

Practical Guide to Remotely Conducting Online Classic Examinations

Glossary

Online exams – this term is used to refer to exams which are accessed by Candidates on the screen. Online exams can take place either at centre premises and be invigilated by centre staff in person, or they can be accessed by Candidates from locations away from centre premises and be conducted and invigilated remotely.

Remote Invigilation – this term refers to a scenario where the Invigilator is not based in the same physical location as the Candidate (s) and is using Zoom software to conduct and invigilate the LRW exam.

Remote Delivery - this term refers to a scenario where the Interlocutor is not based in the same physical location as the Candidate (s) and is using Zoom software to conduct the spoken exam.

Candidate Registrations and Booking an Exam

Candidate registrations for online Classic examinations are made in exactly the same way as for paper based examinations.

In order to register candidates for an online Classic exam session, the Centres need to complete the following documents:

1. GA CLASSIC EXAMINATION APPLICATION FORM
2. GA CLASSIC EXAMINATION CANDIDATE SPREADSHEET
3. GA CLASSIC EXAMINATION TIMETABLE

The three documents are available on the GA Italy website:

http://gatehouse.it/CLASSIC/centre_support.html.

The minimum notice required for the online examinations is 5 working days. The completed documents need to be sent to operations@gatehouse.it at least 5 working days before the chosen exam date.

As soon as the exam booking has been processed, you will receive the registration confirmation and the confirmation of entry. The Centre will need to check that the details are correct and inform operations@gatehouse.it in case they need to be amended.

You will also receive the Instructions for Candidates document, which they need to forward to the Candidates and ask them to read it, complete it, sign and date it, and return it with a copy of their photographic ID document electronically to the centre at 1 working day before the scheduled exam start. You will then need to forward these documents to operations@gatehouse.it.

Candidates whose completed documents or copies of ID have not been received will not be allowed to take the examination.

Candidates are not required to print the form to complete and sign it – an electronic signature is acceptable. The form can be dated with any date prior to and inclusive of the date of the exam.

If you have sent the signed copies of the Instructions for Candidates document and copies of candidate photographic ID, you will receive the following documents 2 hours ahead of the scheduled exam start time:

- Invigilator Report Form prepopulated with the details of the Candidates (PDF),
- A blank copy of the Invigilator Report Form (Word)*,
- Interlocutor Booklet for the Speaking Examination,
- Visual Prompts for Candidates for the final speaking task,
- Candidate reference numbers that they will need in order to access the online assessments on the day of the exam.
- Speaking Test Timetable with paired candidates.

** we recommend that it is the PDF version of the Invigilator Report Form that is completed and returned to GA, however, if the exam delivery staff are working from premises with no access to printer / scanner they can transfer the exam and Candidate details onto the Word version and complete it electronically before returning to GA.*

Sample Tests

Centres can use A2 and B2 samples of the online exam to familiarise candidates with the format. Gatehouse are working on producing the remaining CEFR level samples. The samples are available on the Exams page of www.gatehouse.it.

Preparation at least one day before the exam date

Ensure that the Candidates received a copy of the Prepared Speaking Task Topics so that they can prepare their presentations ahead of the exam (available on the Exam page of the GA Italy website).

We recommend that the Candidate downloads Zoom prior to the exam session rather than rely on web based connection as well.

Preparation on the day of the exam

Test your equipment and Internet connection, including Zoom, prior to starting the exam.

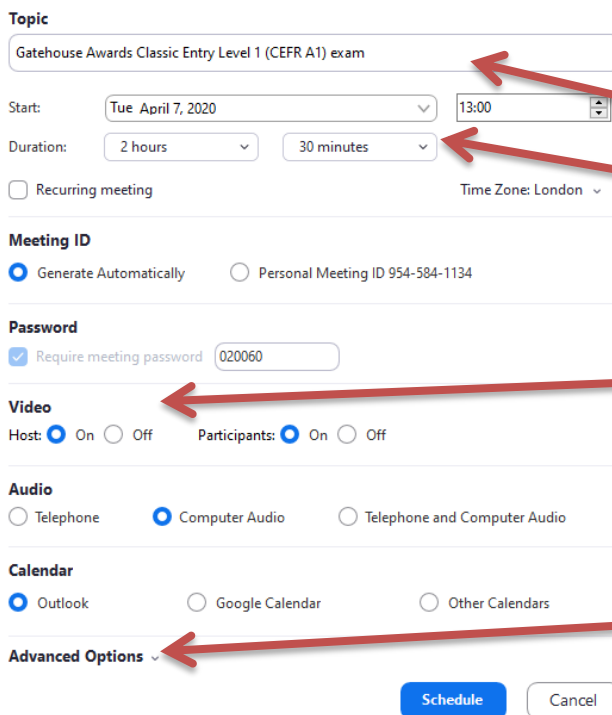
Make sure you have a copy of the Interlocutor Booklet either printed out, or available to access on a separate device to the one which you will be using to conduct the exam.

Make sure you have a copy of the Visual Prompts for Candidates saved on the device you will be using to deliver the spoken exam, so that you can screen share it with the Candidates at the relevant point of the exam.

Check that all Candidates have returned completed Candidate Instructions and submitted copies of their ID documents, and that you have these available so that you can ensure that the Candidates who participate in remotely invigilated assessments can have their identity verified against the IDs submitted at the point of registration.

Schedule a Zoom session. Ensure that you apply the following settings to the session prior to sending out invitations.

Schedule Meeting



The screenshot shows the 'Schedule Meeting' form in Zoom. Red arrows point to the following fields:

- Topic:** Gatehouse Awards Classic Entry Level 1 (CEFR A1) exam
- Start:** Tue April 7, 2020, 13:00
- Duration:** 2 hours, 30 minutes
- Video:** Host: On, Participants: On
- Advanced Options:** (indicated by a downward arrow)

Change the topic to the name of the exam.

Select the date, time and duration.

Switch on the video for both the host (Invigilator) and the participants (Candidates).

Click on the Advanced Options

In advanced options, select the following settings:

Enable the Waiting room option.

Schedule the meeting.

Advanced Options ^

- Enable waiting room
- Enable join before host
- Mute participants on entry
- Only authenticated users can join: Sign in to Zoom
- Automatically record meeting

Alternative hosts:

Example:john@company.com;peter@school.edu

Schedule

Start a Zoom session and email all Candidates an invitation to join the session at the scheduled exam start time.

The email invitation is generated by the system and will contain the following information.

Cc:
Subject: Please join Zoom meeting in progress

Join Zoom Meeting
<https://us04web.zoom.us/j/567533144?pwd=RGNwQys1c0UvU2I1SzRFaTRlVjVLZz09>

Meeting ID: 567 533 144
 Password: 926027

NB The username and password here are examples only. Do not attempt to use

You can amend the content of the invitation prior to sending, for example by using the following wording:

Send To... CANDIDATE 1
 Cc...
 Subject: Please join your online CLASSIC IESOL examination at 2 pm

Dear Mr Smith,

You are receiving this email because you have registered to take an Entry Level 3 (B1) Classic IESOL examination with Test Centre 123.

Exam Date and Start Time: 10th April 2020, 14.00.

In order to start the examination session, please follow the link below:

Zoom Meeting
<https://us04web.zoom.us/j/567533144?pwd=RGNwQys1c0UvU2I1SzRFaTRlVjVLZz09>

Alternatively, you can open the following website <https://us04web.zoom.us/join> and log in using the details below.

Meeting ID: 567 533 144
 Password: 926027

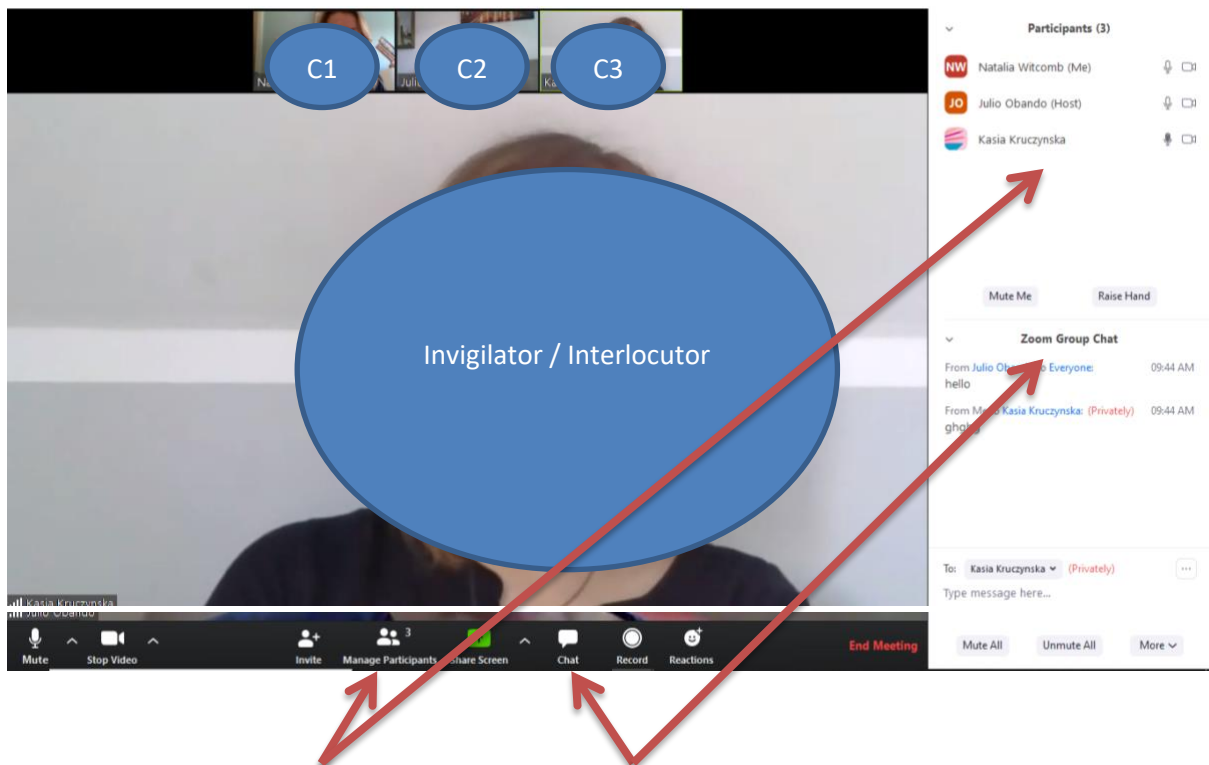
Please note that if you are late for the session, you might not be permitted to join it. If you are experiencing any difficulties accessing the online session, you can contact me on (insert your contact telephone number).

Yours sincerely,
 Mr Jones, Test Centre 123

The invitation can be sent both in English and Italian, especially when sending them to candidates of lower levels.

General Zoom settings during the exam session

1) Select either 'gallery' or 'speaker view'



2) Have both the 'manage participants' and the 'chat' windows opened to the side of the screen.

3) Make sure that the 'chat' settings are set to 'everyone chat publicly'.

Start the session with the listening, reading and writing assessments conducted in this order, unless you are conducting a resit examination. You can schedule short breaks in between the exams, but you should keep the online session running during the breaks.

Once the Zoom session has started, please conduct the audio checks and ensure that all Candidates can hear you and can be heard by you. You should explain to the Candidates what is going to happen during the exam session, and reiterate the main instructions for the exam.

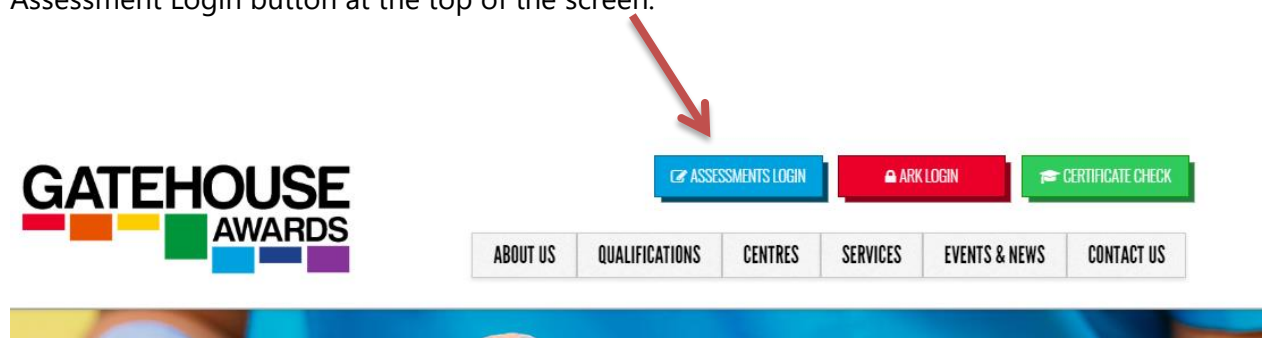
IMPORTANT: Make sure that each Candidate has been provided with a telephone number they can reach you (or another member of staff at the centre) on in case of any unexpected events during the exam session (loss of Internet connection etc.).

Conducting ID checks

Once all the Candidates have joined the Zoom session, ask them to introduce themselves and conduct the ID checks by checking their identity against the photographs from the copies of ID documents submitted at the time of registration.

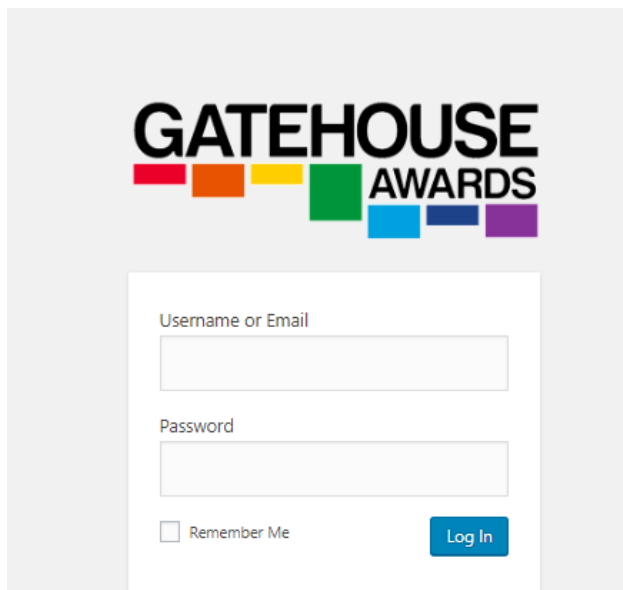
Starting the online Listening, Reading and Writing Examinations

Instruct the Candidates to go to the GA website (www.gatehouseawards.org) and click on the Assessment Login button at the top of the screen.



The Candidates will see the following screen. They need to enter their username and password in order to be able to access their LRW exams.

Each Candidate is issued with a unique number at the point of registration that serves as their username and passwords. Be careful to give out the correct numbers to each candidate, and ask them to await your instructions before proceeding.



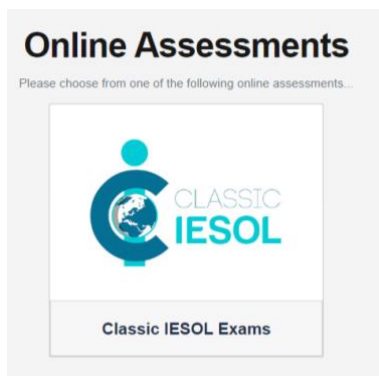
The username AND the password is the same. It is the Candidate reference number generated by Ark at the point of registration.

You should make this number available to each Candidate via the email with the invitation to join the online session.


Alternatively, you can send it to them via text, WhatsApp message, or in a separate email.

Once the Candidates are logged in, they will see the following screens.

SCREEN 1



SCREEN 2

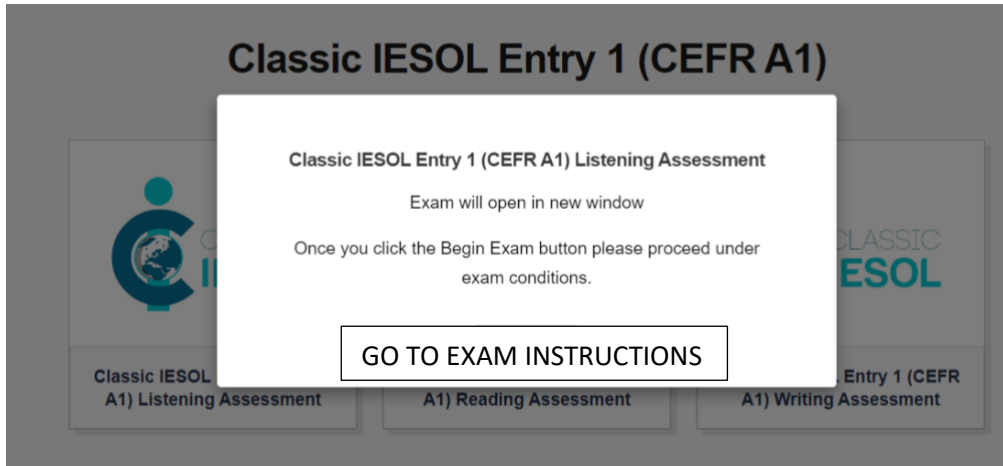


Each Candidate will only be able to see the assessments they have been registered to take.

Instruct the Candidates to start with the listening assessment (unless it is a resit exam, in which case start with the unit that is taken by all / most of the Candidates)

Ensure that each Candidate starts the listening and the subsequent exams at the same time.

SCREEN 3



The exam will open in a new window.

SCREEN 4



Time allowed: 20 minutes **Total marks available:** 22

Please complete your details below before you start the exam. Enter your full name as it appears in the ID document you used to register for the exam.

Your Email Address:

Your Full Name:

Your Date of Birth:

START EXAM NOW

Instruct the Candidates to maximise the size of the window and keep it like that for the duration of the session.

The first page will include instructions about the unit assessment, as well as space for the Candidates to input their details. These should appear exactly as they do in the ID document used to register for the exam.

Ask the Candidates to read the Instructions and input their details, and then wait for your instruction before pressing the 'Start exam now' button.

At this stage, advise the Candidates that this is their last opportunity to ask questions before the exam will start. From this point onwards, the Candidates will only be able to contact the Invigilator in emergency situations.

Once the Candidate has clicked on the 'Start Exam Now', the timer will start running and will remain on the screen for the duration of the session. It is not possible to stop or pause the timer once the exam has been started.



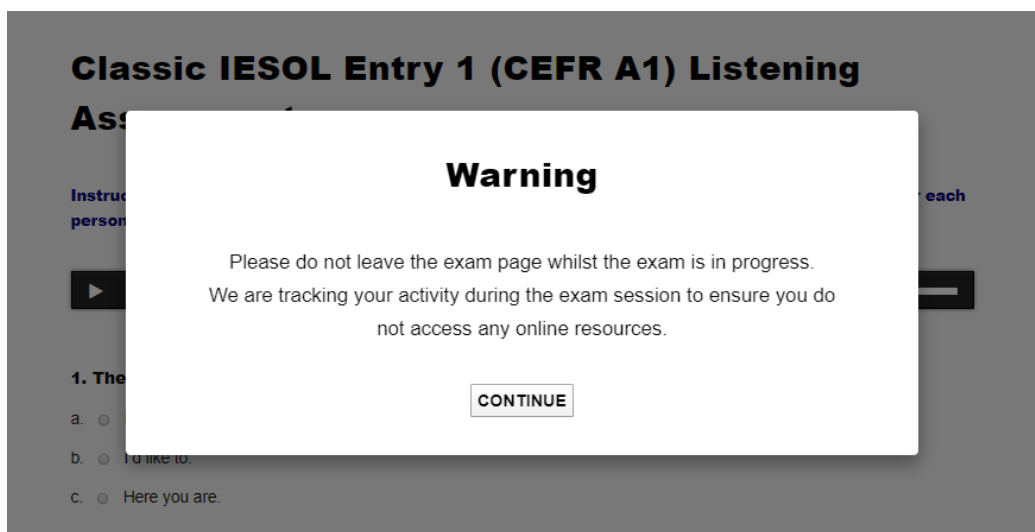
The screenshot shows the exam interface. At the top, it says "Instructions for questions 1-6. Listen to six people speaking. Choose the best response - a, b, or c for each person. You can listen to each recording twice." Below this is a video player with a progress bar at 00:00. The question is: "1. The best response is:" with three options: a. No, thank you., b. I'd like to., and c. Here you are. At the bottom left is a "NEXT PAGE" button. At the top right, a timer box shows "Time left: 19 minutes and 39 seconds". A red arrow points from a box labeled "THE TIMER" to the timer box.

Candidates can move between the exam tasks using the 'next page' and 'previous page' buttons at the bottom of the exam window.

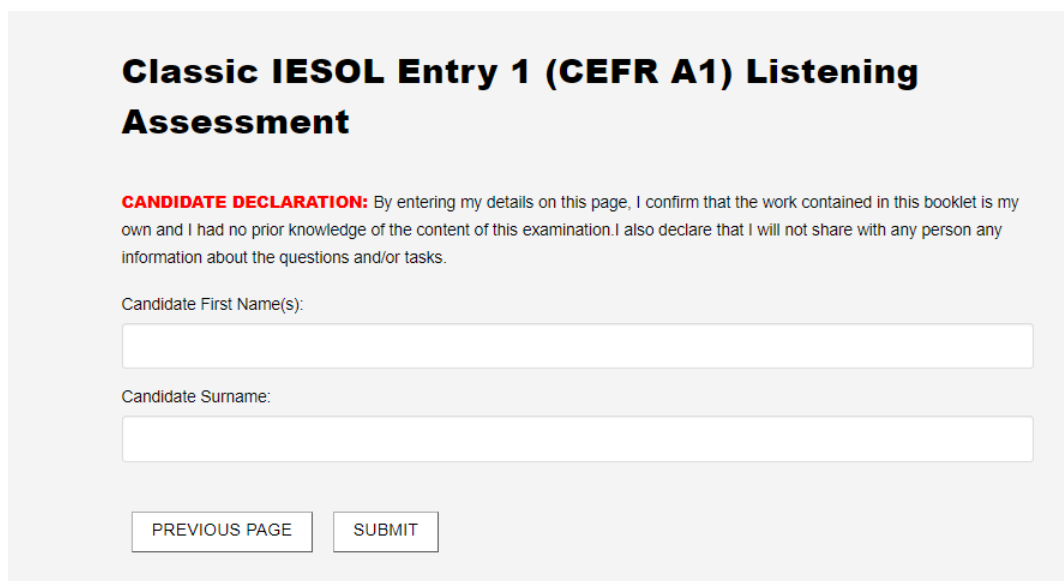
The Candidate responses are saved automatically.

If the Candidate tries to leave the exam window and access other content on their computer, a warning message will come up.

Gatehouse Awards are tracking the amount of time each Candidate spends away from the exam window, and we may withhold the results for Candidates who do not comply with the instructions and further investigate for possible Candidate malpractice.



The last page contains a declaration which must be completed prior to the assessment being submitted:



The screenshot shows a form titled "Classic IESOL Entry 1 (CEFR A1) Listening Assessment". Below the title is a red heading "CANDIDATE DECLARATION:" followed by the text: "By entering my details on this page, I confirm that the work contained in this booklet is my own and I had no prior knowledge of the content of this examination. I also declare that I will not share with any person any information about the questions and/or tasks." Below this text are two input fields: "Candidate First Name(s):" and "Candidate Surname:". At the bottom of the form are two buttons: "PREVIOUS PAGE" and "SUBMIT".

Further Instructions for Invigilation of the Listening assessment

Once the Candidates have started their listening assessment, please use the 'mute all' function on Zoom to ensure that they cannot hear each other. Each Candidate will be playing the listening recordings at their own pace and for that reason the mute function should remain on for the duration of the listening exam.

If a Candidate needs to contact the Invigilator due to an emergency, they can use the Chat option or call the Invigilator / other centre staff using the telephone number provided before the start of the session.

The Candidates should only be able to hear the Invigilator, and not each other. The Invigilator acts as the host, and has the ability to control the settings / permissions for other participants (Candidates).

Further Instructions for Invigilation of the Reading assessment

Do not use the 'mute all' function during the reading assessment. The rooms Candidates are working in should be quiet and you want to be able to hear if there is any unauthorised communication taking place.

If a Candidate needs to contact the Invigilator due to an emergency, they can use the Chat option or call the Invigilator / other centre staff using the telephone number provided before the start of the session.

Further Instructions for Invigilation of the Writing assessment

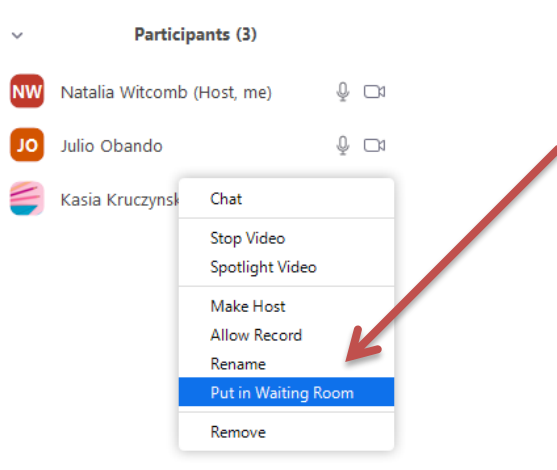
Do not use the 'mute all' function during the writing assessment. The rooms Candidates are working in should be quiet and you want to be able to hear if there is any unauthorised communication taking place. If a Candidate needs to contact the Invigilator due to an emergency, they can use the Chat option or call the Invigilator / other centre staff using the telephone number provided before the start of the session.

Mute button issue – all components

The candidates have the possibility to mute themselves. If they do, you cannot unmute them unless they give you permission. Make sure candidates are aware that they are not supposed to mute themselves and that if they do the invigilator is going to report this including the length of time and when it occurred.

Online Classic Spoken Assessment

This is conducted with two Candidates using Zoom. You will receive the timetable with paired candidates two hours ahead of the exam session. The second pair of candidates needs to be placed in the 'waiting room' until it is their turn to take the speaking assessment.



In order to put the Candidates in the waiting room, click on the 'more options' icon next to each candidate's name, and select 'Put in Waiting Room'

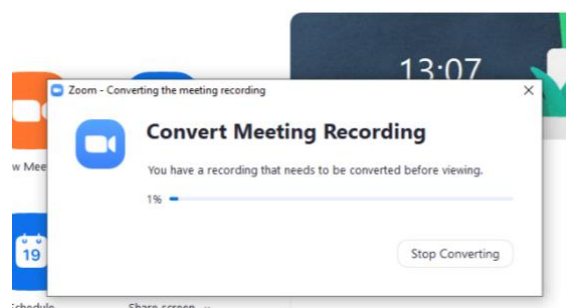
Please note that when a Candidate is invited back from the waiting room they will be automatically muted, and the Interlocutor needs to unmute them.

The Interlocutor should advise the first pair of Candidates that they intend to start recording the exam.

At the beginning of the assessment, the Interlocutor should start recording the exam by clicking on the record button. Use the menu at the bottom of the Zoom screen to start the recording, and keep it running for the duration of the spoken exam for each pair of Candidates. There should be no breaks between the tasks other than in emergency situations.

The Interlocutor should follow the script in the Interlocutor Booklet. Remember to refer to the published topics for the prepared task, and share the Visual Prompts document using the share screen option in the final speaking task.

At the end of the exam, you will need to convert the recording to an MP4 format and save it on the device you are using. This might take a few minutes.





Once you have completed the file conversion, you need to name the file in line with standard GA guidelines and upload it together with the Completed Invigilator Report form within a maximum of 24 hours.

You can find further guidance on using ZOOM here: <https://www.youtube.com/watch?v=-2pq4l1urXA>.

Emergencies / Special Considerations

If you or one of the Candidates experiences any unexpected issues with Internet connection / power supply etc., please contact GA immediately (operations@gatehouse.it) and we will be able to advise how to best proceed with the remaining online exam(s).

Please note that Interlocutors and Invigilators should also be familiar with the *Regulations for Remotely Conducting Controlled Online Examinations*, as well as the *GA Online Exams Frequently Asked Questions* documents.