

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.

Secure Exam Browser (SEB) – software which turns each candidate’s computer into a secure workstation during the Listening, Reading and Writing components. It must be installed by each candidate prior to the start of the examination session. It does not need to be installed by the delivery staff (invigilators).

Examination Registration Procedures

Please read Examination Registration Procedures available on our website.

Important: please make sure you save the Candidate Reference Number once you receive them. You will need that number for the candidates to access the online assessments on the day of the exam.

Preparation at least one day before the exam date

You will need to email each candidate a copy of the *Instructions for Candidates* document 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 least one day before the scheduled exam start.

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.

You will also need to email each candidate a copy of the *SEB Installation Guide* and *Technological Requirements for GA Online Examinations* documents at the same time. We recommend that all three documents are made available to the candidates as early as possible, to allow them maximum preparation time.

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

Candidates who did not install the SEB software will not be able to take the examination.

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 GA website).

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.

Ensure that you apply the following settings to each session prior to sending out invitations.

Schedule Meeting

Topic

Attendees

 Enable Continuous Meeting Chat ⓘ
Added attendees will have access to the Meeting Group Chat before and after the meeting.

Date & Time
 to
 Time Zone:
 Recurring meeting

Meeting ID
 Generate Automatically Personal Meeting ID 475 993 2529

Security
 Passcode ⓘ
Only users who have the invite link or passcode can join the meeting
 Waiting Room
Only users admitted by the host can join the meeting

Video
 Host: On Off Participant: On Off

Audio
 Computer Audio

Calendar
 Outlook Google Calendar Other Calendars

Advanced Options ▾

Change the topic to the name of the exam.

Enable the 'Chat' function under 'Continuous Meeting Chat'

Select the date, time, and duration.

Enable the Waiting Room function.

Switch on the video for both the host (invigilator) and the participants (candidates).

You don't need to adjust 'Advanced Options'.

Click 'Save' to schedule the meeting.

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

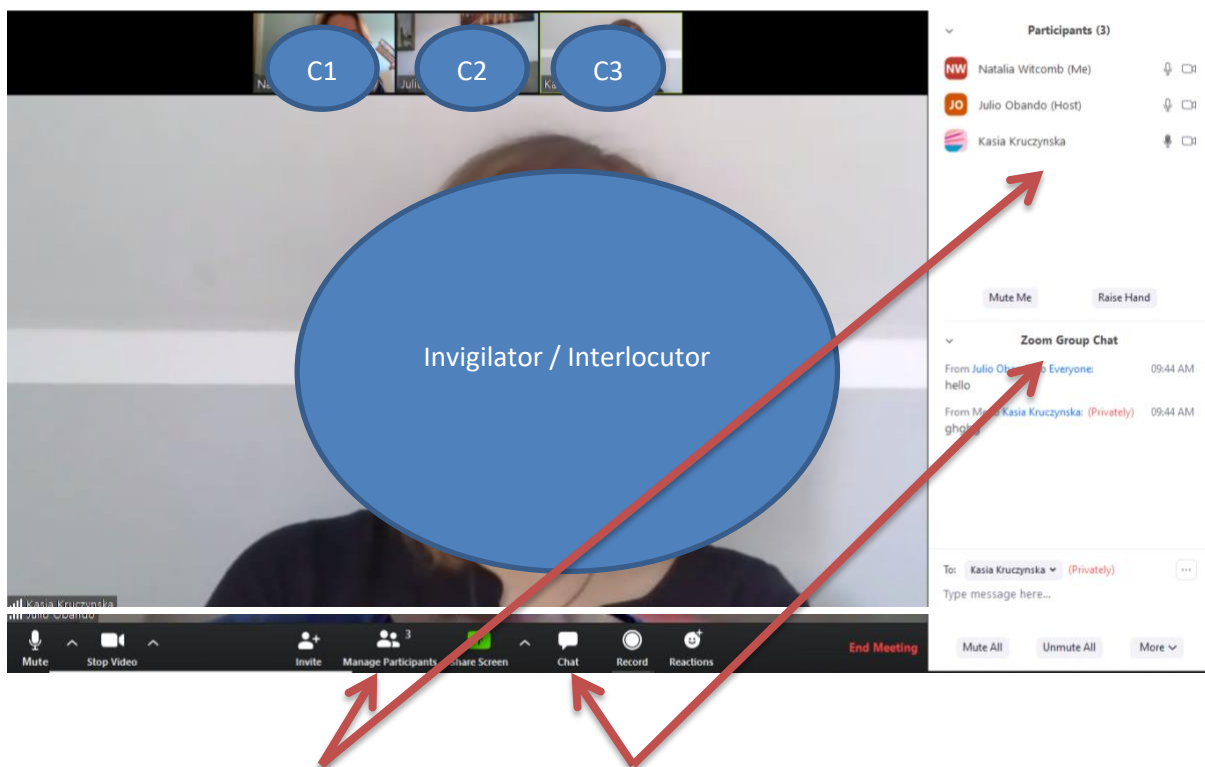
NB The username and password here are examples only. Do not attempt to use.

You should amend the content of the automatically generated invitation prior to sending, for example by using the wording from the example below. Please include a reminder that the candidates **MUST** download and install Safe Exam Browser prior to the exam and that they will need to run Zoom on a different device to the one they will run Safe Exam Browser on for the Listening, Reading and Writing exams.

For the Speaking assessment, candidates should leave the Zoom meeting and re-join it via their computer after they have closed Safe Exam Browser. This should only be done once the Listening, Reading and Writing assessments have been completed and submitted.

General Zoom settings during the exam session

1) Select 'gallery 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'.

4) As the candidates join the session, they will be automatically admitted to the 'waiting room'. The Waiting Room feature allows the host to control when a participant joins the meeting. As the meeting host, you can admit attendees one by one or hold all attendees in the waiting room and admit them all at once.

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.

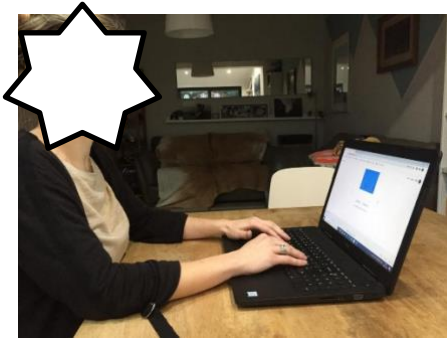
Once the Zoom session has started, please conduct the audio checks and ensure that all candidates can hear you and can be heard by you. You should explain to the candidates what is going to happen during the exam session, and reiterate the main instructions for the exam.

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.).

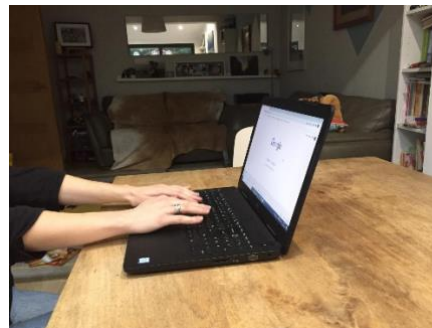
Conducting ID checks

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 IDs. Please also check that the ID matches the one provided at registration stage.

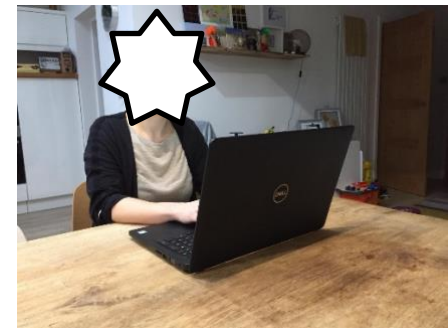
Additional Video Device Set-Up for the Listening, Reading and Writing Examination



1. Perfect positioning.



2. We can't see your face.



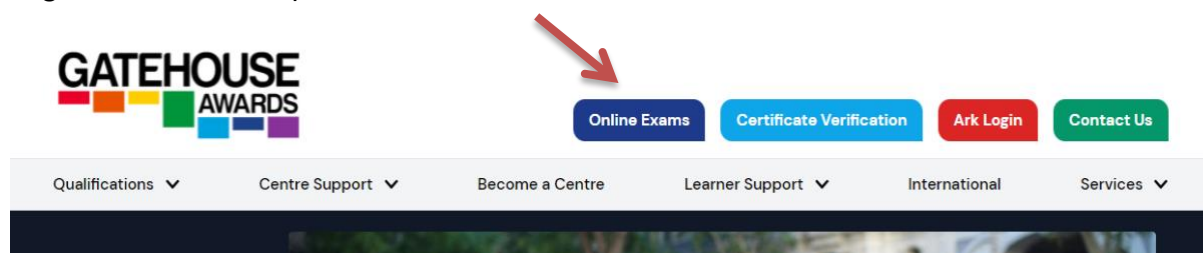
3. We can't fully see your work area.



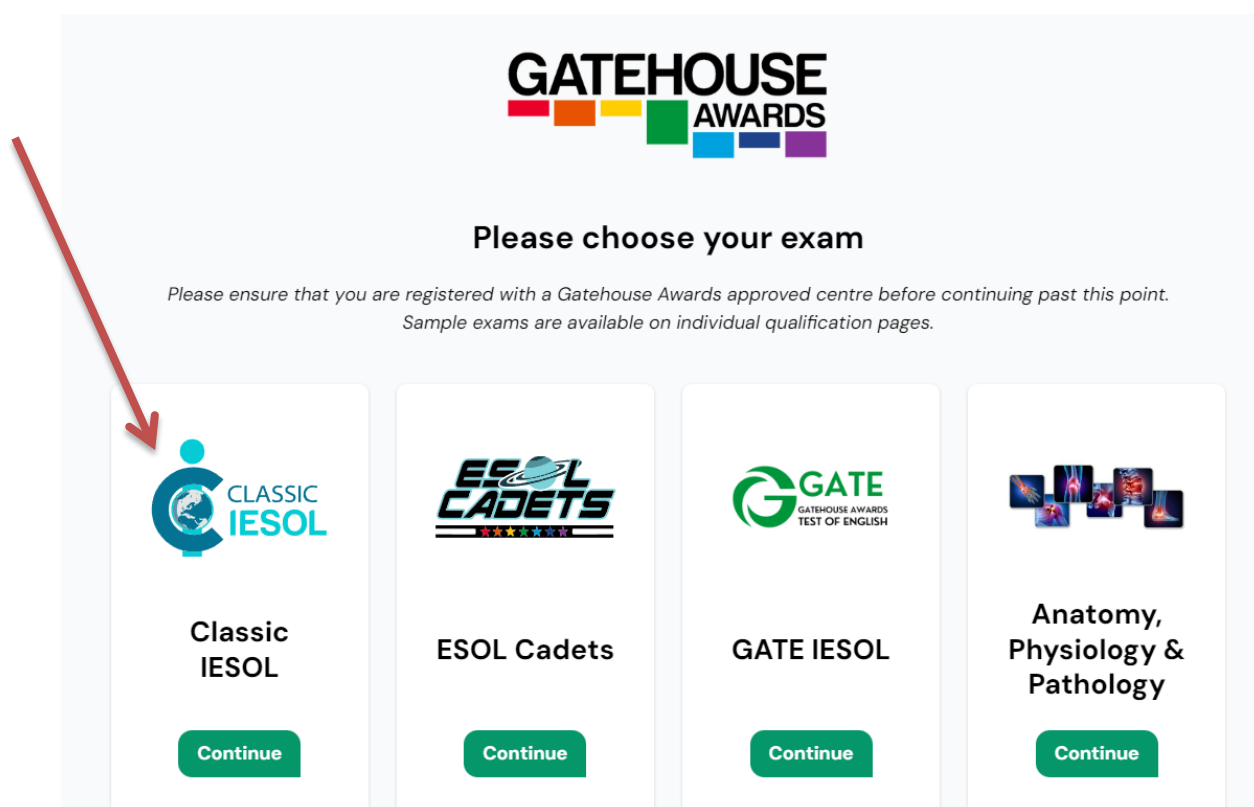
The candidates should place their second device with Zoom in the same way as Picture 1 to give the greatest view of their work area. The invigilator will need to see the candidates, their workspace and their keyboard. Pictures 2 and 3 are not appropriate. Please inform the candidates to adjust their camera if it is incorrectly positioned prior to starting the examination.

Starting the online Listening, Reading and Writing Examinations

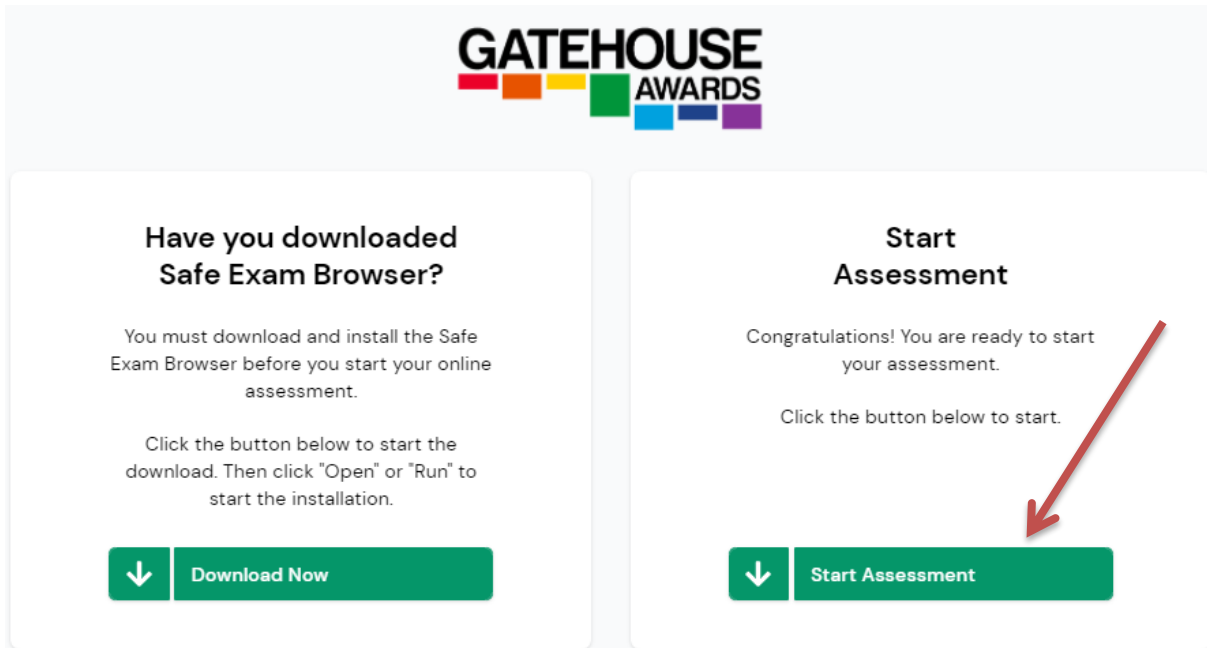
Instruct the candidates to go to the Gatehouse Awards website and click on the Assessment Login button at the top of the screen.



Choose your exam (Classic IESOL) and click on “Continue”



The Candidates should have already downloaded Safe Exam Browser and so will be able to click on Start Assessment.

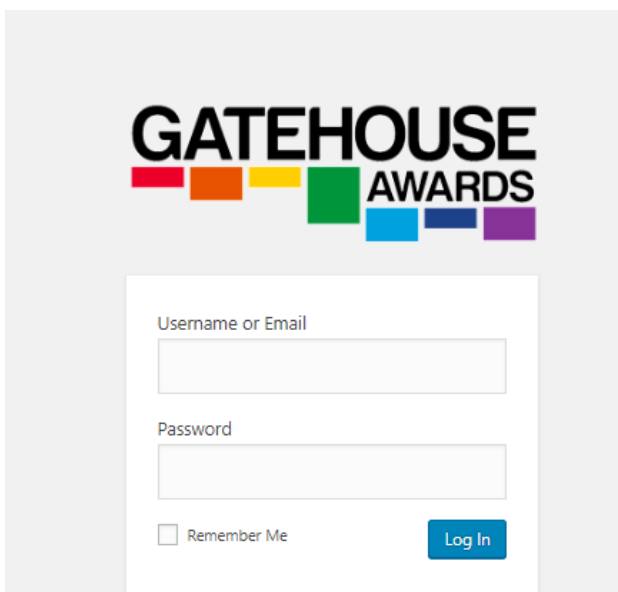


The screenshot shows the GATEHOUSE AWARDS interface. At the top is the logo. Below it are two main panels. The left panel is titled "Have you downloaded Safe Exam Browser?" and contains instructions to download and install the browser, followed by a "Download Now" button with a download icon. The right panel is titled "Start Assessment" and contains a congratulatory message, instructions to click a button, and a "Start Assessment" button with a download icon. A red arrow points to the "Start Assessment" button.

At this point, the Safe Exam Browser will open and turn the candidates' computers into secure workstations.

The candidates will see the following screen. They need to enter their username and password 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 screenshot shows the GATEHOUSE AWARDS login screen. At the top is the logo. Below it is a login form with two input fields: "Username or Email" and "Password". There is a "Remember Me" checkbox and a "Log In" button.

The username AND the password are 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.

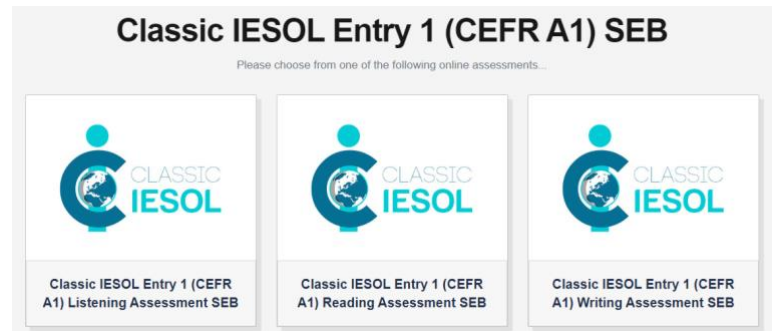
Alternatively, you can send it to them via text, WhatsApp message, or in a separate email.

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

Classic IESOL Entry 1 (CEFR A1) Listening Assessment SEB

 CLASSIC
IESOL

IESOL Assessment Listening
RQF Level: Entry 1
(CEFR Level: A1)

EXIT SAFE EXAM

INSTRUCTIONS FOR CANDIDATES:

- This examination is made up of 22 questions.
- There is only one correct answer to each question.
- You must work on your own.
- You must not use any online sources.
- You must stay in front of your device until the end of the exam.
- Dictionaries are NOT allowed.
- You can use pen and paper to make notes.

Time allowed: 25 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 **GO BACK**

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.

If a candidate selects the wrong skill in error (e.g. Reading instead of Listening), they can still go back at this stage by clicking on 'Go Back' button.

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, except for when a candidate loses Internet connection, in which case the timer will pause automatically for up a maximum of 5 minutes per unit. If the Internet connection is not resolved, the system will auto-submit the exam.

Classic IESOL Entry 3 (CEFR B1) Writing Assessment SAMPLE SEB

EXIT SAFE EXAM

TASK 1. Your friend Carlos wants to do something special for his mother's birthday. Write an email to Carlos, and offer him some advice about how he can celebrate his mother's birthday. **Write a minimum of 100 words.**

You can use some of the following ideas, or write about your own:

| | | |
|-------------------------------------|----------------|-------------------------|
| HOW YOU CELEBRATED BIRTHDAYS BEFORE | WHO TO INVITE | WHAT GIFT TO BUY |
| COOK A MEAL | SURPRISE PARTY | GO TO A NICE RESTAURANT |

THE TIMER

NEXT PAGE

Time left: 44 minutes and 55 seconds

ENG 09:55 20/01/2021

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 loses their internet connection, a warning message will come up. They will be allowed up to 5 minutes to reconnect. The warning message on the screen includes a timer, which tells the candidate how long they have to reconnect. If they cannot reconnect within 5 minutes, they will not be allowed to complete the unit exam and they will be required to submit what they had produced up to that point as soon as they have reconnected.

INSTRUCTIONS FOR CANDIDATES:

- This examination is made up of 22 questions.
- There is only one correct answer to each question.

WARNING!

Internet Connection Lost

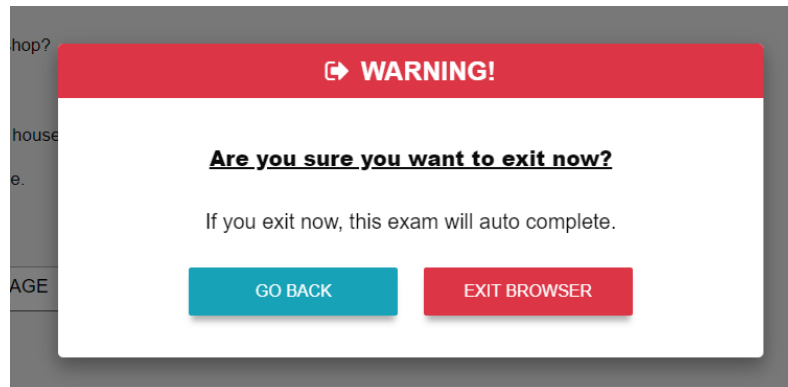
Please try and reconnect. Use the WiFi icon in the bottom right. 📶

The exam timer has stopped. You have **04m:56s** to reconnect and continue. If you do not reconnect, this exam will auto complete.

Your Email Address:

Your Full Name:

If the candidate tries to leave the Safe Exam Browser at any point during the examination, they will first see a warning message:



If they proceed to leave the Safe Exam Browser, their progress will be saved and submitted. They will not be able to get back into the unit to continue working or make any changes.

They will, however, be able to proceed with the remaining units of the examination after opening the Safe Exam Browser again.

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

Classic IESOL Entry 1 (CEFR A1) Listening Assessment

CANDIDATE DECLARATION: 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.

Candidate First Name(s):

Candidate Surname:

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.

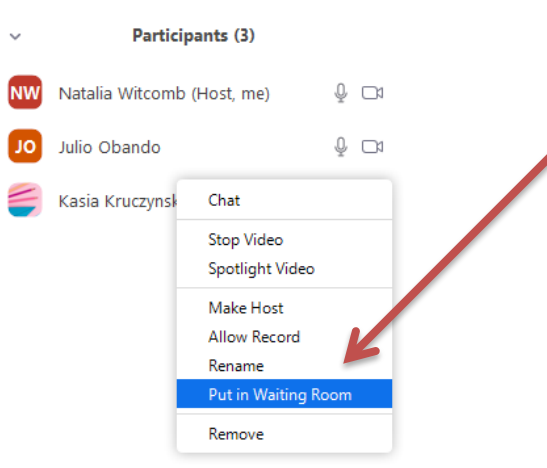
Further Instructions for Invigilation of the Writing assessment

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.

All online writing exam sessions must be video recorded.

Online Classic Spoken Assessment

This is conducted with two candidates using Zoom – candidates should ideally use a computer rather than a mobile device for this. The interlocutor will decide which two candidates will be the first to take spoken assessment and place the remaining candidates in the 'waiting room' until it is their turn to take the exam.



Participants (3)

- NW Natalia Witcomb (Host, me)
- JO Julio Obando
- Kasia Kruczynski

Context menu for Kasia Kruczynski:

- Chat
- Stop Video
- Spotlight Video
- Make Host
- Allow Record
- Rename
- Put in Waiting Room**
- Remove

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'

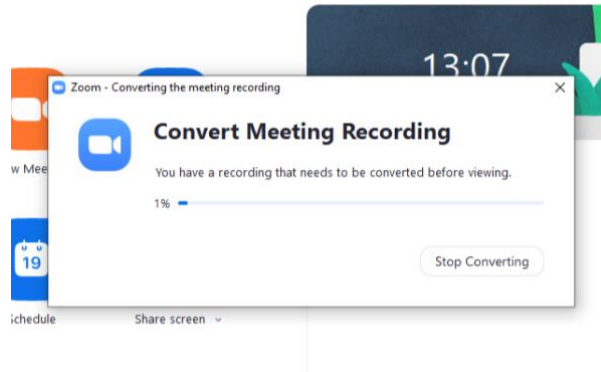
Please note that when a candidate is invited back from the waiting room they will be automatically muted, and the interlocutor needs to unmute them.

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 email them to GA Italy with the following documents within a maximum of 2 working days:

- Completed Examination Report Form (1 in total)
- Completed Instructions for Candidates (1 per candidate)
- Copies of Candidates' ID documents (1 per candidate)
- Completed RPL forms (only if applicable).

Upon examination registration, you will also receive the list of documents that need to be returned at the end of the online examination session.

Emergencies / Special Considerations

If you or one of the candidates experiences any unexpected issues with Internet connection / power supply etc., please contact GA immediately 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.

APPENDIX 1

Classic IESOL Examinations – delivery options

1) Paper based

LRW component – candidates use paper-based assessment materials for all three skills. Invigilation takes place in person.

Speaking component – the interlocutor and the candidates are present in the same room. Only audio recording of the examination is required unless otherwise stipulated by GA.

2) Online – remote option

LRW components – candidates access these online from a location of their choice. Invigilation takes place remotely, via Zoom. Video recording of the writing component is required.

Speaking component – the interlocutor and the candidates connect via Zoom. Both audio AND video recordings of the examination are required.

3) Online – centre-based option

LRW components – candidates use online assessment materials for all three skills. All candidates are present in the same examination room at the centre and invigilation takes place in person. No recording is required.

Speaking component - the interlocutor and the candidates are present in the same examination room at the centre. Only audio recording of the examination is required unless otherwise stipulated by GA.

Please note that no further changes to the delivery options are permitted without prior authorisation by Gatehouse Awards.

Observations

If an exam session is observed remotely, the observer may choose to video record all or some elements of the session for options 1 and 3 above. The centre remains responsible for recording the elements as stipulated by the guidance above.