

# Exam Protocol Document for Remote Invigilated Exams

The bottom half of the page features a decorative graphic. It consists of several thin, curved lines in shades of green and white, sweeping across the width of the page. Below these lines is a large, white, curved shape that resembles a stylized wave or a partial circle, set against the green background.

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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 outlines in this document may result in your exam being terminated / results not being issued.**

1. Computer requirements:
  - Laptop / computer with 4GB of ram (no tablets or surface pro)
  - A Windows v7.0+ or Mac10.8+ operating systems
  - Intel Core i3 (or equivalent) and 4GB RAM
  - A working webcam that can be used to scan the room, microphone and speakers
  - Internet connectivity with continuous internet speed of a minimum of 516kbps
2. Before your exam please ensure that you have downloaded the TestReach application ( as per your enrolment email)
3. Make sure that you have completed the Test Tutorial
4. You must ensure that you have your TestReach user information with you – user ID and password.
5. Do not forget your signed Photo ID – either passport or driving license.
6. You must not be interrupted throughout your exam. Please make sure your room / space is private and well lit.
7. You will be asked to scan the room for a 360° view using your monitor / webcam.
8. Ensure that your computer area is free of all clutter and unauthorised materials.
9. Your mobile phone should be turned off and put out of reach once you are connected with your supervisor.
10. If you are in a room with others sitting your exams please ensure that you have headphones in order to hear the supervisor.
11. Please do not have a second monitor on your desk or within reach.
12. 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.
13. Ensure that you do not block the webcam for any reason.
14. No smart watches are allowed. You will be asked to show your wrists to the supervisor.

15. 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) 399 1385 Or <http://www.testreach.com/candidate-FAQ/>*

## Validation Protocol for Candidates

### Introduction

The below information describes the validation protocol and the steps that trained supervisors 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

- 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 "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 supervised online exams need to be booked or confirmed 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. They will however not be given additional exam time to make up for the delayed start. If a candidate has not connected within 30 minutes, their session will time out and they will not be able to do the exam.*

### Day of Exam:

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

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

- 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.
- 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.
- Supervisor will advise candidate of pre validation process before they begin their exam via audio.

## Authentication / Validation Process

There is a list of steps to take and questions to ask to verify candidates identification and secondly that the testing area is secure.

- a. The supervisor will ask the candidate to show their photo ID to the camera. This ID should either be an in - date passport, identity card or driving license, with photograph and signature.
- b. The candidate will be asked to pan their monitor / camera around the room to get a 360 degree view – the supervisor will need to make sure that the candidate pans the whole area. This is to ensure that:
  - i. There is no second monitor / computer visible in the room
  - ii. Any phone visible has been put out of reach
  - iii. There are no notes / wall boards with information on them
- c. 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. Any resources allowed for this exam will have to be held up to the camera for checking.
- d. 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. Candidates will have received emailed reminder notification in advance.
- There is no additional fee for a no show but the exam charge will apply.