	
<b>ISSUED BY</b> <b>Caroline Walton</b> <b>Head of EPA</b>	<b>POLICIES &amp; PROCEDURES</b>	<b>ISSUE DATE</b> <b>October 2022</b> <b>REVIEW DATE</b> <b>October 2023</b>
	<b>End-Point Assessment (EPA)</b> <b>Remote Invigilation Policy</b>	<b>ISSUE</b> <b>V4</b>

## Scope and Purpose

This policy applies to all Explosive Learning Solutions (ELS) apprentices undertaking remote invigilated End-Point Assessment (EPA) i.e. Knowledge Tests.

Apprentices should ensure that they are familiar with the rules within this document before taking a remote assessment. ELS comprised of Independent End-Point Assessors (IEPAs) and ELS admin support staff who will also be trained on and be familiar with these rules and should ensure the apprentice has read through and understood the information.

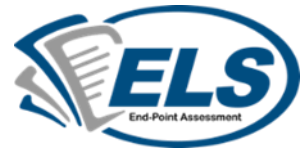
Confirmation receipt and agreement to these rules is required before starting any EPA remote assessment.

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

## Requirements and Responsibilities for Remote Invigilated Assessments for ELS

By registering for EPA services with ELS you are agreeing to obey by the rules set by ELS as your independent, ESFA registered, approved End-Point Assessment Organisation (EPAO).

All Apprenticeship Standards, EPA Plans and EPA 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 will work with the employer and training provider to identify apprentices who can take their EPA's remotely depending on the requirements of the EPA Plan. Before each assessment, the training provider must ensure the apprentice is suitably prepared for the assessment, has completed a navigation 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 Head of EPA to ensure that appropriately trained invigilators are available for all assessments i.e. Knowledge Tests and that they meet all requirements.

Invigilator ratios are specified in each individual EPA Plan. ELS generally work on a 1:1 ratio for Knowledge Tests. However, some EPA Plan specify larger ratios of apprentices to invigilator. ELS will always ensure EPA is conducted in line with the EPA Plan.

The invigilator must supervise the apprentice(s) throughout the assessment and give complete attention to this duty at all times.

Invigilators must not carry out any other task while they are invigilating.

The apprentices' training provider tutor, training co-ordinator or assessor cannot be the invigilator for the assessment.

Relatives, friends and/or peers of apprentices must not be the invigilator for the assessment.

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

The ELS EPA Coordinator 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 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 EPA Coordinator will send the apprentice an appointment, with the following information:

- details of the online screen sharing (virtual meeting) software that will be used for the assessment
- the equipment and materials they will need
- The EPA Co-ordinator will send the assessment appointment at least 5 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 EPA components. Details include which assessments have been conducted remotely and includes details to demonstrate invigilation procedures have been followed and that there were no interruptions during the assessment.

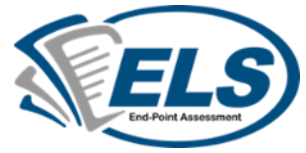
ELS keep copies of EPA records for five years.

## **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 navigation tests and ensure the software ie Moodle can run and a strong connection can be maintained. Practice mock assessments help to identify technical issues or logistical issues. ELS provide this information to the apprentice. 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.

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

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



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

- screen resolution of at least 1024x768
- OS Windows 7, 8, 8.1 and 10 (Mac/Tablet/Chromebooks are not compatible)
- operational web camera that can face them
- access to the preferred virtual meeting technology.

The apprentice will also need:

- a smart phone or tablet with an operational web camera
- 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.

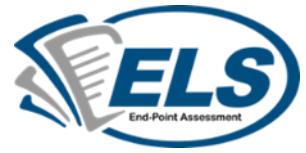
ELS will instruct the apprentice to remove anything from the room that might help with answers in the assessment. The apprentice must tell the invigilator about any item that cannot be removed.

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**

At start of session, both the apprentice and the invigilator join the meeting, using the chosen virtual meeting software. This is usually 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 needs to also join the meeting with their smart phone or tablet, with the webcam enabled.

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 this feature should be turned off.

The invigilator must ask the apprentice to remove their watch and place it on their desk.

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 once 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

## **Entering and leaving the room**

Apprentices are not permitted to leave the room temporarily.

If the apprentice leaves the room, the assessment should be stopped and a new assessment should be booked.

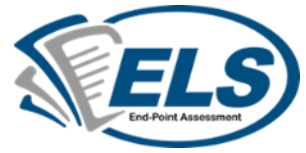
## **Malpractice**

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

All incidences of suspected malpractice must be reported within 24 hours of the incident. An EPA coordinator will acknowledge the report within 3 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 & 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 & Maladministration Policy.

### **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 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 thrown away.

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

### **Leaving the Assessment**

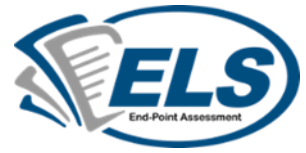
Apprentices will be expected to complete their assessment without a break, unless it has been previously agreed with ELS. However, should the apprentice need a break during the assessment time, it will be recorded that the apprentice has taken temporary leave.

Please note: The clock will not stop whilst the apprentice is absent from the assessment, so taking a break will reduce the amount of time the apprentice has to complete the assessment. An apprentice may also be asked to carry out a further environmental scan on return to ensure that the assessment environment has not been compromised.

If the apprentice is seeking a reasonable adjustment and expect 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 and Timeframes**

For Knowledge Tests containing Multiple Choice Questions (MCQs) only that are taken online, a provisional pass/fail result will be available on completion of the assessment. ELS provide the final assessment result very quickly and a grade/score/percentage (%) is provided the same day.



For Knowledge Tests containing a mix of question types i.e. MCQ's and short answer questions or essay answers question types, results will take longer. This is because they require an ELS subject matter expert who is an IEPA to mark the assessment. All assessment grades are provided within 10 working days, once an Internal Quality Assurer (IQA) has checked and confirmed the grade.

We do not provide results over the phone. Results and grades are provided through email.

ELS also provide assessment feedback to apprentices through our EPA Learner Management System (LMS) ACE360.

## **Communication, Results, Enquiries and Appeals**

Prior to the assessment apprentices will receive a welcome email giving them details about their assessment. If the apprentice is sitting a knowledge test a link to the apprentices test will be provided. Each apprentice is provided with a password which is only valid for them. This is set by ELS. The IEPA will check and ensure the test has been scheduled and booked. All apprentices sitting a knowledge test are able to read a pre-test page on Moodle explaining about their assessment, timings, checking questions, etc. Apprentices are able to read this screen prior to the test starting and this will not impact on their test time.

An enquiry about an assessment can be made to the ELS Scheduling Team. If possible, we prefer to have this in writing by email to:

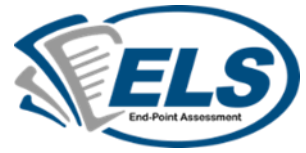
[epaenquiries@explosivelearningsolutions.com](mailto:epaenquiries@explosivelearningsolutions.com). **Please ensure any queries are received within 10 working days following receipt of results.** For any appeals, please refer to the ELS EPA Appeals Policy and follow the ELS EPA Appeals procedure.

## **Breach of the ELS Rules for Remote Invigilated Assessments/Tests**

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

- Being in possession of a mobile phone (not being used for recording 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 apprentices 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 to ELS.

Where the assessment is recorded and reviewed, the video will be reviewed after the assessment and any breach of the rules will be reported. Action may include the assessment being voided.

<b>RELATED DOCUMENTS:-</b>  EPA Annex – Checklist for Invigilators	<b>APPROVED BY:</b>    Director: Jim Convery
--	--