



Protocol Document for Remote Invigilated Exams

IOB

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Introduction	1
Candidate Protocol Document	2
What do I absolutely need to have?	2
What should I do before the exam day?	4
What happens on the exam day ?	5
What happens during the Validation Procedure	5
What happens when I start my exam?	7
Candidate Issues on Exam Day	8
Infringements	9
A Guide to the TestReach Desktop App for IT Departments	10

Introduction

This document has been created in order for candidates to be fully prepared when taking a remotely invigilated (RI) exam. TestReach recommends that this document is circulated to all candidates **by the examining body** at the same time candidates are enrolled in their exam.

The following sections should be updated or reviewed by the client in advance of circulating the document to candidates:

- The **Resources Permitted** section should be populated with a list of permitted resources.
- The **Comfort Breaks** section must be updated to confirm whether comfort breaks are permitted and if so how many comfort breaks are permitted.
- The **Systems Check** and **Book Your Exam** sections refer to a 3 day cut-off window for booking exams. If a different cut-off window is agreed e.g. 5 days then this section must be updated accordingly.

Candidate Protocol Document

Please ensure that you read this document thoroughly. It is your responsibility to ensure you understand, are familiar with and adhere to the regulations and protocols herein. Failure to comply with any of the procedures outlined in this document may result in you not being permitted entry to your exam or your exam being terminated or results not being issued.

What do I absolutely need to have?		✓
<u>Device</u>	<ul style="list-style-type: none"> Laptop / computer with 4GB of available memory. The app will not work on phones, chrome books, or ipads/tablets. We cannot guarantee service on touchscreen devices as some devices might be incompatible with the app. We recommend that candidates source a non-touchscreen device for their exams. A Windows v7.0+ or Mac10.10+ operating systems. MacOS BigSur users need to upgrade to 11.3+ Intel Core i3 (or equivalent) A working webcam, microphone and speakers Minimum candidate internet speed of 2 Mbps or higher Recommended screen size of at least 13" and a resolution of 1024 x 768. 	
	<ul style="list-style-type: none"> A Windows v7.0+ or Mac10.10+ operating system. <ul style="list-style-type: none"> MacOS BigSur users need to upgrade to 11.3+ 	
	<ul style="list-style-type: none"> Intel Core i3 (or equivalent) 	
	<ul style="list-style-type: none"> A working webcam that can be used to scan the room, microphone and speakers 	
	<ul style="list-style-type: none"> We also recommend a screen size of at least 13" and a resolution of 1024 x 768. 	
<u>Internet Connection</u>	<ul style="list-style-type: none"> Minimum internet speed of 2 Mbps 	
<u>TestReach App Installed</u>	<ul style="list-style-type: none"> You must have <i>downloaded</i> the latest version of our app. You cannot take your exam on a browser. You will have received an email with login details from TestReach with the subject "TestReach New Account". If you cannot find this email, please check your spam folder. If you have previously taken an exam within the TestReach app then you will not receive this email again. Instead, you should use the login details provided previously. You can use the forgotten password option on the login screen if you 	

	<p>have forgotten your password.</p> <ul style="list-style-type: none">• Please ensure that you have your TestReach user ID and password with you on the day of your exam.	
<u>Comfort Breaks</u>	<ul style="list-style-type: none">• Comfort breaks are not permitted during your exam	

What should I do before the exam day?		✓
<u>Systems Check</u>	In order to ensure your webcam and audio are able to run on the TestReach app, you must complete a systems check at least 72 hours in advance of your exam.	
<u>Book Your Exam</u>	Although you will have received an enrolment email, you must still book a slot for your exam . The instructions to do so can be found in your enrolment email. This must be done at least three days before your exam. Candidates who do not complete the booking process will be considered a no show and will not be able to sit their exam.	
<u>Disable Firewalls</u>	Should you be using a work device or a device that has specific administration privileges/firewalls, you may need to have these deactivated prior to your exam day. An instructional sheet for IT departments is at the bottom of this document.	
<u>Test Tutorial</u>	All candidates are advised to take the "Test Tutorial", which guides you through taking an exam on TestReach. We suggest that you go through this tutorial by clicking "Enter" so that you can familiarise yourself with the exam canvas. You can use this tutorial multiple times and your answers will not be recorded.	
<u>Secure Test Environment</u>	Where you take your exam should be a private area with as little clutter as possible. The space should be well lit and free of unauthorised materials. You must ensure that you do not have a second monitor on your desk or within reach. If you are taking your exam in a shared living area, please ensure third party members of your household are aware that you cannot be disturbed. Third party interactions can be penalised and may result in your exam being terminated.	
<u>Valid ID</u>	Make sure you have a valid ID that is signed and contains a photograph - either passport or driving license only. This will be required to gain access to your exam.	
Should you have any difficulty with any of the above, you should contact our Customer Support Team .	<ul style="list-style-type: none"> ● Our <u>chat</u> feature is available in-app. ● <u>Phone</u>: <ul style="list-style-type: none"> ○ +44 (0)20 34758685 (UK) ○ +353 (0)1 6991385 (IRE) ● <u>Email</u>: support@testreach.com 	

What happens on the exam day?

<u>Scheduled Start Time</u>	<p>The time you have booked for your exam will be the only time available to you for that exam.</p> <p>Candidates are advised to be in their chosen exam location 20 minutes before their scheduled exam start time in order to login, enter their exam and complete the system check.</p> <p>The “Connect to Supervisor” option will activate 15 minutes before the exam start time, and you can click on this to join the queue to connect to your invigilator.</p>
<u>Queueing</u>	<p>Once you have passed your systems check, you will enter a queue where all other candidates sitting an exam at this time are also waiting. You will then be assigned an invigilator who will undergo the <i>validation procedure</i> with you.</p>
<u>Connect to Invigilator</u>	<p>Once you connect to your invigilator, they will immediately be able to see your screen along with a live video stream of you and your exam environment via webcam. They will be able to communicate with you via audio and via chat.</p> <p>The invigilator will advise you of the validation process before they begin.</p> <p>Please behave in a suitable manner towards the invigilator, comply with any procedural requests, and respond to all validation questions.</p>

What happens during the **Validation Procedure**

All candidates sitting an RI exam are taken through the following steps to verify their identification and to ensure that the testing area is secure.

<u>ID Check</u>	Valid, in date and fits the organisation’s requirements.
<u>Hold for Screenshot</u>	This is taken by the RI to validate candidate identity.
<u>360° Pan of Test Environment</u>	The candidate will be asked to pan their monitor / camera around the room to get a 360° view.

	<p>This is to ensure that:</p> <ul style="list-style-type: none"> ○ There is no second monitor / computer visible in the room ○ There are no notes / wall boards with information on them <p>The candidate will also be asked to scan their desk (including any shelves under the desk) – this is to make sure that there are no phones, books, post-its etc. nearby.</p> <p>If the supervisor observes any unauthorised items, they will request that the candidate removes them from the testing area.</p>
<u>Device Check</u>	You will be asked to use the selfie mode on your camera or a small mirror in order to show no sticky notes or pages have been stuck to the screen of your device.
<u>Phone Check</u>	You will be asked to switch your phone off and put it out of reach.
<u>Wrist and Ears Check</u>	This is carried out to ensure no smart watches/fitbits/Bluetooth headpieces are present.
<u>Empty Pockets</u>	You will be asked to empty any pockets on your person in order to ensure no unauthorised materials are present.
<u>Resources Check</u>	You will be asked to show the permitted items to the camera e.g. a blank page on both sides

What happens when I start my exam?

<u>Starting</u>	Once you have been permitted access to the exam by the invigilator, a 'Start Test' button should appear on your screen which you will be prompted to click.
<u>During</u>	<p>Monitoring</p> <ul style="list-style-type: none">● During the exam the invigilator will monitor the candidate via webcam. The invigilator is also able to monitor audio feedback to ensure that there are no verbal answers or communication from any outside source. The invigilator will be able to:<ul style="list-style-type: none">○ see the candidate via webcam and see the candidate's screen○ use a chat box to communicate to the candidate○ hear the candidate and all times and talk with them when required.● When monitoring the exam, the supervisor will watch the screen at all times. They will check for: Eye movement / Head movement / Hand movement / Talking or mouthing or other indications of external communication● If the invigilator notices any of the above behaviours they will send the candidate an Instant message or talk to them asking them to refrain from the behaviour e.g. "please keep your eyes on the screen", "please keep within view of the webcam", "there is no talking allowed – thank you", etc.● They may ask the candidate to repeat a validation step i.e. "Please show me behind your desk again" <p>Time Warnings:</p> <ul style="list-style-type: none">● There are 2 automatic time warnings given – one with 30 mins to go before the end of the exam and one with 5 minutes to go. <p>Exam Content</p> <ul style="list-style-type: none">● Your remote invigilator will have <u>no information on exam content.</u>
<u>After</u>	<ul style="list-style-type: none">● Any resources that you may have utilised throughout your exam will be checked before you leave the remote invigilation session. An example of this would be any notes made on permitted paper.● An orange 'Close' button will appear after you have submitted your exam. Once you have closed the session with this button, you will not be able to speak to your invigilator.

Candidate Issues on Exam Day

<u>Connection Issues</u>	<ul style="list-style-type: none">● If you experience an unexpected connection loss during your exam, e.g. your internet has fluctuated below the minimum requirements, <u>don't worry!</u>● Your remote invigilator will <i>resume</i> your exam and you should be able to re-enter the exam with your content saved and timer where you left off.● If you are unable to access your exam again, you can contact our Customer Support team for troubleshooting steps with the issue.● You can be resumed up to a maximum of 3 times. After this you will be referred back to your examining body.
<u>Device Issues</u>	If you are experiencing an issue local to your device i.e. issues with webcam, sound card, graphics card etc. you should contact our customer support team who will help to troubleshoot the issue with you.
<u>Late Entry</u>	If you are late for your exam or experience issues logging onto the TestReach app: <ul style="list-style-type: none">- If you contact the customer support line within 30 mins of their exam start time, the customer support team will help you try to resolve the issue.- If you contact the customer support line after 30 mins, you will be advised to contact your examining body to rebook your exam.
<u>Major or Critical Incident</u>	<p>In the very unlikely event that the TestReach service experiences a major or critical incident, candidates should go to https://status.testreach.com</p> <p>This website will keep you up to date on any actions you should take and when we expect the service to resume.</p> <p>In the event of a disruption to our service, our support lines would naturally see a spike in activity and it is unlikely that you will be able to speak to an agent. The https://status.testreach.com page is our main and sole source of communication to candidates during this time.</p>

Infringements

Sample Infringement Guidelines

Minor Infringements

A Minor Infringement is one that is deemed a low-level exception. Minor Infringements may not compromise the test and can be rectified immediately however all minor infringements are logged.

- Leaning out of view of the camera.
- Blocking the computer camera.
- Commencing hand movements that could be interpreted as sign language.
- Glancing at other areas of the room that the supervisor cannot see (in this instance prior to raising an infringement the supervisor will query the candidate and ask the candidate to pan the room and in particular that area to check)
- Behaving in an unsuitable manner to the supervisor.

Major Infringements

A Major Infringement is one that is deemed a medium level exception. One that does not compromise the test and one that is rectified quite quickly with the candidate during the test.

- Accessing (or trying to access) another site / document when online
- Referring to any material – if there are no resources allowed.
- Not removing objects that are deemed interactive such as smart watches.
- Not agreeing or responding to the validation questions asked by the invigilator.

Blocker Infringements

A Blocker Infringement is one that is deemed a high level exception. One that compromises the test and may cause the test to be terminated. Supervisors will warn the candidates in advance.

- Leaving the test centre area for ANY reason.
- Communication of any sort with a third party.
- Mobile phones usage once the exam has commenced.

Infringement Logging

1. If an invigilator is required to log an infringement, the invigilator will click on the Log Infringement button. The invigilator will click on the appropriate infringement described and then on the 'Take Action' button.
2. By clicking the 'Take Action' button this will record the exceptional activity onto the 'Actions Log' and will automatically send a message to the candidate saying an exception has occurred. The candidate MUST click OK to this in order to resume their exam. This can be seen by the supervisor on the screen share.
3. Major and Blocker infringements will be reported to the examining body immediately and it will be at the examining body's discretion to decide on what action to take next either during the exam or post exam.

A Guide to the TestReach Desktop App for IT Departments

What is the TestReach Desktop App?

The TestReach Desktop App is an application that can be downloaded to a desktop or laptop to enable a candidate to take an exam on TestReach.

When opened, the TestReach Desktop App launches the TestReach Online website and it acts and behaves in the same way as if you were accessing the TestReach Online application using a standard internet browser.

Why is the TestReach Desktop App Required?

The TestReach Desktop App is used for two purposes:

1. Remotely Invigilated Exam

A Remotely Invigilated Exam is an exam that the candidate takes while been monitored by our trained supervisors via their webcam, audio feed and screen share. The Desktop App facilitates these connections and ensures a smooth experience for the candidate.

2. Secure Online Exam

A Secure Online Exam is an exam that the candidate takes without being monitored, but they are “locked-in” to the application from the time they launch the exam until the time they complete it. This prevents them from, for example, opening up a web browser and googling the answers while they take the exam.

What are the System Requirements?

<u>Device</u>	<ul style="list-style-type: none">● Laptop / computer with 4GB of available memory.● A Windows v7.0+ or Mac10.10+ operating systems. MacOS BigSur users need to upgrade to 11.3+● A minimum computer specification of Intel Core i3 (or equivalent).● Recommended screen size of at least 13” and a resolution of 1024 x 768.● The App will not work on phones, chrome books, virtual machines, or iPads/tablets. We cannot guarantee service on touchscreen devices as some devices might be incompatible with the App. We recommend that candidates source a non-touchscreen device for their exams..● A working webcam, microphone and speakers.
<u>Internet Connection</u>	<ul style="list-style-type: none">● Minimum internet speed of 2 Mbps or higher.

Are there any Security Concerns?

The TestReach Desktop App is very robust, safe to run and has been rolled out across the UK in local government, emergency services, universities, pension administrators, financial corporations, etc. without any negative reports.

Once the exam is completed, the TestReach App can be closed by clicking the button and has no notification service or any other configuration that runs while the App is not opened.

When opened it only connects to standard http and https websites through the standard Ports 80 and 443.

For those organisations requiring whitelisted IP addresses, the URL access points are as follows:

Testreach.com

*.testreach.com

learnosity.com

zendesk.com

d1rncroqs1811.cloudfront.net

d9imhx3qzhdqq.cloudfront.net

The TURN service is from Chime:

chime.aws

*.chime.aws

*.amazonaws.com

and 99.77.128.0/18 TCP/443 UDP/3478

For further information please see <https://www.testreach.com/candidate-download.html> or email customersupport@testreach.com or call Technical Support on +44 (0)20 34758685.