the room, the invigilator **MUST** instruct the parent / guardian that they are not permitted to help the candidate with the exam questions and they should not speak to the candidate and instruct them that if the candidate speaks to them, they should instruct the candidate to remain focussed on their exam.
- on the workspace, there may not be anything except a computer and, in case the computer does not have an internal webcam, an external web camera. All other materials must be removed, unless explicitly permitted (see below).
- there isn't any sound from music, television or any other devices.
- there aren't any unauthorised computers or similar devices running in the room.
- the lighting is acceptable – ideally it should be "daylight" quality. An overhead light is best. If overhead is not possible, the source of light should not be behind the candidate.
- the candidate is suitably dressed.

6. Authorised Materials for Candidates

Authorised materials include:

- photo ID
- a pen and blank pieces of paper (please note that these are **NOT** permitted in any IESOL Reading and Writing examinations)
- headphones (where the examination contains a spoken component)

- medicine, where required
- a drink

If candidates have any unauthorised material in the examination (whether or not they intend to use it), this may be considered as malpractice.

7. Starting the Examination

Order of invigilation

Where an assessment consists of multiple, separate examinations, Invigilators should conduct the examinations in the required order.

The invigilator/interlocutor must:

- check the audio connection and provide instructions to candidates.
- confirm each candidate's identity.

In the examinations the invigilator must:

- welcome the candidate(s) to the session.
- provide instructions on the online exam procedure.
- explain that they must not talk, copy from or use any unauthorised items or they may be disqualified.
- explain that they must not leave the room at any point during the examination without the invigilator's permission.
- ensure that the view of the candidates and their work environment is in line with the regulations.
- allow candidates the opportunity to ask any questions relating to the examination instructions or process and provide confirmation/clarification where appropriate.
- check with the candidate(s) that they are undertaking the correct level and subject examination.
- provide candidates with details about the format of the examination (modes and timings, as appropriate to the individual exam being conducted).
- instruct candidates that mobile phones must be put on silent and only used to communicate with the invigilator when necessary.
- instruct candidates that the use of any other electronic devices or mobile phones ringing will be treated as malpractice.
- inform candidates what authorised materials are allowed in the examination area.

Carrying out Identity Checks

All candidates are required to present their original ID documents at the beginning of the online examination and have them available throughout the exam. The delivery staff will conduct the ID checks by verifying the candidate's identity against that document and compare it against the copy provided at the time of registration.

Candidates under the age of 18 may not always be able to provide photographic ID. It is the Centre's responsibility to ensure that candidates under the age of 18 have had their identity confirmed at the point of enrolment.

8. During the Examination

In the examination:

- the candidate must not communicate with anyone other than the invigilator, or talk out loud (not to him/herself either). Communication is allowed only in case of an emergency and should be recorded in detail on the Examination Report Form.
- wearing headphones is ONLY allowed during an examination which includes an audio component.

The candidate is required to answer the questions in the examination by selecting the appropriate answers, inputting their written response or other type of response as required by the examination task(s).

The examination will be video recorded in full for all candidates aged 18 and over for the purpose of external quality assurance.

In addition to the above, the invigilator must ensure that the candidate:

- doesn't leave the room prior to the end of the exam.
- faces the computer screen the entire time.

Additional Instructions:

- Any candidate arriving late to the session may be permitted to sit the examination at the discretion of the invigilator, providing no other candidates will be adversely affected by this.
- If any candidate has a query during the exam which relates to the instructions or exam procedure, an invigilator may help. This should ideally be done at the stage where the candidates are reading the instructions and inputting their details on the first page they access, and before they click on the 'Start Exam' button.
- Once the exam has started, any communications should be limited to emergencies only and take place via the 'chat' function. Any assistance must be provided in the English language only.
- Where an invigilator suspects a candidate of malpractice they should warn the candidate that a full report will be made to Gatehouse Awards. The candidate may then be permitted to finish the exam at the discretion of the invigilator. Consideration of a candidate's papers where malpractice has been suspected / confirmed is at the sole discretion of GA staff.
- Any candidate causing a disturbance in the examination session for whatever reason should have their examination terminated and the details recorded on the Exam Report Form.
- In the case of fire or other alarm, power cut, lack of Internet or any other unexpected emergency occurring at the location of the invigilator or one of the candidates, the online assessment will be discontinued. The invigilator should contact GA to obtain further guidance.

- Invigilators should provide information to candidates regarding timings. The invigilator should make an announcement halfway through the permitted time and again at 10 minutes and 5 minutes prior to the end of the allocated time.

9. Invigilation arrangements for candidates with access arrangements not requiring prior approval from GA

Candidates may use assistive technology which does not affect the exam regulations, for example increasing the size of the screen display.

Candidates may use the ctrl + or ctrl – function to do this.

For any other access arrangements, please contact GA directly prior to registering the candidate for an online exam.

10. Terminating the Examination

- At the end of the examination, candidates will submit their answers on the GA online exam system and exit the Safe Exam browser.
- Invigilators should fully and accurately complete the Examination Report Form.
- A seating plan is not required for remotely invigilated sessions.

11. Reporting Malpractice

Some examples of malpractice which must be reported by the invigilator are:

- talking.
- copying / collusion.
- using unauthorised material, such as dictionaries or notes.
- using electronic devices.
- impersonation.
- disruptive behaviour.
- not following the instructions of examination staff.
- mobile phones ringing.

If an invigilator suspects misconduct, they should give a discrete but clear warning to the candidate that their behaviour will be reported. Unless the candidate's behaviour causes disruption to other candidates, the candidate should be allowed to complete the examination. The incident must be reported to Gatehouse Awards in a written report, which should contain specific and unambiguous detail.

Document Specification:	
Purpose:	To set out consistent, robust and fair criteria for the conducting of controlled online examinations remotely for Gatehouse Awards qualifications
Accountability:	Gatehouse Awards Governing Body
Responsibility:	Compliance Manager
Version:	1.2
Effective from:	August 2023
Indicative review date:	August 2025
Links to Ofqual GCR:	G4, G6, G7, G8, G9
Other relevant documents:	<ul style="list-style-type: none"> Gatehouse Awards Qualification Specifications Gatehouse Awards Candidate Access Policy and Procedure Gatehouse Awards Appeals Policy and Procedures Gatehouse Awards Conflict of Interest Policy and Procedure Gatehouse Awards Design of Qualifications and Assessments Policy