



# **EPA Online Assessment Proctoring Guide**



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## Introduction

EPA Plus is offering new ways to support apprentices who need to complete an online assessment, as part of their end-point assessment (EPA), which includes:

- Multiple Choice Questions
- Situational Judgement Tests
- Short Answer Questions.

From Monday 30 March 2020, all online assessments of these types will take place with the support of Proctoring.

This guide provides step by step instructions for setting up and running a proctored assessment. For more information on proctoring, you can find an informative video on YouTube [here](#) and also an instructional video on how to prepare for a proctored assessment [here](#).

## Equipment requirements

Apprentices need the following equipment/environment in order to undertake the assessments online:

- Laptop/desktop with webcam and microphone
- Wi-Fi connection
- Smart phone or tablet
- Suitable test environment (quiet room with no distractions).

The laptop/desktop will run the exam software and the smart phone or tablet will be used to record the assessment duration. **The assessment cannot be sat on a smart phone or tablet.**

If apprentices do not have access to the above equipment the college/ITP should submit a reasonable adjustment request to [epa@ncfe.org.uk](mailto:epa@ncfe.org.uk). The reasonable adjustment and special consideration policy can be found [here](#).

## Smart phone/tablet

Apprentices will need a smart phone/tablet on which they will download the ProctorExam app. Instructions for downloading the app will be provided during the system check process or they can do this prior to the system check by accessing the Google Play Store for Android devices and the App Store for iOS (Apple) devices and searching for ProctorExam. The app is free to download.

Specifications are:

- Android 4.1 or higher
- iOS (Apple) 8.0 or higher.

You can see your operating system version in the settings of your phone.

- Video resolution must be minimum 800 x 600 px
- Ensure you can connect to Wi-Fi
- Ensure your mobile device can be plugged in for the duration of the exam.

## System requirements

- Bandwidth – Minimum 1Mbit/s upload speed. Tethering is not supported
- Operating Systems
  - Windows 7 or higher
  - MAC OS X
  - Linux 64-bit Ubuntu 14.04+, Debian 8+, openSUSE 13.3+, or Fedora Linux 24+
- Wi-Fi connection – candidate to be positioned where signal is strongest
- Web browser – latest version of Google Chrome
- Webcam required – maximum resolution of 1280 x 720
- Microphone required
- Audio required
- Ensure the laptop/desktop is plugged in for the duration of the exam.

## System check

Once the exam has been booked, the apprentice will receive an email for the system check to be carried out. This will allow the apprentice to test the system to ensure all of the equipment is working and ready for the live assessment. We recommend apprentices carry out the system check as soon as the email is received to allow time should further actions need to be taken. Apprentices should be reminded to double check their junk email folder if nothing appears in their main inbox. **If apprentices do not complete the system check they may have challenges when coming to sit the live exam.**

The system check email will contain instructions on how to perform a system check to ensure the PC is set up and ready to go. However, before the apprentice performs the system check, we strongly advise they do the following:

a. Ensure you are using the latest version of Google Chrome. To check if you have the latest version of Google Chrome:

1. On your computer, open Chrome
2. Click on the icon in the upper corner that looks like three dots
3. Click on help
4. Click on about Google Chrome which will then show your latest version and if up to date or not

To update Google Chrome

1. Click on the icon in the upper corner that looks like three dots
2. Click Update Google Chrome. If you don't see this button, you're on the latest version.
3. Click Relaunch

b. Allow pop-ups for ProctorExam:

1. Type `chrome://settings/content` in to the address bar and press Enter
2. Select Pop-ups from the Content Settings screen
3. In 'Allow', click 'Add' and enter `https://surpass.proctorexam.com`
4. Close the Content Settings screen and refresh your browser to enable Flash

c. Install ProctorExam extension/plugin within Chrome to allow screen sharing:

1. Click on the link here or type in <https://chrome.google.com/webstore/category/extensions>
2. Search for ProctorExam
3. Click on 'add to chrome'
4. Click on 'add extension'

We advise apprentices to carry out the system check on the same equipment and in the same room they plan to use for the live assessment.

## Taking the exam

Once the system check is completed, another email will be sent to the apprentice prior to the exam date – again, please remind apprentices to check their junk email folder. This email contains the link to their live exam.

For the exam, apprentices will need to use their smart phone/tablet because this provides additional coverage of the test taking environment. As described above, you will need an Apple or Android device with the ProctorExam app installed.

At the time apprentices are due to take their exam, they simply click on the exam link in the email, follow the ID, environment instructions and read in full the 'Instructions for Candidates' then launch their exam.

When apprentices are in the instance of Surpass they will need to enable flash in the Chrome browser. They will require Adobe Flash Player 18 to 28.0.0.161:

1. Apprentices will be presented with the following on screen 'This page requires flash, select here to enable flash content'
2. Click on here
3. Click on 'Allow' which will then appear in the top left of the screen
4. Once the exam has been completed in Surpass, to fully close the ProctorExam environment please click on the 'Finish Exam' button in the top right of the screen as shown below. This will ensure this does not continue to run should you pull down your laptop screen to close it.



Finish Exam

## Support during the exam

During the system check and on exam day, if the apprentices encounter any technical difficulties, they will be able to access online chat support. This can be found in the bottom right hand corner of the screen. If there are any challenges with the key code please contact NCFE EPA Plus customer support team on 0191 240 8950.

## Removing the software after the assessment

The ProctorExam Chrome extension will remain installed in the Chrome browser at the top right-hand side indicated by an icon.

In order to remove this once the exam has been completed, right click on the icon and then click on 'remove from chrome'. The extension will now be removed.

Please note: if you have multiple exams to take or have exams to take in future sessions, you will need to re-install the Chrome extension if it is removed. However, we recommend keeping the extension installed until exam results have been issued.

## Exam violation checklist

This list describes the list of candidate exam condition violations:

- Looking at mobile phone/tablet
- Wearing of any earplugs or headphones
- Continuously looking around room
- Continuously looking up or down
- Continuously looking to the left or to the right
- Wearing of any clothing with the ability to hide materials i.e. hooded jumper
- Leaving room
- Looking at hands or wrists
- Accessing web pages
- Accessing other applications, such as Word/Excel or their folders/windows explorer
- Other people entering the room
- Talking to anyone outside of the room
- Using multiple screens
- Text books or notes in exam taking environment. Please note, candidates are allowed up to 6 pages of blank paper to make notes during their exam
- Notes around the room
- Room is too dark
- Wearing sunglasses or smart glasses (without a need to do so)
- Wearing a watch of any kind
- Web cam on laptop angled up/face obscured (please note that if we then check the other camera and the candidate's face is visible, this can be unflagged)
- Opening drawers or cupboards within the room
- Vaping/smoking.

## Top tips

- Ensure the mobile device can be placed at least 3 metres away from you and can be situated upright
- Ensure your equipment is plugged in charging for the duration of the assessment
- **Have your photo ID ready** - you will need photo ID (passport/driving license) to sit the assessment. If you fail to show a valid ID on the day of your exam, you will be disqualified from your exam. If apprentices do not have photographic ID please refer to NCFE's ID policy for exams.