

# Remote Invigilation (RI)

## LEARNER JOURNEY



If you wish to learn more or have any questions about our remote invigilation service, please contact your customer support officer and they can support you through the entire process.

### STEP 1

Training providers can access our **exam availability** and book a suitable date and time with the learner. The training provider will then send the **booking confirmation** email to the learner.

### STEP 2

A **Proctor Exam email** will be sent to the learner by Highfield. This will include a link to the **pre-exam system checks** which the learner will need to complete.

### STEP 3

On successful completion of the system checks, a second email from Proctor Exam will be sent automatically to the learner which will include a link to the **exam session**.

### STEP 4

Learners must select an **isolated area**, where they will not be interrupted, to complete their exam. Learners will be required to complete a series of **set-up** steps to ensure they are meeting the required **exam conditions**.

### STEP 5

The learner completes their exam.

### STEP 6

Highfield will issue successful learners with a certificate. The process can be repeated for learners requiring a resit.

### What are the minimum requirements for a learner to sit a remotely invigilated exam?

Learners will require the following to be able to sit an exam through remote invigilation.

- Wi-Fi with a connection of at least 1.5Mbit/s upload, 10Mbit/s download and a ping under 25ms
- A private room
- Photographic ID
- PC/laptop with a front-facing camera
- Chrome downloaded on their computer and set as the default browser
- Any software to assist with spelling, punctuation and grammar deactivated
- Any pop-up notifications disabled
- Compatible Android phone or iPhone with a camera and video, that you can download an app to

### What are the pre-exam system checks?

Learners must conduct system checks to ensure their microphone, speakers, webcam, phone and screen share are compatible. System checks must be completed in the same place, using the same broadband and on the same device that the learner will use to do their exam.

Highfield advises that the system checks are completed at least 48 hours prior to the learner's exam to allow sufficient time to contact Highfield, should the learner require support.

On completion of the system checks, the learner will receive an automated email with a link to access their exam session. Highfield recommends that the learner accesses their exam session 30 minutes prior to their exam start time.

### **What should the learner expect when they enter their exam session?**

When the learner enters their exam session, they will be allocated an invigilator and they will be prompted by the system to perform several steps to ensure that exam conditions are met.

These include:

- Identify yourself
- Set up your smart device
- Show your surroundings
- Set up your cameras

### **What will the learner be expected to show during set-up?**

- Their keyboard and device
- Their desk area, to ensure it is clear of anything not required
- Under their desk and the ceiling
- The 4 corners of the room
- Their ears, to confirm they are not wearing any headphones
- They must place their phone so that the exam environment can be seen throughout the duration of the exam

Training providers must ensure learners are aware of what will be recorded during a remote invigilation examination and confirm with the learner that they are comfortable with this prior to booking their examination.

### **What should the learner expect after their exam has finished?**

Learners may be provided with an instant result shown on-screen at the end of their exam. Please note, that this result is strictly provisional and will be subject to further quality assurance measures at Highfield.

Multiple-choice examination results will be released within 7 working days and level 4 and functional skills results will be released within 10 working days

**Further details can be found on our:**



**SUPPORT CENTRE**

