

End-Point Assessment

**EPA ONLINE ASSESSMENT
REMOTE INVIGILATION GUIDE**

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Introduction

NCFE offers the following methods to support apprentices who need to complete a knowledge test (MCQ, SJT, SAQ, etc.) as part of their end- point assessment (EPA):

- Remote Invigilation (via ProctorExam)
- SecureClient
- Paper-based

This guide provides step by step instructions for setting up and running an assessment via Remote Invigilation (ProctorExam). ProctorExam is a form of remote invigilation, allowing apprentices to complete their exam remotely without the need for a physical invigilator. Instead, apprentices are supervised using technology, providing the apprentice has the relevant equipment required.

Section 1 - Exam requirements

Apprentices **must** have access to the following to undertake an assessment online via ProctorExam:

- **Laptop/desktop**
- **Webcam and microphone**
- **Google Chrome browser**
- **Smartphone/tablet**
- **Wi-Fi connection**
- **Photo ID**

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

Laptop/desktop computer

Apprentices will need a laptop or desktop computer which they will use to take their exam. We strongly recommend learners to use a personal device, as work laptops/computers often have restricted access and admin rights installed, which can cause issues when trying to access the ProctorExam platform.

Apprentices are also advised to keep their laptop charger plugged in throughout the assessment.

NOTE: apprentices can use any laptop or computer excluding Chromebook, as Chromebooks are incompatible with the ProctorExam software.

Webcam and microphone

To ensure the integrity of the assessment, audio and video footage will be recorded throughout the assessment. For this reason, apprentices will be required to enable/connect their webcam and microphone.

Google Chrome browser

The ProctorExam platform has been developed and optimised for use with Google Chrome browser. For this reason, apprentices must use the latest version of Google Chrome, as other browsers may not be compatible.

Smartphone/tablet

Apprentices will need a smart phone or tablet to download and use the ProctorExam app. Instructions for downloading the app will be provided during the system check process. Alternatively, it can be downloaded directly from the Google Play Store for Android devices/App Store for iOS (Apple) devices by searching for ProctorExam.

Apprentices are also advised to keep their smart phone/tablet charger plugged in throughout the assessment.

Wi-Fi connection

A steady internet connection is required to run the assessment, and Wi-Fi will be needed for the mobile streaming. We recommend a minimum upload speed of 1.5 Mbps.

Photo ID

During the setup stage of the exam, apprentices will be asked to show some form of photographic ID. This must have their name and photo on it, and can be an official document such as a passport or driver's license, or a non-official form of ID such as workplace or school ID. We have listed some acceptable forms of ID below:

- Passport
- Driving Licence (full or provisional)
- EEA Photocard Driving Licence
- National Identity Card
- Residence Permit issued by the Home Office
- Citizen Card
- Post Office PASS card
- MY ID Card
- Proof of Age Standards Scheme (PASS) Card

If the apprentice does not have photo ID, the training provider will need to upload a photo of the apprentice onto epaPRO, along with a signed statement to confirm the photo's authenticity.

Section 2 - System check

6 days prior to the assessment, apprentices will receive a system check email from donotreply@epat.ncfe.org.uk asking them to test their equipment. We recommend apprentices carry out these system checks as soon as possible, using the same equipment and Wi-Fi they intend to use for their exam. This will ensure that all equipment is working and ready for the live assessment, whilst allowing time for further action, should it be needed.

Apprentices who cannot locate the system check email are reminded to check their junk/spam inbox. If they still cannot find the email, please contact us at eparemotexams@ncfe.org.uk and an NCFE colleague will arrange for this to be resent.

Prior to the system checks, we strongly advise apprentices to complete the following:

Update Chrome

To check that the latest version of Google Chrome is installed:

1. On your computer, open Chrome.
2. Click on the 3 dots icon that appears in the upper right corner.
3. Click on Help, followed by About Google Chrome.
4. Check that you have the latest version installed, and update/relaunch if not.

Allow popups

To enable pop-ups on Google Chrome:

1. Type <chrome://settings/content> into 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>

Alternatively, apprentices can open the system checks link, before completing the following steps:

1. Select the tune icon that appears on the left side of the search bar:



2. Ensure that pop-ups and re-directs are allowed. If not, select 'site settings' before clicking 'allow' for pop-ups and redirects.

Download the ProctorExam extension

To download the ProctorExam extension, apprentices should follow the on-screen instructions that appear during the system checks:

1. Select 'download ProctorExam extension.'
2. Select 'add to Chrome', followed by 'add extension.'

Alternatively, the ProctorExam extension can be downloaded directly from the webstore by [clicking here](#).

In addition to the above, apprentices will also be prompted to test the following as part of the system checks:

- screensharing
- microphone
- speakers
- webcam
- download and test the ProctorExam mobile application
- test your internet connection

For further guidance and support videos on each of these steps, apprentices are advised to check the [Online Invigilation – Candidate Guide](#).

MacBook Guidance

Apprentices using a MacBook for their assessment may face certain challenges related to their security and privacy settings. The following guidance outlines key adjustments to help ensure a smooth setup for the exam.

Chrome browser

To ensure ProctorExam opens in Chrome instead of Safari on a MacBook, apprentices can follow these steps:

1. Set Chrome as the default browser:

- Go to System Settings > Desktop & Dock
- Scroll down to the Default web browser setting
- From the dropdown, select Google Chrome. This ensures any links, including ProctorExam links, will automatically open in Chrome.

2. Manually open ProctorExam in Chrome:

If the ProctorExam link mistakenly opens in Safari, apprentices can copy the URL and manually open it in Chrome:

- Copy the URL from Safari's address bar
- Open Google Chrome, paste the link into Chrome's address bar, and press enter.

Alternatively, apprentices can:

- Hover the mouse over the exam link button (from the email)
- Right click on the link and select copy
- Paste the exam link into Chrome's address bar.

Camera, microphone, and screen recording

ProctorExam requires access to the camera, microphone, and to monitor the screen. To enable this on MacBook:

- Go to **system settings > privacy & security**
- You will see options for **camera, microphone, and screen & system audio recording**.
- Ensure that Google Chrome access is enabled for each.

If the option for Google Chrome is not visible at the screen & system audio recording step:

- From the general settings, select **sharing**
- Enable **screen sharing**

Once the above adjustments have been made, apprentices are advised to complete the steps listed previously (page 5) before closing Chrome. They can then open the link into Chrome and complete the system checks.

Section 3 – Taking the exam

72 hours prior to the assessment start time, the apprentice will receive the live assessment link from donotreply@epat.ncfe.org.uk. Once again, apprentices are reminded to check their junk/spam inbox if they cannot locate this email, and to contact eparemoteexams@ncfe.org.uk should they need the link to be resent.

Approximately 15 minutes before the scheduled exam time, apprentices should select **Launch Your Exam Now** from the exam email. They will then be taken through a series of steps, similar to those undertaken during the system check, to help you set up for the assessment. A further breakdown of each step can be found on the [Online Invigilation – Candidate Guide](#).

In addition to the steps completed previously, apprentices will also be prompted to take a photo of themselves and their ID, to complete a scan of their room using the ProctorExam app, and to correctly place the phone camera beside them. Instructions for each of these steps will be provided as they go along.

Locating the keycode

Having completed the setup phase, apprentices will be shown an instructions page which includes a link to launch their assessment. To launch the exam, apprentices will first need to copy the keycode which can be found under the individual instructions section at the bottom of the page.

Thereafter, apprentices should select “launch test”. This will open the exam window in a separate tab; here, the apprentice will need to paste/type the keycode into the text box before selecting OK. The apprentice will then be prompted to check and confirm their details before starting the exam.

Please note that the exam window will open in a separate tab, and that both tabs must remain open throughout the exam.

Technical support

The following resources provide guidance and support to apprentices who encounter any issues during the setup phase of their exam:

- Online Chat Support – This can be accessed through the icon on the right-hand side of the exam screen. Once opened, apprentices can access a troubleshooting guide, as well as speak with an advisor through the chat facility.
- [Exam Taker Support Page](#) – here, you can access a variety of articles to help troubleshoot any technical problems you may encounter.
- NCFE Customer Support – you can contact an advisor at NCFE by emailing eparemoteexams@ncfe.org.uk. For more immediate support, you can also contact our EPA Support Team by phone on 0191 240 8950.

Section 4 – Finishing the exam

Once the exam has been completed, apprentices must click the “finish test” button in the top right of the screen. They can then close the exam tab, before clicking “end exam” on the ProctorExam tab. This will end all camera recordings, and the apprentice is now welcome to remove the software from their devices.

Removing the software after the assessment

The ProctorExam Chrome extension will remain installed in the browser at the top right-hand side, indicated by the following icon:



To remove this once the exam has been completed, click the extensions icon, followed by the three dots icon next to ProctorExam. You will then have the option to remove from Chrome.

Alternatively, select “manage extensions”, followed by the “remove” option for ProctorExam.

The ProctorExam app can be removed from your mobile device by simply uninstalling it.

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. For this reason, we recommend keeping the extension installed until exam results have been issued.

Exam results

Once the exam has been completed, please allow 5 full working days for NCFE to process and release the test result. This will be made available to the training provider, who is then responsible for communicating the result with the apprentice.

Tech requirements

The table below provides further information on system requirements.

Operating System	ChromeOS macOS: the latest two macOS releases Windows 10 (32-bit/64-bit) Windows 11
Bandwidth	1.5 Mbps upload speed 10 Mbps download speed Ping under 25 ms <i>NOTE: We strongly recommend you use an ethernet cable to connect your computer to ensure a stable connection.</i>
Resolution	1280 x 768 pixels, or higher Screens should be scaled to 100% Some enhanced features may require 1920 x 1080
Browser	Google Chrome (latest version)
Mobile Phone Operating System	Android 8, or higher iOS 15.8, or higher

Exam violations checklist

The following is a list of exam condition violations:

- looking at a mobile phone, tablet or any other device
- access to any smart device, such as smartwatches or smart glasses
- wearing any earplugs or headphones
- wearing sunglasses or smart glasses
- wearing a watch or smartwatch
- wearing of any clothing with the ability to hide materials i.e. hooded jumper
- continuously looking around room
- continuously looking in any direction (up, down, left, right)
- leaving the exam room
- other people entering the room
- talking to anyone outside of the room
- looking at hands or wrists
- accessing web pages or any other applications or folders
- using multiple screens
- the presence of textbooks or notes in the exam environment
- room is too dark
- web cam on laptop angled up/face obscured
- opening drawers or cupboards within the room
- vaping or smoking.
- Use of AI (you can view our guidance on the use of AI in assessments by [clicking here](#))

Note: Should any of the above violations be identified, NCFE will review the assessment and could potentially mark it as void. The investigation may also cause a delay in the release of results.

Contact us

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