# Remote Invigilation
# 07 June 2021

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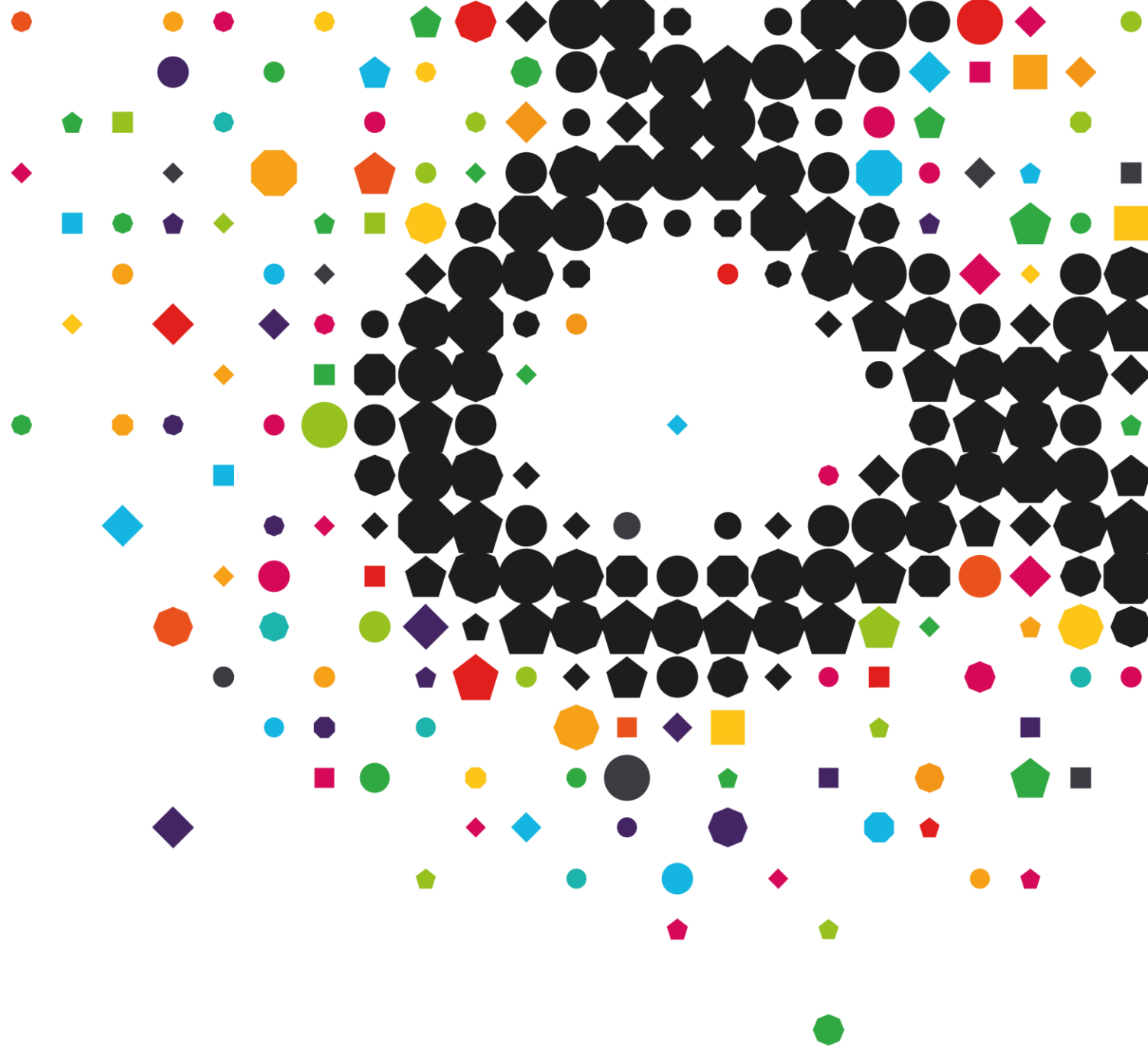
# Background

- Covid-19 demonstrated how easily Centre-based on-line testing provision is disrupted
- City & Guilds responded quickly with 'Tests at Home' - creating opportunities for Centres to carry on working with learners
- Our new Remote Invigilation Service is a long-term solution
- Remote Invigilation offers answers to some of the longstanding challenges (and opportunities) our Centres told us about
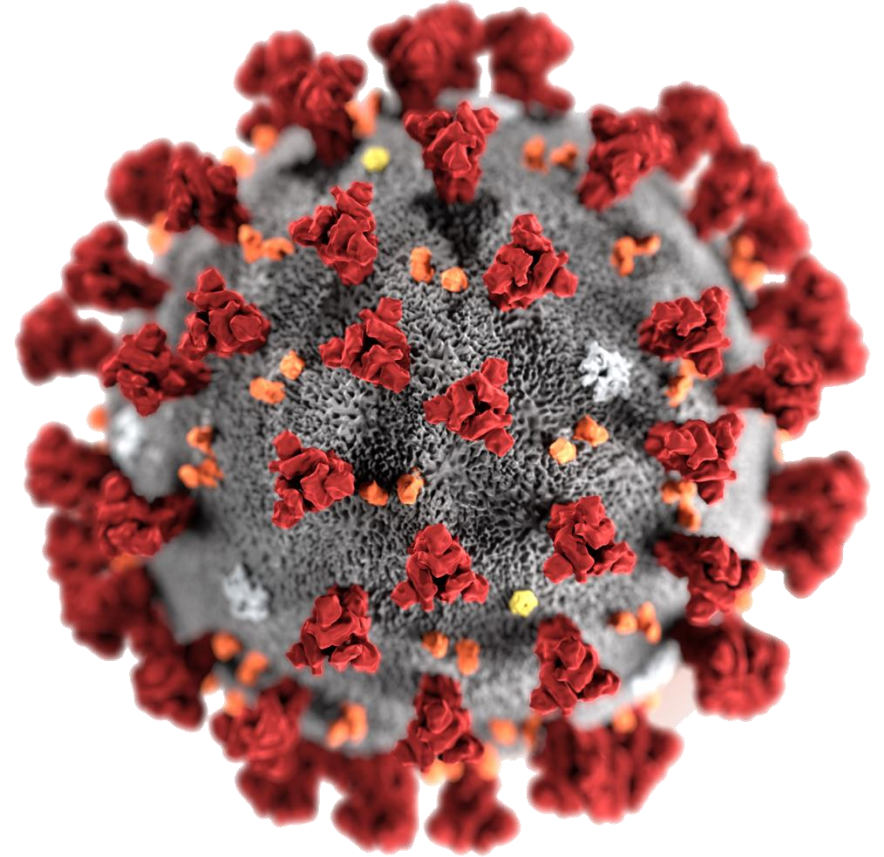
# We've listened to your testing needs

- The flexibility of on-line test scheduling and location from which your candidates can take their tests

- Accessibility of on-line tests for all candidates

- On-line testing solutions to compliment the increase in on-line learning programmes

- A solution for scheduling/logistical constraints and difficulties with centre-based facility bookings

- Standardisation of invigilation processes and ensuring your tests are compliant with Awarding Organisation requirements

- Easy to follow test booking processes and seamless candidate workflows and communications

- Responsive support model for centres and candidates having issues with tests

- Growth of testing opportunities and therefore opportunities to scale delivery beyond the constraints of centre-based delivery

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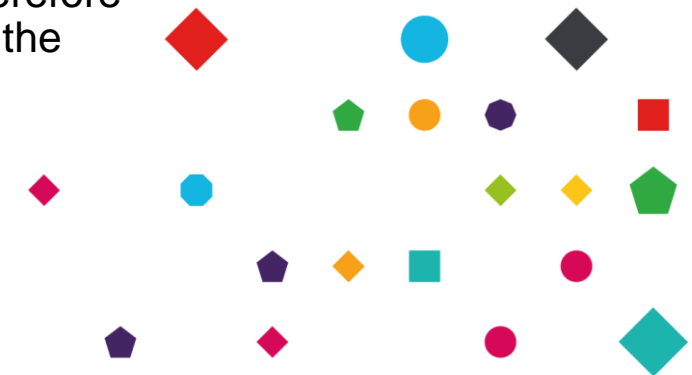
# What is **Remote Invigilation?**

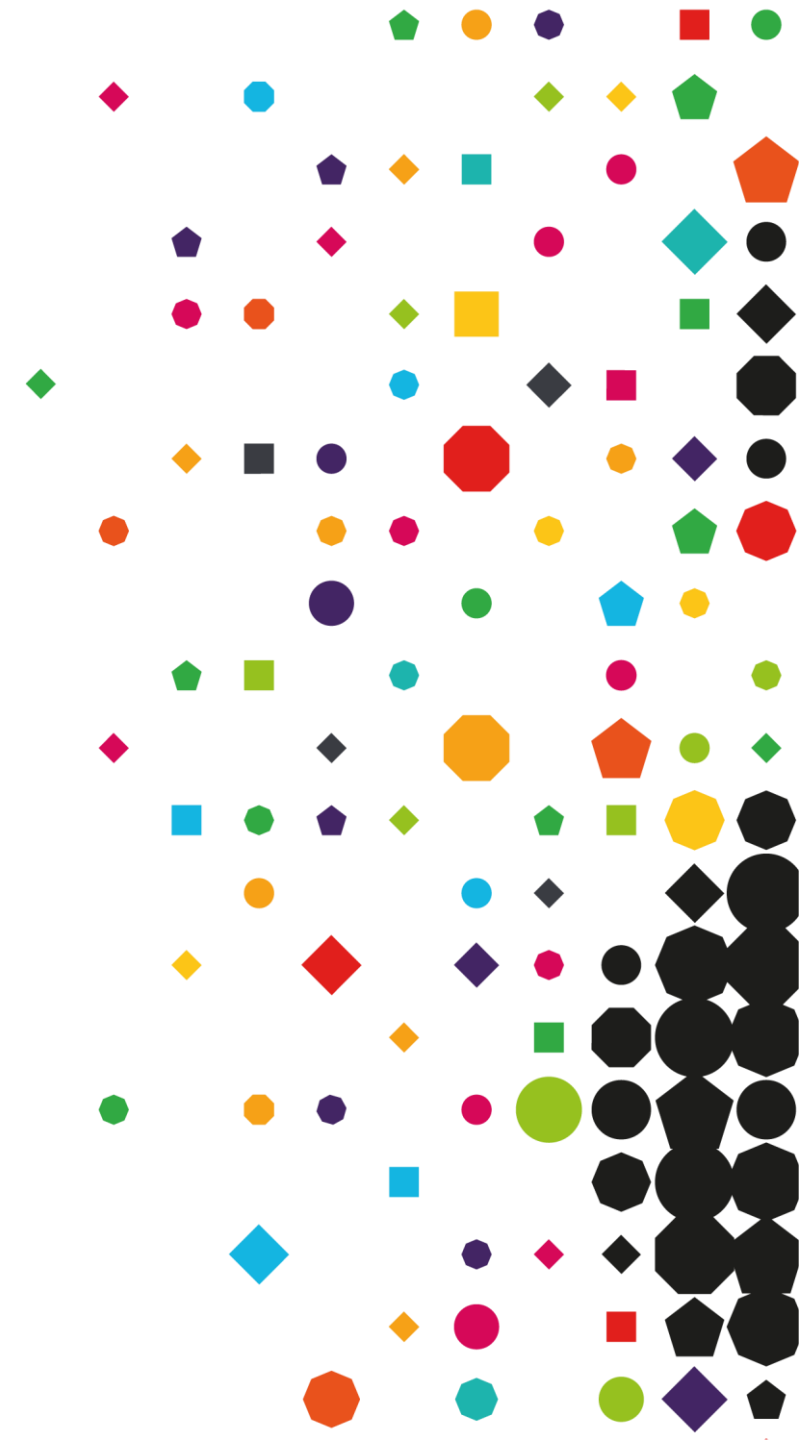A way to invigilate City & Guilds e-volve tests on-line

Candidates take their test from home, or the workplace watched by a remote invigilator

City & Guilds supply invigilators

Invigilation takes place through monitoring video, audio and remote screenshare supported by artificial intelligence (AI) tools
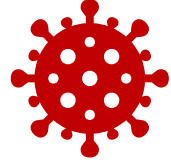
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# Benefits of Remote Invigilation

**Lets candidate fit testing around work (and other commitments)**

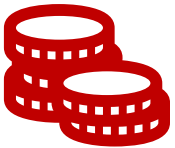Sit the test at home or in the workplace

**Continuity of on-line testing offers in the event of location disruptions eg. Covid-19, extreme weather events**

Removes bottlenecks at key testing periods

**Less pressure on computer-based testing rooms on-site**

More testing opportunities mean responsive delivery and new business opportunities

**Removes cost/time to administer tests (sourcing, booking for on-line tests. Hiring, training and paying for invigilator time**

We take care of more than just the test itself

**Drives standardisation of invigilation and provides reviewable evidence of malpractice if required**

Quality control at all times

**Eliminates instances of fraud or impersonation during assessments and acts as an effective deterrent to cheating**

# Remote Invigilation service timeline

- **From 7 June**, our Remote Invigilation Service is available for most of e-volve tests. You can find a full list of tests on our dedicated Remote Invigilation page cityandguilds.com/remote-invigilation

- Book a remote invigilation test through Walled Garden

- On the **third day** after you booked, the candidate gets an email from noreply@talview.com with the preparatory materials, a link to join the live invigilation session and a verification code. Please check the candidate adds this email to their address book and checks their junk folder if they don't get the email

- If a candidate has not read the automated email from Talview, we'll contact the person who made the booking with a copy to pass on

- The test takes place on the **fifth day** after booking

- Results are available in the usual way

| Step 1 | Step 2 | Step 3 | Step 4 | Step 5 |
|--------|--------|--------|--------|--------|
| Choosing remote invigilation | Booking a test | Preparing for a test (Live) | Taking the test (Live) | Results |

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# How to make a booking for Remote Invigilation

**We need a unique email address for every candidate**

To add or amend one, please use our new Learner Details Upload Tool. Guidance on how to use it you can find on our Remote Invigilation page. It usually takes 24 hours for changes to take effect. You can contact Customer Services to expedite this update.

At least five working days before the test date, book the e-volve and select "Remote Testing: Invigilated".

You can pick one of three time slots

- For a morning test slot, book an 8am test - the candidate will either receive an 8am or 8.30am start time

- For a mid-day test slot, book a 11.30am test - the candidate will either receive an 11.30am or 12noon start time

- For an afternoon test slot, please book a 4pm test - the candidate will either receive a 4pm or 4.30pm start time

The 3 hour slot allows plenty of time for ID/environment checks, the test duration and leaves some buffer time, should a candidate be running late (up to 20 minutes).
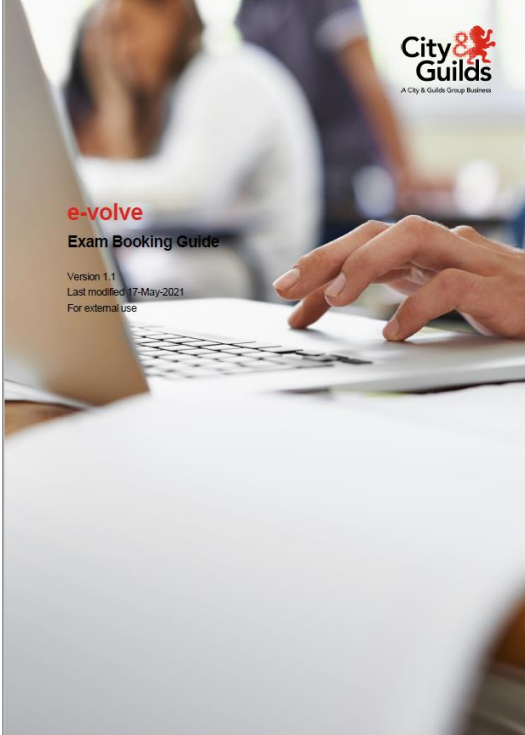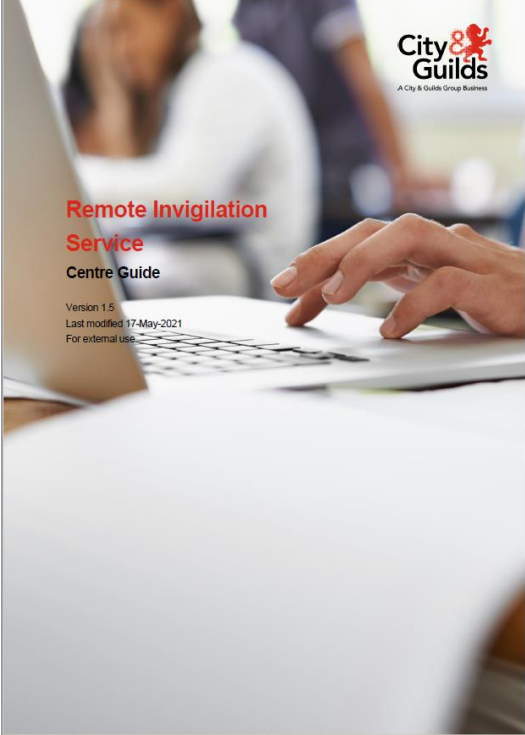
You can cancel (free of charge) up until two days before the test start time/date.

Just contact Customer Services.

Any later than two days and we'll charge the full fee.
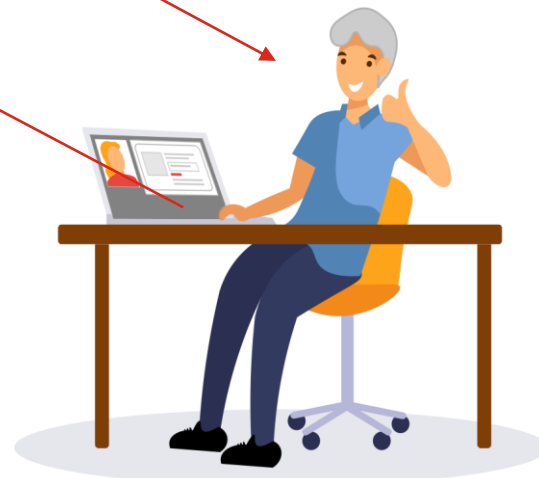
# Remote Invigilation Guidance

# How it works…

**Artificial Intelligence (AI)**
The test is monitored by in-built AI that creates a post-test log detailing any suspicious browser activity, with all audio-visual events recorded during the test.

**AI**

**Invigilator (RI Live)**
Live participation by a City & Guilds approved invigilator, with real-time audio, video & screen recording of user actions to create a classroom-like experience, with monitoring that allows them to intervene, conduct live chats, provide warnings or terminate the test.

**Candidate**
Accesses the City & Guilds e-volve test using their own desktop/laptop (Windows only), the system monitors their behaviour within the test and through their webcam and microphone, allowing more flexibility about where they access their test, whilst still ensuring the integrity of the testing process.

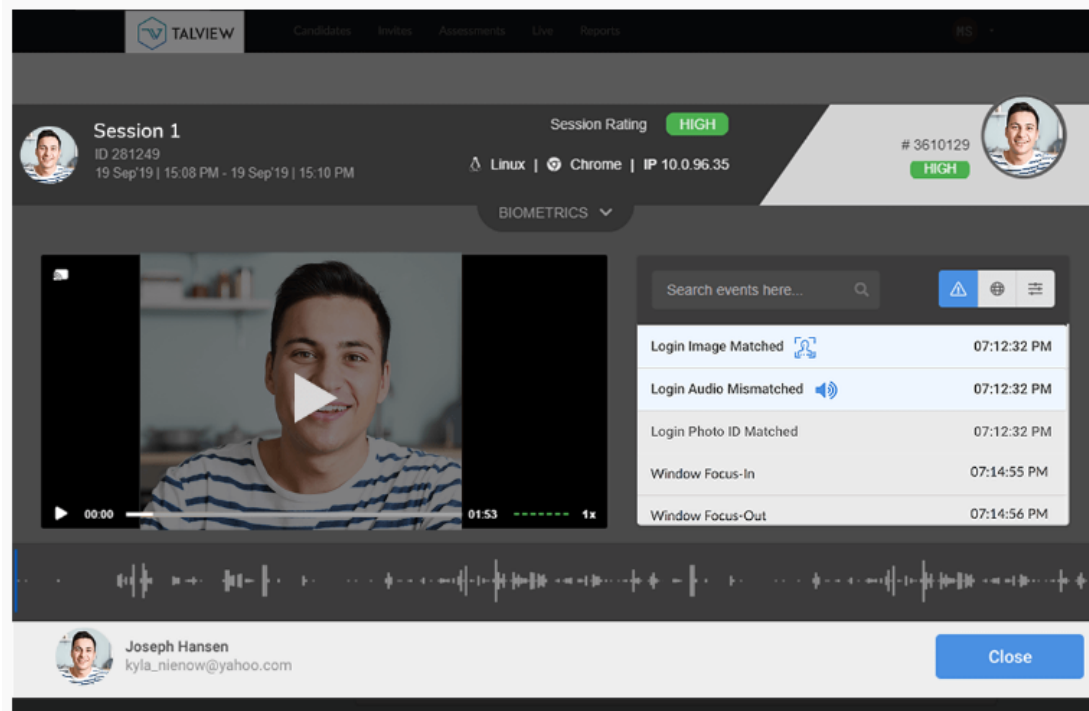City & Guilds | ilm

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# What the candidate sees

Unobtrusive additions to the on-line testing screen
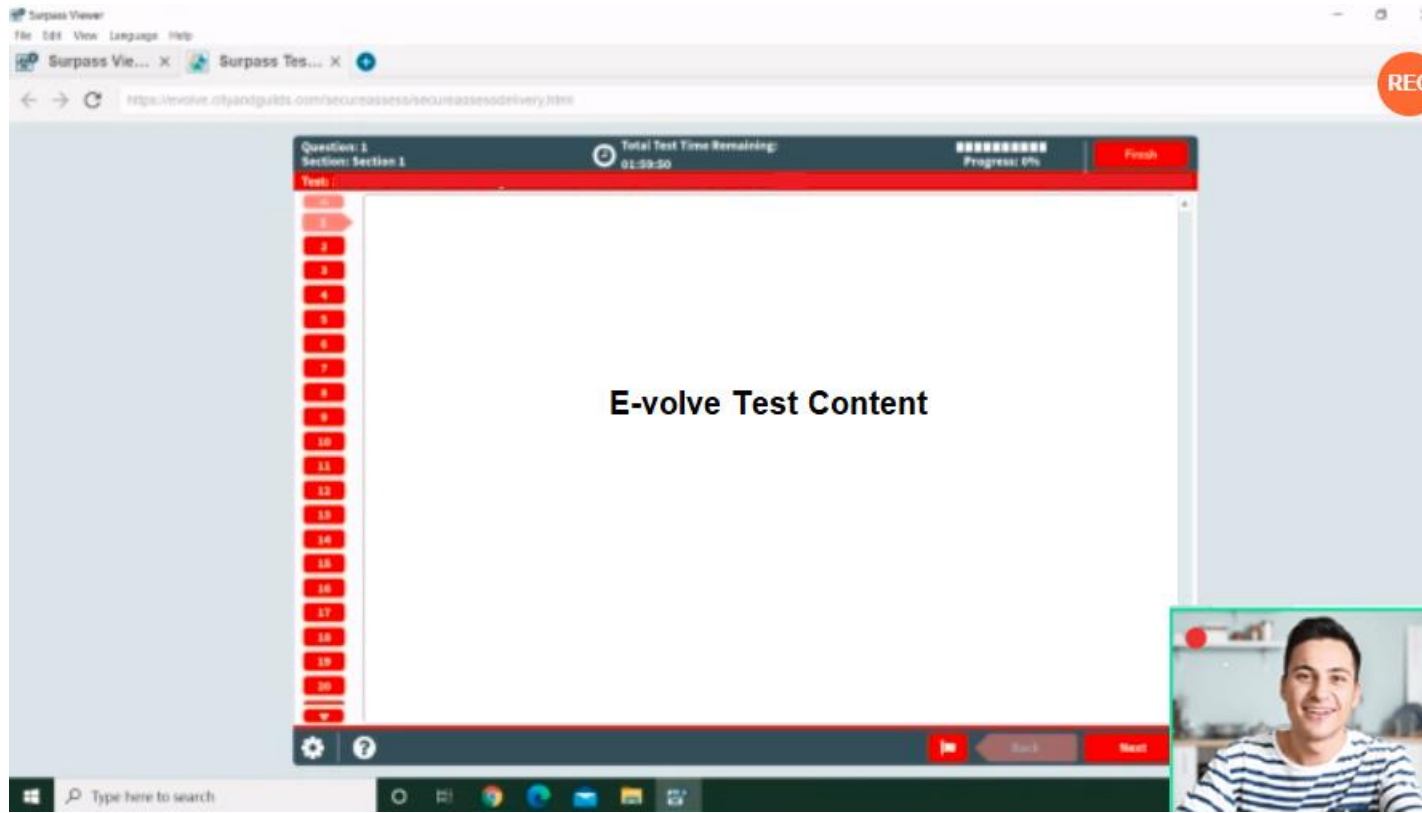


The candidate sees the view shared with the invigilator and can clearly see they are being recorded

# What **the invigilator** sees…



**The invigilation system is completely automated and always monitoring suspicious activity using advanced video and audio analytics**

The AI-supported software:

- Keeps the candidate focus on the test screen

- Monitors light and other factors in the room

- Checks for suspicious objects and background voice activity

- Watches the browser window to detect changes in navigation and disables copy and paste

**16 different checks are performed in the background and any irregularities get flagged live to the invigilator (or for review later)**

# Getting help with Remote Invigilation

- **During a live remote invigilation test**, candidates can raise any issues with the invigilator through live chat, and they'll try to fix things

- If the issue occurs **before the test starts**, there's a support link and phone number in the confirmation email

- For help **booking RI through Walled Gar**den or with the **e-volve test** itself, contact our Customer Service team – details coming up at the end of this deck

# Live Remote Invigilation Service cost

£25

# Learner feedback

We collect candidate star rating and comments at the end of each test, to judge their experience.

Here is some of our feedback from our controlled Launch

*"The system was very easy to use and the lady was very helpful guiding me at the start and finish to get onto my exam with the new technology."*

*"So easy to log on and fill in all the security details. Had a great understanding of what was expected of me, and all in the comfort of my own home."*

*"An excellent way to take the exam, very convenient and the tutor was very knowledgeable and helpful with the set-up"*

*"A good realistic alternative to in person exam"*

*"Great communication. Easy to follow and great service. Blended learning and working from home is much better!"*

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# Centre feedback

We'd like to collect more detailed feedback from some of your candidates and/or anecdotal feedback.

We'll share a survey link shortly after launch
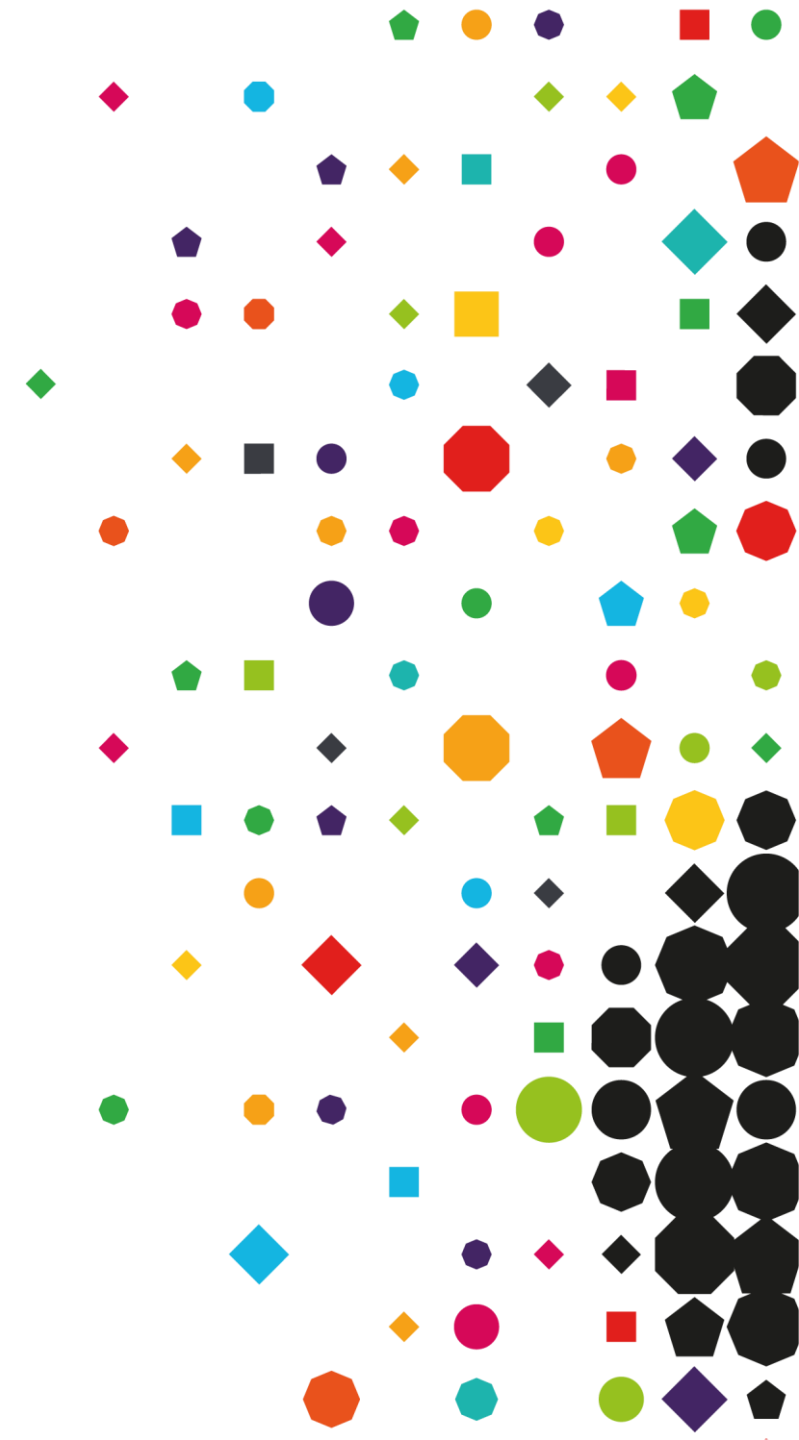
# Still have questions?

## Please contact Customer Services

Tel: 01924 930 800

Email: centresupport@cityandguilds.com

Open: Monday to Friday 08:00h to 18:00h GMT

*Calls from landlines to this number are charged at local rates that may vary according
to 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 an outside of any inclusive minutes you will be charged
as per your plan for local rate calls.*

## For the latest updates, keep an eye on...

www.cityandguilds.com/remote-invigilation

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# Thank you

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