



## **Remote Invigilation Learner Policy**

Remote Invigilation Team

## Remote Invigilation Learner Policy

### **Introduction**

Thank you for choosing Highfield to host your remotely invigilated examination. This service has been developed by Highfield to allow you to be able to take an examination in the comfort of your own home or in the workplace.

### **Our commitment to your privacy**

Highfield is committed to providing an environment where everyone is respected, valued, and can feel safe and secure.

All our staff are employed by Highfield and are based in the UK. Our fully trained invigilators are contactable via the chat feature should you need any support.

All examinations are invigilated in a controlled environment. We will not have access to your computer and only essential data will be collected for the purpose of your examination.

If you have any concerns about your data, privacy or anything outlined in this policy please raise these with your training provider prior to your examination.

### **Recording and Data Retention**

By attending a remote invigilation examination with Highfield, you agree to have provided consent to your training provider to allow yourself to be filmed and recorded for the purposes set out within this policy. If you are under 16 years of age consent will need to be provided by a parent or legal guardian to your training provider. If you are not comfortable with anything mentioned in this policy, please contact your training provider to discuss your options.

To protect the integrity of Highfield qualifications and assessments, Highfield will record the following streams.

- **Screenshare.** Highfield will record exactly what you have onscreen during your assessment.
- **Webcam.** Highfield will record your webcam feed during your assessment.
- **Digital audio.** Highfield will record the sound within your environment during your assessment.
- **Tethered smart device (mobile phone/tablet) showing the environment.** Highfield will record the footage during your assessment.

Highfield may review this footage in line with our policies and procedures.

The footage captured as part of your examination is stored securely and will be confidentially deleted after 30 days of the corresponding result(s) being released by Highfield.

Highfield reserves the right to store recordings indefinitely, if we believe or have cause to believe that the footage highlights or demonstrates an attempt of malpractice and, therefore, causes risk to the integrity of our qualification(s) or assessments.

Highfield may share this footage with the relevant qualification regulator as part of our ongoing regulatory commitments.

Please ensure any persons, confidential documents, or items not relevant to the assessment do not feature in the recording.

### **Technical support**

Should you require further support, you can contact our fully trained support team using the contact details below.

During office hours (Mon-Fri 8.30am-5.30pm):

01302 363277

[riexamsupport@highfield.co.uk](mailto:riexamsupport@highfield.co.uk)

During our out-of-hours examinations (any exams booked outside of Mon-Fri 8.30am-5.30pm):

[riexamsupport@highfield.co.uk](mailto:riexamsupport@highfield.co.uk)

### **Reasonable adjustments**

Reasonable adjustments may be granted in circumstances which address and help to reduce the effect of a disability or difficulty which would disadvantage you during an examination or assessment situation.

The type of reasonable adjustment you can apply for may differ between qualifications.

Examples of reasonable adjustments include but are not limited to:

- extra time
- reader
- scribe
- use of Bi-lingual dictionaries

If you feel you should be permitted a reasonable adjustment or need any further guidance, please notify your training provider prior to your examination.

## **Examination preparation and minimum requirements**

By attending a remote invigilation examination with Highfield, you agree to adhere to this policy and the conditions set within.

You must conduct system checks to ensure your internet connection, microphone, speakers, webcam, phone and screenshare are compatible.

System checks must be completed in the same place, using the same broadband and on the same device that you will use to do your examination(s).

Highfield advises that where possible the system checks are completed at least 48 hours prior to the examination to allow sufficient time to contact Highfield should you require support.

On completion of the system checks, you will receive an automated email with a link to access your examination session.

Please be aware that as a minimum, you will require the following.

- Wi-Fi with a connection of at least 1.5Mbit/s upload, 10Mbit/s download, and a ping under 25ms
- A private room
- Photographic ID
- PC/laptop with front-facing camera
- Chrome downloaded on your device and set as the default browser
- Any unauthorised software to assist with spelling, punctuation and grammar is **deactivated**
- Any pop-up notifications are disabled
- Compatible Android phone or iPhone with camera and video, that you can download an app to

## **ID**

Please be aware that you will be required to provide photographic identification to the invigilator to be able to sit your remote invigilated examination.

If you do not have an original copy of photographic identification at the time of the examination, Highfield reserves the right to cancel the examination and the relevant charges may apply.

Please see a list below of suitable identification:

- valid passport (any nationality)
- signed UK photocard driving licence
- valid warrant card issued by HM Forces or Police
- another form of photographic ID card which includes your full name, for example, employee ID card (must be the current employer), student ID card or travel card

Before an examination session begins, you **must** ensure:

- you have a smartphone (used for the examination camera) along with the charging cable and an available plug socket nearby
- any other smart device is turned off/on silent and out of reach
- you have your photographic ID with you
- the room is well lit
- your desk area is clear of any printed materials and personal belongings
- there is no food on or around the desk area
- all drinks are in a transparent bottle or container, with no labelling
- you will be alone in the room for the duration of the examination
- you are not wearing a headset/earphones/listening device
- if you wear a hearing aid, you must notify your training provider prior to your examination
- you have been for a comfort break. Leaving the examination room is not permitted once the examination starts, even if the examination has been paused.

When you enter the examination session, you must take a photo of yourself and your photographic identification, you will then be prompted by the system to perform several steps for the invigilator, this includes but is not limited to:

- showing your keyboard and device, if there is more than one screen you may be asked to turn this off
- showing your desk area is clear of anything not required
- showing under the desk and the ceiling
- showing the four corners of the room
- showing your ears, to confirm you are not wearing any headphones
- placing your phone so that the examination environment can be seen throughout the duration of your examination

The invigilator is permitted to ask for any of the above steps to be repeated, to ensure that the examination conditions are met.

## **During the examination**

### Pausing examinations

Highfield reserves the right to pause your examination should there be a need to address anything with you. When an examination is paused, examination conditions apply.

### Breach of examination conditions

If there is a suspected breach of examination conditions, Highfield reserves the right to pause the examination and address the suspected breach. Where the integrity of the examination has not been upheld, Highfield reserves the right to not allow you to continue and the examination may be invalidated. Examination breaches include but are not limited to:

- leaving the room during the examination for example, for a comfort break, going to ask for help, retrieving a charging cable. This includes when the examination is paused
- reason to believe you are receiving assistance with your examination

- you are not alone in the examination environment
- using additional unapproved devices
- using unapproved assisting software, for example, spellcheck technology

Highfield reserves the right to end an examination and invalidate the results where behaviour is inappropriate or intends to put undue influence on the outcomes of an assessment.

If you are unable to adhere to the examination conditions, you must speak to your training provider about alternative assessment methods.

### **After the examination**

When you have finished your examination, it is very important that you end the examination properly and follow the onscreen instructions. You must not close the remote assessment programme until it confirms that the examination has ended.

You may be provided with a provisional result shown onscreen at the end of your examination. Please note, however, that this result is strictly provisional and will be subjected to further quality assurance measures at Highfield.

Results are released directly to your training provider within 7 working days of the examination date, 10 working days for functional skills and level 4 examinations.

If you are completing an examination as part of an end-point assessment, your training provider will receive the overall final grade within 7 working days of the final assessment date.

### **Cancellations**

Completing the checks outlined in this policy can help reduce the need to cancel an examination.

If you do not attend on the day or your examination is cancelled, you may incur a charge.

Cancellation fees may be charged due to:

- insufficient connection
- incompatible equipment
- firewalls or network security
- inappropriate examination conditions
- inappropriate behaviour
- learner suitability
- learner's or training provider's decision

This list is not exhaustive and any concerns regarding cancellation fees should be discussed with your training provider directly.

### **Complaints, enquiries, and appeals**

Highfield values all the training providers delivering our qualifications and the learners who undertake them. Our aim every day is to exceed the expectations of our customers.

It is important should you feel you have encountered a level of service that is below both yours and our expectations, that you raise concerns you may have with your training provider immediately so that we may address them.

Should you wish to appeal your result, please contact your training provider in the first instance.

### **Contact**

If you have any questions regarding this document, please contact Highfield on 01302 363277