

Using Microsoft Teams for **End-Point Assessment**



Introduction to Teams

Highfield uses Microsoft Teams for videoconferencing that allows assessments and other meetings to be performed remotely, with recording and other functions such as screen sharing available.

Joining a Microsoft Teams call is easy, and setup will all be carried out by your end-point assessor. In most cases, you will not need to download any software and can just join the conference through the browser version.

Technical Requirements

Highfield recommends the following in order to join Microsoft Teams calls with minimal set up required.

Your device requires internet connectivity of above 4Mbps, which is now commonplace in most commercial and residential settings with the internet. A consistent connection is required though, so the conference call doesn't 'drop-out' partway through.

The device will also need to have a microphone and forward-facing camera so that you can talk and be visible on the conference call.

Highfield recommends a modern internet-enabled device, with up-to-date operating systems, including:

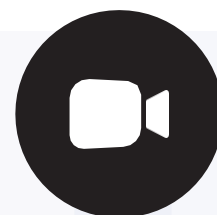
- *Android tablets*
- *iPad tablets*
- *Smartphones including iPhones*
- *Desktop and laptop PCs*
- *iMacs*

Please note that some assessments require you to screen share with your end-point assessor so please bear this in mind when choosing your device.

Microsoft Teams Call Set up

Your end-point assessor will send you a Teams meeting invite to your assessment via email, shortly after you receive your booking confirmation. If you click to accept the meeting invite, the call details including the link you need to click will be saved in your calendar that goes with your email account.

*If once you receive your invite, you can no longer attend your assessment, or leading up to your assessment you are no longer able to attend, please contact the Highfield scheduling team straight away on **01302 363 277** or email **scheduling@highfieldassessment.com** - please don't contact your end-point assessor directly to re-arrange.*



Your Microsoft Teams Assessment

When it is time for your assessment, ensure that you are in a quiet place where you will not be disturbed, at the appropriate time, with your photo ID ready for the assessor to check. Where permitted, you can also have any of your support documents to hand, and your end-point assessor may ask you to confirm what you have with you. You should then click on the link in your meeting invite to join your assessment which will look similar to the diagram below.



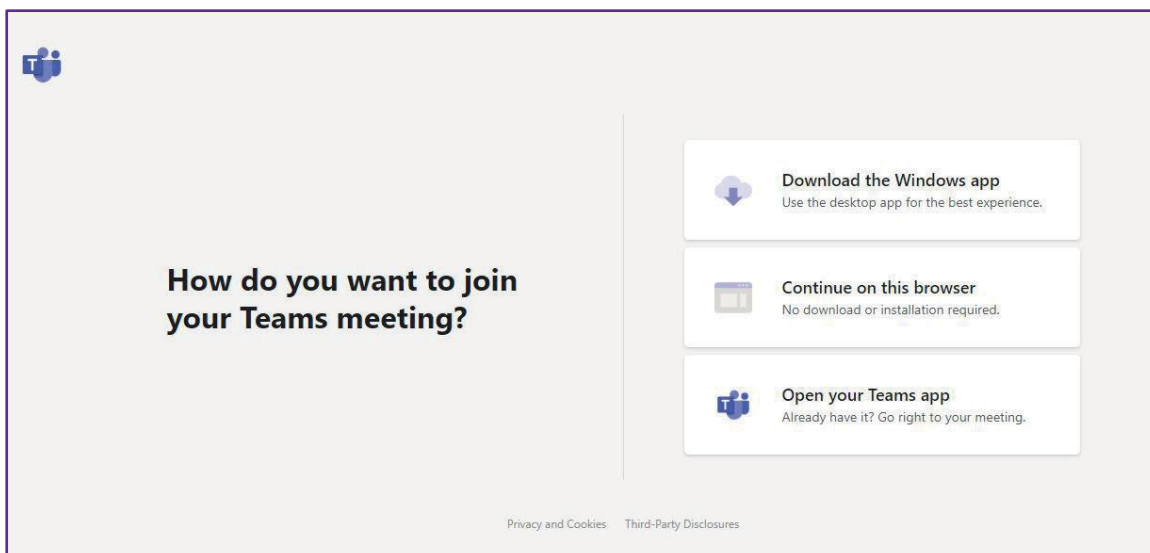
Microsoft Teams meeting

Join on your computer or mobile app

[Click here to join the meeting](#)

[Learn More](#) | [Meeting options](#)

This will take you to a browser page where you will be asked how you want to join. Unless you have a Microsoft Teams app installed, we recommend you click 'Continue on this browser.' Please note that some devices may automatically launch the app where this is installed. Where this is the case you can sign into the app with your account (if you have one) or as a guest.



This will then direct you to your call where you will be asked to confirm your video and audio settings before joining the call. Ensure you have enabled your camera and microphone.

You may be directed to wait in a lobby before joining the assessment call. In which case your assessor will allow you into the call when they have joined. Once connected to your end-point assessor you will complete introductions and a briefing session before proceeding with your assessments.

Trouble Shooting

If you have any issues joining the call, then here are a few things to check and confirm.



- *That your device is connected to the Wi-Fi or plugged into the internet*
- *That your volume is turned up, and the camera and microphone is on*
- *That no other videoconferencing tools installed on your device are running at the same time (if so, these can sometimes conflict). If so, make sure these are closed down.*
- *In some cases, your organisation may block certain systems such as videoconferencing sites, particularly if they have a preferred videoconference tool. If you have checked all the above but Microsoft Teams can't be accessed, ask your IT support if Teams is permitted. If it can't be, speak to Highfield who will review alternatives with you.*

*Please call **01302 363 277** and speak to the Employer Engagement Team if you are continuing to struggle to connect with your end-point assessor.*

