CILT(UK) Awarding Organisation

Examination Instructions

Online Remote Proctored

Examination Instructions – Online Remote Proctored

AO/REG/0059b – v7 (March 2025)

Contents

If any of the instructions stated in the following document are not adhered to, the Learning Partner and affected Learners may be subject to a Malpractice investigation in line with the CILT(UK) Awarding Organisation's Malpractice Policy.

Online remote proctored examinations are <u>not</u> permitted in a group setting. If a group setting is unavoidable, utilise the paper-based examination option.

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Activities and Actions required before the assessment day

Registering Learners for the Examination

In order to enter for examinations, Learning Partners should follow the assessment registration process defined by the CILT(UK) Awarding Organisation (AO) in the Enrolment and Registration Policy and within the registration windows which are detailed in the relevant timetable. These are available on the CILT(UK) AO website: CILT - Qualifications https://ciltuk.org.uk/Qualifications

If Learners have any special requirements that need to be considered for the assessment, these need to be applied in advance of the assessment and are subject to the Reasonable Adjustment application process and timescales and meeting regulatory and policy requirements. All applications are considered by CILT(UK) AO on a case-by-case basis. For further information, please consult the CILT(UK) AO "Reasonable Adjustments" policy and forms available on the CILT(UK) AO website (See 'Awarding Organisation Policies and Procedures'): https://ciltuk.org.uk/Qualifications.

Once the entry deadline has closed, all entries are considered to be final.

Online Examination Venues and Environments

CILT(UK) AO operate record and review online assessments meaning there is no invigilator present on the day of the exam. This is important to note, as Learners are fully responsible on the day of their assessment for ensuring their room meets the required conditions and they do not have any unauthorised items in the exam room. There will not be the opportunity for an invigilator to provide corrections to a Learner before their exam and therefore they must be fully conversant with the Exam Instructions ahead of their online assessment.

As this is a record and review assessment, Learners should also make appropriate safeguarding arrangements for their exam day.

The exam room chosen by the Learner for their online examination must meet the following requirements:

- The room must be private and quiet and an area where the Learner will not be disturbed – The Learner must be alone in the exam room
- The walls of the exam room should be clear where possible
- The desk area/table must be clear of all unauthorised items. For further guidance regarding items which are not permissible in the online assessments, see Resources Permissible in Examinations (page 6)
- No additional screens other than the one being used to take the assessment (TV, Laptop, PC) should be in the exam room. Where it is not possible to remove the screens, they must be clearly switched off and, ideally, covered.
- The room must have adequate lighting so the Learner can be clearly seen throughout the assessment. Light should not be directed towards the web camera. Some Learners may benefit from closing any blinds to prevent lighting changes throughout the assessment.
- The exam room should have appropriate heating and ventilation to ensure the Learners comfort throughout the assessment.

- Where possible, the room should only have one entrance/exit and this should be visible to the camera.
- The Learner should inform any family members, housemate, colleagues etc of examinations to prevent disturbances – we would recommend signs on doors and walls to assist with this

Before booking Learners for online assessment, Learning Partners must check the details of the environment where the Learner plans to sit the assessment to ensure it meets the requirements.

Only the Learner is permitted in the room where the remote online proctored assessment is taking place, unless a relevant reasonable adjustment has been approved by CILT(UK) AO prior to the assessment for a specific Learner(s), subject to the Reasonable Adjustment application process and timescales, and meeting regulatory and policy requirements. All applications are considered by CILT(UK) AO on a case-by-case basis. For further information, please consult the CILT(UK) AO "Reasonable Adjustments" policy and forms available on the CILT(UK) AO website (See 'Awarding Organisation Policies and Procedures'): https://ciltuk.org.uk/Qualifications.

For the avoidance of doubt, no assistance from others is permitted in any form from inside or outside the room whether in person or remotely, unless a relevant reasonable adjustment has been approved by CILT(UK) AO prior to the assessment for a specific learner(s).

Note: Where another person enters the room during the assessment, this will be flagged for review and the assessment(s) may be voided on this basis.

Venues where examinations are taking place must not provide or display any materials or notes during the examinations, such as posters or handwritten notes on a whiteboard. Learning Partners and Invigilators are not permitted to answer any questions relating to the content of the examination.

Registration, Enrolment and Online Confirmations

Once Learners have been registered to an assessment and the registration window has closed, CILT(UK) AO will email each Learning Partner a registration spreadsheet within 5 working days after the closing date, listing their Learners' assessment details.

The Learning Partner must check this data and report any errors to CILT(UK) AO promptly and no later than 2 working days after receipt of the spreadsheet. Please note that additional registrations will not be accepted by CILT(UK) AO after the closing date. In the event that a Learner(s) has been registered in error and a withdrawal request was not submitted by the Learning Partner to CILT(UK) AO before the closing date, the Learner will be withdrawn but the Learning Partner will still be charged the full assessment fee.

Learners who have been registered onto an assessment, will receive emails providing their assessment details, these will be provided per exam. Where Learners have more than one exam, they will receive more than one email and the instructions must be completed per exam.

Learners will receive an email from noreply@xams.co.uk directly to the email address supplied in their contact details by the Learning Partner during enrolment. This email will confirm the assessment details and provide a link for a mandatory system check.

The Learner must complete the mandatory system check, per exam, as soon as possible and no later than 1 day before the scheduled exam. The system check must be completed on the device the Learner will be using on the day of the assessment to ensure it will meet the requirements of the exam. Where the Learner does not complete the mandatory system check before the exam day, they will not be issued with the email containing their unique examination link to access the assessment and therefore, will not be able to sit the online assessment. It is the responsibility of the Learning Partner and Learner to ensure that, prior to the assessment, the device to be used during the assessment is suitable and has been tested with the assessment software in the required timeframe.

Once Learners have completed the system check, they will then be issued with an email containing a unique link to access the exam.

If Learners are planning to sit examinations using workplace equipment (including workplace connections) they must communicate with the location's relevant IT Department to ensure that this is possible, and their device remains suitable for undertaking the assessment in the workplace IT environment.

Preparing Learners for exams

Before the exam day, Learning Partners <u>must</u> ensure they provide Learners with a full copy of these exam instructions and provide additional support outlining the behaviours and processes they <u>must</u> adhere to when they are in their assessment.

Where it is identified that Learning Partners do not adequately prepare Learners for their assessment day, the Learning Partner may be subject to a malpractice investigation in line with the CILT(UK) AO Malpractice policy.

Resources Permissible in Examinations

CILT(UK) AO run both closed book and open book assessments. Please refer to the relevant qualification syllabus to ascertain what is permitted for each applicable assessment.

Closed book assessment means that no supporting resource is admissible during the assessment. The objective is to test basic recall of core knowledge across all elements of the syllabus.

Open book assessments permit only learning material supplied by a Learners' CILT(UK) Accredited Learning Partner. This material is authorised by CILT(UK) AO to be used in conjunction with the relevant qualification. This is audited on a regular basis and will be subject to reviews via the record and review process. Learning Partners must make it clear to Learners what is admissible as their learning materials before the exam day.

The materials and literature that Learners take into the assessment must be hard copy. Learners may not use electronic devices to access their materials, including laptops, mobile phones, tablet PCs, e- readers etc.

Learners are not permitted to take in any handwritten notes.

Authorised learning material may contain marginal, written, annotations produced by the Learner during delivery of the training course. Annotations are an explanation or comment added to text, or a diagram, for clarification. Therefore, annotations must not be made on any blank pages that are in the material/literature. Learners must not access, retrieve, share or exchange materials and literature during the assessment and should retain these once the assessment has been completed.

Learners are not permitted to have sheets of plain paper or pen/pencil to make notes during the assessment; where applicable learners will be provided with a working section, where this is not applicable rough workings can be made within the answer boxes provided and deleted should the learner wish this not to be considered as part of their answer.

For the avoidance of doubt, no external resources are permitted during a closed book assessment. During an open book assessment only the approved learning materials are permitted, no other external resources are permitted in the assessment.

Candidates must not be in possession of the following items – iPods, mobile phones, MP3/4 players or similar devices, and watches (this is all types of watches including smart watches).

There must be no access to:
a) data stored on the hard drive;
b) email;
c) portable storage media, e.g. floppy disks, CDs, memory sticks;
d) pre-prepared templates;
e) the internet other than to access the online exam system

A physical calculator is not permitted in online assessments. Where a Learner sits an online assessment, they will have access to a calculator via the online exam system where this is required. The use of the calculator function on other electronic devices or via other computer programmes is not permitted; this includes, but is not limited to, watches (this is all types of watches including smart watches), mobile phones, tablet PCs, laptops, and e-readers which have data storage ability and/or can access the internet.

Learners are not permitted to use dictionaries during the online examination. Where a Learner identifies the need for a translation dictionary Learning Partners must refer to the CILT(UK) AO Reasonable Adjustments policy which provides details on applying for the use of bilingual dictionary within paper-based assessments.

Please note that other than still water, food and drink is not permitted in the assessment room. Only clear glasses, bottles, containers etc. that are free from any labels are permitted.

Headphones or earbuds are not permitted; this includes earplugs, ear protectors, ear covers and ear defenders.

Exam Day

Starting the exam

By accessing the examination link and launching the online assessment platform, the Learner is agreeing to the conditions of assessment set out in this document. Any deviations or anomalies to these conditions may result in adverse effects on the outcome of the assessment subject to investigation.

Before Learners start their exam, they must complete their ID checks and room scan.

Learners must confirm their identity following the onscreen instruction using either a Passport or Driving Licence. Learners will need to make sure that the image taken for this evidence is readable and supplies all the identifiers visible on the photo page/card. Any IDs not adequately verified will be made aware to the Learning Partner and are the responsibility of the Learning Partner to source.

Learners are then requested to take a scan of the room they are taking the assessment in, using their device's camera, including the two walls either side of the Learner, facing wall in front the learner (behind the device when in use during the assessment), the wall behind the learner, and the entire desk or table (including above and below) where the learner will be using the device during the assessment. This is to ensure that the scan can be used to verify that prohibited material is not present. During the room scan and for the duration of the exam, the Learners desk must be clear of all items not relevant to the assessment (e.g. mobile phones and other electronic devices, learning materials where not permitted, other documents, sheets of paper and calculators). Learners should take care to ensure the scan is adequate and complete for invigilation purposes (e.g. done at a low speed so the scan is visible for review purposes).

Note: Learning Partners and Learners should be aware that where a room scan is flagged as inadequate, this will be reviewed and the assessment(s) may be voided on this basis.

Learners must follow the instructions that are set out on the information page shown at the beginning of the examination as well as those outlined in this exam instructions document. Once the remote proctoring software is launched and the exam begins, Learners are not permitted to access other programmes on their PC.

Note: Learning Partners and Learners should be aware that attempting to access any other software is also not permitted. Unusual activity is flagged for review and the assessment(s) may be voided on this basis.

Learners are required to share their screen for the duration of their assessment and under no circumstances should the screen share be stopped. Where Learners do attempt to stop their screen share this will be flagged for review and investigated in line with the CILT(UK) AO malpractice policy and assessment(s) may be voided on this basis.

All assessments are recorded for proctoring purposes (both video and audio), recording starts once the Learner has started their ID checks and room scan. This media is kept securely following our remote proctoring provider's privacy statement for a maximum of 90 days to ensure integrity of assessments, subject to the duration of a malpractice investigation, where relevant.

It is the Learners responsibility to ensure they have a good internet connection and have access to a computer that meets the requirements of the remote proctoring exam system. Learning Partners should help Learners in this process. Any issues with internet connectivity and bandwidth are outside the scope where CILT(UK) AO can supply support. For either of these issues CILT(UK) AO are not held liable for the assessment attempt.
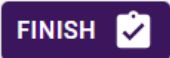
During the Online Examination

Learners are not permitted to leave the room during the assessment, except in the case of emergency, this is inclusive of bathroom breaks. Where learners leave the assessment room for any reason, including bathroom breaks, this will be flagged for further review and may be subject to a malpractice investigation in line with the CILT(UK) AO malpractice policy.

This is required for the Learner to remain focused on the examination and utilise the maximum amount of time available for assessment purposes as well as ensuring the integrity of the exam throughout. Learners are to use the bathroom prior to the assessment. Where Learners identify before the assessment day, they would be unable to sit the assessment without a bathroom break, the relevant arrangements must be made for the Learner to sit a paper-based assessment where the required invigilation of these breaks can be completed. Learners will not be permitted any additional time to take the break, the recording will continue, and the assessment timer will remain active.

Note: Learning Partners and Learners should be aware that any instance of leaving the room will be flagged and reviewed for any unusual activity (e.g. repeatedly leaving the room) and assessment(s) may be voided on this basis.

Any questions answered prior to leaving the room and after returning to the room (including changes to previous answers) will be subject to additional scrutiny and the time away from the computer will be flagged for review by the invigilators once the exam is completed to maintain the integrity of the assessment.

The End of the Online Examination

Learners must ensure they finish the assessment on the screen by clicking Following this, two additional pop ups will appear to ensure the Learner is 'absolutely sure' they want to finish the assessment. At the end of **each** assessment, the software must then be closed by clicking the 'X' in the top right-hand corner of the screen, to end the recording for each assessment. This includes where a Learner is undertaking more than one online assessment on the same day.

Results and Certification

Results are released directly to Learning Partners in line with the dates on the assessment timetable. Learning Partners are responsible for disseminating the results to their Learners. CILT(UK) AO will not contact Learners directly. Any Learners that contact the CILT(UK) AO directly will be referred to their Learning Partner.

Digital Badges and e-certificates will be issued directly to the Learner via the email address detailed within our Creatio Portal and will be released upon completion of the qualification in full, in line with the dates on the assessment timetable. Where hard copy certificates are still applicable these will be released to the Learning Partners upon completion of the qualification in full, in line with the dates on the assessment timetable. Learning Partners must distribute certificates to their Learners.

If a Learner's identity cannot be verified for their examination, results will be withheld until their identity can be verified.