		
ISSUED BY: AO Director Caroline Walton	Awarding Organisation Policies and Procedures	**ISSUE DATE:** September 2026 **REVIEW DATE:** September 2027
	Remote Invigilation Policy	**ISSUE:** V7

Scope and Purpose

This policy applies to all apprentices undertaking remote invigilated Apprenticeship Assessment, i.e. Knowledge Tests with Explosive Learning Solutions (ELS).

Apprentices should ensure that they are familiar with the rules within this policy before taking a remote assessment. ELS is comprised of Independent Apprenticeship Assessors and ELS admin support staff who are also trained on these rules and will ensure apprentices have read through and understood the information.

Confirmation of receipt and agreement to these rules is required before apprentices start any remote assessment.

Failure to comply with these rules may mean that the apprentice is disqualified and their assessment result voided.

Responsibilities

By registering for Apprenticeship Assessment services with ELS, you are agreeing to obey the rules set by ELS as your independent, Ofqual regulated, approved Assessment Organisation (AO).

All Apprenticeship standards, assessment plans and assessment components ELS assess, whether remotely or not, have been applied for and approved. ELS ensure we only assess the apprenticeship standards that we have been approved for.

ELS work with the employer and training provider to identify apprentices who can take their Apprenticeship Assessments remotely depending on the requirements of the Assessment Plan for the relevant apprenticeship standard.

Before each assessment, the training provider must ensure the apprentice is suitably prepared for the assessment, has completed a mock test where required and has all the required equipment and materials.

Invigilators are responsible for ensuring that the assessment is conducted securely

and in line with the instructions in this policy. It is the responsibility of the Delivery Managers to ensure that appropriately trained invigilators are available for all assessments.

Invigilator ratios are specified in each individual apprenticeship assessment plan, and ELS will ensure that all assessments comply with these requirements. For remote invigilation, ELS generally operates on a 1:1 invigilator-to-apprentice ratio.

The invigilator is always an ELS Assessments Team member, they must supervise the apprentice(s) throughout the assessment and always give complete attention to this duty. Invigilators must not carry out any other task while they are invigilating.

The invigilator cannot be the apprentices':

- Training provider tutor, training coordinator or assessor
- Relatives, friends and/or peers of apprentices

The ELS invigilator must check the apprentice's identification before they start the assessment using one of these accepted forms: passport, photographic driving licence, national ID card. Identification with a picture must be presented.

Access Arrangements

Access arrangements must be agreed before an assessment takes place (please refer to the ELS Fair Access Policy). These allow an apprentice with special educational needs or disabilities to:

- Access the assessment;
- Demonstrate their skills and knowledge without changing the demands of the assessment.

ELS Apprenticeship Assessment Coordinators will check to see if the apprentice has had a Reasonable Adjustment application submitted (please refer to the Reasonable Adjustment Policy). It is the responsibility of the training provider to ensure any applications for reasonable adjustments are submitted to ELS, ideally prior to Gateway.

For some access arrangements, a person is required to facilitate, e.g. a reader or scribe. This person must be familiar with the invigilation requirements in this document. The invigilator can also act as the reader or scribe. They must not be the apprentice's relative, friend or peer.

If the apprentice is using any assistive software, they should practice using this in advance with a navigation test to make sure it is compatible.

In advance of the assessment, the Apprenticeship Assessment Coordinator will send the apprentice an invite, with the following information:

- Details of the online software that will be used for the assessment
- The equipment and materials they will need

The Apprenticeship Assessment Coordinator will send the assessment invite at least **five working days** before the assessment and ensure it allows enough time for the checks to be completed before the assessment session.

ELS Records

ELS keep records that detail all apprentices and their Apprenticeship Assessment components. Details include which assessments have been conducted remotely and include details to demonstrate invigilation procedures have been followed and that there were no interruptions during the assessment.

ELS keeps copies of Apprenticeship Assessment records for six years.

Apprentice Responsibilities

ELS will check the apprentice's equipment meets the minimum technical requirements. ELS are able to do this by requesting the apprentice conducts navigations tests and ensure Moodle, our online testing software, is accessible and can run and a strong connection can be maintained. This should include a general check that all equipment is plugged in or fully charged if battery life is required to complete the assessment session. All technical checks must take place prior to the day of assessment.

Completion of practice mock assessments helps to identify technical or logistical issues. ELS provides mock information to the apprentice.

If issues are identified prior to the day of assessment, an alternative assessment location, Wi-Fi connection, laptop or computer can be sourced.

The invigilator must ensure that all equipment required for the assessment is ready and available prior to the assessment beginning.

The apprentice will need a laptop/computer with the following features:

- Screen resolution of at least 1024x768
- At least windows 7 (mac/tablet/chromebooks are not compatible)
- Operational web camera that can face them
- Access to the preferred virtual meeting technology, typically MS teams

The apprentice will also need:

- A smart phone or tablet with an operational web camera and working microphone, if they cannot join the meeting on their laptop/computer
- An email account
- Photographic ID

For some assessments, specific equipment or materials may be required. The invigilator must be sure the apprentice has access to these.

If the apprentice is able to use scrap paper in the assessment the invigilator should make sure the apprentice is aware this is permitted.

Assessment Venue

ELS will instruct the apprentice to pick a suitable room to complete the assessment. It must be well lit, quiet and free from distractions. No one else is allowed into the room during the assessment.

ELS will instruct the apprentice to remove anything from the room that might help with answers in the assessment. The apprentice must tell the invigilator about any item(s) that cannot be removed.

The room needs to provide the apprentice with appropriate conditions for taking that assessment. The apprentice should consider conditions such as heating/ventilation, lighting and the level of noise that is in the room or surrounding the room.

Procedure

Before the assessment

At the start of the session, both the apprentice and the invigilator will join the meeting, using the chosen virtual meeting software, typically Microsoft Teams.
The following steps must then be completed:

- The apprentice must share their screen on the computer they are using for the assessment.
- Both the apprentice and invigilator must enable their webcams and microphones.
- The apprentice must close all other programs, applications and websites and not open any unless asked to do so by the Invigilator.
- The apprentice needs to ensure they do not receive any pop-up notifications during the assessment and so these should be turned off.
- Invigilators must ensure that all equipment required to facilitate the assessment is ready and available to the apprentice prior to the assessment beginning.
- Invigilators should ensure apprentices do not have any unauthorised equipment with them in the assessment room. This includes MP3/4 players, smartwatches and wrist watches which have a data storage device or access to the internet.
- If an apprentice has brought any unauthorised equipment into the room, these must be removed from the room before the start of the assessment.

Any pencil cases must be see-through.

Any drinks brought into the assessment room must be free from packaging and all labels must be removed from drink containers.

Where an invigilator sees an apprentice with any unauthorised equipment after the assessment has begun, they should pause the assessment and ask the apprentice to remove it from the room. If an invigilator has any concerns that unauthorised equipment has been used to unfairly advantage an apprentice, this must be reported to ELS, clearly identifying which apprentices(s) are affected.

If the assessment requirements are unclear, the training provider must check with ELS before the assessment begins. If any apprentice has access to equipment or materials that are not permitted, that could affect the validity of their results.

During the assessment

The invigilator must watch the apprentice continuously during the assessment. The invigilator should watch out for apprentices looking at a certain point in the room, as

this may indicate they are looking at unauthorised materials.

If the invigilator suspects the apprentice of any malpractice during the assessment, then they can ask the apprentice to pause their assessment by closing their browser window and then scan the room a second time. When the invigilator is satisfied the apprentice does not have access to any unauthorised materials, they should instruct the apprentice to restart the assessment.

It is reasonable to expect that during any remote invigilated session, there will be short breaks or stutters in audio/video (minor interruptions) of 1-2 seconds in length. There may be a small number of these events across an assessment session. This will be largely due to local network usage, stability and sharing conditions.

The invigilator should consider if this could be infringement where:

- A series of minor interruptions persist over a significant period (10 minutes or more).
- A minor interruption repeats on a significant basis (more than 5 times over the duration of the assessment).
- It is suspected that the interruption may be deliberate.
- There is a full disconnection of both cameras and audio for more than 5 minutes or where less than 5 minutes, a suitable explanation (power cut, router crashed, etc.) cannot be provided by the apprentice.

In all events, the invigilator should try to confirm that the issues are not from within their equipment and must record all such events (including time and duration) on the invigilator checklist.

At the end of assessment

When the apprentice is finished, they will confirm this with the invigilator. They can then confirm they wish to submit the assessment and follow the process for doing so as displayed on the screen.

The invigilator should turn their microphone back on and confirm the assessment is closed and let the apprentice know they are no longer under assessment conditions.

Any scrap paper used by the apprentice during the assessment must be torn apart on camera and then thrown away.

At the end of every assessment, ELS will check it has been submitted correctly.

Leaving the Assessment

Apprentices are expected to complete their assessment without a break unless this has been agreed with ELS in advance. Invigilators will offer apprentices the opportunity to use the bathroom before the assessment begins. If an apprentice needs to leave the room during the assessment, they must provide an appropriate explanation, and the break will be recorded as the apprentice's decision.

Please note: The assessment clock will continue to run while the apprentice is absent, reducing the time available to complete the assessment. On returning, the apprentice may be required to carry out a room scan to ensure that the assessment

environment has not been compromised.

If the apprentice is seeking a reasonable adjustment and expects to need a break during the assessment time, the apprentice or employer or training provider must inform ELS of this at the time of booking the assessment so provisions can be made.

Under no circumstances are notes to be removed from the room or brought back into it following a break. If this is done, the assessment will be reviewed and stopped, and the apprentice's result declared void.

Question Types

For online assessments that contain Multiple Choice Questions (MCQs) only, a provisional result will be available on completion of the assessment. Moodle, our online testing software, automatically marks the questions and provides a score on the screen upon submission.

For Knowledge Tests containing a mix of question types i.e. MCQ's and written essay-style questions, results will take longer. This is because they require an ELS Assessor to mark the written questions.

All assessment grades are provided within **ten working days**.

We do not provide results over the phone. Results and grades are provided through email and are sent by an ELS Apprenticeship Assessment Coordinator.

Communication

Prior to the assessment, apprentices will receive a welcome email giving them details about their assessment. If the apprentice is sitting an assessment on our online testing software, Moodle, they will be provided with a username and password to access the site. This is set by ELS.

All apprentices sitting an online test are able to read a pre-test information page on Moodle explaining the details of their assessment, including timings, number of questions, etc. Apprentices are able to read this screen prior to the test starting and this will not impact on their test time.

Any enquiry related to an assessment can be made to the ELS Scheduling Team. assessments@explosivelearningsolutions.com

Malpractice

The invigilator must be vigilant for any potential apprentice malpractice. For further information on managing suspected malpractice, please see the ELS Malpractice and Maladministration Policy.

All incidences of suspected malpractice must be reported within 24 hours of the incident. An Apprenticeship Assessment Coordinator will acknowledge the report within **three working days**.

A response to the suspected malpractice is made in writing within **10 working days** by the Quality Assurance Manager, as per the Malpractice and Maladministration

Policy.

In cases of suspected malpractice, invigilators must warn the apprentice(s) that ELS will be informed and that this may lead to their results being invalidated.

If invigilators find apprentices using unauthorised equipment or materials, they should ask the apprentices to remove the unauthorised materials from the room for the duration of the assessment. Apprentices should then be allowed to complete the assessment.

Where unauthorised equipment or materials have been used during the test, ELS will follow suspected malpractice procedures as per our Malpractice and Maladministration Policy.

Breaches

Any breach of the rules set out in this document will be investigated by ELS and may result in appropriate action being taken against the apprentice. Examples of a breach may include:

- Being in possession of a mobile phone (not being used for joining the assessment), smart watches, tablets, earphones, notes, books or any other papers at any time during the assessment, other than those specified in advance by ELS.
- Contacting, communicating, talking to, or copying from any other person/source during the assessment
- Helping or receiving help from another person/source during the assessment.
- Leaving the room without permission
- Consulting with materials or people outside the room during periods of authorised absence, while the assessment is in progress
- Behaviour that is considered inappropriate or abusive to the remote invigilator
- No valid ID provided, and any person taking or submitting an assessment on another apprentice's behalf.

Where an assessment is monitored in real-time, if the online invigilator considers there has been any breach of the rules and regulations, they are empowered to stop the assessment, where applicable. Any such material considered as evidence of the apprentice's intention to evade the rules will be retained as evidence and reported back to ELS.

Review and Version Control

ELS is committed to ensuring all policy documentation is subject to document control and reviewed annually.

RELATED DOCUMENTS: -	**APPROVED BY: -** Caroline Walton, AO Director