

Practical Guide to Remotely Conducting Online Examinations

Glossary

Online exams – this term is used to refer to exams which are accessed by candidates on 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 examination.

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 examination.

Secure Exam Browser (SEB) – software which turns each candidate’s computer into a secure workstation for the duration of the examination. 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).

NB Secure Exam Browser only needs to be used for **some** of the online examinations, please check with the GA if in doubt.

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 aged 18 or above 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 (where SEB software is required).

Preparation on the day of the exam

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

Check that all candidates have returned completed *Candidate Instructions* and submitted copies of their ID documents where applicable, 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>

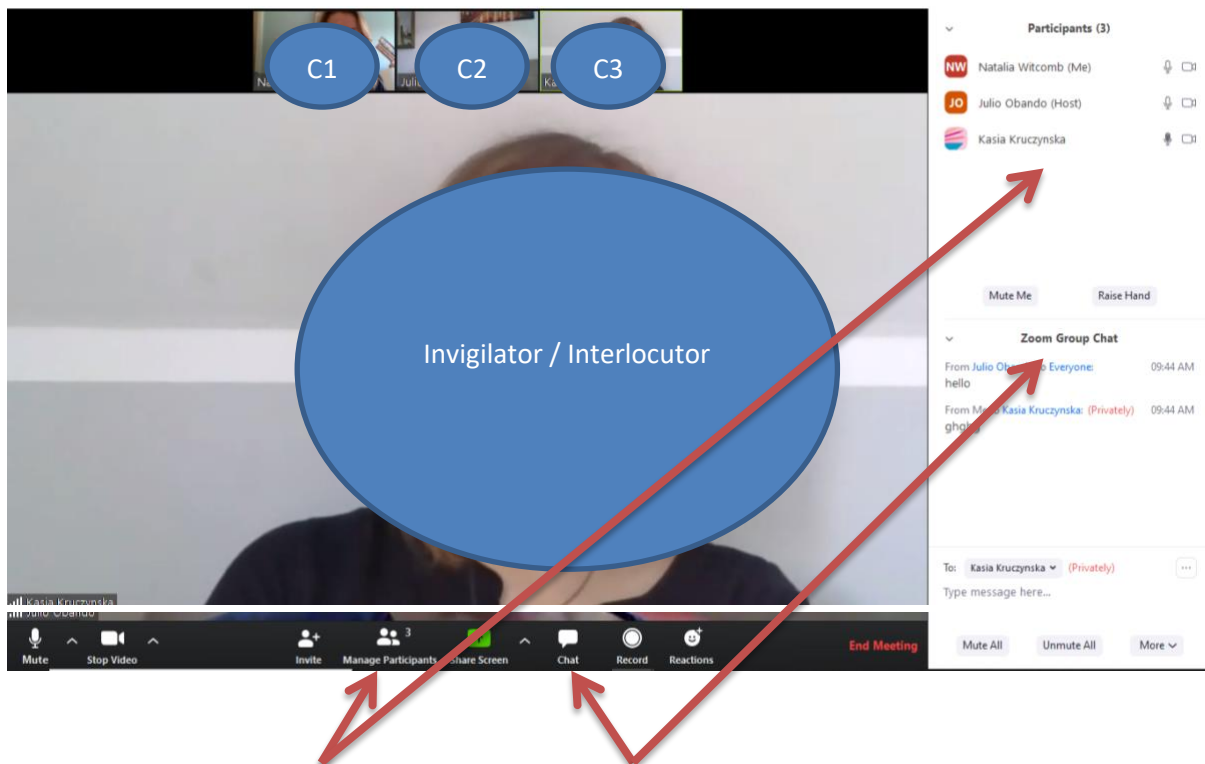
Meeting ID: 567 533 144
 Password: 926027

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 online exam.

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.

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.

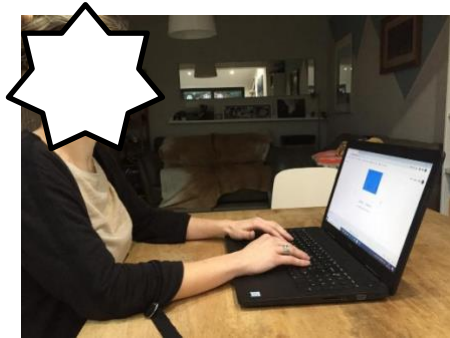
IMPORTANT: Make sure that each candidate has been provided with a telephone number they can reach you (or another member of staff at the centre) on in case of any unexpected events during the exam session (loss of Internet connection etc.).

Conducting ID checks

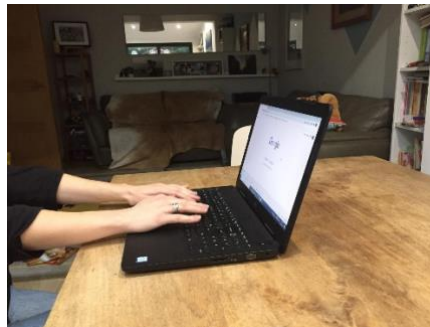
Once all the candidates have joined the Zoom session, ask them to introduce themselves and conduct the ID checks by checking their identity against the IDs. Please also check that the ID matches the one provided at registration stage.

Additional Video Device Set-Up for the Online Examination

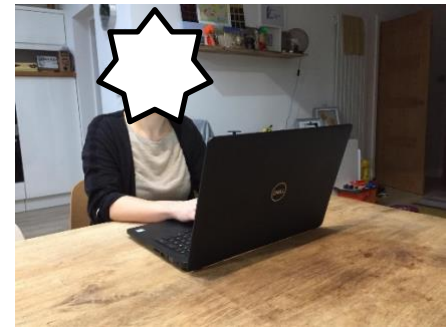
NB Please note that the additional camera is only required for the online examinations taken using Safe Exam Browser (SEB).



1. Perfect positioning.



2. We can't see your face.



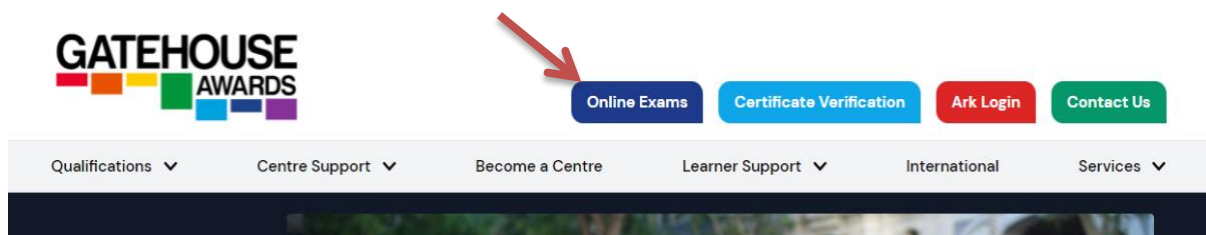
3. We can't fully see your work area.



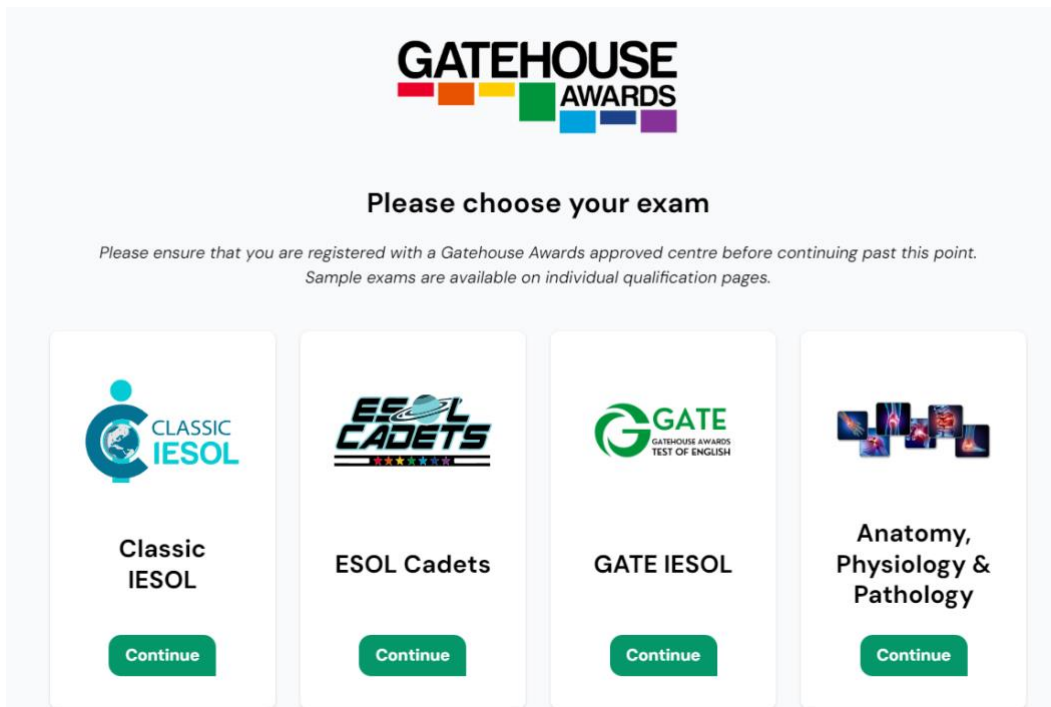
The candidates should place their second device with Zoom in the same way as Picture 1 to give the greatest view of their work area. The invigilator will need to see the candidates, their workspace and their keyboard. Set ups illustrated in images 2 and 3 are not appropriate. Please inform the candidates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

Starting the online examinations

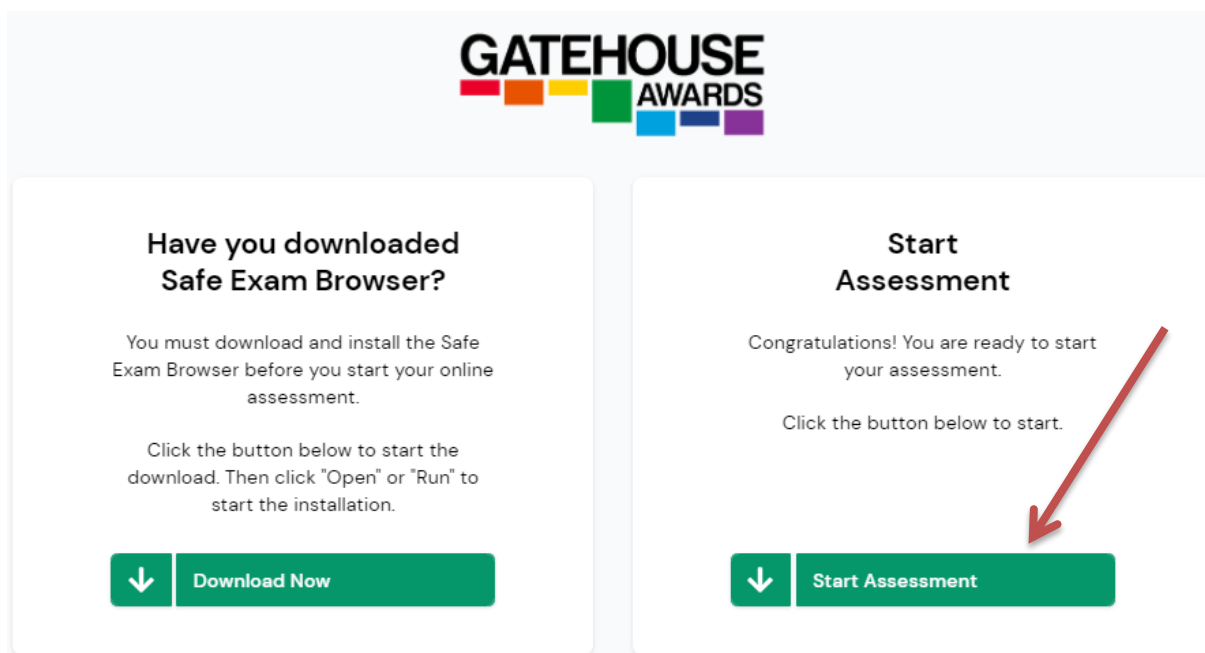
Instruct the candidates to go to the Gatehouse Awards website and click on the Online Exams button at the top of the screen.



Ask the candidates to select the exam they are registered for.



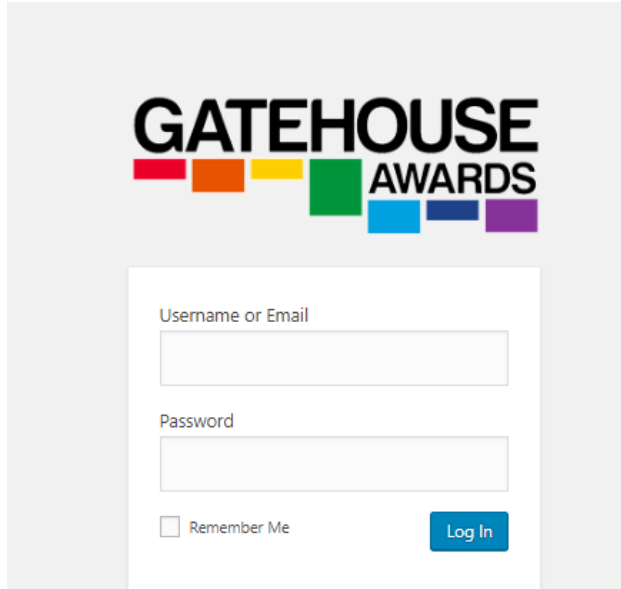
If so required, the Candidates should have already downloaded Safe Exam Browser and so will be able to click on Start Assessment.



At this point, the Safe Exam Browser (if applicable) 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 online 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 login interface for the GATEHOUSE AWARDS platform. At the top is the logo. Below it is a form with two input fields: 'Username or Email' and 'Password'. There is a 'Remember Me' checkbox and a 'Log In' button.

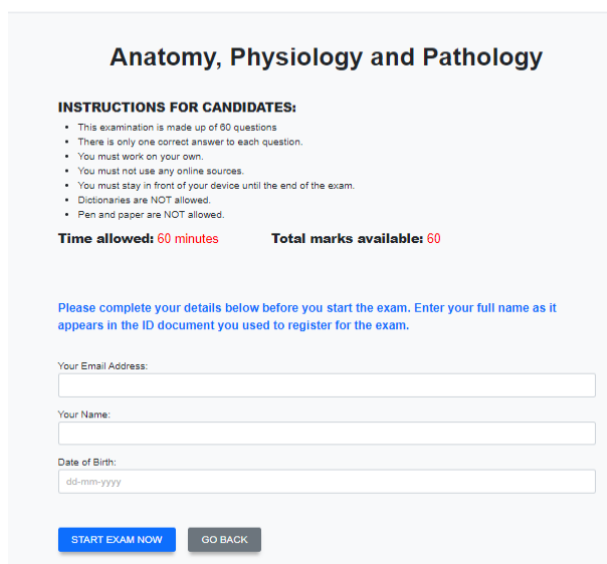
The username AND the password are the same. It is the Candidate reference number generated by Ark at the point of registration.

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 screen with the title and level of the examination they have been registered for.

They need to click on the examination name and level to proceed to the instructions page.



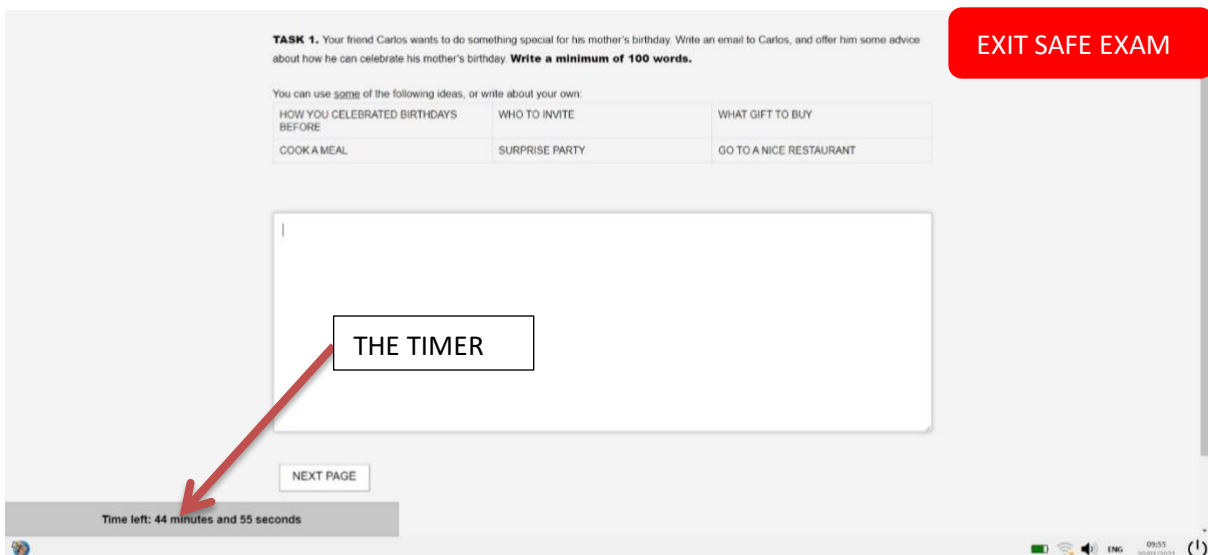
The screenshot shows the examination instructions page for 'Anatomy, Physiology and Pathology'. It includes a list of instructions for candidates, such as 'This examination is made up of 60 questions' and 'There is only one correct answer to each question'. It also states 'Time allowed: 60 minutes' and 'Total marks available: 60'. Below the instructions is a form for candidates to enter their details: 'Your Email Address', 'Your Name', and 'Date of Birth' (with a 'dd-mm-yyyy' placeholder). At the bottom are two buttons: 'START EXAM NOW' and 'GO BACK'.

The instructions page will include instructions about the 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.

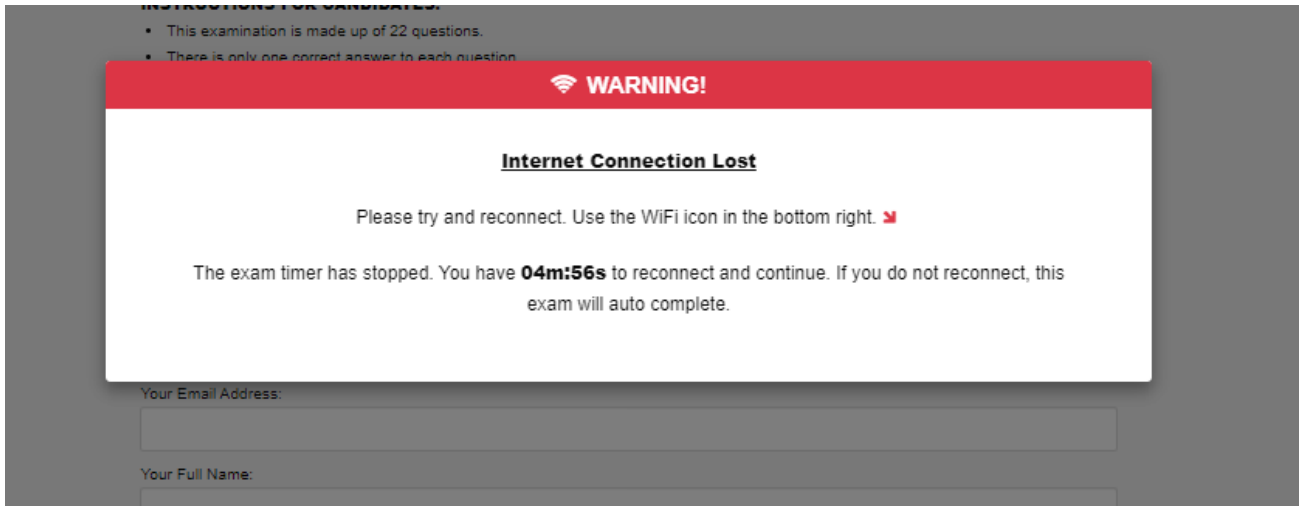
Once the candidate has clicked on the ‘Start Exam Now’, the timer will start running and will remain on the screen for the duration of the exam session . It is not possible to stop or pause the timer once the exam has been started, except for when a candidate loses Internet connection, in which case the timer will pause automatically for a maximum of 5 minutes per exam / unit. If the Internet connection is not resolved, the system will auto-submit the exam.



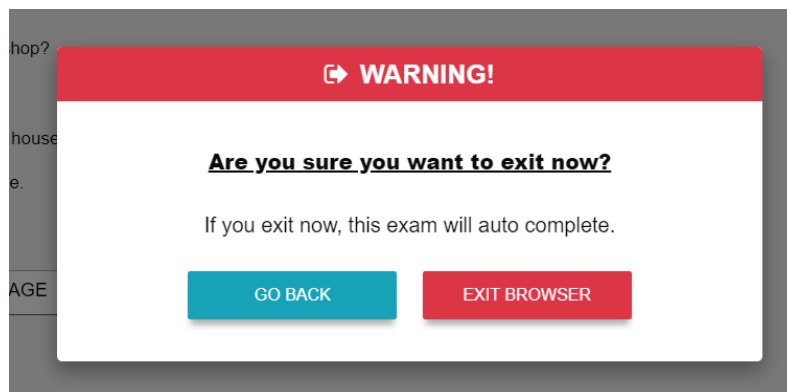
Candidates can move between the exam tasks using the ‘next page’ and ‘previous page’ buttons at the bottom of the exam window.

The candidate responses are saved automatically.

If the candidate loses their internet connection during an exam delivered using SEB software, 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.



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 exam to continue working or make any changes.

The last page contains a declaration which must be completed prior to the assessment being submitted (**not applicable to GATE examinations**):

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:

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.

At the end of the online examination session

After the session has finished, centres must return the following documents to GA Italy email:

- Examination Report Form
- Signed Candidate Instructions document
- Speaking test audio recordings

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