

# Live Remote Invigilation

## Candidate Guide

Version 3

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For external use



# Contents

<b>1. Introduction.....</b>	<b>3</b>
<b>2. System requirements .....</b>	<b>4</b>
2.1. Requirements for Remote Invigilation .....	4
2.2. Setting up your browser .....	5
2.3. Checking browsers for AI assistive programs .....	6
<b>3. Peripherals and network checks before the test .....</b>	<b>8</b>
3.1. How to run a network test .....	8
3.2. How to run the Navigation test.....	9
<b>4. Preparatory materials .....</b>	<b>10</b>
<b>5. Your Remote Invigilation exam – What to expect .....</b>	<b>11</b>
5.1. Before the test .....	11
5.2. How to prepare the room for the test .....	11
5.3. Permitted materials and equipment: .....	12
5.4. The day of your exam .....	13
5.5. How do I communicate with my invigilator? .....	20
5.6. Reasons your test session could be terminated .....	20
5.7. After the test .....	21
5.8. Malpractice .....	21
5.9. Artificial intelligence software.....	21
5.10. Tests partially taken or completed without an invigilator .....	22
5.11. Special consideration.....	23
5.12. Enquiries and appeals .....	23
<b>6. Qualification-specific information .....</b>	<b>24</b>
6.1. Requirements for open book exams and permitted reference materials .....	24
6.2. Functional Skills: Mathematics.....	24
6.3. Calculator use.....	25
6.4. Functional Skills:.....	25
6.5. Reading .....	25
6.6. Functional Skills:.....	26
6.7. Writing .....	26

6.8.	Essential Skills Wales .....	26
6.9.	Electrical Installations,18th edition .....	26
<b>7.</b>	<b>Support .....</b>	<b>27</b>
<b>8.</b>	<b>FAQs and troubleshooting.....</b>	<b>28</b>
<b>9.</b>	<b>Appendix 1: Proxy and Firewall Settings.....</b>	<b>29</b>

# 1. Introduction

The following guidance will help you prepare to take your online test using our Remote Invigilation Service. Please give yourself plenty of time to read this guidance.

You will be taking a remotely invigilated on-screen test that is set to the same standards as a classroom or centre-based test. During the test you will be monitored by an invigilator with the support of Artificial Intelligence (AI). The test will be recorded.

You will be expected to confirm your identity and have a room that is tidy, and clear of papers or books, to sit your test.

## To take a remotely invigilated test, you will need:

- A Windows PC (Windows 8 or higher) Laptop/Desktop – you can find more detailed specifications below. These should be plugged in for the duration of your assessment
- Google Chrome or Microsoft Edge internet browser – download instructions detailed below
- An active and up to date anti-virus program
- A strong/stable internet connection (Min 2Mbps upload and 5Mbps download)
- A webcam you can rotate. A 360° view of the room as well as on top of and underneath your desk will be required before starting your exam. The webcam will either need to be attached to a laptop you can pick up or plugged into your desktop PC
- A microphone
- A quiet and well-lit room where you will not be disturbed
- Photo ID (no older than ten years) – we accept a driving license, passport, work-based ID or Student ID.

**At present Mac OS (Apple products), Chrome OS (Chromebook products) and (iOS) tablet/mobile devices are not supported for the delivery of City & Guilds on-screen assessments.**

**If you don't have access to the relevant equipment, you'll need to liaise with your centre to provide the equipment. City & Guilds is unable to supply any equipment.**

**Note: Attempting to use a laptop or device that is intended for work purposes may have restricted access and admin rights installed. This may cause issues when trying to access the Remote Invigilation platform and therefore it is recommended that you use a personal laptop or device.**

## 2. System requirements

### 2.1. Requirements for Remote Invigilation

Here are the minimum system requirements for running a remote invigilation test.

Hardware	
Processor	1.8 GHz or faster x86-compatible processor
Internet connection	Minimum 5Mbps download and 2Mbps upload <i>The use of mobile cards/dongles/personal hotspots may not guarantee a constant bandwidth and therefore are not supported</i>
Memory (RAM)	4GB
Video	Single display Screen resolution of 1024x768 Graphics card with at least 128MB of memory
Webcam	Webcam 640 x 480 pixels recording colour at 15fps and a microphone
Peripherals permitted	Two-button mouse Keyboard Microphone (can be built into webcam or separate) Speakers or wired headphones

**Note:** Megabytes (MB) and megabits (Mb) are both units of digital information, but they are not the same size. One megabyte is equal to 8 megabits, meaning megabytes are typically used to measure file sizes or storage capacity, while megabits are commonly used to measure internet connection speeds. In this instance we are referring to megabits.

We do not recommended use of company provided PCs or laptops as company security policies can block or interfere with software required for remotely invigilated tests. If you must use company provided laptop, please ensure you sit a Navigation test as well as running through all available checks. The [Navigation test](#) will help you check your equipment and

prepare for the actual exam. If you face technical issues during the checks, before contacting Talview support, please talk to your company IT department to whitelist ports and IPs listed in the [Appendix 1: Proxy and Firewall Settings](#).

## 2.2. Setting up your browser

### 2.2.1. Installing your browser

1. Find the download files for windows on either the Google Chrome or Microsoft Edge website
2. If prompted, click Run or Save
3. If you chose Save, double-click the download to start installing
4. Start Chrome:
  - a. Windows 8 and 8.1: A welcome dialog appears
  - b. Windows 10: A Chrome window opens after everything is done.

**Please set either Google Chrome or Microsoft Edge as your default browser as your default browser. This will improve your test experience.**

### 2.2.2. Setting your default browser

1. On your computer, click the Start menu
2. Click Control panel
3. Click Programs Default programs. Set your default programs
4. On the left, select Google Chrome
5. Click Set this program as default
6. Click OK.

### 2.2.3. Making sure your browser is up to date

**Microsoft Edge:** Ensure your Microsoft Edge browser is up to date to have the latest features and security updates. Go to "Settings and more" (...) > "Help and feedback" > "About Microsoft Edge" to check for updates.

**Google Chrome:** Ensure your Google Chrome browser is up to date to have the latest features and security updates. Go to "Help" > "About Google Chrome" to check for updates.

## 2.3. Checking browsers for AI assistive programs

Candidates must ensure that no AI software, or similar AI assistance applications are installed on any PC or laptop used for an e-volve onscreen test. An application is not permitted for use during any assessment if it can be used to gain marks illegitimately in an assessment, for example to:

- identify spelling, punctuation, and grammar errors;
- suggest improvements to written text;
- draft text for responses;
- complete mathematical calculations.

If any candidate is seen to have AI software on their machine during a test, the invigilator will stop the test immediately and raise it as potential malpractice. The centre will be informed, the test will not be marked, and the candidate will receive a 'fail' grade.

### 2.3.1. Microsoft Edge

To check your Microsoft Edge browser for pre-installed AI programs like Grammarly, follow these steps:

1. **Launch Microsoft Edge:** Start by opening the Microsoft Edge browser on your computer

#### Access Extensions

2. Open **Extensions Menu:** Click on the three horizontal dots (⋮) located at the top right corner of the browser window to open the Edge menu
3. Select '**Extensions**': From the dropdown menu, choose "Extensions." This will take you to the Extensions page. Alternatively, you can type **edge://extensions/** in the address bar and press Enter to go directly to the Extensions page
4. Inspect **Installed Extensions:** On the Extensions page, you will see a list of all installed extensions in your Edge browser. Look through the list to find Grammarly or any other AI-based extensions. These extensions are usually categorized under "Productivity" but can be found in the general list as well.

#### Additional Checks

5. **Search Feature:** If you have many extensions and finding a specific one is challenging, use the search bar (if available) at the top of the Extensions page to type "Grammarly" or the name of the AI program you're looking for. This will filter and show you if the extension is installed.

## Managing Extensions

6. **Remove Extensions:** If you find Grammarly or any other AI program and wish to remove it, click on the "Remove" button next to the extension in the Extensions page of your browser.

### 2.3.2. Google Chrome

1. **Launch Google Chrome:** Begin by opening the Google Chrome browser on your computer

#### Access Extensions

2. Open **Extensions Menu:** Click on the three vertical dots (⋮) located at the top right corner of the browser window to open the Chrome menu
3. Select **'More tools':** Hover over "More tools" with your mouse, and then click on "Extensions" from the submenu that appears. Alternatively, you can type **chrome://extensions/** in the address bar and press Enter to go directly to the Extensions page.

#### Review Installed Extensions

4. Inspect **Installed Extensions:** On the Extensions page, you'll see a list of all the extensions installed in your Chrome browser. Look through the list to find Grammarly or any other AI-based extensions.

#### Additional Checks

5. **Use the Search Feature:** If you have many extensions installed, and finding a specific one is difficult, use the search bar (if available) at the top of the Extensions page to type "Grammarly" or the name of the AI program you're looking for. This will filter and show you if the extension is installed.

## Managing Extensions

7. **Remove Extensions:** If you find Grammarly or any other AI program and wish to remove it, click on the "Remove" button next to the extension in the Extensions page of your browser.



### 3. Peripherals and network checks before the test

You will need to perform some checks in advance to make sure your equipment can cope with our remote invigilation tests. To allow enough time to fix any technical issues, we recommend going through these checks as soon as you get your welcome email.



#### 3.1. How to run a network test

Follow this [link](#) to access a network test. To start the test, enter your email address in the **Participant ID** field and press the **Start** button.

Here is what each test tells you:



**Location** – shows your IP address and any location information linked to it. Your location might not be correct if you use a VPN or a proxy.

*Please remember that enabling a VPN or proxy during the test can affect the media quality as it often introduces further latency and this often leads to lower media quality.*

	LOCATION	<a href="#">Show on map</a>	
IP	176.231.64.55		
City	Tel Aviv		
Country	Israel		
Org.	Orange Israel		

**Bandwidth speed** – this test gives a general indication of the internet link quality. It also gives an estimate of the upper limit of your connection speed.

You need a stable broadband internet connection of at least 5Mbps Downlink and 2Mbps Uplink.

	BANDWIDTH SPEED	
Best Region	EU (Frankfurt)	
Uplink	92.37	Mbps
Downlink	108.1	Mbps
Jitter	19	

**DNS Lookup** – tests the reachability and connectivity.

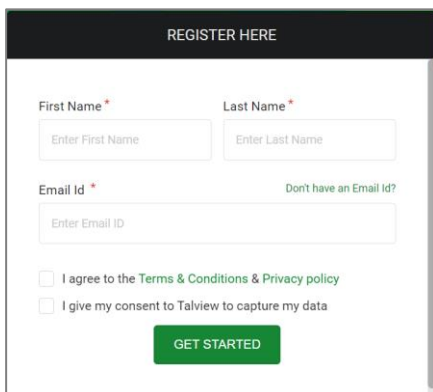
If any of the addresses can't be reached, there might be problems connecting to your Remote Invigilation test.

DNS LOOKUP	
Connected	1 of 2
Average Connection Time	844 ms
Highest Connection Time	844 ms
Shortest Connection Time	844 ms

## 3.2. How to run the Navigation test

The Navigation test will help you check if there are any security restrictions that could prevent you from sitting remote invigilation test and will help you prepare for pre-test checks.

1. To start the test, open this [link](#) in **Google Chrome or Microsoft Edge**
2. Enter your name, last name, email (we recommend using same email your centre used to register you for your remote invigilation test), agree to Terms & Conditions and click **GET STARTED**



The image shows a registration form titled "REGISTER HERE". It contains the following fields and elements:

- First Name \***: A text input field with the placeholder "Enter First Name".
- Last Name \***: A text input field with the placeholder "Enter Last Name".
- Email Id \***: A text input field with the placeholder "Enter Email ID". To the right of this field is a link that says "Don't have an Email Id?".
- ☐ I agree to the [Terms & Conditions & Privacy policy](#)
- ☐ I give my consent to Talview to capture my data
- GET STARTED**: A green button.

3. You will receive an email confirming registration for the navigation test
4. Next screens will replicate your pre-test checks that will happen on the day of your remote invigilation test
5. After clicking **Start Session** a new tab will open that will prompt you to enter a keycode. This has been filled out for you, so click OK to start the practice test

## 4. Preparatory materials

Here are links to materials that help make sure you are set up to take the test:

- [Navigation test](#) – this test will help you check if your equipment is ready for remote invigilation test and will help you familiarise yourself with pre-test checks
- [How to prepare to Remote Invigilation test](#) – this is a video that summarises what you need to do to prepare for the remote invigilation test
- Technology Checklist – This will make your equipment is ready and set up for your exam
- Environment Checklist – This will make sure that your environment is set up for exam conditions.

## 5. Your Remote Invigilation exam – What to expect

You should receive a booking confirming email at the address that your centre gives us on your behalf. This should arrive on the same day that the test is booked. Please check that your name is correct as this will be compared to your ID on the day of the test.

Within **two working** days of your test booking, you will receive an invite email from **noreply@cq.talview.com**, inviting you to take a remote invigilation test. Please check your spam folder if you do not get this email.

It includes details of your scheduled test and how to prepare yourself and your PC.

**If the invite email has not arrived two working days before your test date, please contact your centre straight away.**

### 5.1. Before the test

Before the test day please make sure you have:

- a suitable room for the test (see 'how to prepare the room' below)
- run the Navigation test to check that all necessary equipment is ready
- a charger near you in the test room (if you are using a laptop)
- your computer time and date are set to the correct UK time-zone
- latest version of Chrome/Edge installed, and you **can open** the browser
- closed all programmes (except your browser) and all browser tabs on your PC or laptop
- an appropriate ID to hand this must match the name listed in your booking confirmation
- uninstalled an artificial intelligence (AI) software
- read through City & Guilds Learner Privacy Policy

**Important note:** setting Google Chrome as your default browser and disabling pop-up blocker, ad-blocker and VPN software will help prevent technical issues during the test.

### 5.2. How to prepare the room for the test

The test room must be:

- well-lit so the invigilator can see you clearly
- quiet
- private - and you need to be sure you will be alone for the entire exam (this includes no pets and children in the room)
- Walled (any glass walls should be opaque)

- free from clutter, and items that are relevant to the subject of the test (e.g. books, notes, etc)
- free from personal belongings or documents containing information about yourself and family members (like a bank statement, prescriptions any other files and documentation, photographs, or anything that might reveal personal information about you that you would not want to be captured in the test recording). If they cannot be removed, then they must be covered for the duration of the test
- free from any unauthorised equipment like landline and mobile phones, MP3/4 players, smartwatches/wristwatches, second monitors and TVs
- The table you sit at should be clear of items (apart from any allowed during your test)
- Whiteboards and notice boards in the room should be clear

If it is not possible to remove unauthorised equipment from the room, then you must make sure any unauthorised equipment:

- is switched off, disconnected and placed at least two metres behind you
- in a location shown to the invigilator as part of the environment checks
- Equipment that cannot be moved should be covered

**Remember:** if the environment and equipment do not match the guidelines you will be asked to adapt your environment/equipment before starting the test. This will make the pre-checks take longer and therefore start your exam later.

### 5.3. Permitted materials and equipment:

- Only 1 monitor is permitted (if using a desktop PC)
- wired headphones, *please note, wireless headphones are not permitted*
- blank scrap paper
- transparent pencil case
- calculators *unless your centre tells you they are not allowed (if you are taking Functional Skills: Mathematics, see calculator guidance [here](#))*
- food without packaging and labels
- drink containers without labels

Any necklaces or other jewellery with large pendants must be removed by the candidate before the start of the test.

**Important note:** the test must be completed in **one sitting**. Before the start of the test the invigilator will ask if you need to leave the room to get anything or use the restroom. Once the test starts you will not be permitted to leave the room. If you do, this will be investigated as potential malpractice and your result may be invalidated.

The test will start on the time and date stated in your invite email. We recommend login 10 minutes before the start time, to complete your pre-test checks. If you join too early, your session may time out. In case this happens, please refresh the browser tab.

If you are more than 20 minutes late from the scheduled start time of your test, then the session will be automatically cancelled.

Please remember that you must adhere to your centre code of conduct and follow instructions of your invigilator during the test.

## **5.4. The day of your exam**

### **5.4.1. Should I undertake the navigation test again?**

It is recommended the morning of your test to familiarise yourself with the navigation test once again on the morning of your test, this way you can feel confident that you know what to expect as you enter your exam.

### **5.4.2. Should I undertake the network test again?**

It is important to check your equipment just before starting your test to make sure your internet connection and equipment is stable enough during the exam session

### **5.4.3. How do I enter the exam?**

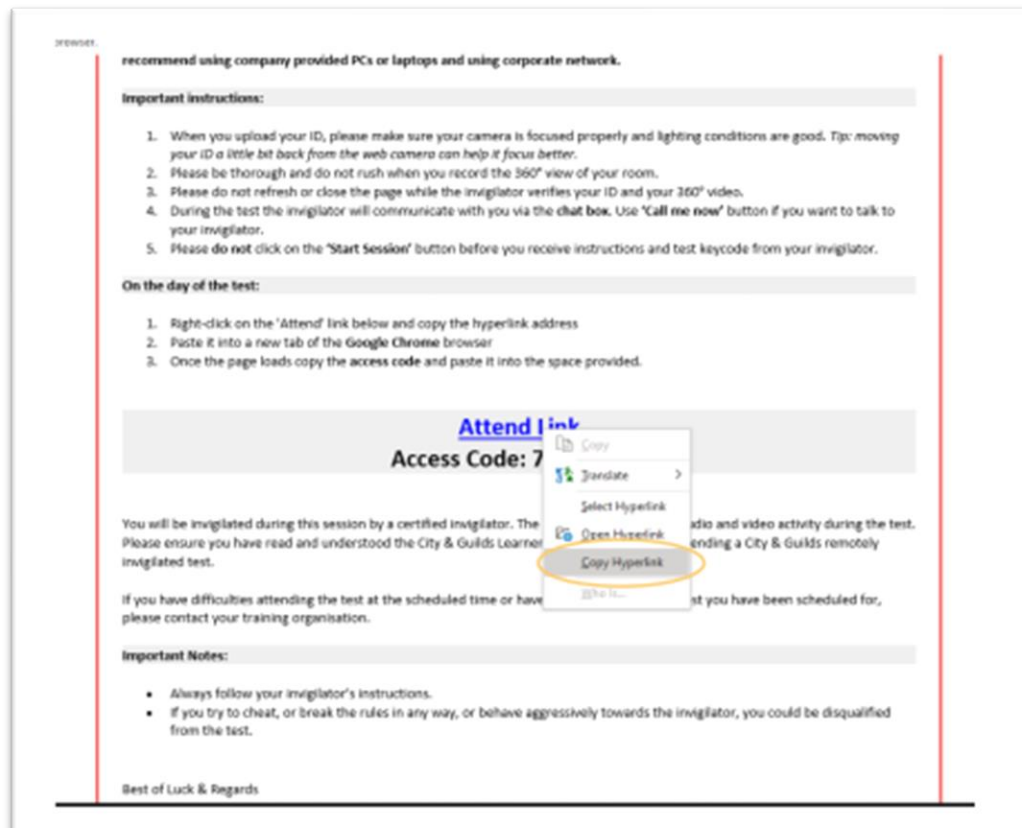
You **MUST** attend your Remote Invigilation exam no less than 10 minutes prior to your start time. For example, if your test has been booked for 11am, please arrive and be ready to undertake your pre-checks / navigation test at 10:50am.

#### **Hints and Tips**

- The exam room will be open 30 minutes before the exam is due to start. Joining early will give you plenty of time to complete the onboarding process and ready to start the exam.
- We recommend writing down your Access code from the welcome email which you can later destroy before your exam.

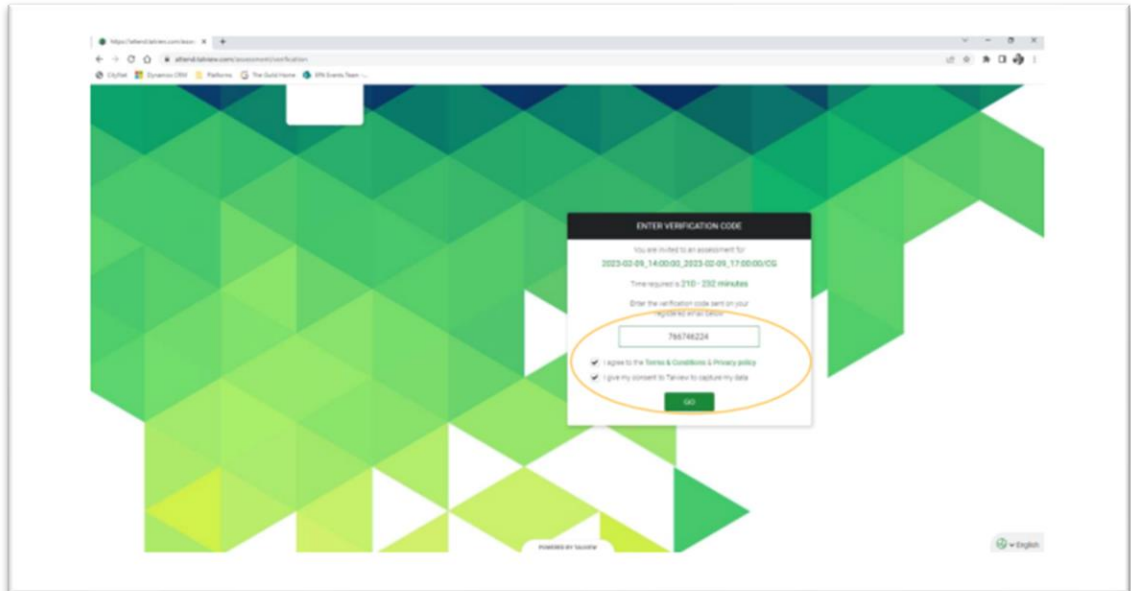
Within your welcome email you will find your 'Attend' link

We recommend right clicking with your mouse to copy the hyperlink as shown below in the screenshot



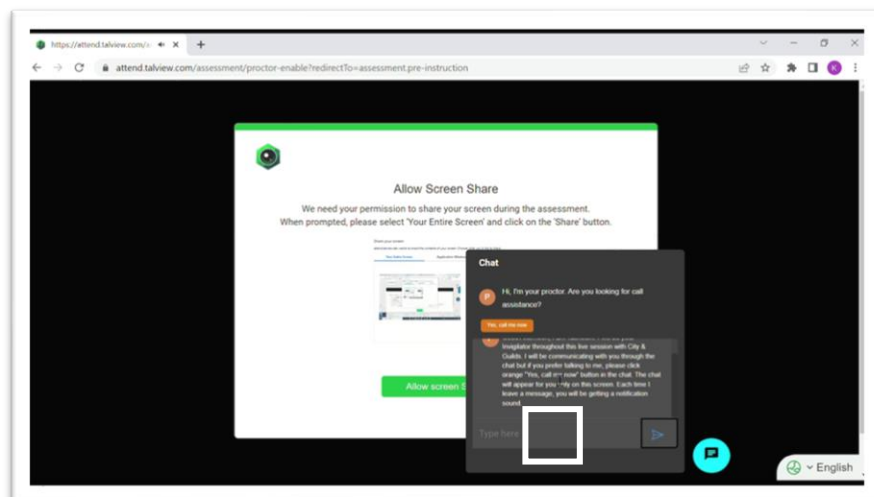
Paste this into your browser address bar by right clicking again and selecting 'paste' and selecting enter on your keyboard.

This will then take you to the next screen where you can enter your access code and tick to agree to terms and conditions and your data being captured. Select 'Go' once you are ready to start.



### Hints and tips

- If you require assistance at this point, please use the blue chat box at the bottom right-hand corner to reach out to Talview who will offer technical support.
- If you see any 'pop ups' asking you to 'allow' or 'block' you **MUST** select allow for the software to run effectively.

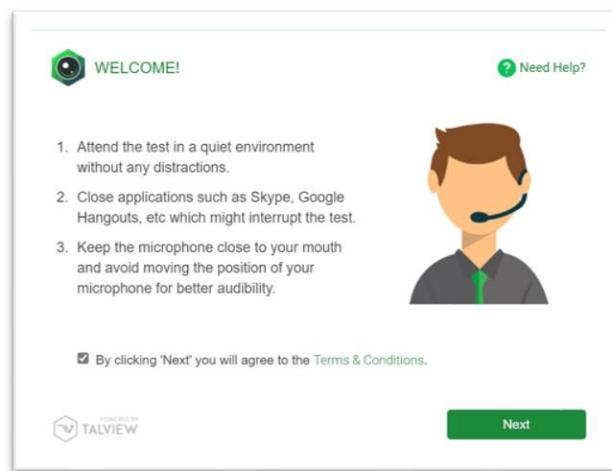




#### 5.4.4. Going through the pre-test checks

**Important note:** if you refresh your browser page any time during the pre-test checks or your test, you will be required to go through all pre-test checks again to reconnect with your invigilator.

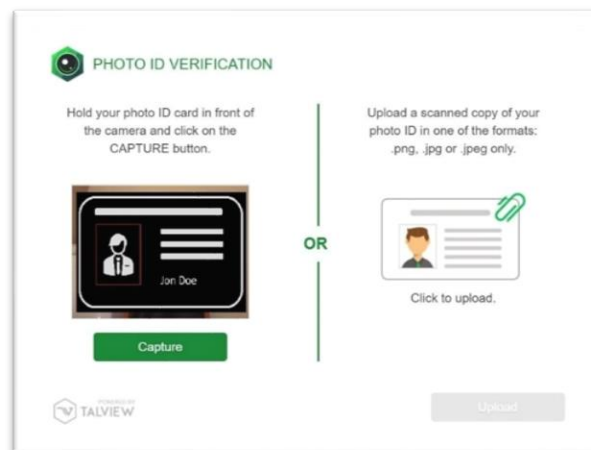
To perform the checks, follow the on-screen instructions. You will need to allow Google Chrome access to your microphone and web camera for this by clicking the '**Allow**' button on the screen pop-up.



1. Check your web camera - you will be asked to take a picture of your face
2. Check your microphone - you will be asked to record a short phrase  
*If the recording finishes quickly, it means that your microphone works well, and sound quality is good.*
3. Next, hold your ID in front of the web camera and click the **Capture** button. This photo of your ID will be used by your invigilator to verify your identity.

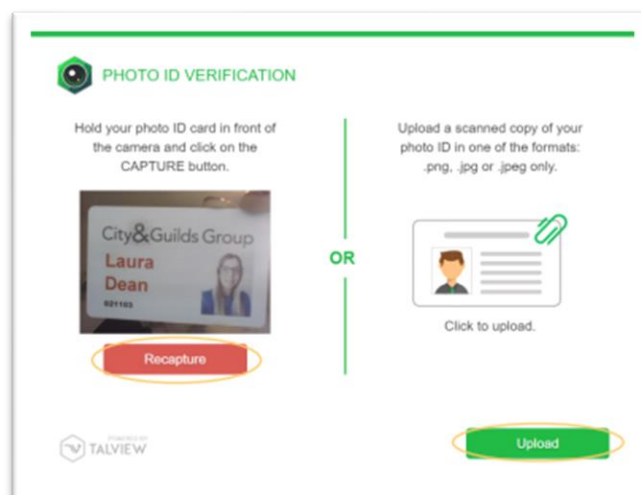
*If the photo is not clear enough for the invigilator to read, or if you use an unacceptable form of ID, the invigilator will ask you via the chat to re-take the photo.*

*Tip: moving your ID a few inches back from the camera will help the web camera to focus better on it.*



### Hints and tips

- If you cannot take a clear photo of your ID, you can upload a scanned copy. You may want to have a scanned copy available if you think your photo ID is not clear
- Ensure no glare is on the image and it is shown in full on screen, do not place fingers in the way of the image or text on the ID
- Your name must be the same as the details we hold for your booking. Please ensure you use an up-to-date form of ID
- You can recapture this if you wish by selecting the red 'recapture' button

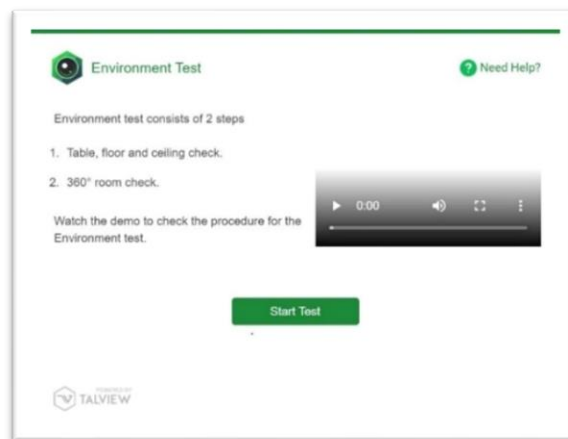


4. Next you need to record a 360° view of your test room. This is so the invigilator can make sure you don't have access to unauthorised materials and that there are no papers or notes accessible.

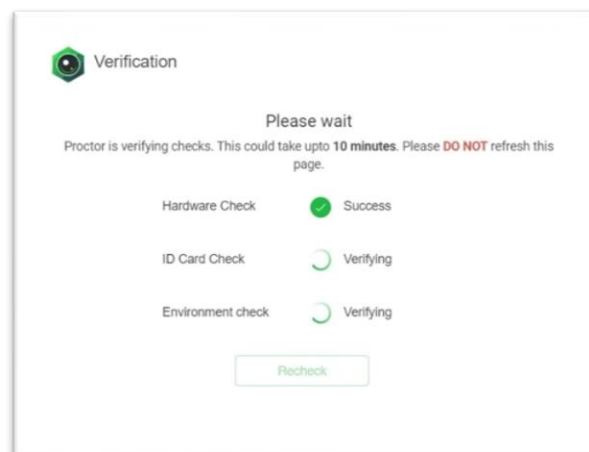
*You will need to be able to pick-up and move your web camera around your room. Video*

*must include your table, ceiling, floor, and areas under the table, and behind the monitor. Please do not rush when you record the 360° view of your test room.*

We recommend freeing the room from clutter ahead of the test. You will have one minute to record the video. You can retake it before submitting if you are not satisfied with it.

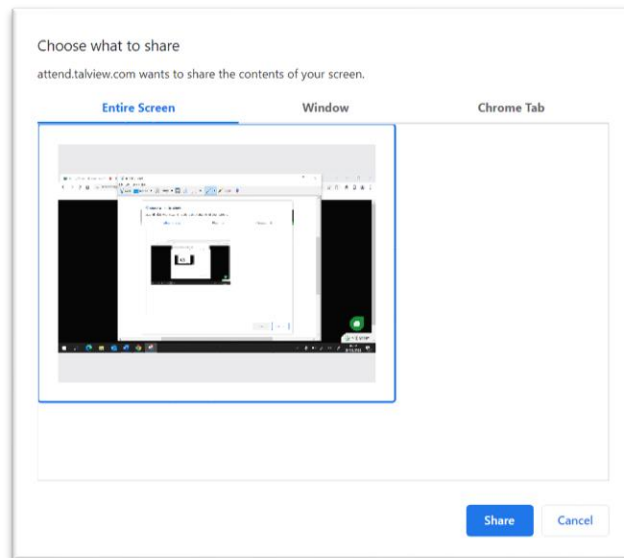


**Important note:** Please be patient while the invigilator verifies your ID and video of the 360° view of your room. Sometimes verification can take more than **10 minutes**. Please do not refresh or close the page.

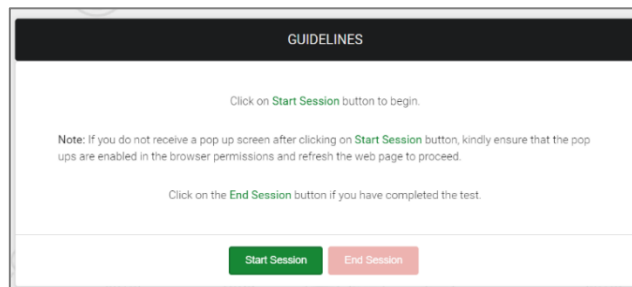


5. If the invigilator is not satisfied with the quality of the video of your room, or identifies possible unauthorised materials, they will ask you to adjust your room and re-take the video via the chat box
6. The invigilator will then verify your ID, do a final check of your 360° view of the test room, and will admit you to the virtual test room

7. You will be prompted to share your entire screen by clicking on the image showing your screen and then click **Share** button



8. Now you are admitted to the test area by the invigilator
9. Please do not click **Start Session** button before you receive instructions from your invigilator



10. A new tab in your browser will open
11. The invigilator will provide you a keycode via the chat that you will need to enter to launch the test. Go to the previous tab and click on the chat icon to access it
12. Please write it down as Copy and Paste functions will be disabled during the remote invigilation test.

**Important note:** do not close the browser or click **End Session** button during the test. This will disconnect you from your invigilator and lead to your results being invalidated.

13. You will need to confirm your details when prompted and enter the pin code provided by the invigilator to start the test
14. You will start the test. Please note that your test timer will be shown on the tab with test

**15.** Please tell your invigilator via the chat when you have completed the test. You will need to press **Finish** and confirm you wish to submit the test and click **Exit**

**16.** The invigilator will watch you destroy any notes or scrap paper used during the test

**17.** Please click on **End session** button and then the **Finish** button to close the invigilation session

**18.** To stop the recording, close **all browser** tabs.

*We recommend checking you have closed all the tabs you opened during the test.*

**Important note:** if you will get disconnected from the test or see that your test was paused by the invigilator, please reconnect to the invigilation session as soon as possible using the same attend link you have received in the email.

## 5.5. How do I communicate with my invigilator?

Once you have shared your screen your invigilator will now be able to reach out to you via the chat function shown in the screenshots below.

### Hints and Tips

- You can communicate via chat with your invigilator using the blue hand icon, you will receive information about your exam conditions and will be asked some questions by the invigilator. You **MUST** respond to these to receive your keycode via this chat box
- You can initiate an audio call with your invigilator use the 'call me now' button as shown on the screenshot below.

## 5.6. Reasons your test session could be terminated

Your test session can be terminated for the following reasons:

- you are late for more than 20 minutes
- you do not have or are not able to turn on the webcam, microphone, and screen share
- you have two screens connected but are unable to turn off the second screen
- you have not shown a valid ID
- if there is any mismatch in your details with the details provided by your centre
- you did not show the test environment to the invigilator
- if you have joined with an unsupported device
- if your test fails to launch and cannot be resolved by support in the allocated time frame for your pre-test checks
- in case test conditions are not met e.g.
  - you join from a crowded environment and cannot change location
  - you do not follow the invigilator's instructions
  - you leave the test room

- you are disruptive or abusive to the invigilator
- you talk or interact with someone during the test
- are seen using other tabs during a test particularly when you are told not to by the invigilator, etc
- you use any AI software during a test
- if you have disconnected during the test and do not re-join the session within 5 minutes. Your test results may be invalidated.

If the test was terminated by the invigilator, you need to inform your centre.

## **5.7. After the test**

To get your test results, please contact your centre.

## **5.8. Malpractice**

In case of suspected malpractice, the invigilator will warn you that this will be investigated by City & Guilds, which may lead to your results being invalidated.

If the invigilator finds you using unauthorised equipment or materials, they will ask you to remove them from the room for the duration of the test. You will then be allowed to complete the test. City & Guilds will also contact your centre.

If malpractice is identified after the test from reviewing the recordings, City & Guilds will contact your centre.

## **5.9. Artificial intelligence software**

You must ensure no Artificial Intelligence (AI) software, or similar AI assistance applications are installed on the PC or laptop used for the test. This includes the cloud-based typing assistant application Grammarly. Any application is **not** permitted for use during any assessment if it can be used to:

- identify spelling, punctuation and grammar errors
- suggest improvements to text
- to draft text for responses
- complete mathematical calculations

You must uninstall any prohibited software before the day of the test.

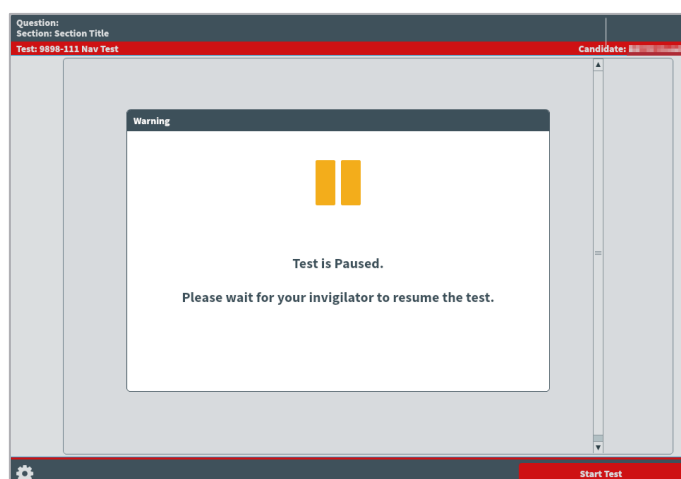
If any you use any AI software during a test, the invigilator will stop the test immediately and raise it as potential malpractice. We will inform your centre, your test will not be marked, and you will receive a fail grade.

## 5.10. Tests partially taken or completed without an invigilator

If you lose your internet connection, please make sure you reconnect to the invigilation session as soon as your internet connection is restored. If you do not reconnect in 90 seconds, your test will be paused.

When your test is paused, you will see the message shown on the screenshot below. As soon as you see it, please re connected to the invigilation session by refreshing invigilation page or clicking on the link in the invite. You will be taken to the start of the onboarding. As soon as you reconnect to the invigilation session, please contact your invigilator via the chat.

If you do not reconnect to the invigilation session, your test result will be based on your progress before the disconnect.



If you have disconnected during the test and do not re-join the invigilation session, City & Guilds will not be able to accept any work completed while you were disconnected. This may lead to your results being changed and based only on the amount of work completed under invigilation or invalidated. City & Guilds will contact your centre where this is the case. It is not possible to appeal this decision.

### **5.11. Special consideration**

If you complete the test but have been disadvantaged by something beyond your control, please inform your centre as soon as possible, ideally on the day of the test. You should complete the test, in full, wherever possible.

### **5.12. Enquiries and appeals**

It is our aim to treat each case fairly and consistently. However, if you disagree with a decision, we have made regarding your examination result, you can request an enquiry about your result.

You should discuss your case with your centre as soon as possible. If your centre agrees with you, they can apply on your behalf.

If you would like feedback on your test, you should talk to your centre. More information about enquiries and appeals can be found [here](#).



## 6. Qualification-specific information

In this section you can find information about allowed materials and equipment for the selected qualifications. If you would like to know what materials and equipment are allowed for other qualifications, please contact your centre.

### 6.1. Requirements for open book exams and permitted reference materials

For most tests, reference materials are not permitted. If any reference materials are permitted, your centre will inform you what these are. You can only have these specific reference materials in the room, you cannot have access to any other reference materials in the test.

Where reference materials are permitted, they must not contain additional notes or pages. The reference material can include:

- any addendum, erratum, or corrigendum to the material (including those published as additional pages)
- stick on paper used as page referencing
- highlighting text within the material
- very short, hand-written descriptors of regulation numbers which cross-reference a feature elsewhere in the publication

The reference material must not include:

- additional pages of notes or revision material
- additional formulae (printed or handwritten)
- additional printed pages (except for those listed above)
- handwritten procedures
- handwritten descriptors of regulations/text which do not feature elsewhere in the publication

### 6.2. Functional Skills: Mathematics

The mathematics test, at both Level 1 and Level 2, is split into two sections:

- *Section 1* is the non-calculator section
- *Section 2* is the calculator section

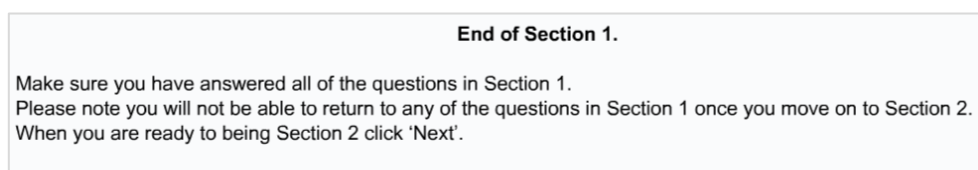
- You can only use a calculator in the 'calculator permitted' section of the test which is *Section 2*. (See notes below on calculator use)
- Protractors are not permitted for mathematics Level 2 test
- You can use a dictionary during this test. If you require a bilingual dictionary, please contact your centre.

### 6.3. Calculator use

There is an on-screen calculator for you to use in *Section 2*. If you want to bring your own calculator, you must meet the requirements below

- You **must not** have access to a calculator during *Section 1*, it must be placed at least 2 metres away behind you, in a location shown to the invigilator as part of the environment checks
- There is a message displayed between the two sections, this can be used for you to fetch the calculator without using any exam time.

The picture below shows the message that is displayed between the sections:



If you are using the on-screen calculator, you can start *Section 2* as soon as you are ready to do so.

The invigilator cannot give advice on how to use the graph or diagram creator. If assistance is provided this could constitute malpractice and your result may be invalidated. Please ensure that you have taken the opportunity to familiarise yourself with the test environment by using the familiarisation test and sample test materials in Open Assess. Contact your centre to let them know if you have not used Open Assess to familiarise yourself with the test environment.

### 6.4. Functional Skills: Reading

You can use a dictionary during this test. If you require a bilingual dictionary, please contact your centre.

## **6.6. Functional Skills: Writing**

You must not use a dictionary, including a bilingual dictionary. You must not use spelling and grammar checking software or similar tools during this test.

## **6.8. Essential Skills Wales**

You are not allowed to use a calculator for Essential Application of Number Skills. You must not use a dictionary for Essential Communication Skills.

## **6.9. Electrical Installations, 18th edition**

You are required to have a copy of 'IET Wiring Regulations 18th Edition: BS 7671:2018 (2022) - Requirements for Electrical Installations'. It must not contain any additional notes or pages.

## 7. Support

If you experience any technical issues and need any help with accessing the test, for an immediate response please call our Talview support team 01357 464011\* , or raise a support ticket using this link: [Raise Support Ticket](#).

*\* Calls from landlines to this number are charged at local rates that may vary according to the time of day and your individual calling plan. Charges for calls from mobiles to this number typically will be included in free call packages but this may vary according to the calling plan chosen and outside of any inclusive minutes you will be charged as per your plan for local rate calls.*

## 8. FAQs and troubleshooting

- **What happens if I lose internet connection during the test?**

If you lose internet connection you will receive an error message. You will need to click on the link in the test invite to reconnect to the invigilator as soon as the internet connection has been restored. While a test is disconnected the timer will freeze on the server until the connection is regained and your test progress will be saved from the point of the last question that was answered. If you were disconnected for too long, your test can be paused and result will be based on the questions you have answered before the disconnect.

- **Can I use my ChromeBook/Mac/iPad/Android tablet/Smartphone or virtual machine?**

No, only Windows 8 or above operating systems are supported.

- **Can I use my headphones during the test?**

You can only use wired headphones during the test. Wireless headphones (for example ones that are connected to your laptop via Bluetooth) are not allowed.

- **When I click on the test link, I receive an error message saying that my test has expired.**

The test link is unique for each test. Please check your invite email to confirm that you are using the link with the correct date and time of your test. You will also need to check that the computer date and time is correct and set to the United Kingdom time zone and update it accordingly if it is not.

- **I have a poor Internet connection. Can I do anything to improve it?**

We recommend disconnecting devices that can consume a lot of Internet traffic during the test and where possible ensuring you are the only person connected to the Wi-Fi at that time. Alternatively, you can also try connecting your laptop or computer via Ethernet.

- **I couldn't connect to my test on time.**

Please call 01357 464011\* for an immediate response or raise a support ticket using this link: [Raise Support Ticket](#).

- **I had problems with the test or invigilator during the test.**

Please contact your centre to inform them about any problems during the test and they can raise your issue with our dedicated Customer Services team.

## 9. Appendix 1: Proxy and Firewall Settings

If you are using a laptop for your remote invigilation test which has been issued to you by your organisation, your company will need to have several hosts and ports white-listed to make sure your security settings do not block you from accessing the remote invigilated test platform. You may want to talk to your training provider or organisation's IT department to check and carry out a navigation test.

Hosts	TCP	UDP
*.talview.com	443,80	10000-10100
*.proview.io	443,80	10000-10100

In case host-based whitelisting is not possible, following IPs need to be whitelisted:

IP	IP	IP	TCP	UDP
52.174.108.164	52.166.219.136	13.71.62.214	443,80	10000-10100
52.166.141.154	40.68.193.4	104.45.79.230	443,80	10000-10100
13.94.240.50	104.40.246.4	51.138.2.72	443,80	10000-10100
40.68.116.226	13.80.105.134	51.136.86.154	443,80	10000-10100
40.68.194.17	52.232.87.65	40.114.179.89	443,80	10000-10100
23.97.227.31	104.40.159.223	13.81.252.25	443,80	10000-10100
52.174.110.111	40.118.105.255	51.144.117.126	443,80	10000-10100
52.169.26.65	13.93.13.68	20.44.35.166	443,80	10000-10100
52.137.36.204	52.157.106.245	52.137.36.194	443,80	10000-10100
52.137.36.193	52.148.232.80		443,80	10000-10100
40.68.224.25	13.81.35.105	40.113.131.158	443,80	10000-10100
20.67.81.17	20.71.230.151	20.71.95.6	443,80	10000-10100
20.73.45.29	20.67.87.66	20.67.102.191	443,80	10000-10100

20.71.108.42	20.76.236.236	20.71.235.178	443,80	10000-10100
20.71.127.19	20.71.121.201	20.71.49.188	443,80	10000-10100

## Contact us

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01924 930 801

[www.cityandguilds.com](http://www.cityandguilds.com)

## About City & Guilds

Since 1878 we have worked with people, organisations and economies to help them identify and develop the skills they need to thrive. We understand the life changing link between skills development, social mobility, prosperity and success. Everything we do is focused on developing and delivering high-quality training, qualifications, assessments and credentials that lead to jobs and meet the changing needs of industry.

We work with governments, organisations and industry stakeholders to help shape future skills needs across industries. We are known for setting industry-wide standards for technical, behavioural and commercial skills to improve performance and productivity. We train teams, assure learning, assess cohorts and certify with digital credentials. Our solutions help to build skilled and compliant workforces.

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