



SCCU
group

REMOTE INVIGILATION PROCESS

SCCU LIMITED

VERSION 1.0

Preparing for the final assessment

- The learner must have had opportunity to become familiar with the format and style of questions expected in the exam.
- Mock assessments and onscreen exam navigation tools are available on the City and Guilds website.
- To access these, candidates will need to download and install 'Surpass Viewer' as Adobe Flash is no longer supported. This will enable access the practice questions and navigation tools as well as the live assessment.

Exam Date and Time

An agreed date and time for the exam must be arranged with the learner and, where possible, with the learners manager/site mentor to support confirmation of attendance and to avoid cancellation.

Exam Conditions

- Candidates must confirm they have arranged an appropriate room for the exam where they will not be disturbed.
- The room must not contain any materials that may influence the learners' responses to questions in the exam.
- If the exam is taking place within the learner's workplace or home where there is the likelihood of there being other people in the building, the learner should display a sign stating 'Exam in Progress' to help in avoiding disturbances.

Equipment

- Learners must test their equipment prior to the exam taking place. The learner and invigilator should arrange to run a practice of equipment prior to the exam whereby the learners webcam and a separate camera installed, set behind the learner showing the learners screen and hands, can be suitably positioned, and can be seen as working correctly.
- The learner must confirm the availability of equipment for the exam time and ensure all technical equipment is fully charged.

ID

The candidate can only start the test when the invigilator has confirmed their identity.

(If a candidate sits a test in another candidate's name (whether it is intentional or not), City & Guilds will investigate it as potential malpractice.)

The ID must not be older than 10 years.

Examples of suitable photographic ID include:

- passport
- driving license
- Centre or employee ID badge
- other government issued ID
- student card.

Other types of photographic ID can be used, providing:

- this is agreed with City & Guilds before the test
- it allows the invigilator to accurately verify the candidate's identity.

It is the responsibility of the Centre and candidate to ensure the appropriate identification is available prior to the test. The invigilator will need to be able to see the candidate's face clearly during the ID check, to allow for comparison with photographic ID. The candidate cannot wear a face covering during the ID checks.)

Exam Ordering

- The assigned member of staff orders the exam.
- The exam codes must not be shared with anyone and are only shared with the learner at the point of the learner being ready to sit the exam at the pre-arranged time.

Reasons for test session termination by the invigilator

Test session can be terminated by the invigilator for one of the following reasons. Please be advised that this list is not a definitive list of reasons:

- candidate no-show or late for more than 20 minutes
- if the candidate does not have or is not able to turn on the webcam, microphone, and screen share
- if the candidate has two screens connected but unable/refuses to turn off the second screen
- if the candidate fails to show a valid ID
- if there is any mismatch in the candidate details
- if the candidate fails/refuses to show the test environment
- if the candidate has joined with unsupported device
- if Surpass Viewer or test fails to launch and issue cannot be resolved by support intime
- in case test conditions are not met e.g. candidate joins from a crowded environment and cannot or does not want to change location, candidate talks or interacts with someone during the test and/or is seen using other tabs during a test even when they are told not to do it by the invigilator

If the candidate disconnects during the test and does not re-join session:

Candidates must re-join as fast as possible, or the invigilator may consider this as Malpractice.

At the end of the test

- When the candidate has finished the test, they must inform their invigilator. The invigilator will advise the candidate how to correctly finish the test.
- Any scrap paper used by the candidate during the test must be destroyed.
- Candidates must not retain any material produced during the test.
- The recording continues until the candidate closes the invigilation tab in the Google Chrome browser.
- It is the center's responsibility to inform the candidate to do this at the end of the test.