# Remote Invigilation booking confirmation email template

### Revision History:

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| Version | Date | Author | Notes |
| 0.2 | 28/11/2023 | Highfield |  |
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*Subject: Your Highfield [Copy course qualification title here from HC] exam confirmation \*\*Exam ID\*\**

Good morning/afternoon,

I am pleased to confirm that your online assessment has now been booked.

Please note that you will require the following:

* Wi-Fi
* A private room
* Photographic ID
* PC/Laptop\* with a front-facing camera and Chrome set as the default browser
* An android phone or iPhone with camera and video, which you can download an app to

**Please note:** Unless otherwise permitted through reasonable adjustments, all assistive software, external devices and plugins must be disabled. This includes, but is not limited to:

* Language tools
* Spelling and grammar tools
* AI chat bots (such as Chat GPT)
* Screen shares

You will receive an email within 1 working day directly from Proctor Exam. This may go into your junk email folder.

**Please follow the instructions on the email to conduct the system checks at your earliest opportunity.** It is important that you complete the system checks where you will take the exam and on the equipment that you intend to use. If the exam location or equipment changes you should re-do the system checks to ensure they are still compatible. On completion of the system checks, you will receive a further email with a link to access your exam.

Please contact the remote invigilation support team at Highfield if your email fails to arrive.

**Highfield [Copy qualification title here]**

Your exam date is: **XX/XX/XX** and the exam(s) start time is: **XX**.

There will be a pre-exam check and set up of your work area prior to you logging into your live exam(s). **Please allow up to 30 minutes before the exam start time to complete your pre-exam set up.**

This exam must be completed according to Highfield Group’s examination and invigilation procedures. Please see the [Qualify at Home video](https://www.youtube.com/watch?v=c9jPpq7ahGc&t=17s) for guidance.

It is important that you take the time to read the below documents prior to your examination.   
[Remote Invigilation Learner Policy](https://assets-eu-01.kc-usercontent.com/700ff344-6ab2-01f1-86c7-c19e1bd655bb/bcbeb2af-0670-4ab3-a344-453424ebdaf5/Highfield-Remote-Invigilation-Learner-Policy-2023.pdf)[Exam Conditions Checklist](https://assets-eu-01.kc-usercontent.com/700ff344-6ab2-01f1-86c7-c19e1bd655bb/4f1647c2-c96b-4f6e-afe9-c949802b10f9/Remote-Invigilation-Checklistklist%202023%20%281%29.pdf)

You can find videos to help with your system checks and exam set-up [**HERE**](https://www.highfieldqualifications.com/remote-invigilation) and if you have any questions, you can refer to the Highfield [support centre.](https://support.highfieldqualifications.com/hc/en-gb/sections/4409325963537-Remote-Invigilation-Learner-Support)

If you require any further assistance, please call the Highfield remote invigilation support team on **01302 363 277**. Phone lines will be open **Monday – Friday** from **8:30am - 5:30pm.**

If you require assistance on the day of your exam, and Highfield telephone lines are closed, please email [riexamsupport@highfield.co.uk](mailto:riexamsupport@highfield.co.uk) including a contact telephone number and a member of the support team will be in touch.

Best of luck with your assessment.

Kind regards,