# Protocol Document for Remote Invigilated Exams

## ABDO Examinations

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**Candidate Exam Checklist for Remote Invigilated Exams**

**Please ensure that you read this document thoroughly. It is your responsibility to ensure you understand, are familiar with and adhere to the regulations and protocols herein.  Failure to comply with any of the procedures outlined in this document may result in your exam being terminated / results not being issued.**

1.      Computer requirements:

- o   Laptop / computer with 4GB of ram (no chrome books, tablets or surface pro)
- o   A Windows v7.0+ or Mac10.10+ operating systems
- o   Intel Core i3 (or equivalent) and 4GB RAM
- o   A working webcam that can be used to scan the room, microphone and speakers
- o   Internet connectivity with continuous internet speed of a minimum of 516kbps

*Internet & Device Best Practices for Online Exams*

- o   Use a wired Ethernet connection wherever possible, it's more stable than Wi-Fi.
- o   If Ethernet isn't an option, sit as close as possible to your Wi-Fi modem.
- o   Disconnect any unused devices from the internet (e.g., phones, smart TVs).
- o   Ask others in your location to avoid bandwidth-heavy activities such as streaming or gaming during your exam.
- o   Restart your router on the morning of the exam to refresh the connection.
- o   If you take the exam at work, check for firewalls, VPNs, or IT restrictions.
- o   Ask your IT department to whitelist the exam platform and allow access.
- o   Close all non-exam applications and pause software updates or antivirus scans during the exam.

2.      Before your exam please ensure that you have downloaded the TestReach application (as per your enrolment email).  https://www.testreach.com/candidate-download.html.

3.      Make sure you have completed the webcam check and confirmed your exam slot **at least 3 days in advance of exam day. Candidates who do not complete this process 3 days in advance will be considered a no-show and will not be able to sit their exam.**

4.      Make sure that you have completed the Test Tutorial available.

5.      You must ensure that you have your TestReach user information with you – user ID and password.

6.      Do not forget your signed Photo ID – either passport, driving license or National ID Card only.

7.      You must not be interrupted throughout your exam. Please make sure your room / space is private and well lit.

8.      You will be asked to scan the room for a 360° view using your monitor / webcam.

9.      Ensure that your computer area is free of all clutter and unauthorised materials.

10.     Your mobile phone should be turned off and put out of reach once you are connected with your supervisor.

11.     If you are in a room with others sitting your exams please ensure that you have headphones in order to hear the supervisor.

12.     Please do not have a second monitor on your desk or within reach.

13.     The only authorised items allowed for this exam are mentioned below and must be shown to the camera before the exam.
   - Water/Drinks
   - Single pages of paper/graph paper (no booklets/notepads)
   - Pens/pencils
   - Protractor
   - Pair of compasses
   - Calculator (scientific calculators are allowed)
   - Ruler

14.     You may not move around the test site – i.e. no wandering around the room. You need to remain in the webcam viewing area at all times.

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15.     Ensure that you do not block the webcam for any reason.

16.     No smart watches are allowed. You will be asked to show your wrists to the supervisor.

17.     There are **NO** Comfort Breaks allowed during this exam.

18.     Please behave in a suitable manner towards the Supervisor, comply with any procedural requests, and respond to all validation questions.

**\*Note:  If you have any difficulties with regard to logging on for your exam please contact:**

+353 (1) 699 1385 / +44 (0)20 34758685

**support@testreach.com**

**https://www.testreach.com/candidate-support.html**

**For information on the availability of our service see:**

**https://status.testreach.com**

**Validation Protocol for Candidates**

**Introduction**

The below information describes the validation protocol and the steps that trained invigilators will take to verify the identity of the candidate and to ensure that the candidate's test environment is secure – this is for your information and to know what to expect.

**Prior to Exam**

There is a three-step process for preparing for exam day. Candidates must confirm or book their exam **3 days in advance of exam day**. Candidates who do not complete this process 3 days in advance will be considered a no-show and will not be able to sit their exam.

1. Download the TestReach application

2. Complete the system check

3. Confirm or book your exam

- Candidates will receive an email with login details from TestReach with the subject "TestReach New Account". If you cannot find this email, please check your spam folder. Please ensure that you have your user ID and password with you on the day of your exam.
- All candidates are advised to take the "Test Tutorial", which guides you through taking an exam on TestReach. We suggest that you go through this tutorial by clicking "Enter" so that you can familiarise yourself with the exam canvas.  You can use this tutorial multiple times and your answers will not be recorded.
- All exams need to be booked or confirmed 3 days in advance.
- Candidates are also advised to be in their chosen exam location 20 to 30 minutes before their scheduled exam start time in order to login, enter exam and go through the system checks. 15 minutes before exam, the "connect" option will activate, and candidates can click on this to commence the pre- validation process.

**Note: Candidates will be permitted to commence the exam up to 30 minutes after the scheduled start time. The duration of their exam remains the same. If a candidate has not connected within 30 minutes, their exam will expire and they will not be able to do the exam.**

### Day of Exam:

- o Ensure that you arrive at your venue 20- 30 min before your exam start time.
- o Login into TestReach using your User ID and Password.

**It is advised that all candidates enter exams 15 minutes before the start time in order to allow the candidate to go through pre - validation process with their Supervisor.**

- o Select "Connect to Supervisor". Please note that the connection to the Supervisor may not be immediate but that the Supervisor is aware that you are ready to start your exam.
- o Once you are connected, Supervisor can immediately see: the candidate's desktop / screen, a 'chat box' for any Instant messages between the supervisor and candidate and a live audio / video of the candidate via webcam.
- o Supervisor will advise candidate of pre-validation process before they begin their exam via audio.

### Authentication / Validation Process

There is a list of steps taken to verify a candidate's identification and secondly that the testing area is secure.

1.  The supervisor will ask you to show your photo ID to the camera. This ID should either be an in - date passport or driving license, with photograph and signature.

2.  The candidate will be asked to pan their monitor / camera around the room to get a 360° view – the supervisor will need to make sure that the candidate pans the whole area. This is to ensure that:

- o There is no second monitor / computer visible in the room
- o Any phone visible has been put out of reach
- o There are no notes / wall boards with information on them

3.      The candidate will also be asked to scan their desk (including any shelves under the desk) – this is to make sure that there are no phones, books, post-its etc. nearby. There are no resources allowed for this exam other than what is previously mentioned in the exam checklist, the test area should be clear.

4.      If the supervisor observes any unauthorised items, they will request that the candidate removes them from the testing area.

## No-Shows

There is no requirement to contact a candidate on the day of the exam if they are a no show.
There is no additional fee for a no show, but the exam charge will apply.

## Monitoring Protocol

1.      During the exam the supervisor is required to monitor the candidate via webcam. The supervisor is also able to monitor audio feedback to ensure that there are no verbal answers or communication from any outside source. The supervisor will be able to:
   o   see the candidate via webcam and see the candidate's screen
   o   use a chat box to communicate to the candidate
   o   hear the candidate and all times and talk with them when required.

2.      When monitoring the exam, the supervisor will watch the screen at all times. They will check for:  Eye movement / Head movement / Hand movement / Talking or mouthing or other indications of external communication

3.      If the supervisor notices any of the above behaviours they will send the candidate an Instant message or talk to them asking them to refrain from the behaviour e.g. "please keep your eyes on the screen", "please keep within view of the webcam", "there is no talking allowed –  thank you", etc.

4.      If the supervisor is required to log an infringement, the supervisor will click on the Log Infringement button.  The supervisor will click on the appropriate infringement described and then on the 'Take Action' button.

5.      By clicking the 'Take Action' button this will record the exceptional activity onto the 'Actions Log' and will automatically send a message to the candidate saying an

exception has occurred. The candidate MUST click OK to this in order to resume their exam. – This can be seen by the supervisor on the screen share.

6.      Please see the Infringement Protocols below for specific Major / Minor Infringements.

7.      It is at the client's discretion to decide if the test should be allowed or not or what post-exam action to take where any major infringements are recorded.

8.      There are 2 automatic time warnings given – one with 30 mins to go before the end of the exam and one with 5 minutes to go.

## Sample Infringement Guidelines

### Minor Infringements

A Minor Infringement is one that is deemed a low-level exception. Minor Infringements may not compromise the test and can be rectified immediately however all minor infringements are logged.

- o   Leaning out of view of the camera.
- o   Blocking the computer camera.
- o   Commencing hand movements that could be interpreted as sign language.
- o   Glancing at other areas of the room that the supervisor cannot see (in this instance prior to raising an infringement the supervisor will query the candidate and ask the candidate to pan the room and in particular that area to check)
- o   Behaving in an unsuitable manner to the supervisor.

### Major Infringements

A Major Infringement is one that is deemed a medium level exception. One that does not compromise the test and one that is rectified quite quickly with the candidate during the test.

- o   Accessing (or trying to access) another site / document when online
- o   Referring to any material – if there are no resources allowed.
- o   Not removing objects that are deemed interactive such as smart watches.
- o   Not agreeing or responding to the validation questions asked by the Supervisor.

### Blocker Infringements

A Blocker Infringement is one that is deemed a high level exception. One that compromises the test and causes the test to be terminated. Supervisors will warn the candidates in advance.

- o Leaving the test centre area for ANY reason.
- o Communication of any sort with a third party.
- o Mobile phones are not to be used in the testing area at all once the exam has commenced.

The supervisor is to alert the candidate that an action has been recorded. The supervisor will then log all the exceptional actions and inform the client via an actions log.

### Actions taken if an infringement occurs:

- o There is an actions log available to the supervisor which will log any infringement made (including any notes written by the supervisor) and be timed and dated automatically.
- o If the supervisor notices any suspicious activity the supervisor will update the feedback log to indicate that an exception has occurred and detail the activity in question.
- o A recording of the exam will also be taken to provide supporting evidence.

### Candidate Issues on Exam Day

**Minor Incidents**

It is the candidate's responsibility to ensure their computer:
- is in good order
- has sufficient memory
- has up-to-date software, drivers etc
- has good internet connection speeds
- is plugged into a power source so you have enough power for the duration of the exam
- all apps running in the background are closed in case it impedes with the progress of the exam

If the candidate's equipment fails on exam day then there is limited troubleshooting steps that the TestReach support team can work through.

**Candidate experiences poor internet connection at the time of their exam.**

A candidate may have their exam resumed up to a maximum of 3 times.  After this they will be asked to contact their examining body to rebook their exam.

**Candidate experiences an issue local to their device i.e. issues with their webcam, sound card, graphics card etc.**
Our customer support team will spend up to a maximum of 15 mins on an in-bound telephone helping the candidate to resolve issues local to their device.
At this point, the customer support team will end the call and advise the candidate to contact the examining body to rebook their exam.
This is to ensure that our customer support team have the required availability to provide a high level of support to all candidates taking an exam at that time.

**Candidate is late**
Candidate is late for their exam or experiences issues logging onto the TestReach app.
If a candidate calls the customer support line within 30 mins of their exam start time, the customer support team will help the candidate to resolve the issue.
If a candidate calls after 30 mins, they will be advised to contact the examining body to rebook their exam.

**Major or Critical Incidents**

In the very unlikely event that the TestReach service has a major or critical incident, candidates should go to https://status.testreach.com

This website will keep you up to date on any actions you should take and when we expect the service to resume.

In the event of a disruption to our service, our support lines would naturally see a spike in activity and it is unlikely that you will be able to speak to an agent.  The https://status.testreach.com  page is our main and sole source of communication to candidates during this time.