



# REMOTE INVIGILATION SERVICE

Centre Guide  
Version 1.0 - January 2022

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## 1. Introduction

This document provides centre staff including Heads of Centres, Internal Assessors, Invigilators and Internal Quality Assurers with guidance and instructions on how to access and use the WJEC Remote Invigilation Service.

It should be read in conjunction with the following documents:

- Remote Invigilation Service: Terms and Conditions
- Remote Invigilation: Guidance for Invigilators
- Remote Invigilation Service: Candidate Guide

References to “we”, “our”, “us” throughout this document refers to WJEC. References to “you”, “your” refers to your centre.

## 2. WJEC Record and Review Remote Invigilation Service

Remote Invigilation is the monitoring of a candidate sitting an on-screen test, from a remote location. Remote Invigilation utilises a computer/laptop webcam and microphone to monitor/record the individual, as well as monitoring what is happening on the individual’s screen.

Our Record and Review Remote Invigilation Service allows assessment to be carried out at a candidate’s home (or other chosen location) without an invigilator in the same room. Our Remote Invigilation Service supports centres to plan and manage assessments at a time that suits both candidate and centre.

A recording of the assessment is made, saved, and then reviewed at a later stage by a centre appointed Invigilator.

Our Remote Invigilation Service is hosted by an organisation called Talview and is available for the following assessments:

- C00/1238/5 WJEC Level 2 Children's Care, Play, Learning and Development: Core (MCQ)
- C00/0724/6 Essential Application of Number Skills - Level 1 (Confirmatory Test)
- C00/0724/7 Essential Application of Number Skills – Level 2 (Confirmatory Test)
- C00/0724/8 Essential Application of Number Skills - Level 3 (Confirmatory Test)
- C00/0724/9 Essential Communication Skills - Level 1 (Confirmatory Test)
- C00/0725/0 Essential Communication Skills - Level 2 (Confirmatory Test)
- C00/0725/2 Essential Communication Skills - Level 3 (Confirmatory Test)

Remote Invigilation is an additional option for taking onscreen tests and does not replace the ability to take these tests face to face in centre.

## 3. Introducing remote invigilation in your centre

Remote invigilation is an excellent addition to a centre’s toolkit when conducting assessments with candidates. It allows assessment to continue to take place when candidates are unable to attend an assessment centre and can remove the need for an individual assessor/invigilator to have to travel to a candidate’s place of work potentially leading to cost savings for the centre.

If you are considering using remote invigilation within your centre, you will need to review your existing policies and procedures and may need to develop new policies and procedures. You must:

- ensure that the roles and responsibilities of centre staff involved in remote invigilation, including but not limited to: Invigilators, Assessors and Internal Quality Assurers, are clearly documented and understood. See Appendix A for additional guidance
- have procedures in place to ensure that candidates are prepared to complete assessments using remote invigilation. See Section 5 for further guidance
- have documented procedures outlining how recordings will be assessed and quality assured
- have procedures for dealing with cases of suspected candidate malpractice related to the use of the Service. Further guidance is provided in Section 7. Centres should also refer to the WJEC malpractice guidance for centres available from <https://www.wjec.co.uk/home/administration/centre-information>
- ensure your appeals and complaints policy and procedure should clearly specify how you will manage appeals and complaints relating to assessments completed using Remote Invigilation if this differs from your existing policy and procedure.

#### 4. Identifying candidates who are suitable for remote invigilation

Remote invigilation offers many benefits for candidates:

- Assessment can be taken at a time that is convenient for them, allowing assessment to fit in around other commitments
- It removes the need for them to attend an assessment centre, reducing travelling time and potentially saving money
- They are able to sit their assessment in a familiar environment which can reduce anxiety.

However, remote invigilation may not be suitable for everyone, and many candidates will need to continue taking onscreen assessments face to face in centres.

You will need to have procedures in place to identify candidates who are happy to sit their assessment using remote invigilation and who have the equipment necessary that to use the Service (see Section 5.3).

#### 5. Entering candidates

The steps you need to take to enter candidates for assessment using remote invigilation are provided in Appendix B.

N.B. You will need to obtain the following information from each candidate to arrange assessments using the Remote Invigilation Service:

- valid email address
- candidate availability for test (times & dates)

## 6. Preparing candidates for Remote Invigilation

It is the centre's responsibility to ensure that candidates are fully prepared for assessment. Tutors/assessors should allocate time with candidates to ensure they are confident and able to complete their assessment using the remote invigilation platform.

Candidates will be given access to practice assessments before the final assessment and should be encouraged to use these to ensure they are confident in using and navigating the system.

Centres must have procedures in place to ensure that, prior to the assessment, candidates:

- are suitably prepared for assessment
- have read and understood the most up-to-date candidate guide published on our website
- have suitable equipment to complete remotely invigilated assessments (see below). Candidates should be encouraged to check the equipment they want to use at <https://talview-proctoring.testrtc.com/?lang=en>.
- is aware they will be recorded using their webcam and their microphone.

### 6.1. Identification Requirements

Invigilators may know the candidates and be able to identify them from the recording. If this is not the case, then the candidate must show photographic ID, that contains their full name, when logging into the remote invigilation platform. This ID should **not** be a passport or driver's licence as these contain additional personal information. Below are examples of IDs that could be presented. If a candidate sits a test in another candidate's name (whether it is intentional or not), this is a potential malpractice case.

Examples of suitable photographic ID include:

- other government issued ID
- student card
- centre or employee ID badge

Centres should ensure that candidates have suitable identification prior to making a booking.

### 6.2. System Requirements

Candidate must have equipment that meets the minimum requirements to be able to complete their assessment using remote invigilation:

Suitable equipment:

- PC, laptop or Apple Mac computer running Windows 10 or MacOS
- Webcam and microphone

Recommended web browser – please use the latest version

- **For PC (Windows)** – Chrome or Firefox **NOT** Explorer

- **For AppleMac** – Chrome **NOT** Safari

### 6.3. Suitable assessment environment

Centres must ensure that candidates know and understand the requirements for the assessment environment and can identify a suitable place to complete their on-screen assessment using remote invigilation:

- Candidates should be mindful of heating, lighting, and noise. The room should be private and free of interruptions.
- No information should be displayed on the walls of the room that could support the candidate with the assessment.
- The sessions are recorded; therefore, any personal information should be removed, including photographs. This also includes documentation, posters, pictures, any information to reveal candidate religious, cultural or political beliefs or cause any offense. If the information cannot be removed from the room, it should be covered.
- Candidates must not have any unauthorised equipment with them during the assessment. Mobile phones, MP3/4 players, smartwatches/wrist watches that have a data storage device or access to the internet are not permitted.

The centre should encourage the candidate to check the room before assessment.

Candidates must be made aware that they are not permitted to leave the room temporarily.

## 7. Qualification specific information: Additional equipment and resources

Centres must comply with the relevant qualification specification when conducting assessments through remote invigilation. This includes having procedures in place to ensure that candidates have all the equipment required for assessment prior to making the booking.

### Level 2 Children's Care. Play, Learning and Development: Core Qualification

The MCQ external assessment is 75 minutes in duration and includes 50 questions. Calculators are not required and candidates are **not** permitted to take any notes or support materials into the assessment.

### Essential Application of Number and Essential Communication Skills

The Confirmatory Tests in both skills is structured as follows:

- Level 1 consists of 20 questions with a maximum duration of 30 minutes
- Level 2 also consists of 20 questions but with a maximum duration of 45 minutes
- Level 3 consists of 30 questions with a maximum duration of 60 minutes.



Candidates **cannot** have access to a calculator of any kind for Essential Application of Number Skills or a dictionary of any kind for Essential Communication Skills.

Candidates **can** have access to plain paper and a pen or pencil during the Confirmatory Test, but this should be shown to the camera before the test is started to show that it is blank. At the conclusion of the test any paper that has been used must be seen to be destroyed.

No other material is allowed in the test environment.

## 8. Reviewing recordings

When a candidate has completed their assessment, a recording (webcam, microphone and screen) will be uploaded to the Talview platform. As with assessments sat in centre, the assessment will be automatically marked by the e-assessment system but the results will be put on hold until a review of the recording has taken place.

The allocated Invigilator must review the recordings to ensure that the candidate has behaved appropriately, and no malpractice has occurred.

The Remote Invigilation platform will 'flag' any areas of the recording that need careful review and will assign a compliance level to the recording:

- High compliance - this will show green, meaning the candidate's behaviour didn't raise any flags
- Medium compliance - this will show yellow, meaning that some flags were raised
- Low compliance - this will show red, meaning that a significant number of flags were raised.

The flagging system is provided to support the Invigilators review of each candidate. For example, a green flag showing high compliance may require less scrutiny than a red flag showing low compliance.

The centre must allocate Invigilators to review these recordings to determine if the candidate can progress to certification

Invigilators should refer to our guidance document for detailed instructions on how to carry out the review.

### 8.1. Identifying and managing suspected candidate malpractice

'Malpractice', means any act, default or practice which is a breach of the Regulations or which:

- gives rise to prejudice to candidates; and/or
- compromises public confidence in qualifications; and/or
- compromises, attempts to compromise or may compromise the process of assessment, the integrity of any qualification or the validity of a result or certificate; and/or
- damages the authority, reputation or credibility of any awarding body or centre or any officer, employee or agent of any awarding body or centre.

'Candidate malpractice' means malpractice by a candidate in connection with any examination or assessment, including the preparation and authentication of any nonexamination assessment including controlled assessment, coursework, the presentation of practical work, the compilation of portfolios of assessment evidence and the completion of any examination paper.

Examples of candidate malpractice which could occur during a remotely invigilated assessment includes:

- candidates having access to an electronic device, such as a mobile phone or tablet, during their assessment.
- candidates leaving the view of their webcam or turning off their webcam at any point.
- candidates having books, notes or prompts on them or displayed within their assessment room (unless approved by the terms of the assessment).
- erratic eye movement, such as always looking on and off screen, which may suggest looking at unauthorised materials or looking at an individual that may have entered the room.
- exiting the examination window (web browser) for any reason, including for the use of search engines.
- having any audio or visual media playing in the examination room.

This list is not exhaustive. Other examples of malpractice may be identified and considered by us at our discretion.

Any suspicion, allegation or detected incident of malpractice must be investigated immediately by the Head of Centre or designated senior staff member and a report submitted to WJEC using the JCQ form JCQ/M1 (the current form is available at [www.jcq.org.uk](http://www.jcq.org.uk)). The candidate must be provided with the opportunity to provide a statement. The form and supporting evidence should be e-mailed to [malpractice@wjec.co.uk](mailto:malpractice@wjec.co.uk). The form must include a signature/electronic signature and be dated.

Where the centre determines that malpractice has occurred, the centre must notify us of the case. We will then advise the centre of the next steps.

## 9. Managing Appeals and Complaints

The candidate should be made aware of the appeals procedure prior to sitting the assessment. The candidate has the right to appeal assessment decisions using the centre appeals procedure. The centre should deal with these complaints sensitively and act appropriately.

The candidate should also be aware of the centre complaints procedure. The candidate has the right to complain to the centre at any time.



## Appendix A: Roles and responsibilities of individuals involved in remote invigilation

Heads of Centres (or nominated senior member of staff) are responsible for:	Tutors/Assessors are responsible for:	Invigilators are responsible for:	Internal Quality Assurers are responsible for:	Exams Officers (or alternative)
<ul style="list-style-type: none"> <li>Ensuring that policies and procedures are in place to support the implementation and management of assessment using the Remote Invigilation Service</li> <li>Investigating, and reporting to WJEC, instances of suspected malpractice</li> </ul>	<ul style="list-style-type: none"> <li>Ensuring that candidates are prepared for assessment and understand the rules and requirements for completing assessment using the Remote Invigilation Service.</li> <li>Supporting candidates to identify a suitable assessment environment.</li> </ul>	<ul style="list-style-type: none"> <li>Invigilating recorded assessments to review whether the candidate has behaved appropriately during the assessment</li> <li>Confirming (where relevant) that no malpractice has occurred so that results can be processed for candidates</li> <li>Identifying and reporting instances of suspected candidate malpractice so these can be investigated.</li> </ul>	<ul style="list-style-type: none"> <li>Ensuring that enough Invigilators have been identified and allocated to review assessments.</li> <li>Providing advice to Invigilators regarding any concerns or queries regarding recordings.</li> <li>Ensuring the consistency of any decisions made in relation to remote invigilation.</li> <li>Maintaining an audit trail for assessments completed using remote invigilation.</li> </ul>	<ul style="list-style-type: none"> <li>Entering candidates for assessment using remote invigilation</li> </ul>


## Appendix B: RI process – Quick reference guide

For CCPLD Core assessments:		For ESW assessments:	
1	Enter candidates in the standard way for the qualification through Surpass.	1	Enter candidates in the standard way for the qualification through Creatio.
2	Schedule assessment(s) for candidate(s) in the standard way, ensuring the correct assessment is chosen. These assessments are identified with the words “Remote Invigilation” in the title.	2	Schedule assessment(s) for candidate(s) in the standard way, ensuring the correct assessment is chosen. These assessments are identified with the words “Remote Invigilation” in the title.
3	In <a href="http://wjec.surpass.com">wjec.surpass.com</a> , please add an email address for each candidate requiring an RI session. See ‘Adding an email address to candidates requiring an RI session’ below on how to do this.	3	In <a href="#">Creatio/Connect</a> , candidate email addresses must be entered via the learner tab for those requiring an RI session.
4	<p>Once assessments have been scheduled, send an email containing the following information to <a href="mailto:e-assessment@wjec.co.uk">e-assessment@wjec.co.uk</a>:</p> <ul style="list-style-type: none"> <li>• Centre name and number</li> <li>• Test name to be sat</li> <li>• Number of candidates that will sit the test</li> </ul> <p><i>**Please note, the RI session will take up to 72 working hours to process and set up from receipt of email. **</i></p>		
5.	<p>Inform candidates of their individual Surpass keycodes. Centres can access the keycodes via the Surpass Interface. Candidates will also receive a verification code via email from <a href="mailto:no-reply@talview.com">no-reply@talview.com</a>, this allows them to sit their remote invigilated assessment. Candidates should only proceed once they have received their verification code. If, after 72 working hours, a candidate has not received an email from <a href="mailto:no-reply@talview.com">no-reply@talview.com</a>, please contact WJEC and a reminder email will be sent to the candidate.</p>		
6.	<p>Remind candidates to inform the centre when they have completed their RI session and assessment.</p> <p>On completion of the assessments the recording will then be uploaded to the Talview platform for review and a Proview Index will be assigned to each recording.</p>		
7.	<p>Review each video, paying attention to the Proview Index. See <i>Guidance for Invigilators</i></p>		
8.	<p>Where you are satisfied with a candidate’s recording then please send the appropriate keycode(s) to WJEC. WJEC will then release the scripts and the marks processed in the usual way.</p>		
9.	<p>Report any malpractice events in the usual manner.</p>		

## Appendix C: Adding an email address to candidates requiring RI for CCPLD Core

Log in to the wjec.surpass.com for the CCPLD Core qualification. Go to Setup>Candidates.


1

Surpass  Home Test Administration Setup

Candidates

2

Search for the candidate (if required) by using the search.

 Search by First Name, Last Name, Ref

3

Highlight the candidate and click on 'Edit'

Last Name	First Name	Ref	Associated Centres	Candidate Details
Candidate2	Test	WJEC0008	WJEC	Name: Test Candidate2 Candidate Ref: WJEC0008 Gender: Not specified Date of birth: 01.01.1920 Email: Tel: Reasonable Adjustments: No Expires: 10.10.2028 Retired: No Date Created: 10.10.2018 Is External: No




4

Enter the email address and click 'Save Changes'



Email:

Tel:

Reasonable Adjustments:

Expires:  

Retired:

The candidate's email address has now been entered