Remote Proctoring – Apprentice Guidance

The purpose of this document is to provide guidance to apprentices taking IMI EPA (end-point-assessment) online knowledge tests with remote proctoring.

In partnership with Questionmark, IMI offer remote proctoring for EPA online knowledge tests.

Remote proctoring allows greater flexibility for apprentices to choose a convenient time and location to undertake their EPA knowledge tests securely.

How secure is remote proctoring?

An invigilator/proctor can monitor up to 4 candidates taking a test at one time on their screen. Candidates will only see their own invigilator/proctor during their test.

Invigilator/proctor will have full view of the candidate's screen and surroundings through webcam and Zoom room facilities.

The test taker will have rules to comply with which the invigilator/proctor will use to monitor them against during the test. These will be standard rules such as;

- must be alone in room
- must have a clear desk and area
- device must be connected to a power source
- No phones or headphones
- No dual monitors
- No leaving seat
- No talking
- Webcam, speakers, and microphone must remain on throughout the test
- The proctor must be able to see candidate for the duration of the test.

There may also be additional rules/special instructions applied specific to the test candidates are undertaking, for example use of calculator may be permitted or scrap paper and pen may be used during exam.

If these rules are not followed the invigilator/proctor has the authority to terminate any test if they are certain or suspect suspicious activity.

What Apprentices need for remote proctoring?

Apprentices can undertake the test anywhere as long as the standard rules above are considered and they have a computer/laptop with a microphone and web camera installed.

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To reduce the risk of interference with Zoom and the proctor session, we advise that <u>all firewalls and anti-virus software are turned off prior to the test and that the laptop/computer is hardwired to the internet/router.</u>

If using a work device, it is strongly recommended that apprentices contact their company IT department to ensure that the device will function correctly prior to the test time.

Preferred browsers to use for online tests are the Firefox, Edge, and Chrome. Apprentices may need to enable pop-ups prior to assessment. Please see guidance for each of the preferred browsers on how to manage pop-ups;

Firefox:
https://support.mozilla.org/en-US/kb/pop-blocker-settings-exceptions-troubleshooting

Edge:
https://support.microsoft.com/en-us/microsoft-edge/block-pop-ups-in-microsoft-edge-1d8ba4f8-f385-9a0b-e944-aa47339b6bb5

Chrome:
https://support.google.com/chrome/answer/95472?hl=en-GB&co=GENIE.Platform%3DDesktop

Please note, Chromebooks, iPads or any other tablets are not supported platforms for Remote Proctoring.

For further information please contact epa@theimi.org.uk to arrange alternative method of assessment.

Apprentice Instructions

1. **Receiving Booking Confirmations from SEPA**

   The apprentice will receive a Booking Confirmation email from SEPA (Smart EPA) informing them that their EPA online knowledge test has been scheduled. This email will contain the date and the assessment location. This email will come from sepa@smartapprentices.com.

   Important note: assessment location is key and determines how and where the assessment will take place.

   If the assessment location is '**Remote**' apprentices will be undertaking this assessment with a remote invigilator/proctor.
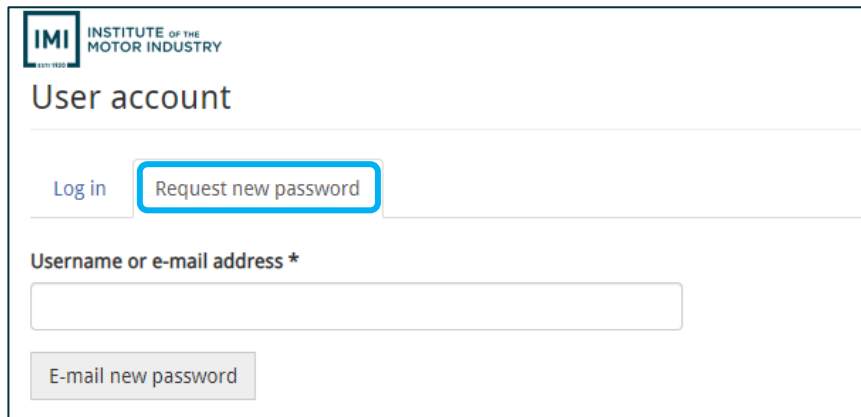
   If the assessment location is '**Apprentice Training Provider**' apprentices will be undertaking this assessment at their training provider at the address stated.

2. **Registering with IMI Online Assessment**

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The apprentice will receive an email from IMI Online Assessments informing them of logon details if this is their first time taking an assessment through this platform.

If the apprentice does not receive a new account email, then they will need to complete the Request New Password process below;

a) Click on the link to IMI Online Assessments page
https://ondemand.questionmark.eu/home/611731/user

b) Go to 'Request a New Password' tab

c) Enter email address as per registered in SEPA profile

d) Apprentice will receive an email with a new password link. Follow instructions within the email.
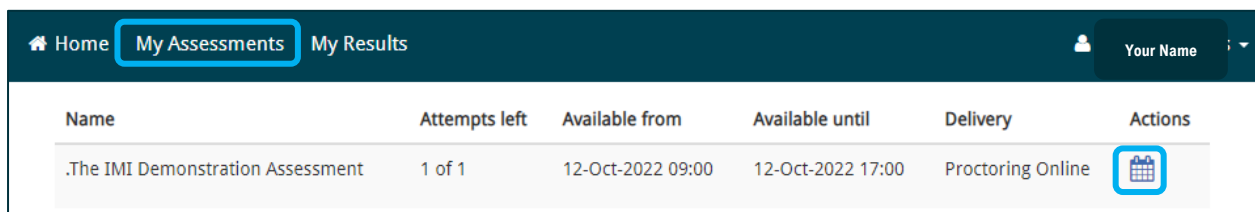
Important note: Existing apprentices will already have a login to access the system. Username will usually be the apprentice's IMI number and the email registered against this account will be the email address that is held within their SEPA profile. The training provider will be able to provide this information to the apprentice if required.
To logon to IMI Online Assessments, apprentice will need to click the link within the Booking Confirmation email from SEPA.
Apprentices can request a new password by following the above Request New Password process.

3. Creating a proctor session

Go to My Assessments tab, click on the calendar icon and create a proctor session.

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Hint: *under the Delivery heading apprentices will see Proctoring Online. This delivery type indicates this session needs to be booked with an invigilator/proctor.*
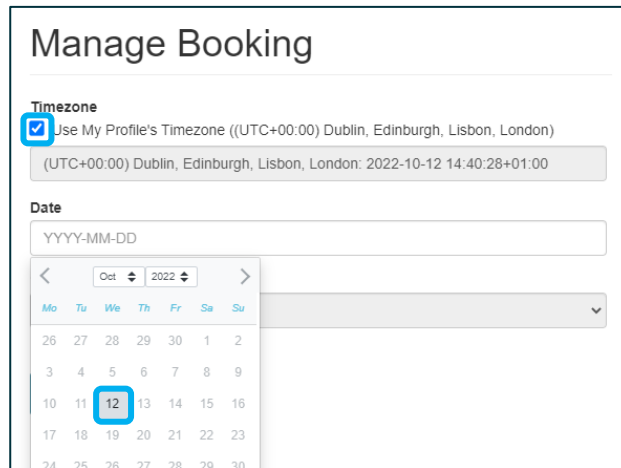
This will bring up a pop-up window 'Manage Booking'.

If the checkbox under the timezone heading is selected, this will default to the timezone set in apprentice's profile. See Managing IMI Online Assessment Profile section for further information.

Then select the date from the date field.

Important note: Date(s) available will be restricted as per request from training provider on apprentice's behalf. For example, if training provider requested apprentice to undertake their online knowledge test on 12/10/2022, then this will be the only date available to select from.
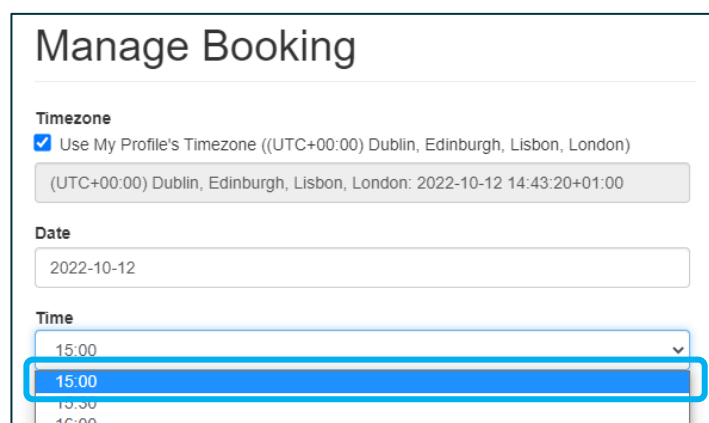Date format is in American format as displayed below.
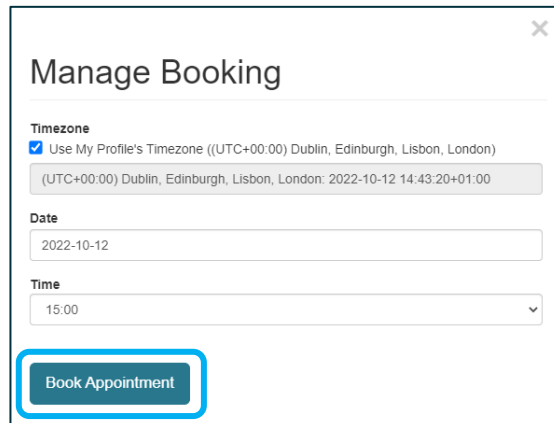

Then select a time from the time field.
Important note: Time(s) available will be restricted between 9:00am and 17:00pm.

Once date and time have been selected, click Book Appointment.

The proctor session has now been created.

Apprentices will receive an email from **Examity** with confirmation and assessment-day instructions. Apprentices must read this email carefully. The **scheduling system uses military time*** for the different time slots. **Please make sure apprentice's timezone is correct and they are accounting for military time.**
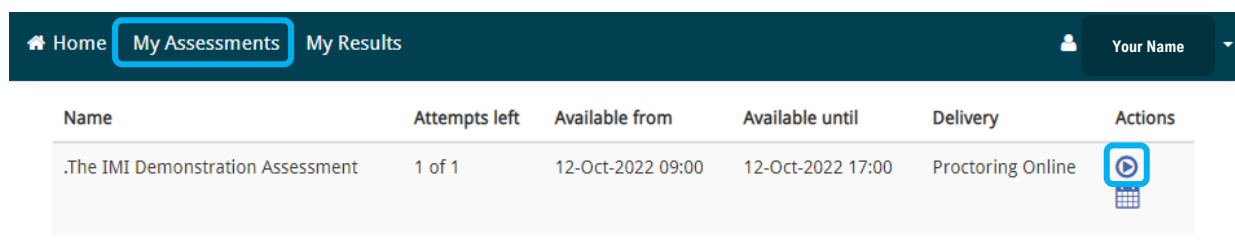Apprentices can **add their appointment to their personal calendar.**

*Military time is a way to tell time using 24 hours, for example 3:00pm is 15:00 in military time.

4. Launching the online knowledge test

Apprentices will need to login to the IMI Online Assessments.
To start the test, the apprentice will need to click on 'My Assessments', find the appropriate assessment and click the launch/play button displayed under Actions header.

Important note: The launch/play button will only become available 15 minutes prior to the test start time scheduled.

Click launch/play and the invigilator/proctor will guide the apprentice through required steps to set up the test.

The remote proctor session will take place over Zoom to allow the invigilator/proctor to view the apprentice's environment. It is important to check prior to the test that Zoom application is downloaded. If using a company device, please check with your IT department that it has loaded correctly and that it will run once the test has started.

To download the Zoom application, follow the below instructions;
a) Type in **zoom.us/support/download** into the web browser
b) This will automatically download the windows version of **zoom.exe** at the taskbar of the computer/laptop, left click the **zoominstaller.exe** and allow the device to download the application.

5. Instructions from the Invigilator/Proctor

Once the apprentice and invigilator/proctor are connected on Zoom, the invigilator/proctor will go through the following steps;

a) ask the apprentice to show one form of photographic ID.

   Photo ID must have full name and contain photo and be valid in date.

b) explain to the apprentice the duration of the test
c) read out any specific additional/special rules and instructions relating to the test
d) ask the apprentice to show them the environment to confirm suitability for exam conditions.

Once checks are complete, the invigilator/proctor will enable access for the apprentice to start the test. The test will be unlocked, and apprentice will begin the test.

6. Completing the online knowledge test

Once the apprentice is at the stage of completing their test, the invigilator/proctor will confirm they are finished and end the session. The browser will close, and the apprentice will be returned to their IMI Online Assessment account.

7. Results and outcomes

Apprentices will have access to view the result of their test(s) if successfully completed. To view results, apprentices need to go to 'My Results'.

Depending on the type of test taken, results and outcome will show instantly if <u>multiple choice test only</u>. If the test consisted of short or long answer questions, then this test will be externally marked, and apprentices will be notified of their result/outcome via SEPA.

Coaching Reports are available for apprentices to view also from 'My Results'.

8. Changing the proctor session

If for any reason the apprentice needs to amend the time or cancel the proctor session, apprentice will need to login to IMI Online Assessments, go to 'My Assessments' and click on the calendar icon under actions.

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This will bring up a 'Cancel Appointment' window. Select 'Cancel Appointment' and select 'Yes, Cancel Appointment' to confirm.
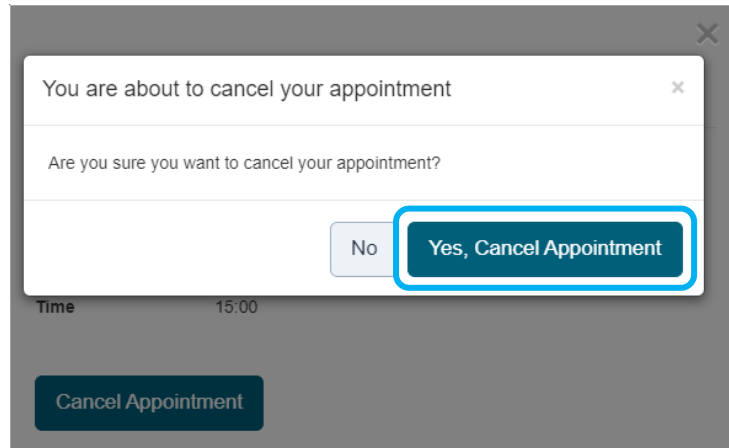
Once cancelled the assessment will remain under 'My Assessment' list to give apprentices the option to reschedule a new time slot, if need be, by following step 3 'Creating proctor session', or will disappear from 'My Assessments' when date/time scheduled to and from has passed.

Important note: if the apprentice needs to reschedule to a **new date**, they will need to contact their training provider to inform them to request cancellation and to book in the next available date that has been agreed**.**

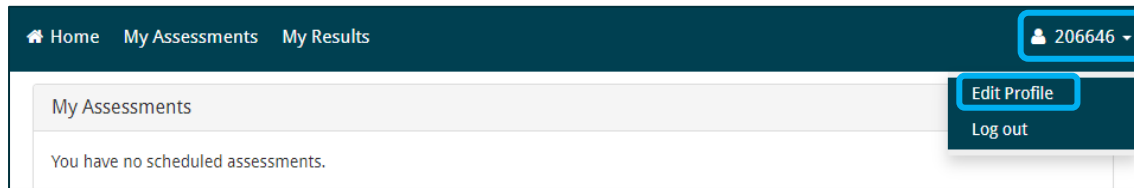9. **Technical issues/help**

   Loosing Connection
   If an apprentice loses connection during their proctored session, the session will still be available to access. Apprentices are advised to click launch on the assessment from 'My Assessments' and rejoin the session with the proctor. If the apprentice is not reconnected within 10 minutes, it is advised to contact the training provider to request reschedule of assessment for another date/time. If apprentices are unable to join the session within 10 minutes the session will be terminated and the apprentice will need to contact the training provider to reschedule a new date/time where possible.

   Login issues/Forgotten password
   Apprentices should receive a new account email for their first EPA online knowledge assessment being undertaken on IMI Online Assessments. If this email is not received, apprentices should follow the Request New Password process. This process can also be followed if apprentice's have forgotten their password.

10. **Managing IMI Online Assessment profile**

    To change/amend profile settings click on the username located in the top right of the window and select 'Edit Profile'.

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Apprentices can update their profile and amend/change the following;

- **Password**
- **Email address***
- **Timezone** – this can be updated to suit apprentice's location. This is important to consider when using remote proctoring as the default timezone set when selecting time for their proctor session will be based on their profile settings.

* When an apprentice account is created, it will be created using the email address registered in SEPA and IMI candidate number as the username. If apprentices wish to update their email address in IMI Online Assessments it is advised that they also inform the training provider of their email address to update IMI systems.

11. Reasonable adjustments

Training providers are responsible for requesting additional time where applicable for apprentices in line with IMI's Reasonable Adjustments and Special Considerations policy section 1.6.

Apprentices who do require reasonable adjustments will be required to use an alternative method of assessment on site, in person as appropriate. Please contact the IMI for more information if required.

12. Further support

Should apprentices experience issues once logged into IMI Online Assessments, they may contact support@questionmark.com for assistance.

Visit https://support.questionmark.com/en-gb also for further guidance and support and access to live chat.

IMI EPA team are also on hand to support training providers specific to bookings and rescheduling of assessments.

IMI EPA Support: epa@theimi.org.uk
01992511521 opt 2

Apprentices should contact their training provider for any other questions relating to their EPA, including rescheduling the date, change of contact details or any cancellation requests.

Important note: If apprentices do not give prior notice of cancellation for EPA, the assessment will be recorded as no-show.