

# Candidate guide for online exams with remote invigilation

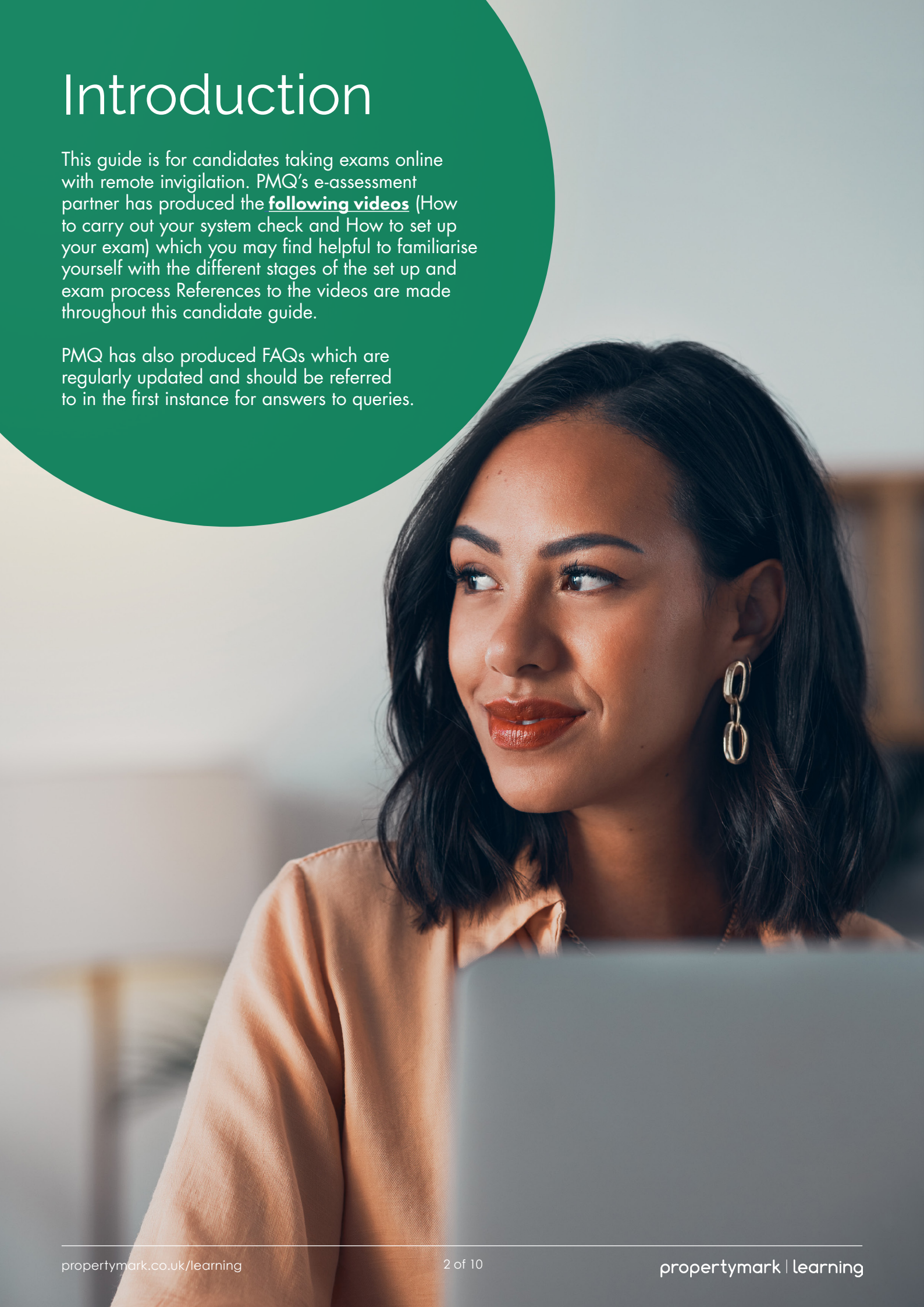
→ For candidates taking  
exams online with  
remote invigilation.



# Introduction

This guide is for candidates taking exams online with remote invigilation. PMQ's e-assessment partner has produced the **following videos** (How to carry out your system check and How to set up your exam) which you may find helpful to familiarise yourself with the different stages of the set up and exam process. References to the videos are made throughout this candidate guide.

PMQ has also produced FAQs which are regularly updated and should be referred to in the first instance for answers to queries.



## SECTION 1

# Before the examination

Check that your equipment meets the Equipment & System Requirements.

The Equipment and System Requirements for Online Examinations with Remote Invigilation sets out the minimum requirements which must be met to sit exams online with remote invigilation. You will need a suitable PC (e.g. laptop or desktop with webcam), mobile device and access to the internet. You should familiarise yourself with the minimum requirements as soon as possible.

### RECOMMENDED

It is recommended that you use a personal laptop/desktop for your exam. Work laptops or devices may have restricted access and admin rights installed. This may cause issues when trying to access the ProctorExam platform. If you do intend to use a work laptop or device, check with your IT department to make sure there are no issues accessing the ProctorExam platform.

### WI-FI/INTERNET CONNECTION

In preparation for your exam, check where your Wi-Fi connection is strongest. Ideally you should ensure that the room in which you will take the exam is where the connection is strongest.

Alternatively, if your Wi-Fi signal is not strong or stable enough, you may use an ethernet cable to connect your device directly to your router.

If you will be sitting your exam in a house you share with other people, you are encouraged to ask other members of your household to limit their internet use during the exam, for example, avoiding streaming services, video conferencing calls or large downloads.

### ROOM SET UP

The room in which you choose to sit your exam must be well lit. As remote invigilation involves you being monitored by the cameras on your PC (laptop/desktop) and mobile device, you will need to be clearly visible throughout the exam. If your chosen location is near a window, ensure that light from the window does not prevent you from being visible on your PC screen (laptop/desktop).

You will need a chair and a table or desk which has been cleared of all personal items other than any materials you are permitted to access during the exam and the device you will be using (laptop/desktop). You should not take the exam with your device balanced on your knee or sitting on a sofa or bed.

You must have a power socket within reach so you can plug in the devices you are using (e.g. mobile device, laptop) to ensure that they do not run out of battery.

The room may contain other furniture; however, you must ensure that there are no personal items which are not permitted in the exam, for example, textbooks on a bookcase or table, revision notes stuck on walls. You are not permitted to open drawers, cupboards, or similar items of furniture during your exam.

If you are using a room at your place of work, you must ensure that you have your employer's permission. The room must meet the requirements set out above. You should also ensure that you will not be disturbed for the duration of your exam.



CONTINUED

Position your mobile device in order that it can continue to film you whilst you are taking your exam. The device should be positioned to the side of you, far enough away so that it can record what you are doing during the exam. You need to ensure that you can plug it in and that you can prop it up effectively so that it will not fall over. As stated above, check that any light source in the room does not prevent you being seen clearly at all times.



It is recommended that you sit a practice test in the room you plan to use so you can carry out a trial run in advance of the live exam. please refer to the link for additional information online invigilation – candidate guide – [exam support](#)

## SET UP YOUR PC

Whilst you will be required to carry out a system check, following receipt of an email from PMQ at least one week before your exam, we strongly advise that you do the following as soon as possible:

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

- On your computer, open Chrome
- Click on the menu in the upper right corner next to the website address bar (the icon with three vertical dots)
- Click on 'Help

Click on 'About Google Chrome' which will then show your latest version and if up to date or not

## TO UPDATE GOOGLE CHROME:

- Click on the menu in the upper right corner next to the website address bar (the icon with three vertical dots)
- Click Update Google Chrome. If you don't see this button, you're on the latest version (this may update automatically if you are not on the latest version)

## ALLOW POP-UPS FOR PROCTOREXAM

- Type `chrome://settings/content` into the address bar and press Enter
- Select Pop-ups and redirects from the Content Settings screen
- In 'Allowed to send pop-ups and use redirects', click 'Add' and enter `https://surpass.proctorexam.com`

## INSTALL PROCTOREXAM EXTENSION/ PLUGIN WITHIN CHROME TO ALLOW SCREEN SHARING:

- Click on the link here or type in <https://chrome.google.com/webstore/category/extensions>
- Search for ProctorExam Screen Sharing
- Click on 'add to chrome'
- Click on 'add extension'

Ensure background notifications for other applications are turned off. In order to do this, please follow the steps below:

### WINDOWS 10

- Click on the Start menu (Windows key)
- Click on Settings (Cog wheel icon)
- Click on 'System'
- Click on 'Notifications & actions'
- Under the section 'Get notifications from these apps', turn off any application notifications that may run in the background e.g. Mail application

### WINDOWS 11

- Click on the Start menu (Windows key)
- Click on Settings (Cog wheel icon)
- Click on 'System'
- Click on 'Notifications'
- Switch Off 'Notifications – Get notifications from apps and other senders'
- Switch On 'Do not disturb – Notifications will be sent directly to notification centre'
- Click Update Google Chrome. If you don't see this button, you're on the latest version (this may update automatically if you are not on the latest version)

### MAC (OS)

- Click on the Apple menu (Apple icon)
- Click on 'System Preferences...'
- Click on 'Notifications'

- For any applications that may have notifications run in the background, select these, and then select 'None' under the alert style in the right panel of the Notifications screen.

## DOWNLOAD THE PROCTOREXAM APP ONTO MOBILE DEVICE

In readiness for the exam, ensure that you download the ProctorExam App onto your mobile device. This device will be used to conduct the environment check and record you taking your exam. You do not need to do anything further with the ProctorExam App at this point. The App will ask you to scan the QR code. The QR code will be provided on the day of your exam as you go through the set-up process. It is not available in advance of the exam. (As advised in the Equipment and System Requirements for Online Examinations with Remote Invigilation.)

## CARRY OUT SYSTEM CHECK

You will be sent a system check email at least one week before your exam if you have not received the email, please check your junk or spam folders, alternatively search for the email address or subject line. Follow the instructions on how to perform a system check to ensure your PC (laptop or desktop) is set up and ready to go.

Please ensure you run your system check as soon as possible after you receive the email (ideally within 24 hours) to avoid any unwanted problems just before your exam. Once you click on the system check link in the email you receive, you will be given simple instructions on how to complete the check. For additional support the following link contains useful information [Online Invigilation – Candidate Guide – Exam Support](#). During the system check, if you encounter any technical difficulties, you will be able to access online chat support.

Please contact PMQ if you have not received your system check email six days before your exam.

## IMPORTANT

You must carry out the system check on the device you are going to use for the exam and must disconnect any other screens from the device if you usually use a second screen.

The '[How to carry out your system check](#)' video referred to in the Introduction section above takes you through the system check.

## EMAIL WITH LINK TO YOUR EXAM

Approximately 72 hours before your exam an email will be sent containing the link to your exam, please check your junk or spam email folder. You are not required to do anything further with this email until the day of the exam.

## ID

You will be required to show valid ID (not a photo or a copy) when you take your exam. Prior to the exam, check the list of ID which PMQ accepts, as set out in the Examination Regulations – Online Exams with Remote Invigilation, to make sure your physical ID will meet PMQ requirements. Photos or copies of IDs are not permitted. The name on your ID must match the name with which you are registered for the exam. If you cannot meet the ID requirements, contact PMQ as soon as possible and at least 10 working days before the exam, using the Enquiry Form on the PMQ website.

## EXAMINATION REGULATIONS – ONLINE EXAMS WITH REMOTE INVIGILATION

In advance of the exam ensure that you read and understand the Examination Regulations – Online Exams with Remote Invigilation so that you do not breach these regulations when you take your exam.



## SECTION 2

# Day of the Exam

### BE PREPARED

Ensure that you have everything ready for the exam as follows:

The room is set up as described above and there are no unauthorised materials on bookshelves, walls, tables etc.

You have disconnected any second screens

You have your ID to hand

You have told anyone with whom you share your house (if you are sitting at home) that you are not to be disturbed and, where possible, to avoid internet use, in particular streaming services, video conferencing calls and large downloads

You have told your colleagues that you must not be disturbed, if you are sitting at work. (It is advisable to put a Do Not Disturb notice on the door of the room.

You have all the materials which you are permitted to use in the exam ready (see section below)

You have your mobile device (with ProctorExam App downloaded) and the charger ready

You have your PC (laptop or desktop) and charging cable ready

### CLOTHING, WATCHES, HEADPHONES, CALCULATORS

You should avoid wearing clothing with the ability to hide materials i.e. hooded jumper. Hats or head coverings are not permitted except when worn for religious reasons and only if your full facial features are clearly visible. You are not permitted to wear sunglasses\*, watches, headphones/headsets, or earplugs. (As part of the pre-exam checks you will be asked to make your ears visible to the camera. Candidates are not permitted to bring a calculator into the exam. There is a calculator function in the online system which will be available for any exam questions which require calculation.



\* If you have a medical condition which means you need to wear sunglasses, please contact your training provider to discuss access arrangements to support you.

### PRE-EXAM CHECKS

At the time you are due to take your exam, simply click on the exam link in your email, follow the ID check, environment check, permitted materials check, and read in full the 'Instructions for Candidates' then launch your exam. Please note that if you click on the exam link before the start time of the exam it will not work. The checks are explained in more detail below.

The ['How to set up your exam'](#) video referred to in the Introduction section above takes you through.

### CLOSE APPLICATION AND BROWSER WINDOWS (NOTIFICATIONS)

You will be prompted to enable desktop notifications for ProctorExam.

It is your responsibility to ensure that there are no onscreen disruptions during your exam. Please make sure that background notifications for other applications are turned off. The 'Set Up Your PC' section above provides help with how to do this.

## ID CHECKS

When prompted to do so you must show valid ID. (The types of ID accepted by PMQ are set out in the Examination Regulations – Online Exams with Remote Invigilation.) You will be prompted to take and submit a photo of your head and face. You will then be prompted to hold your ID to the webcam on your PC (laptop or desktop) in order that a photo of your ID can be taken. You must ensure that you hold your ID close enough to the webcam so that the photo of your ID is clear. We suggest you take multiple pictures to ensure the picture is not blurred.

## SET UP MOBILE DEVICE

You will be required to open the ProctorExam App on your mobile device and point the camera of your device at the QR code on screen to scan it. The screen on your mobile device will go black. However, the footage being streamed from your mobile device will be displayed on your PC screen (laptop or desktop).

## ENVIRONMENT CHECK

When prompted to do so you must conduct the room and equipment scans as directed. You will be required to show the full room including all walls, corners, and ceiling where the examination is being sat. There must be no posters/guides or notes on the walls or in the room relating to the qualification.

The [‘How to set up your exam’](#) video referred to in the Introduction section above shows the ID check, mobile device set up and environment checks you will be required to carry out.

You will be instructed to position your mobile device to the side of you or diagonally next to you; ensure that you, your PC (laptop or desktop), and your workspace are clearly visible. You should check the footage streaming onto your PC screen (laptop or desktop) to ensure that your mobile device is pointing the correct way and filming you.

## CAMERA CHECK

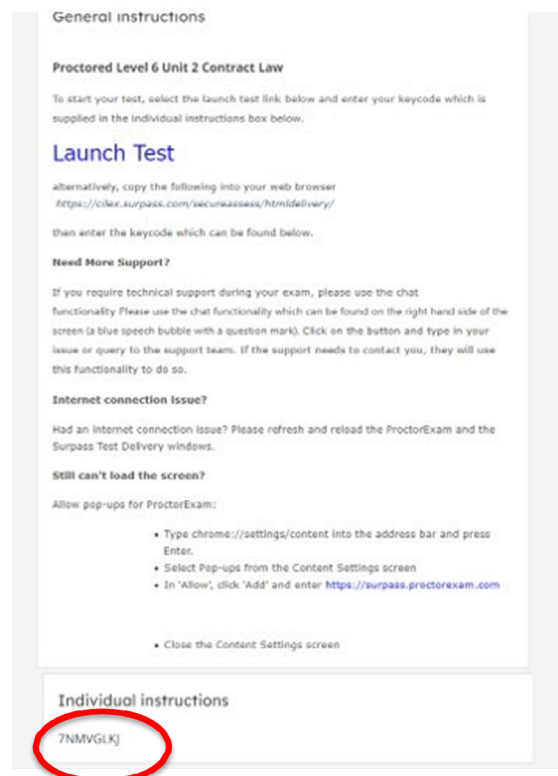
You will be instructed to check your cameras are positioned correctly. The streams from your webcam and mobile device are displayed on your PC screen (laptop or desktop). Check that you can clearly see yourself. Where necessary, you can reposition your webcam or mobile device.

## INSTRUCTIONS FOR CANDIDATES

Make sure you read in full the Instructions to Candidates and the additional supporting documents Online Invigilation – Candidate Guide – [Exam Support](#) before launching the exam.

## LAUNCH EXAM AND KEYCODE (DO NOT ATTEMPT TO ACCESS THE EXAM BEFORE YOUR BOOKING TIME)

When you are ready to start the exam, scroll to the bottom of the instructions page and copy the keycode (under Individual instructions as show in the image below). Scroll back up and click on the Launch Test link (as shown in the image below) which will take you to the Test Delivery page where you enter your Keycode. Please do not attempt to access the exam before the start time. If you do this, you will get locked out of the exam. If this happens, please wait a few moments and it will reset.



You will access the instructions for candidates for the exam you are taking. these instructions confirm the duration and format of the exam, for example, if there is a section a and b and the number of questions you are required to answer in each section. once you have read these instructions you can then click start the test. the exam timer will count down the time permitted for your exam. the timer will not start until you have read these instructions and clicked to start the exam.

## SECTION 3

# During the exam

### IMPORTANT

You must ensure that you comply with the Examination Regulations – Online Exams with Remote Invigilation.



### DRINKS AND FOOD

You are allowed to have drink in a clear drinking vessel. You are not permitted to have food\*. You are not permitted to leave the room to collect more water and should ensure you have all you need with you before you start the exam.

\*If you have a medical condition which means you will need to have food in the exam, please contact your training provider before the exam for access arrangements to be made for you.

### WORKSTATION

You are permitted to have the following at your workstation:

- ✓ A drink (see above)

### IMPORTANT

You must ensure that your workstation is cleared of any other items other than those specified above.



### LEAVING YOUR WORKSTATION

You are not permitted to leave your workstation to go to the toilet, you must remain at your workstation throughout the duration of your exam.

### COMMUNICATING WITH OTHERS

You are not permitted to communicate with anyone during the exam. This includes talking to anyone in the building in which you are taking the exam or communicating with anyone outside the building including via email, text message, video conference, telephone, or other media. You must be alone in the room in which you are taking the exam, and no one is permitted to enter the room.

### SMOKING

You are not permitted to smoke or vape during the exam.

### EARPLUGS/HEADPHONES

You are not permitted to use earplugs, headphones, or headsets during the exam.

### WATCHES

You are not permitted to wear or engage with a smart watch during the exam.

### ACCESSING OTHER APPLICATIONS OR WEBPAGES

You are not permitted to access other applications for example, Word/Excel/Windows explorer, emails etc. during the exam. You must also not attempt to access other webpages or other files on your device. All activity undertaken on your device will be monitored and recorded during the exam.

### SUPPORT DURING THE EXAM

During the exam, if you encounter any technical difficulties, you will be able to access online chat support. The chat support is for technical difficulties only. You cannot ask about the content of the exam, for example, if you don't understand a question. If you are unsure about a question or think there is a problem with a question you should note this in your response and continue with the exam.

If you experience significant technical difficulties in an exam and the Technical Support is unable to assist, you may use your mobile phone to contact PMQ.



## MOBILE DEVICE STREAMING

If you would like to check during the exam that your mobile device is continuing to record you, you can do this in the ProctorExam tab. Simply click on the phone icon on the right-hand side of the screen to check.

## COMPLETING EXAM

At the start of each exam, you should read carefully the Instructions to Candidates for the exam to confirm how many questions are to be answered. You should ensure that you:

- Read the questions carefully before answering them.
- Complete the appropriate number of questions in accordance with the Instructions to Candidates.

It is important that you answer the correct number of questions. In the unlikely event that you answer more than the required number of questions, the Examiner will mark all your answers and your answers attracting the highest marks, subject to the exam rubric, will be included in the total mark awarded for the exam. All other answers will be discounted.

For Level 4 exams, you should type your answers in full sentences. A yes or no answer will earn no marks.

## END OF THE EXAM

It is important that you check to ensure that you have answered all the questions you are required to answer.

When you are happy with your answers and have checked that you have answered all the questions you are required to answer you can click the 'Finish Test' button in Surpass and confirm that you want to end the exam. You will not be able to amend any answers after this point. You then click 'Finish Test' and close the browser window. You then click 'End Exam' in ProctorExam on screen; this will automatically stop the recording on the ProctorExam App on your mobile device.

## RESULTS

Your official result is provided after Awarding Activities have taken place, this is usually up to 5 working days for Level 3 qualifications. For Level 4 exams your official results will be issued within 7 weeks of sitting your exam.