

External Assessment Policy

External Assessment Guidance

Arranging Invigilation

You need to ensure that you have sufficient, suitably qualified resources to oversee scheduled external assessments.

Face-to-Face (paper-based or on-screen)	E-Proctored On-Screen
<p>Invigilators are responsible for upholding the integrity of the external assessment by ensuring the procedures outlined in this document are followed.</p> <p>There must be at least one invigilator for every 30 learners (paper-based assessments) and 15 learners (on-screen) and 8 learners (onscreen assessments where learner is supplying the device).</p> <p>Learners granted a reasonable adjustment to use a reader or writer must be allocated a separate room to other learners completing the assessment at the same time. Invigilators must not include anyone related to a learner completing the assessment or anyone responsible for supporting a learner with reasonable adjustments during the assessment.</p>	<p>By following robust procedures, the standard of invigilation that we would expect in face-to-face settings can be achieved using eProctoring for on-screen assessment. The standard we set for eProctoring sets out to maintain the confidentiality of assessment materials, allow verification of learners identities, verify the appropriateness of the assessment environment for the duration of the assessment and simultaneously monitor the learner and their computer screen.</p> <p>YMCA Awards provide an eProctoring solution which is available to Fit4Training to invigilate our on-screen external assessments, for an additional fee.</p> <p>We do not accept the use of video conferencing systems (e.g. Zoom or Microsoft Teams) or video calling (e.g. Whatsapp or FaceTime) for invigilation of external assessment.</p>

Learners are permitted to use their own device to sit onscreen assessments. However, they must ensure the screen has a resolution of at least 1024 x 768 pixels and they log into XAMS using Google Chrome. Invigilators must be made aware that learners are using their own devices.

Face-to-face invigilation

Guidance for learners sitting our external assessments without eProctoring.

Before the assessment starts

- Check you have at least one pen, a traditional calculator (if permitted) and photographic ID (usually a passport or driving licence).
- Arrive at the venue at least 15 minutes before the assessment is due to start.
- Switch off your mobile phone and any other smart devices. You'll need to leave these in the area designated by your invigilator during the assessment so avoid bringing anything you won't need.

Once you are sitting in the assessment room

- Check your name is printed on both the cover of the assessment paper and on your answer sheet or, if you're completing an onscreen assessment, that the information shown onscreen is correct.
- Carefully read the instructions on the front of the assessment paper or displayed onscreen.

During the assessment

- Leave your ID on your desk for the invigilator to check.
- Follow any instructions provided by the invigilator, on your assessment paper or onscreen.
- Sign the bottom of your answer sheet (paper-based assessments only).
- Do not attempt to communicate with anyone other than the invigilator.
- Do not make written notes on the content of the assessment paper or try to take screenshots.

Once you've completed the assessment

- Leave all assessment materials (assessment paper, answer sheet and any notes) in the assessment room.
- You must remain in the assessment room for at least the first 30 mins of the assessment, unless instructed to leave by the invigilator.
- If you leave the assessment room whilst others are still working, please do so as quietly as possible.
- Once you have left the assessment room, you won't be allowed to re-enter.

Remote invigilation

Guidance for learners sitting our external assessments with eProctoring.

System Requirements

We use a third-party software application provided by Proctor Exam to allow remote invigilation. You will need the following to enable you to use the software and successfully complete your assessment:

- Government issued photographic ID (such as a passport, driving licence or identity card)
- A laptop or desktop computer with a working webcam and microphone
- Operating software: Windows 8 and higher, Mac OS X and higher, ChromeOS and most Linux distributions (64-bit Ubuntu 14.04+, Debian 8+, openSUSE 13.3+, or Fedora Linux 24+)
- Google Chrome browser
- A smartphone with the Proctor Exam application installed: Android 4.1+ and iOS 10.0+. Smart devices (smartphone or tablet) with a camera are supported. Note: Huawei P30 and Google Pixel 3 are not compatible with the Proctor Exam application.
- A strong and stable internet connection with a minimum of 2.0 Mbit/second upload speed, 10 Mbit/second download speed, and ping under 25 ms.

Check your internet speed here - <https://www.broadbandspeedtest.org.uk/>

Two days before your assessment

As soon as your training provider has booked the eProctored assessment, you will receive an email from exams@proctorexam.com with a link to complete your system checks. If you do not receive the email please check your junk folder.

At least 2 days before your assessment, you will need to follow the instructions in the email and complete the following:

- Download the Proctor Exam Google Chrome plug-in
- Complete the system checks outlined in your email confirmation, using the chat function in the bottom right of the screen to ask for help to resolve any issues
- Download the latest version of the Proctor Exam app on your smartphone.

These checks must be completed two days before the assessment is due to take place to ensure that any issues can be resolved before your assessment starts. **Your training provider may charge you to rebook your assessment if you do not complete these steps far enough in advance of the assessment.**

Once you've successfully completed the system checks, you'll receive a second email from Proctor Exam with a link to access your assessment. Clicking on the link will confirm the time and date of the assessment.

Preparing your environment

On your assessment day you will need to ensure your environment meets the following requirements:

Your room must be well lit – you must always be clearly visible. During the set-up process, you will be able to view what your webcam is sharing. Make sure that your lighting is sufficient, with no backlighting which puts you in shade. Make sure that there isn't a window directly behind you.

You must be alone – having someone else in the room is not allowed and will result in your assessment being invalidated. You will need to make sure that you will not be disturbed for the duration of the assessment so you may want to consider putting a sign on the door to the room. If you have any pets, ensure that they will not disturb you during the assessment.

Your camera must be positioned correctly – your webcam must clearly show your face in the middle of the screen. The set-up instructions when starting the assessment will help you to check exactly what is recorded and where you need to sit. Don't move your computer or camera after setting this up.

Privacy and your surroundings – before the assessments starts you will need to scan the room using your smartphone and the Proctor Exam application. Make sure you cover or remove any unrelated private information or objects you would not like visible to the invigilator (for example, photographs of family members). You will need to ensure that there are no notes or writing anywhere within your environment and **your workspace should be clear.**

Note-taking - the onscreen assessment includes a note pad which you can use. You **must not make any notes on paper** or a second device. You must not have any paper or writing materials on your desk or table at all during the assessment. **Note-taking that is not onscreen, will result in your exam result being invalidated.**

Your smartphone must be positioned correctly – when setting up the assessment you will be instructed to position your smartphone to your side (left or right) so it can record you during the assessment. You should allow for your phone to be 3-metres away so it can show all of you and your immediate surroundings. The camera must show an image that includes the surface of the desk or table as well as the laptop or computer you are using. We need to see the area around your keyboard. **Failure to position your smartphone correctly will result in your exam result being invalidated.**

Learners should be aware that failure to follow our external assessment rules or instructions provided on the assessment cover sheet/intro page may result in us invalidating their result.

Our external assessments last from 15 to 60 minutes. Learners should have an appropriate level of comfort during the assessment and therefore the room should:

Face-To-Face (paper-based or on-screen)	E-Proctored
<ul style="list-style-type: none"> ● Be accessible to all learners, ● Have appropriate light, heating and ventilation, ● Have appropriate seating for the duration of the assessment, ● Be located away from distracting noise, ● Be free from any learning materials or displays that could assist learners, ● Learners must be placed 1.2 metres apart, ● Contain at least one spare workstation/computer for every 10 learners scheduled (onscreen assessments only). 	<ul style="list-style-type: none"> ● Be a private room not occupied by any other person, ● Have sufficient lighting for the camera to be able to see the learner throughout, ● Have appropriate furniture for the learner to be able to sit a formal written assessment – this is likely to be a desk/table and upright chair, ● Be located away from distracting noise, ● Be free from any learning materials or displays that could assist learners during the assessment

Receiving your results

For face-to-face on-screen assessment, you will receive your result immediately after completion of the assessment. Paper-based face-to-face assessments are sent off to YMCA Awards for marking and verification, so you can expect your result within 10 working days. E-proctored exam results are available to us as soon as you complete and submit your assessment. However, please allow 24-48 hours to receive your results as we are not always available to email these over to you straight away.

For all exams, students are allowed up to 5 attempts to resit, after which there will be a charge to re-register you on the qualification with YMCA Awards. The charge ranges from £18 to £66 depending on the qualification.