Invigilation & Controlled Environment Policy & Guidance

Contents

1.1 What is remote invigilation?

This is where an ISP assessment method is to be carried out in a "controlled environment" (as defined in the relevant Assessment Plan and/or Qualification Specification. This could be for example at the learner's home (or other chosen location) with a remote invigilator, using an appropriate online screen sharing software or application. The invigilator should be trained according to the requirements of this document.

The system used must allow the invigilator to be able to view the learner, their environment and their computer/laptop screen at all times during the test. The test must be completed under exam conditions.

Remotely invigilated tests are delivered through a web-delivery application requiring no installation to the learner computer.

1.2 What is a Controlled Environment?

A controlled environment is defined as a suitable, quiet room for the purposes of the assessment to take place. It must be away from the pressures of work activities and free from external distractions. There should be a dedicated workstation with access to all the required equipment and with someone allocated as a responsible person, either by the employer or by the centre, who is responsible for the controlled environment and ensures that the work is the apprentice's own.

1.3. Preparing learners for an invigilated test

It is the centre's responsibility to identify learners who can take their test(s) through remote invigilation. Before each test, the centres must ensure the learner:

- is suitably prepared for the test (and has completed a navigation test where required);
- has all the required equipment and materials.

1.3. Invigilators

1.3.1. Invigilators are responsible for ensuring that the test is conducted securely and in line with these instructions.

1.3.2. All tests using this approach must be invigilated on no more than a 1:5 Invigilator to Learner ratio.

1.3.3. The invigilator must supervise the learners throughout the test and give complete attention to this duty at all times.

1.3.4. Invigilators must not carry out any other task while they are invigilating.

1.3.5. The learner's tutor or assessor cannot be the invigilator for the test.

1.3.6. Relatives, friends and/or peers of learners must not be the invigilator for the test.

1.3.7. The invigilator must check the learner's identification before they start the exam.

2.1 Requirements for remote invigilation – Learners

2.1.1 The centre and Employer will need to check the learner's equipment meets the minimum requirements to allow them to access and deliver tests online. Failure to have the necessary equipment in place will mean the learner does not meet requirements and may delay their ability to undertake their assessment.

2.1.2 The invigilator must ensure that all equipment required for the test is ready and available to the learner prior to the test beginning. These technical checks should have taken place before the test date to ensure access is possible.

2.1.4 The candidate will need:

- a PC or laptop with an operational web camera;
- an email account;
- photographic ID.

2.2 The room used for the test (see also "Controlled Environment")

2.2.1 The centre must instruct the candidate to pick a suitable room to complete the test, it must be well lit, quiet and private. No one else is allowed into the room during the test.

2.2.2 The centre must instruct the candidate to remove anything from the room that might help with answers in the test. The candidate must tell the invigilator about any item that cannot be removed.

2.2.3 The room needs to provide the candidate with appropriate conditions for taking that test. The candidate should consider conditions such as heating/ventilation, lighting and the level of noise.

3.1. Before the Test

3.1.1. At start of session, both the learner and the invigilator join the meeting, using the chosen virtual meeting software.

3.1.2. The following steps must then be completed:

- The learner needs to also join the meeting with their PC or laptop with the webcam enabled.
- The learner must share their screen on the PC or laptop they are using for the test.
- Both the learner and invigilator must enable their webcams and microphones.

3.1.3. The learner should close all other programs, applications and websites and not open any unless asked to do so by the Invigilator. The learner needs to ensure they do not receive any pop-up notifications during the test and so this feature should be turned off.

3.2. Equipment and resources

3.2.1. Invigilators must ensure that all equipment required to facilitate the test is ready and available to the learner prior to the test beginning.

3.2.2. Invigilators should ensure learners do not have any unauthorised equipment with them in the exam room. This includes tablets, smartwatches and wrist watches which have a data storage device or access to the internet.

3.2.3. If a learner has brought any unauthorised equipment into the room, these must be removed from the room before the start of the test.

3.2.4. Any pencil cases must be see-through.

3.2.5. Any food or drink brought into the exam room must be free from packaging and all labels must be removed from drink containers.

3.2.6. Where an invigilator sees a learner with any unauthorised equipment once the test has begun, they should pause the test and ask the learner to remove it from the room. If an invigilator has any concerns that unauthorised equipment has been used to unfairly advantage a learner, this must be reported to ISP Quality Manager, clearly identifying which learner(s) are affected.

3.2.7. If the exam requirements are unclear, the centre must check with ISP Quality Manager before the exam begins. If any learner has access to equipment or materials that are not permitted, that could affect the validity of their results.

3.3. Security checks to complete before the test.

3.3.1. Invigilator needs to check the learner does not have access to any unauthorised materials.

3.3.2. The invigilator must tell the learner to scan room with their web camera, until they are satisfied they have covered the whole room (fig 1). This should include checking (fig 2):

• the area behind monitor;

• for any sort of audio device that the learner is wearing (hearing aids are permitted);

• the area around computer is clear;

• any scrap paper is blank.

3.3.3. If the invigilator identifies any unauthorised materials or equipment, they must ask the learner to remove them from the room. If they are unable to remove them, they must be covered for the duration of the test.
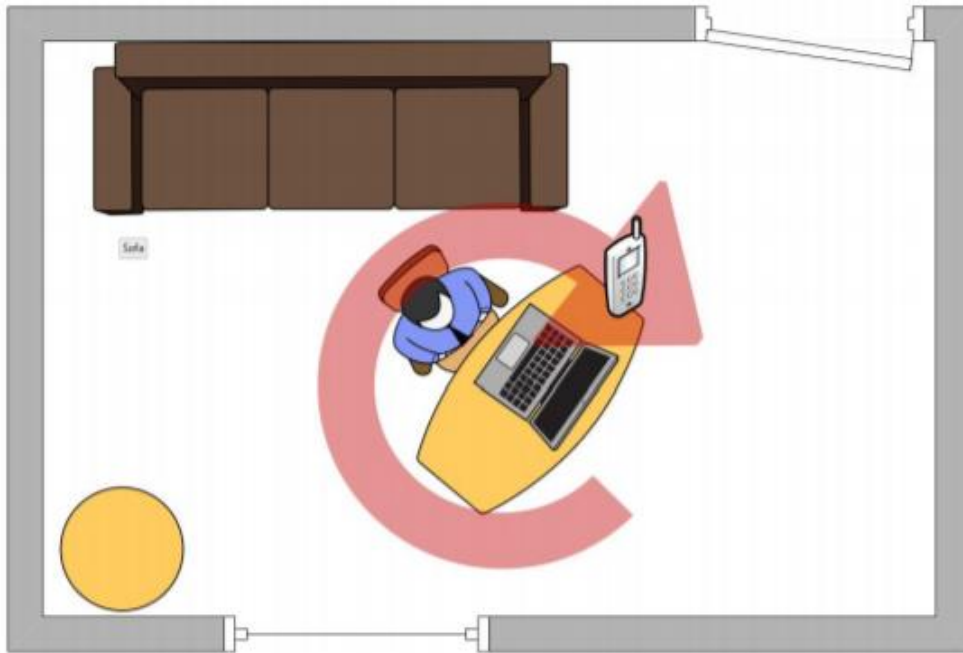
Fig 1

3.3.5. The invigilator must ask the learner to confirm they will not be interrupted during the test and that no one else will enter in the room.

3.3.6. The invigilator should ask the learner to confirm they understand the requirements of the test and that they are now under exam conditions.

3.4. Identification

3.4.1. For each test, the invigilator must confirm the identity of the learner prior to them sitting the exam.

3.4.2. The invigilator must ask the learner to hold photographic ID up to the camera to verify their identity. Examples of suitable photographic ID include:

- passport;
- driving licence; or
- centre or employee ID badge.

3.4.3. Other types of photographic ID can be used, providing:

- this is agreed by the centre before the exam,
- it allows the invigilator to accurately verify the learner's identity.

3.4.4. The learner can only start the test where the invigilator has confirmed their identify. If a learner sits a test in another learner's name (whether it is intentional or not), this constitutes malpractice and must be reported to ISP Quality Manager immediately.

3.5. Starting the test

3.5.1. The invigilator should then confirm learner is ready to start the test. If they are, the invigilator should then provide the URL for the test

3.5.2. After the learner has clicked on the link, they should check they can see the full test screen. It is possible to zoom out using the browser, which may be useful if the learner has any difficulty accessing the bottom of the screen.

3.5.3. When the learner is ready, the invigilator should instruct them to start the test.

3.5.4. The invigilator should turn off their camera and microphone, but the learner's must remain on, so the invigilator can supervise them during the test.

3.6. During the test

3.6.1. The invigilator must watch the learner continuously during the test. The invigilator should watch out for learner looking at a certain point in the room, as this may indicate they are looking at unauthorised materials.

3.6.2. If the invigilator suspects the learner of any malpractice during the test, then they can ask the learner to pause their test by closing their browser window and then scan the room a second time. When the invigilator is satisfied the learner does not have access to any unauthorised materials, they should instruct the learner to restart the test.

3.6.3. It is reasonable to expect that during any remote invigilated session, there will be short breaks or stutters in audio/video (minor interruptions) of 1-2 seconds in length. There may be a small number of these events across a test session. This will be largely due to local network usage, stability, and sharing conditions. The invigilator should consider if this could be infringement where:

- A series of minor interruptions persist over a significant period (10 minutes or more).
- A minor interruption repeats on a significant basis (more than 5 times over the duration of the test).
- It is suspected that the interruption may be deliberate.
- There is a full disconnection of both cameras and audio for more than 5 minutes or where less than 5 minutes, a suitable explanation (power cut, router crashed, etc) cannot be provided by the learner.

In all events, the invigilator should try to confirm that the issues are not from within their equipment and must record all such events (including time and duration) on the invigilator log

3.7. Entering and leaving the room

3.7.1. Learners are not permitted to leave the room temporarily.

3.7.2. If the learner leaves the room, the test should be stopped and a new test should be booked.

3.8. Malpractice

3.8.1. The invigilator must be vigilant for any potential learner malpractice. For further information on managing suspected malpractice, please see ISP Malpractice Policy

3.8.2. The invigilator must inform ISP Quality Manager within 24 hours where malpractice is suspected.

3.8.3. In cases of suspected of malpractice, invigilators must warn the learner(s) that ISP will be informed and that this may lead to their results being invalidated.

3.8.4. If invigilators find learners using unauthorised equipment or materials, they should ask the learner to remove the unauthorised materials from the room for the duration of the test. Learners should then be allowed to complete the test. Where unauthorised equipment or materials have been used during the test, ISP Quality Manager must be informed.

3.9. At the end of test

3.9.1. When the learner is complete they will confirm so with the invigilator, they can then select 'Finish' and confirm they wish to submit the test. They will then see a blank screen.

3.9.2. The invigilator should turn their microphone back on and confirm the test is closed and let the learner know they are no longer under exam conditions.

3.9.3. Any scrap paper used by the learner during the test must be thrown away.

Appendix 1

Bid & Proposal Coordinator (BPC) - End Point Assessment: Knowledge Test

The ISP use an external provider who provides the platform on which the BPC Knowledge Test is conducted, and who provide invigilation services. This organisation is called Test Reach.

Test reach also have their own policy and process for invigilation, and this is available below.

In all cases of apprentices completing BPC Knowledge Tests, both ISP and Test Reach policies apply.

Test Reach Candidate Protocol Document

⍜TestReach

Institute of Sales Professionals

Candidate Protocol Document

Please ensure that you read this document thoroughly. It is your responsibility to ensure you understand, are familiar with and adhere to the regulations and protocols herein. Failure to comply with any of the procedures outlined in this document may result in you not being permitted entry to your exam or your exam being terminated or results not being issued.

What do I absolutely need to have?		✓
Device	• Laptop / computer with 4GB of available memory. The app will not work on phones, chrome books, or ipads/tablets. We cannot guarantee service on touchscreen devices as some devices might be incompatible with the app. We recommend that candidates source a non-touchscreen device for their exams. • A Windows v7.0+ or Mac10.10+ operating systems. MacOS BigSur users need to upgrade to 11.3+ • Intel Core i3 (or equivalent) • A working webcam, microphone and speakers • Minimum candidate internet speed of 2 Mbps or higher • Recommended screen size of at least 13" and a resolution of 1024 x 768.	
	• A Windows v7.0+ or Mac10.10+ operating system. ○ MacOS BigSur users need to upgrade to 11.3+	
	• Intel Core i3 (or equivalent)	
	• A working webcam that can be used to scan the room, microphone and speakers	
	• We also recommend a screen size of at least 13" and a resolution of 1024 x 768.	
Internet Connection	• Minimum internet speed of 2 Mbps	
TestReach App Installed	• You must have *downloaded* the latest version of our app. You **cannot take your exam on a browser.** • You will have received an email with login details from TestReach with the subject "TestReach New Account". If you	

	cannot find this email, please check your spam folder. If you have previously taken an exam within the TestReach app then you will not receive this email again. Instead, you should use the login details provided previously. You can use the forgotten password option on the login screen if you have forgotten your password. ● Please ensure that you have your TestReach user ID and password with you on the day of your exam.	
<u>Comfort Breaks</u>	● Comfort breaks are **<u>not</u>** permitted during your exam	

What should I do before the exam day?		✓
<u>Systems Check</u>	In order to ensure your webcam and audio are able to run on the TestReach app, you must complete a **systems check** at least **72 hours** in advance of your exam.	
<u>Disable Firewalls</u>	Should you be using a work device or a device that has specific administration privileges/firewalls, you may need to have these deactivated prior to your exam day. An instructional sheet for IT departments is at the bottom of this document.	
<u>Test Tutorial</u>	All candidates are advised to take the "Test Tutorial", which guides you through taking an exam on TestReach. We suggest that you go through this tutorial by clicking "Enter" so that you can familiarise yourself with the exam canvas. You can use this tutorial multiple times and your answers will not be recorded.	
<u>Secure Test Environment</u>	Where you take your exam should be a private area with as little clutter as possible. The space should be well lit and free of unauthorised materials. You must ensure that you do not have a second monitor on your desk or within reach. If you are taking your exam in a shared living area, please ensure third party members of your household are aware that you cannot be disturbed. Third party interactions can be penalised and may result in your exam being terminated.	
<u>Valid ID</u>	Make sure you have a valid ID that is signed and contains a photograph - passport or driving license preferred (work ID is accepted). This will be required to gain access to your exam.	
Should you	• Our <u>chat</u> feature is available in-app. • <u>Phone</u>:	

have any difficulty with any of the above, you should contact our **Customer Support Team**.	○ +44 (0)20 34758685 (UK) ○ +353 (0)1 6991385 (IRE) ● Email: support@testreach.com	

What happens on the exam day?
Scheduled Start Time	The time you have booked for your exam will be the only time available to you for that exam. Candidates are advised to be in their chosen exam location 20 minutes before their scheduled exam start time in order to login, enter their exam and complete the system check. The "Connect to Supervisor" option will activate **15 minutes** before the exam start time, and you can click on this to join the queue to connect to your invigilator.
Queueing	Once you have passed your systems check, you will enter a queue where all other candidates sitting an exam at this time are also waiting. You will then be assigned an invigilator who will undergo the *validation procedure* with you.
Connect to Invigilator	Once you connect to your invigilator, they will immediately be able to see your screen along with a live video stream of you and your exam environment via webcam. They will be able to communicate with you via audio and via chat. The invigilator will advise you of the validation process before they begin.

	Please behave in a suitable manner towards the invigilator, comply with any procedural requests, and respond to all validation questions.
What happens during the Validation Procedure All candidates sitting an RI exam are taken through the following steps to verify their identification and to ensure that the testing area is secure.	
<u>ID Check</u>	Valid, in date and fits the organisation's requirements.
<u>Hold for Screenshot</u>	This is taken by the RI to validate candidate identity.

<u>360° Pan of Test Environment</u>	The candidate will be asked to pan their monitor / camera around the room to get a 360° view. This is to ensure that:
	
	    o There is no second monitor / computer visible in the room
	
	    o There are no notes / wall boards with information on them
	
	The candidate will also be asked to scan their desk (including any shelves under the desk) – this is to make sure that there are no phones, books, post-its etc. nearby.
	
	If the supervisor observes any unauthorised items, they will request that the candidate removes them from the testing area.

<u>Device Check</u>	You will be asked to use the selfie mode on your camera or a small mirror in order to show no sticky notes or pages have been stuck to the screen of your device.
<u>Phone Check</u>	You will be asked to switch your phone off and put it out of reach.
<u>Resources</u>	You will be asked to show the permitted items to the camera e.g. a blank page on both sides

Check	

What happens when I start my exam?	
<u>Starting</u>	Once you have been permitted access to the exam by the invigilator, a 'Start Test' button should appear on your screen which you will be prompted to click.
<u>During</u>	Monitoring ● During the exam the invigilator will monitor the candidate via webcam. The invigilator is also able to monitor audio feedback to ensure that there are no verbal answers or communication from any outside source. The invigilator will be able to: 　○ see the candidate via webcam and see the candidate's screen 　○ use a chat box to communicate to the candidate 　○ hear the candidate and all times and talk with them when required. ● When monitoring the exam, the supervisor will watch the screen at all times. They will check for: Eye movement / Head movement / Hand movement / Talking or mouthing or other indications of external communication ● If the invigilator notices any of the above behaviours they will send the candidate an Instant message or talk to them asking them to refrain from the behaviour e.g. "please keep your eyes on the screen", "please keep within view of the webcam", "there is no talking allowed – thank you", etc. ● They may ask the candidate to repeat a validation step i.e. "Please show me behind your desk again" Time Warnings: ● There are 2 automatic time warnings given – one with 30 mins to go before the end of the exam and one with 5 minutes to go. Exam Content ● Your remote invigilator will have **<u>no information on exam content</u>**.

After	• Any resources that you may have utilised throughout your exam will be checked before you leave the remote invigilation session. An example of this would be any notes made on permitted paper. • An orange 'Close' button will appear after you have submitted your exam. Once you have closed the session with this button, you will not be able to speak to your invigilator.

Candidate Issues on Exam Day	
Connection Issues	• If you experience an unexpected connection loss during your exam, e.g. your internet has fluctuated below the minimum requirements, don't worry! • Your remote invigilator will *resume* your exam and you should be able to re-enter the exam with your content saved and timer where you left off. • If you are unable to access your exam again, you can contact our Customer Support team for troubleshooting steps with the issue. • You can be resumed up to a maximum of 3 times. After this you will be referred back to your examining body.
Device Issues	If you are experiencing an issue local to your device i.e. issues with webcam, sound card, graphics card etc. you should contact our customer support team who will help to troubleshoot the issue with you.
Late Entry	If you are late for your exam or experience issues logging onto the TestReach app: - If you contact the customer support line within 30 mins of their exam start time, the customer support team will help you try to resolve the issue. - If you contact the customer support line after 30 mins, you will be advised to contact your examining body to rebook your exam.
Major or Critical Incident	In the very unlikely event that the TestReach service experiences a major or critical incident, candidates should go to https://status.testreach.com This website will keep you up to date on any actions you should take and when we expect the service to resume. In the event of a disruption to our service, our support lines would naturally see a spike in activity

	and it is unlikely that you will be able to speak to an agent. The https://status.testreach.com page is our main and sole source of communication to candidates during this time.

Infringements

Minor Infringements

A Minor Infringement is one that is deemed a low-level exception. Minor Infringements may not compromise the test and can be rectified immediately however all minor infringements are logged.

- Leaning out of view of the camera.
- Blocking the computer camera.
- Commencing hand movements that could be interpreted as sign language.
- Glancing at other areas of the room that the supervisor cannot see (in this instance prior to raising an infringement the supervisor will query the candidate and ask the candidate to pan the room and in particular that area to check)
- Behaving in an unsuitable manner to the supervisor.

Major Infringements

A Major Infringement is one that is deemed a medium level exception. One that does not compromise the test and one that is rectified quite quickly with the candidate during the test.

- Accessing (or trying to access) another site / document when online
- Referring to any material – if there are no resources allowed.
- Not removing objects that are deemed interactive such as smart watches.
- Not agreeing or responding to the validation questions asked by the invigilator.

Blocker Infringements

A Blocker Infringement is one that is deemed a high level exception. One that compromises the test and may cause the test to be terminated. Supervisors will warn the candidates in advance.

- Leaving the test centre area for ANY reason.
- Communication of any sort with a third party.
- Mobile phones usage once the exam has commenced.

Infringement Logging

1. If an invigilator is required to log an infringement, the invigilator will click on the Log Infringement button. The invigilator will click on the appropriate infringement described and then on the 'Take Action' button.
2. By clicking the 'Take Action' button this will record the exceptional activity onto the 'Actions Log' and will automatically send a message to the candidate saying an exception has occurred. The candidate MUST click OK to this in order to resume their exam. This can be seen by the supervisor on the screen share.
3. Major and Blocker infringements will be reported to the examining body immediately and it will be at the examining body's discretion to decide on what action to take next either during the exam or post exam.

A Guide to the TestReach Desktop App for IT Departments

What is the TestReach Desktop App?

The TestReach Desktop App is an application that can be downloaded to a desktop or laptop to enable a candidate to take an exam on TestReach.

When opened, the TestReach Desktop App launches the TestReach Online website and it acts and behaves in the same way as if you were accessing the TestReach Online application using a standard internet browser.

Why is the TestReach Desktop App Required?

The TestReach Desktop App is used for two purposes:

1. Remotely Invigilated Exam

A Remotely Invigilated Exam is an exam that the candidate takes while being monitored by our trained supervisors via their webcam, audio feed and screen share. The Desktop App facilitates these connections and ensures a smooth experience for the candidate.

2. Secure Online Exam

A Secure Online Exam is an exam that the candidate takes without being monitored, but they are "locked-in" to the application from the time they launch the exam until the time they complete it. This prevents them from, for example, opening up a web browser and googling the answers while they take the exam.

What are the System Requirements?

<u>Device</u>	● Laptop / computer with 4GB of available memory. The app will not work on phones, chrome books, or ipads/tablets. We cannot guarantee service on touchscreen devices as some devices might be incompatible with the app. We recommend that candidates source a non-touchscreen device for their exams. ● A Windows v7.0+ or Mac10.10+ operating systems. MacOS BigSur users need to upgrade to 11.3+ ● Intel Core i3 (or equivalent) ● A working webcam, microphone and speakers ● Minimum candidate internet speed of 2 Mbps or higher Recommended screen size of at least 13" and a resolution of

	1024 x 768.
	● A Windows v7.0+ or Mac10.10+ operating system. ○ MacOS BigSur users need to upgrade to 11.3+
	● Intel Core i3 (or equivalent)
	● A working webcam that can be used to scan the room, microphone and speakers
	● We also recommend a screen size of at least 13" and a resolution of 1024 x 768.
<u>Internet Connection</u>	● Minimum internet speed of 2 Mbps

Are there any Security Concerns?

The TestReach Desktop App is very robust, safe to run and has been rolled out across the UK in local government, emergency services, universities, pension administrators, financial corporations, etc. without any negative reports.

Once the exam is completed, the TestReach App can be closed by clicking the button and has no notification service or any other configuration that runs while the App is not opened.

When opened it only connects to standard http and https websites through the standard Ports 80 and 443.

For those organisations requiring whitelisted IP addresses, the URL access points are as follows:

Testreach.com

*.testreach.com

learnosity.com

zendesk.com

D1rnvcroqs1811.cloudfront.net

54.163.229.157 via TCP/UDP 3478

54.72.81.107

54.154.103.29

63.32.17.52

The TURN service is from Chime:

chime.aws

*.chime.aws

*.amazonaws.com

*.chime.in

and 99.77.128.0/18 TCP/443 UDP/3478

For further information please see https://www.testreach.com/candidate-download.html or email support@testreach.com or call +44 (0)20 34758685 (UK) / +353 (0)1 6991385 (IRE).

Appendix 2

IT Technical Salesperson (ITTSA): End Point Assessment – Synoptic Project

Within end point assessment on this standard, an apprentice is required to undertake a Synoptic Project.

Each project will take typically around 3-5 working days in total to complete. This can be done over a series of consecutive days or spread over a 10 day period.

Apprentices will complete their project "off-the-job", so that they are away from the day-to-day pressures of work and in a 'controlled' environment, which may be on the employer's premises, the training provider's premises or from the apprentice's home. The requirements for the 'controlled environment' will include a quiet room, away from the normal place of work, with a dedicated workstation, with access to all the required equipment and with someone responsible for the controlled environment to ensure it is their own work and to respond to any questions in a consistent way. This will typically be the employer (if on employer premises), the training provider (if on a training provider's premises, or the EPAO (if the learner is completing this at home).

In all cases the EPAO is responsible for confirming that the controlled environment meets the requirements set out in the Policy, and therefore will undertake periodic checks during the period in which the project is being completed.

The process for checking the controlled environment is as follows: