

## Frequently Asked Questions for Remote Invigilation

The guidance here is presented for both Centres and Invigilators to understand the Remote Invigilation process and to provide assistance to learners.

### Getting Started

#### How do I gain approval to offer Remote Invigilation?

##### **If you are not currently a registered NOCN Centre**

You will need to enquire with our Business Development team [business-enquiries@nocn.org.uk](mailto:business-enquiries@nocn.org.uk) who will provide you with a Centre Approval Application Form.

##### **If you are currently an NOCN Centre that wants to offer NOCN Remote Invigilation, Centre Remote Invigilation or Observe, Record and Review**

You will need to enquire with your Business Development Manager or contact [business-enquiries@nocn.org.uk](mailto:business-enquiries@nocn.org.uk) who will provide you with further information and advice on the next steps.

#### What types of Remote Invigilation do you offer?

**NOCN Remote Invigilation** – An NOCN-appointed Invigilator will invigilate the online exams remotely.

**Centre Remote Invigilation (only available for some NOCN products)** – Your Centre can use your own Invigilators to invigilate online exams remotely.

**Observe, Record and Review (ORR) (only available for some NOCN products)** – Your Centre can permit up to 20 learners to sit an exam at once, with a representative from your Centre present. The exam session will be recorded, and the recording will then be reviewed by NOCN.

#### What technical hardware/software is required for Remote Invigilation to take place?

A PC or laptop with the Chrome browser, a camera and microphone, plus a reasonable broadband speed.

*\*Chromebooks, mobiles and tablets **cannot** be used as the small screen size can disadvantage learners, particularly when the test includes longer style questions.*

#### What if my laptop doesn't have a camera or microphone?

A camera and microphone are necessary for both candidate and invigilator to be able to see and talk to each other and for the Invigilator to properly invigilate the test.

#### How does the Remote Invigilation system work?

##### **Staff, Centre**

NOCN use the video conferencing tool, Zoom, to connect Invigilator and learner. This allows the Learner to share their screen but also continue to show their video feed. In this way the Invigilator can see both the learner and their screen at the same time.

The system then allows you to access our dedicated test platform for online exams and for the candidate to complete the test.

The exam session will then be recorded and stored in the Zoom cloud for that individual licence.

## Learner

The Invigilator will send an email with instructions a few days before the start of the test. You should read this carefully as you will need to be able to connect to the Invigilator on the day of the test.

### How does the Observe, Record and Review (ORR) system work?

NOCN use the video conferencing tool, Jitsi, to connect the learners and the Centre representative. The Centre Representative can see the Learner as they sit their exam. The system then allows you to access our dedicated test platform for online exams and for the candidate to complete the test.

The exam session will then be recorded and stored in the online platform, Civica, and will then be reviewed by NOCN.

## NOCN Remote Invigilation

### How do we become approved to provide NOCN Remote Invigilation?

Following your initial enquiry with our Business Development team you will then be offered training on both the booking system (used to book exams with one of our NOCN Invigilators) and the invigilation platform. You will then be ready to deliver with NOCN Remote Invigilation.

### Before the day of the exam, what is the process for Centres when an NOCN Invigilator is invigilating the exams remotely?

*Please be aware that the below timeframes are conditional on the Centre submitting their registration 5 working days prior to the exam date.*

NOCN will email the Centre to confirm when the exam will take place.

NOCN will email each candidate with the details for their exam and include the Centre in the email.

The email to the candidates includes the date and time of exam, login details and instructions on what they need to do to prepare for their exam at least 2 working days prior to the exam date.

## Centre Remote Invigilation

### How do we become approved to provide Centre Remote Invigilation?

Following your initial enquiry and received payment, the Centre's Remote Invigilator(s) will need to watch the NOCN videos on Remote Invigilation. Further training can also be provided by NOCN upon request. You will then be approved to conduct Remote Invigilation.

If a Centre wishes to recruit further invigilators, it is their responsibility to ensure they are trained in line with the [NOCN Examination and Invigilation Policy](#), and that auditable records of training are kept and maintained.

For Functional Skills, the Remote Invigilator will also need to be aware of the assessment platform functionality by watching the videos and familiarising themselves with the mock assessment.

### **Before the day of the exam, what is the process for Centres when the Centre Invigilator is invigilating the exams?**

*Please be aware that the below timeframes are conditional on the Centre submitting their registration 5 working days prior to the exam date.*

It is the Centre's responsibility to communicate login details to the learners before the day of the exam.

The Centre Invigilator or Administrator can log into the assessment platform to obtain login details and send these to each learner individually prior to the exam date.

### **What is the process for the Invigilators on the day of the exam?**

The process for both an NOCN Invigilator and a Centre Invigilator is the same. All details of checks and invigilator conduct can be found in our policy '**NOCN Invigilator Guidance for Remote Invigilation**'.

#### **Observe, Record and Review (ORR)**

#### **How do we become approved to offer ORR?**

Following your initial enquiry your Centre will need to watch the NOCN training videos on Observe, Record and Review and familiarise themselves with our invigilation policies. You will also be offered training by NOCN. You will then be approved to conduct Observe, Record and Review.

### **Before the day of the exam, what is the process for Centres?**

*Please be aware that the below timeframes are conditional on the Centre submitting their registration 5 working days prior to the exam date.*

It is the Centre's responsibility to communicate the logins to the learners before the day of the exam. The Centre will receive a confirmation email of their exam booking and learners' login details at least 2 days prior to the exam. The Centre will need to amend the relevant details and send the details to each learner individually.

#### **Finance and Costings**

### **What are the costs involved for the various methods of Remote Invigilation and Observe, Record and Review?**

Please refer to the document '**Remote Invigilation Pricing**' for a full list of costs.

#### **Exam Details**

### **How many learners can be invigilated in one day?**

NOCN recommend you invigilate only one candidate at a time and give 20 minutes for setup at the start of the exam. You will need to practice this element and give the candidate time to enter the passwords, show you ID etc.

While most candidates do not use the total time available, some do and you must plan for this. The total you can invigilate in a day is then dependent on the length of the exam.

If the Invigilator is competent at concurrent Remote Invigilation, they may invigilate up to 2 candidates, either by offsetting the assessment starts or by starting a number at the same time on the same examination.

## What measures are in place for an Invigilator to identify potential cheating?

NOCN have included a variety of steps in our process:

- Visual check of room in advance
- Technical check for connected hardware
- Guidance at start of session on acceptable behaviour
- ID check of candidate
- Ability to observe, listen and watch the candidate's screen during the exam
- Recording of screen and candidate (audio and visual)

We will supply guidance to Centres providing their own invigilation. (See questions in Policies and Quality Assurance section).

## Are there practice exams available for learners to complete prior to their exam?

Practice papers are available for some exams. They can be found on the login page of the test platform (Civica) when the learner logs in.

## Online Registration Process

### How do I register learners for a Centre Remotely Invigilated exam?

Centres are required to register learners for remotely invigilated exams through the standard registration method of submitting the learner registrations through Quartzweb five days prior to the exam date. The registration template sent should ensure it includes the learners telephone numbers and email addresses in addition to the standard information of name and date of birth.

The registration training video can be found on the Quartzweb homepage and a link is included here: [How to Register My Learners](#)

Please ensure that when registering your learners, you select 'Centre Remote Invigilation' from the assessment method dropdown.

### How do I register learners for an NOCN remotely invigilated exam?

Centres are required to book an NOCN invigilation slot on the NOCN booking system prior to registering their learners. This ensures that there is an Invigilator available at the time slot requested by the Centre. Bookings can be submitted here:

<https://outlook.office365.com/owa/calendar/NOCNRemotelInvigilation@nocn.org.uk/bookings/>

Once the booking has been confirmed, Centres must register learners through the standard registration method of submitting the learner registrations through Quartzweb five days prior to the exam date. The registration template sent should ensure it includes the learners telephone numbers and email addresses in addition to the standard information of name and date of birth.

The registration training video can be found on the Quartzweb homepage, and a link is included here: [\*\*How to Register My Learners\*\*](#)

Please ensure that when registering your learners, you select '**NOCN Remote Invigilation**' from the assessment method dropdown.

## **Online Systems and Support**

### **Are there training videos available?**

Yes, there are training and support videos available on our website. The videos take you through the exam process once your Centre has received the learners' login details for the platform.

<https://www.nocn.org.uk/support/systems-support/remote-invigilation/>

### **What do I do if the Centre Invigilator or the learner are having technical issues?**

If you are having issues with either the test platform or the invigilation system, please contact NOCN immediately by calling 0300 999 1177 requesting IT support for an online examination. Alternatively, you can contact our IT team through the webchat to raise any issues.

## **Policies and Quality Assurance**

### **Are there other policies that Centres and Invigilators should be familiar with prior to the exams?**

Yes. The following policies are sent to the Centres and learners as attachments when confirmation of the exam date and time is sent via email. Prior to the exam, please ensure you and your learners have familiarised yourselves with the following policies:

- NOCN Examination and Invigilation Policy (available on the NOCN website)  
<https://www.nocn.org.uk/support/nocn-group-policies/quality-assurance/>
- NOCN Invigilator Guidance for Remote Invigilation (available on the NOCN website)  
<https://www.nocn.org.uk/support/nocn-group-policies/quality-assurance/>
- NOCN Malpractice and Maladministration Policy and Procedure (available on the NOCN website)  
<https://www.nocn.org.uk/support/nocn-group-policies/quality-assurance/>
- NOCN Enquiries and Appeals Policy for Learners and Centres (available on the NOCN website)  
<https://www.nocn.org.uk/support/nocn-group-policies/enquiries-appeals-and-complaints/>

Our [Quality Assurance Manual](#) outlines our requirements, as well as provides guidance and support for Centres on how to ensure their delivery of Functional Skills assessments is robust.

## How do you keep the test papers secure until day of test?

The papers are only released by the test platform 2 hours before the scheduled time of the test and for 2 hours afterwards.

Each candidate can only sit the test once.

The test is protected by an Invigilator username and password, by the learner's personal ID and finally by an invigilator code. The codes are supplied to Invigilators and are only provided to the learner during the invigilation session.