INVIGILATION GUIDE FOR CENTRES

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SCOPE

Smart Awards have developed this guidance for approved centres that are offering Smart Awards qualifications to learners with an online assessment method that requires invigilation. All Smart Awards online assessments are accessed through a secure link that is provided to approved centres. The guidance covers all invigilation protocols set out by Smart Award for qualifications including but not limited to regulated, non-regulated, and End Point Assessments. Learners should not be entered for online assessments until the appropriate learning has been completed. Entering learners before they are ready could be regarded as an unfair assessment and cause an adverse effect on the learner's performance.

RESPONSIBILITIES

This guidance is for approved centres of Smart Awards. Smart Awards has the day-to-day responsibility for updating this guide and for monitoring its use and effectiveness and dealing with any queries on its interpretation.

INVIGILATORS

All Smart Awards online assessments must be invigilated in accordance with Smart Awards requirements. The role of the invigilator is key to ensure that the test is conducted according to these instructions to ensure the integrity of the test process and: prevent possible malpractice and ensure the security of the test before, during, and after, prevent possible administrative failures and ensure all learners have an equal opportunity to demonstrate their abilities.

Invigilators will be suitably competent and will have received prior training to complete the invigilation efficiently. This involves them being familiar with the invigilation guide and checklist, able to observe each learner in the room, and understanding how to raise security concerns with any suspicious activity. Invigilators must not carry out any other task (for example, reading a book or marking) in the test room.

THE TEST ENVIRONMENT

When a learner is undertaking an on-screen knowledge test/assessment via Smart Awards online assessment platform they must be in a suitably controlled environment where they will not be disturbed,

The learner is not allowed access to any additional resources during the test unless the qualification is an open-book assessment. Each test will be invigilated by either the assessor or an appropriately appointed person selected by the centre.

The room in which the online test is to be held must provide the learner with appropriate conditions to take the test comfortably but in a controlled environment. Therefore, the room should have adequate heating, lighting, ventilation, display screen regulations, electrical safety, and notices so that they are not disturbed in any way. Any display materials which can give the learner an advantage must be removed or covered, and a reliable clock must be visible so the learner can see the time.

If there is more than one learner taking the test, then sufficient workstations must be available and efficiently arranged with a minimum space of 1.5 meters. This may not apply if the monitors are back-to-back, or dividers/ privacy screens are in place. Learners must be able to use a computer and be familiar with a mouse and keyboard.

TEST DAY

The invigilator must check the identity of each learner and explain the rules and instructions of the invigilation and test. The invigilator will ensure the learner has inputted their information correctly on the online assessment platform and that they are on the right test before starting. If the information being presented to the learner is incorrect, then they should promptly notify the invigilator and cancel the test before starting. The most appropriate forms of ID accepted at Smart Awards are a passport, driving licence or company ID card with a photo. If a learner sits a test in another person's name whether it is intentional or not then it is constituted as malpractice and will need to be recorded and the appropriate person notified.

The invigilator will access a list of learner passwords which is generated securely from Smart Awards assessment platform. Only approved personnel will have access to these passwords.

Invigilators may provide learners with blank paper and writing materials to make notes or carry out rough workings during the assessment, but these must be collected by the invigilator at the end of the assessment and destroyed before the candidate leaves the room.

Learners must not communicate in any way with other learners whilst in the room where the online assessment is being held.

Appropriate computer systems and procedures must be in place so that the learner does not access any unauthorised material whilst taking their test. Therefore, there should be no access to data stored on the hard drive, no media such as memory cards or sticks, and no access to the internet. The invigilator should not cater for more than the recommended learner ratio as detailed in the qualification specification. Technical support should be available throughout the test to help with hardware or software issues. Learners should not bring into the test room, technical equipment such as smart watches etc., which can support them with their test.

TIMINGS

The time for the online test is set as per the assessment timings. The learner should adhere strictly to the start and end times that will be visually displayed when the learner begins the online test, the time will count down as the learner proceeds to answer the questions. If the learner completes their test before the time, there is no reason for them to remain in the test room and they can leave quietly.

RESITS AND RETAKES

If the learner fails their first attempt, the learner may choose to complete a second or third attempt. The online system will automatically reset the test for 2 more attempts, totalling 3 in total (the original test and 2 resits). Each resit attempt for the theory test will be a unique version of the test. If the learner fails the third test, it is recommended the learner is given remedial training where a retake is required. A retake requires the centre to re-register the learner.

SECURITY OF ASSESSMENT MATERIALS

All online assessments require strict security practices which must be always adhered to in accordance with Smart Awards policies and procedures. Only approved individuals are permitted to access Smart Awards online assessment platform. Individuals must keep their password details secure and not share them with other individuals.

Learners must be registered for the online test via Smart Awards Management System (Quartz Web). This will then generate an online test for the learner.

Centres must immediately inform Smart Awards of any problems with the security of question banks and delivering assessments.

Centres must have appropriate policies and procedures in place to protect the network and security of hardware and software used to deliver on-screen tests.

Centres must be able to demonstrate that the appropriate security systems are in place to prevent unauthorised access to the online test/examination materials.

Electronic assessments must only be handled by authorised members of staff.

For security purposes, centres must not take photographs of the online assessment platform or record the question in full. Unauthorised amendment, copying, or distribution of assessment material is categorised as malpractice.

SYSTEM REQUIREMENTS

Smart Awards test are all online and so an internet connection is required. The assessment platform supports chrome browser, the minimum version required is 100 or Microsoft Edge Chromium. However, we recommend you have the latest version for reliability. Please check all computers/iPads meet this requirement before the assessment. We recommend a 10-15mbps connection speed for each machine for optimum performance when sitting the assessment. There is no offline version of the test.

CENTRE REQUIREMENTS

In addition to the invigilation regulations specified above, all centre personnel must comply with the following:

- Learners must complete the online assessments individually and may not be assisted by anyone.
- Only registered learners may take an online assessment. Centre personnel must not log on as a learner to view any online assessments.
- Downloading or saving any part of Smart Awards online assessment is strictly prohibited.
- Unauthorised amendment, copying or distribution of assessment material is categorised as
- malpractice.
- Sharing or misusing invigilators/assessor passwords is also strictly prohibited.

DEALING WITH SPECIAL CONSIDERATIONS

Special consideration is considered to be given to a learner who has temporarily experienced:

- an illness or injury or some other event outside of the learner's control
- misses part of the assessment due to circumstances outside their control.
- there is an evacuation of the assessment room, for example a fire drill
- technical failure relating to accessing the online assessment platform
- other disruptions that affect the assessment delivery

The Centre is advised to adopt a flexible approach in identifying alternative ways of achieving the assessment requirements. The Centre is advised to contact Smart Awards to discuss alternative arrangements that may be appropriate for specific situations. The outcome produced by the learner must

at all times, meet the requirements of the specifications regardless of the process or method used, be assessable, be able to be moderated or verified.

If there is to be an evacuation, then learners should be closely supervised to ensure that there is no collusion. It will be necessary to safeguard the security of the tests if an emergency was to occur without closing down the software.

Due to technical issues or failure, support should be sought straight away and if it is just one learner, then a spare laptop or tablet should be used as back up.

Technical issues of failure affecting multiple learners (for example, a serious network issue) may necessitate rescheduling the test activity for all those involved or contacting Smart Awards to request a paper version as a special consideration. Paper-based examination materials must be stored securely at the centre.

It is important to assure learners that the full timings will be given by not considering any stoppage time from evacuation or technical disruption.

Any disruptions at all should be noted by the Invigilator, with a description of the event, those involved and the action taken.

If a learner takes a test under adverse circumstances and the centre wants to submit an application for special consideration, they must make the application in line with the procedures set out in Smart Awards Reasonable Adjustments and Special Consideration Policy.

REASONABLE ADJUSTMENTS

Centres must complete and submit a reasonable adjustment request at the point of registering the learner on Smart Awards Management System (Quartz Web). It is important that reasonable adjustments do not affect the reliability or validity of the assessment and they should not give the learner an advantage over other learners undertaking the same assessment. Please refer to Smart Awards reasonable adjustment policy.

CONFLICT OF INTEREST

Centres need to actively and routinely, review staff roles to assess the likelihood of each individual either having or giving the appearance of having, a conflict of interest with the delivery of Smart Awards qualifications and assessments. Roles might include but may not be limited to: Trainers/assessors, Quality assurance staff, Invigilators, Staff with access to confidential assessment materials, Senior staff.

INVIGILATOR CHECKLIST

BEFORE THE DAY OF THE EXAMINATION	
Check with relevant parties if the learners have any access arrangements or reasonable adjustments	
Send learners the details of the exam – date, time, venue and any other conditions of the exam	
Ensure all equipment is working and meets the specifications of the online examination. Check the internet connection.	

ON THE DAY OF THE EXAMINATION	
Make sure that the room is quiet and free from distraction. The room should be well lit and ventilated and at a reasonable temperature	
Check the learners IT equipment	
Check that you have a replacement computer in case of any technical issues	
Check the room for any unauthorised materials.	
Ensure that the seating arrangements are 1.5 metres apart	
Ask the learner to confirm that they understand that no one else will enter the room for the duration of the examination	
Check the learner's photographic identification	
Confirm any additional equipment the learner is allowed to use if they require it.	
Brief each invigilator with the invigilation centre requirements and information on malpractice	
Complete attendance register	
BEFORE THE TEST BEGINS	
Ensure that the learners are seated comfortably and are ready to begin	
Tell the learner that they must follow the instructions of the test	
Ensure that the learners are familiar with the instructions of the test and how to navigate the screen	
Ensure that the learners are aware that you are there to invigilate the test and provide technical support only and not to help with any part of the test	
STARTING THE EXAMINATION	
Give learners online assessment link and password	
Check that the learner is sitting the correct online test	
Ensure learners are familiar with any instructions given onscreen or on their paper	
State the time they will start the exam, the amount of time to completed and the finish time	
DURING THE EXAMINATION	
Be vigilant - Supervise the learners to ensure there are no issues of malpractice	
Do not give any information to learners regarding their examination	
If you discover any malpractice, ensure that you take away any unauthorised material and stop the assessment. Report the malpractice on the invigilation report and submitted to Smart Awards.	
Record and report any emergencies or technical failures	

AFTER THE EXAMINATION	
All rough notes completed during a remote examination should be ripped up in view of the invigilator	
Close down and exit Smart Awards online assessment platform	
The invigilator will confirm that each learner's screen had returned to the home screen which will show the test has been completed	

REMOTE INVIGILATION

We use Rogo online assessment for remote invigilation which offers two types of remote invigilation – live proctoring and recording for later review. Live proctoring is where an invigilator joins online and recording for later review is where the invigilator reviews the recording after the event.

The main benefit of remote proctoring is the increased flexibility it enables. Learners can take their assessments from anywhere and invigilators can monitor them from wherever they are, too.

Learners will need to have a smart-phone or tablet device with camera and WiFi connection. The phone or tablet they are using for the second camera will need to have a QR code reader and Google Chrome set as default browser. During the exam the device must be on flight mode, but WiFi connected.

Learners may want to complete an internet speed test prior to their exam https://www.speedtest.net/ A connection speed of at least 6mbps is required. We would also recommend that learners clear all browser cookies and cache before the exam. The portal used for the examination runs on the Google Chrome browser. Learners will need to install this browser on their computer if you don't already have it.

Learners will need Android 8 or iOS 11phones and a QR code reader installed, or it may be a function of the phone's camera app. The learner will need to set their phone or tablet device so that the default browser is: Chrome or Firefox if they are on an Android system, or Safari if they are on IOS.

Rogo will prompt learners to share the computer screen followed by a request to allow access to the camera and microphone - this is mandatory for remote invigilated onscreen tests. There will be a disclaimer on the screen to inform the learner at this point during the setup that recording has begun.

The learner will now need to take a photo of their identity document, this can be a driving licence, passport, work issued ID, or another form of government ID (with a photo); this will be used by the Smart Awards team of remote invigilators when reviewing the recordings to verify the identity of the person taking the onscreen test.

At this stage of the setup, it will be time to sync a mobile device (a smartphone or tablet) with Rogo by scanning a generated QR code. There will be instructions provided onscreen on how to link the devices.

Now that the mobile device has been synced with Rogo, it can act as a secondary camera. The environment setup can now begin, this is where Rogo will prompt learners to use the secondary camera to show the following areas:

- Computer and keyboard
- Desk and area behind the computer
- Ceiling and the space under the desk
- The four corners of the room
- Show ears to ensure no earphones are present

Once the above checks have been completed, the learner will need to position the mobile device on either the right or left-hand side so that the secondary camera (on the mobile device) captures the side profile and computer screen. Important: Please ensure that the mobile device is connected to a power source.

REMOTE INVIGILATOR CHECKLIST

BEFORE THE DAY OF THE EXAMINATION	
Check with relevant parties if the learners have any access arrangements or reasonable adjustments	
The learner has checked that all equipment is working and meets the specifications of the online examination.	
The learner has checked the speed and the internet connection. A connection speed of at least 6mbps is required.	
Learners clear all browser cookies and cache before the exam.	
Learners will need Android 8 or iOS 11phones and a QR code reader installed.	
The learner will need to set their phone or tablet device so that the default browser is: Chrome or Firefox if they are on an Android system, or Safari if they are on IOS.	
The learner has identified a room that is quiet and free from distraction. The room should be well lit and ventilated and at a reasonable temperature	
The learner is aware of the date and time that the test is due to begin.	
ON THE DAY OF THE EXAMINATION	
The learner has received a welcome email with login details and completed the registration.	
Laptop/desktop PC and the second device (where applicable) are fully charged and connected to the charger	
The learner has a form of photographic ID (e.g. passport, driving licence, etc.)	
The learner has a smart-phone or tablet device with camera and WiFi connection. During the exam the device must be on flight mode, but WiFi connected.	
Ensure that the learner is aware that invigilation will take place online	
The learner has successfully linked the onscreen Rogo QR code on their second device (usually a mobile phone or tablet) which has a working camera and microphone.	
Rogo checks are made – checking for unauthorised materials around the: • Computer and keyboard • Desk and area behind the computer • Ceiling and the space under the desk • The four corners of the room	

• Ears to ensure no earphones are present	
The learner understands that no one else can enter the room for the duration of the examination	
Rogo verifies learner's photographic identification	
BEFORE THE TEST BEGINS	
The learner is seated comfortably and is ready to begin	
The learner is not wearing earphones, headphones or wireless earbuds.	
Ensure that the learner is familiar with the instructions of the test and how to navigate the screen	
STARTING THE EXAMINATION	
Give learners online assessment link and password	
Ensure learners are familiar with any instructions given.	
DURING THE EXAMINATION	
Record and report any emergencies or technical failures	
AFTER THE EXAMINATION	
Close down and exit Smart Awards online assessment platform	
The invigilator will invigilate the exam through ROGO	

REVIEW OF THIS GUIDANCE

This guidance is reviewed and revised annually in response to feedback, changes in legislation, and guidance from the regulators, SQA Accreditation or Ofqual.