

## INTRODUCTION

All IMI online assessments must be delivered in a controlled environment and invigilated in accordance with the centre's invigilation policy and IMI requirements. The invigilation process and documentation must be encompassed in the centre internal quality assurance process.

All IMI online assessments are accessed through the IMI website ([www.theimi.org.uk/awarding](http://www.theimi.org.uk/awarding)). The website also enables you to obtain candidates' results and print records of achievement for successful online assessments (see section 5.2).

## SCHEDULING ONLINE ASSESSMENTS

Candidates must be given prior notice of the dates and times when they will be taking their online assessments. This will enable them to ensure that they are prepared properly.

Online assessments should be scheduled at appropriate intervals during the candidates' programme of learning. They should not be concentrated in a short period at the end of the programme. Such 'end loading' frequently disadvantages candidates and gives them little time to prepare for re-sits etc.

Candidates should not be entered for online assessments until the appropriate learning has been completed. Entering candidates before they are ready could be regarded as unfair assessment and cause an adverse effect on the candidate's performance.

## INVIGILATING ONLINE ASSESSMENTS

It is the Centre Coordinators responsibility to ensure all invigilators have been approved by IMI on our Centres Hub system, are trained and understand the full requirements outlined in this document.

Centre staff involved in the training and delivery of assessments to candidates are NOT permitted to act as invigilators unless there are exceptional circumstances authorised by the Centre Coordinator. In such instances, the centre must adopt clearly defined processes with close scrutiny of the invigilation process which must be documented clearly within the centres internal quality assurance strategy. This must include details of how peripatetic assessments being carried out offsite are internally quality assured.

Online assessments linked to Apprenticeship Standard End Point Assessments MUST be invigilated by impartial invigilators with no industry qualifications or background relating to the assessment they are invigilating.

The following regulations apply to the invigilation of all IMI online assessments:

- Online assessments must be held in an appropriate room with suitable computers positioned correctly with sufficient spacing of at least 1.5 metres apart (or inline with government requirements), screens between candidates and/or use of privacy filters. Candidates must be seated in such a way so that they cannot see other candidates' responses and so that the invigilator can oversee all candidates.

- There must be suitable seating arrangements, adequate light and candidates must be free from noise and distraction.
- The room should be clear of any information (charts, posters etc.) that might inadvertently help or assist candidates to answer questions.
- Candidates must be logged onto the system by an IMI approved invigilator only, using their IMI PIN and password.
- It is the centres responsibility to check the identity and confirm that the correct candidate is logged onto the allocated PC as identified within the invigilation log.

*Note: centres must ensure that the 'auto save' function is disabled from all IT equipment utilised to access IMI online assessments, to mitigate any risk of unauthorised personnel gaining access and misusing these.*

- Candidates must be invigilated at all times, centres must ensure there are a sufficient number of invigilators to monitor candidates at all times. IMI advise that the candidate to invigilator ratio is no more than 15:1 respectively.

*Note: For end-point assessment online knowledge assessments, please refer to the relevant apprenticeship standard within [Section 9](#) to check the specific requirements on candidate to invigilator ratio. Where there is no specifics on ratios stated in an assessment plan, you are expected to follow the guidance of ratios stated in this document.*

- Candidates must follow the invigilator's instructions at all times. They should be informed of exactly which online assessment they are taking. It is not acceptable to simply tell candidates to take 'any assessments showing as not completed'. Candidates should not take more than two online assessments in one day.
- Invigilators must ensure that candidates do not have access to any websites or programmes\* other than the IMI online assessment pages while in the room where the online assessments are being held.

*Note: \*Unless clearly stated within the qualification requirements, for example for IMI MOT qualifications (see section 8.1).*

- Candidates must not take books, papers of any kind, calculators\*, dictionaries\* (exceptions can be applied for bilingual dictionaries under section 1.6 – where a Candidate's first language is not English), mobile phones, including smart watches or any form of electronic recording or data storage device into the room where the online assessments are being held, unless stated within the guidance document for the qualification.

*Note: \*Calculators or dictionaries may be used only for assessments which specifically allow their use, as clearly stipulated in the relevant qualification specification / guidance.*

- Invigilators may provide candidates with blank paper and writing materials to make notes or carry out rough workings during the assessment but these must be collected by the invigilator at the end of the assessment and destroyed before the candidate leaves the room.
- Candidates must not communicate in any way with other candidates whilst in the room where the online assessment is being held.
- In the event of an emergency (e.g. a sick candidate or IT failure), the invigilator should be able to summon assistance without leaving the room where the online assessments are being held. Instances of this must be recorded in the invigilation log.
- Should there be an IT issue encountered during an assessment (such as loss of connection), IMI should be notified as soon as possible to investigate to avoid disadvantaging the candidate.
- Any instances of suspected candidate malpractice must be reported to the Centre Coordinator immediately.
- A record of candidates taking online assessments should be maintained and made available to the External Quality Assurer (EQA) during monitoring visits.

*Note: The IMI have produced an [‘Exemplar - Invigilation Record’](#) for centres to use should they not have their own template within their invigilation policy.*

The invigilation record must show the invigilator’s name and IMI PIN, the date and time of the online assessments. It must also list the candidates’ name, registration number and the online assessments being attempted. A seating plan and/or reference to the computers used should also be provided.

The types of issues that must be recorded include:

- launching incorrect assessment
  - submitting assessment prior to its completion
  - reader used, if required. and room used
  - fire alarm
  - IT issues
  - any candidate requesting explanation or pronunciation of words within the assessment
  - any interaction between candidates once online assessment period starts
  - any potential issues with the question(s) or diagram(s)
- Should a candidate identify any potential issues with the question(s) or diagrams presented during the online assessment an IMI [Online Test Question Enquiry Form](#) must be completed and attached to a Centres Hub Enquiry Form. If the centre is using the IMI’s ‘Exemplar – Invigilation Record’ for their invigilation then this can replace the Online Test Question Enquiry Form.

For security purposes, centres must not take photographs of the online assessment platform or record the question in full. Unauthorised amendment, copying or distributing of assessment material is categorised as malpractice.

IMI will investigate and respond within 10 working days on receipt of a completed online test enquiry form. IMI may require additional time, for example for forms submitted with multiple candidates, but will advise you if this is the case.

If we require any further information, the Enquiry Form will be returned via Centres Hub. If we do not receive a response within 5 working days, no further action will be taken and the Enquiry Form will be closed.

## REMOTE INVIGILATION

*Note: Remote invigilation is currently only available on a temporary basis for centres affected by the impact of the COVID-19 pandemic.*

Remote invigilation is possible however it must be applied for and approved by an EQA. The IMI have produced [Centre Remote Invigilation Guidance](#) for centres to use before and after the approval process.

If online assessment invigilation is being carried out remotely, the invigilator must be competent and have had the relevant training on the remote system. This must be evidenced on application.

## CENTRE REQUIREMENTS

In addition to the invigilation regulations specified above, all centre personnel must comply with the following:

- Candidates must complete the online assessments individually and may not be assisted by anyone.
- Only the registered candidate may take an online assessment. Centre personnel must not log on as a candidate to view any online assessments.
- Candidates must not retake an online assessment they have failed for at least 48 hours\*. Ideally candidates will be given remedial training before being allowed to resit.
- Following a referral of an online assessment, the centre must ensure that they can demonstrate how they have supported the candidate prior to entering him or her for that online assessment again.
- Downloading or saving any part of an IMI online assessment is strictly prohibited. Unauthorised amendment, copying or distributing of assessment material is categorised as malpractice.
- Sharing or misusing invigilators' PINs and/or passwords is also strictly prohibited. Particular care must be taken to avoid disclosing invigilators' passwords to candidates as this will enable them to view/take online assessments unsupervised and may lead to allegations of malpractice.

*Note: The IMI will allow one resit per online assessment free of charge, but will charge for the second and any subsequent resits. This does not include Key Stage 4/5 qualifications – full details of the explicit retake requirements are detailed in the qualification specification.*

*\*Only IMI Accreditation online assessments (including accredited assessor) and a small cohort of IMI qualifications can be retaken after 2 hours, further details as follows:*

- 601/8928/9 *IMI Level 2 Award In Mot Testing (Classes 4 And 7)*
- 601/8930/7 *IMI Level 2 Award In Mot Testing (Classes 1 And 2)*
- 601/8929/0 *IMI Level 3 Award In Mot Test Centre Management*
- 603/1465/5 *L1 Award In Electric/Hybrid Vehicle Awareness*
- 603/1467/9 *L2 Award In Electric/Hybrid Vehicle Hazard Management For Emergency And Recovery Personnel*
- 603/1466/7 *L2 Award In Electric/Hybrid Vehicles Routine Maintenance Activities*
- 603/1468/0 *L3 Award In Electric/Hybrid Vehicle System Repair And Replacement*
- 500/6771/0 *L3 Award In Automotive Refrigerant Handling (EC842-2006)*
- 600/1954/2 *L3 Award In Cargo Refrigerant Handling (EC842-2006)*
- 600/4331/3 *L3 Award In Automotive Air Conditioning Servicing And Maintenance (EC842-2006)*
- 600/4336/2 *L3 Award In Automotive Air Conditioning And Climate Control Diagnosis And Repair (EC842-2006)*
- 603/4181/6 *IMI Level 2 Award in Preparing Heavy Electric/Hybrid Vehicles for Repair*
- 603/4182/8 *IMI Level 3 Award in Heavy Electric/Hybrid Vehicle System Repair and Replacement*

As part of the ongoing monitoring of our online assessment system, IMI personnel will interrogate the system to identify strange patterns of use, unusual times when online assessments are taken, short completion times, frequent attempts at the same test etc.

The EQA will also be able to carry out a similar analysis of online activities at your centre and will be happy to share this information with centre personnel during monitoring visits.

Any breach of IMI requirements relating to online assessments will be regarded as malpractice (see Malpractice and Maladministration Policy).

Issue Number	Effective Date	Amendments	Reason for Amendments
17	14 May 2021	Added sentence to page 4: <i>If we require any further information, the enquiry will be returned via Centres Hub. If we do not receive a response within 5 working days, no further action will be taken and this enquiry will be closed.</i>	To bring document inline with updated process PR10