



ACADEMY
Online Learning Ltd

Remote Invigilation Policy

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Academy Online Learning Ltd

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1.0 Introduction

This purpose of this policy is to ensure that assessment carried out remotely via AOLL's video-conferencing suite is conducted fairly and in accordance with awarding body requirements.

1.2 Scope

The policy covers all supervised examination/remote assessment.

2.0 Persons Affected

2.1 Learners.

2.2 AOLL tutors/assessors/quality review team.

3.0 Definitions

3.1 Remote assessment - any assignment conducted online using a PC/laptop with continuous internet connection and use of web cam.

3.2 Remote invigilation - supervision of a remote assessment using a secure online connection and web cam to witness the assessment taking place.

3.2 Invigilator - person responsible for supervising remote assessment to ensure security of the assessment, prevent malpractice and provide equal opportunities for learners to access assessment material.

4.0 Policy

AOLL uses BigBlueButton technology to provide a secure, online environment in which remote assessment can take place. BigBlueButton affords the following:

- Full audio and visual connection
- Ability to 'share screen' to enable invigilators to see a learners' screen.
- Ability to record both video and audio activity

4.1 *The learner's environment*

In order to be compliant, the learner must ensure that the room in which they complete a remote assessment provides appropriate conditions in which to complete an assessment to the best of their ability. This includes ensuring that the room is:

- An appropriate temperature
- Well-ventilated
- Free from noise
- Lit with light of day-light quality (overhead lighting is preferred. Where this isn't possible, any light source must not be behind the learner as this makes it difficult for the invigilator to see clearly.

The web cam used should ideally be a portable web cam so that it can be moved to show the full work space. If a portable web cam isn't available, then a mirror should be used to show the full work space.

Only the learner completing a remote assessment should be present in the room for the duration of the assessment.

The wearing of hats and/or sunglasses is prohibited and headphones should only be used if they are providing audio connection to the invigilator.

The room must be free from any display material associated with the assignment topic. The invigilator will conduct a room sweep via web cam to check that no such materials are present or visible. If any material is seen during the room sweep, the learner will be asked to remove it and this will be recorded in the invigilator report.

4.12 Approved Resources

Only resources listed on the front page of an assessment can be used during a remote assessment. Any learner found to have unauthorised material could be subject to malpractice procedures.

Mobile phones and other devices should remain switched off and out of reach for the duration of the assessment.

The learner must not have access to any personal belongings during the assessment. The invigilator will conduct a room sweep via web cam to check that no personal belongings are present or visible. If any personal belongings are seen during the room sweep, the learner will be asked to remove them and this will be recorded in the invigilator report.

4.13 Calculators

Where a calculator is permitted learners can access an on-screen calculator.

If learners wish to use their own calculator instead of an on-screen calculator, this is permitted, but learners will be expected to show their own workings.

Where calculators are permitted, learners are responsible for ensuring that they meet the Open Awards regulations:

Calculators must be:

- of a size suitable for use on the desk;
- either battery or solar powered;
- free of lids, cases and covers which have printed instructions or formulas.

The learner is responsible for the following:

- the calculator's power supply
- the calculator's working condition
- clearing anything that is stored in the calculator

Calculators must not:

- Be designed or adapted to any of these facilities:
 - a. Language translators
 - b. Symbolic algebra manipulation;
 - c. Symbolic differentiation or integration;
 - d. Communication with other machines or the internet;
- Be borrowed from another candidate during an assessment for any reason.
- Have retrievable information stored in them
 - this includes: data banks/dictionaries/mathematical formulas/text.

4.2 The Role of the Invigilator

The invigilator's role is to ensure that:

- All learners can access assessment materials
- Assessment material is secure
- Learners don't commit malpractice
- Administration is compliant

All invigilators must be familiar with the requirements set out in this policy before undertaking any invigilation. It is not permissible for invigilators to carry out any other activity (such as reading or marking) during a remote assessment.

Invigilators must monitor the learner via web cam at all times and ensure that the assessment session is recorded to ensure the learner's screen, the learner and the invigilator are included.

The ratio for remote assessments will always be 1:1 (with the exception of speaking and listening assessments: see 4.3).

AOLL will ensure that invigilators don't have personal interest in the assessment or assessment outcome. This includes ensuring that functional skills exams are not invigilated by functional skills tutors (with the exception of speaking and listening assessment) and that an invigilator is not a current learner, relative, friend or peer of any learner.

4.21 Invigilation Requirements

In order to carry out remote invigilation, invigilators must:

- Have access to a PC/laptop with stable internet connection
- Have a screen size no smaller than 14"
- Be trained in and adhere to Open Awards Instructions for Conducting Remote Controlled Assessments
- Be trained in BigBlueButton software
- Adhere to AOLL's Remote Invigilation Policy
- Undergo refresher training every 18 months

4.22 Starting an Assessment

At the start of an assessment the invigilator must:

- Check the learner's identity using photographic ID (where this isn't available an assessment will not be able to take place and will have to be rescheduled)
- Confirm there are no conflicts of interest
- Check the sound and visual quality and confirm this is adequate for both learner and invigilator
- Check that any laptops being used are plugged in and have sufficient battery life

- Undertake a room sweep using a portable web cam or a mirror to ensure that it is suitable and that it is free from mobile devices and any display material that could be deemed as helpful in the assessment
- Ensure that all mobile phones are switched off and out of reach
- Check that any paperwork or books within reach do not contain notes
- Ensure that the room is free from food and that any drinks are in clear bottle with no label
- Remind the learner that smoking or vaping isn't permitted
- Check that calculators/dictionaries are suitable (where they are permitted)
- Give clear instructions to the learner about following regulations and state that failure to adhere to regulations will result in the assessment being considered null and void
- Confirm that the learner is visible and centred within the screen
- Announce clearly when the learner can begin
- Specify the start and finish time
- Remind learners that they can only ask questions about the instructions on the front of the assessment paper
- Remind the learner that they cannot communicate with anyone else
- Only answer questions asked about the instructions on the front of the assessment paper
- Ensure that any reasonable adjustments agreed are in place
- Advise that for functional skills maths assessment, marks are only awarded for workings out if they are entered into the workings out box

The invigilator must not:

- Make comment where a learner suggests there is an error or omission on the assessment paper, but refer the matter to the Director of Studies who must report to the appropriate awarding body
- Give information to learners about mistakes in the questions unless an erratum notice has been issued

- Read aloud any content of the assessment paper, other than the instructions on the front cover
- Offer advice to a learner for example, by re-phrasing or explaining a question
- Comment on the work of a learner

4.23 During the Assessment

Invigilators must fully supervise learners for the duration of the assessment by giving full attention at all times and not carrying out any other activity simultaneously.

If the invigilator suspects that the assessment is not being carried out in accordance with regulations they must pause (not stop) the assessment to ask the learner to explain their actions. The recording must continue to evidence the subsequent discussion. If the invigilator is happy with the explanation, the assessment can continue but the pause must be noted on the invigilator's report. If the invigilator feels that regulations have been breached the assessment should be stopped and reported to the awarding body immediately.

4.24 Late Arrivals

If a learner arrives after the start of an assessment they may be allowed to start with the first 30 minutes - this is at the discretion of the invigilator and centre. Provided invigilation is available, the learner can still be allowed the full assessment time.

Any learner arriving more than 30 minutes late will have to reschedule.

4.25 Invigilator Support

The timetable of remote assessments will be made available to the Director of Studies and Quality Manager to ensure a member of senior leadership is

available for the duration of all remote assessments should the invigilator need any assistance, or in the case of emergency.

4.26 Leaving the Room

Learners are not permitted to leave the assessment room until 30 minutes after the start time (other than in an emergency).

If a learner exits an assessment in error it can be resumed providing the invigilator is assured that they have remained in controlled conditions.

4.27 Disruptions

AOLL understands that due to the nature of online learning, disruption may sometimes occur for any of the following reasons:

- Loss of internet connection
- Interruption from a member of a household
- External noise (such as a train passing by)

Both the learner and invigilator are responsible for mitigating the chances of disruption as much as possible by checking connections prior to a planned assessment, making members of the household aware that an assessment is being carried out, placing a 'do not disturb/exam in progress sign' on the door, and/or closing windows if external noise is typically an issue.

Where a disruption out of the learners' or invigilators' control occurs the time and length of disruption should be recorded on the invigilation report.

Where a disruption may have adversely affected a learners' ability to complete an assessment, the centre must follow the awarding bodies' special consideration procedures.

Where an assessment is resumed after a disruption, the full scheduled time should be allowed.

If a disruption suggests a breach of security may have occurred the awarding body must be informed immediately.

4.28 Ending Assessments

Invigilators must give learners sufficient warning when the end of an assessment is approaching by alerting them when there are ten minutes left. This is also indicated by the clock on the online platform changing red.

Where extra time has been issued, invigilator should ensure this is given.

At the end of an assessment, the screen will close and learner will not be able to add to their responses.

The invigilator should ask the learner to show any notes they have made during the assessment and witness the learner destroying these.

The invigilator should not give any indication of whether the learner has passed or failed an assessment.

On completion of an assessment, the recording must be immediately uploaded to SharePoint in accordance with Open Awards' Quality Assurance Policy.

4.3 SLC Assessment

In any speaking, listening and communication assessment, the invigilator is also the assessor.

The ratio of learners to assessor/invigilator must be between 3 and 5. In an occasion where there aren't 3 learners sitting the assessment at any given time, staff members can be utilised for the conversation component. Staff in this role will be briefed beforehand on the topic of conversation and advised not to ask leading questions to the learner.

SLC assessment must be based on one of the three scenarios provided by Open Awards.

4.31 Internal Moderation of SLC assessment

The first 5 SLC assessments carried out by each tutor will be internally moderated, with 10% being internally moderated thereafter.

Recordings and assessor notes/feedback forms will be used in the process of internal moderation.

5.0 Storage and Security of Assessments

AOLL will utilise the software provided by awarding bodies to ensure appropriate security systems are in place.

Assessment access codes will only be released to learners at the time of the assessment and will be stored securely in any interim period.

The ID check carried out at the start of an assessment will ensure the correct code is given to the correct learner and the invigilator must witness this being entered to ensure the learner checks that their name is correct on the test screen. If a learner or invigilator is aware that an assessment is being sat in the wrong name, it must be stopped and could constitute malpractice.

6.0 Monitoring

AOLL will comply with any monitoring carried out by awarding bodies, by providing access to BigBlueButton, assessment records and quality assurance documentation on request.