



Regulations for Conducting Remote Online Controlled Classic IESOL Examinations

Document Specification:	
Purpose:	To set out consistent, robust and fair criteria for the conducting of controlled online CLASSIC IESOL examinations remotely for Gatehouse Awards qualifications
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Other relevant documents:	Gatehouse Awards Qualification Specifications Gatehouse Awards Candidate Access Policy and Procedure Gatehouse Awards Appeals Policy and Procedures Gatehouse Awards Conflict of Interest Policy and Procedure Gatehouse Awards Design of Qualifications and Assessments Policy

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1. Purpose

This document provides guidance to Centre staff involved in all stages of the remote delivery of controlled online examinations.

Approved Centres are responsible for ensuring that an initial training session is held for any new Invigilators and Interlocutors.

Invigilators:

- Must give all their attention to conducting the examination properly
- Must be able to observe each Candidate at all times
- Must not carry out any other task (for example, reading a book or marking) whilst invigilating and examination session.

Where groups of Candidates are taking the Listening, Reading, or Writing assessments together, the ratio of Candidates to Invigilator must not exceed 4 to 1. This means that one Invigilator can supervise no more than 4 Candidates.

Spoken assessments should be conducted by an Interlocutor with two Candidates at a time.

GA does not permit Approved Centres to conduct online examinations for different level qualifications at the same time.

2. Start Time of the Examination

- GA allows Approved Centres to start examinations up to 30 minutes after the scheduled start time for the session, without prior permission. Please note that examinations are NOT permitted to start any time *before* the scheduled start time of the session.
- Further adjustment to examination session start times needs to be authorised by GA in advance of the commencement of the examination session. Please note that failing to adhere to this regulation may lead to the Candidates' results being withheld.

3. Prior to the Examination

Upon examination registration, the Centre will receive:

the registration confirmation and the confirmation of entry. The Centre will need to check that the details are correct and inform operations@gatehouse.it in case they need to be amended.

The Centre will also receive the ONLINE IESOL Examination – Instructions to Candidates, and will need to forward it to the candidates, ask them to read it, complete it, sign and date it,

and return with a copy of their photographic ID document electronically at least one working day before the exam. You will then need to forward these to operations@gatehouse.it.

- Please note that where a Candidate is under the age of 18, the GA Online IESOL Examinations – Instructions to Candidates document must be signed by a parent or other legal guardian.

Candidates whose documents have not been received 24 hours ahead of the examination will not be allowed to take the examination.

2 hours prior to the start of the examination session start time,:

The Centre will:

- receive the Interlocutor Booklet, the Candidate image prompts for the Speaking examination (two PDF documents) and the Examination Report Form for online exams,
- receive the Speaking Test Timetable with paired candidates.

The Candidate will:

- read, sign and date the GA Online IESOL Examination – Instructions to Candidates form and return a completed copy to the centre at least 24 hours ahead of the scheduled examination time (signed by a parent or other legal guardian where the Candidate is under the age of 18),
- ensure that they are able to comply with all the instructions listed in the above document prior to commencing the examination,
- ensure they have the ID document they used to register for the exam available (they may be required to show this to the Invigilator at the commencement of the exam session if the Invigilator is unable to conduct a sufficient identity check against a copy of the ID provided at the point of registration).

Immediately (15 minutes) prior to the examination session start time:

The Invigilator/Interlocutor must:

- set up their equipment and check the internet connection and camera are in full working order,
- set up the Zoom meeting (this can be scheduled in advance),
- issue Zoom invitations to Candidates,
- have a printed out copy of the Interlocutor Booklet available (or the booklet containing the full script and instructions available on a second screen/device in order to refer to it throughout the speaking examination).

4. Checking the IT equipment, settings and connection

Check the Computer/Webcam setup during the exam as follows:

- Test the webcam and microphone is enabled and running.
- Check there is nothing covering the lens of the webcam at any time during the Examination.
- Check the computer is connected to the internet
- Check the power supply (ideally, on charge to prevent loss of battery power during the examination session)

The webcam must be focused on the Candidates taking the Examination at all times, unless the Invigilator wants to perform an additional check of the room in which the Candidate takes the exam

Each Candidate's face must be positioned in the centre of the webcam view and must be visible throughout the duration of the Examination.

5. Checking the Exam Environment

Check the Candidate's exam environment for the following:

- The test environment must be quiet.
- There aren't other people in the room, with the exception of Candidates under the age of 18, who are permitted to have a parent or other legal guardian in the room with them.
- Where a parent or other legal guardian is present in the room, the Invigilator / Interlocutor MUST instruct the parent / guardian that they are not permitted to help the Candidate with the exam questions and they should not speak to the Candidate and instruct them that if the Candidate speaks to them, they should instruct the Candidate to remain focussed on their exam.
- On the work space, there may not be anything except a computer and, in case the computer does not have an internal webcam, an external web camera. All other materials have to be removed, unless explicitly permitted (photo ID, glass/bottle of water, email with links and access codes).
- There aren't any posters or papers on the walls the Candidate may be able to use to help them in their exam.
- There isn't any sound from music, television or any other devices.
- There aren't any other computers or similar devices running in the room.
- The lighting is acceptable – ideally it should be "daylight" quality. An overhead light is best. If overhead is not possible, the source of light should not be behind the Candidate.
- The Candidate is suitably dressed.

6. Authorised Materials for Candidates

Authorised materials include:

- photo ID
- a pen and paper (in the Listening and Speaking examinations only; please note that these are NOT permitted in the Reading and Writing examinations)
- headphones (in the Listening and Speaking examinations only)
- medicine, where required

Candidates must be informed that they are not allowed to smoke, eat or drink (except from a small glass / bottle of water) during the exam.

If Candidates have any unauthorised material in the examination (whether or not they intend to use it), this may be considered as malpractice.

7. Starting the Examination

Order of Invigilation:

Invigilators/Interlocutors must conduct the Listening, Reading and Writing examinations first (in that specific order, unless one or more of the Candidates are taking a partial resit examination, in which case you should start with the unit that is taken by all Candidates in the group), then conduct the Speaking examination with two Candidates at a time.

The Invigilator/Interlocutor must:

- Check the audio connection and provide instructions to Candidates
- Confirm each Candidate's identity by comparing the photographic ID submitted at the point of registration to the identity of the person in front of the camera and against the details on the Online Examination Instructions for Candidates forms

Listening, Reading and Writing examinations:

- Welcome the Candidate(s) to the session.
- Provide instructions on the online exam procedure.
- Explain that they must not talk, copy from or use any unauthorised items or they may be disqualified.
- Explain that they must not leave the room at any point during the examination without the Invigilator's permission.
- Allow Candidates the opportunity to ask any questions relating to the examination instructions or process and provide confirmation/clarification where appropriate.
- Check with the Candidate(s) that they are undertaking the correct level exam.
- Provide Candidates with details about the format of the exams (modes and timings, as appropriate to the individual exam being conducted).

- Instruct Candidates that mobile phones must be put on silent and only used in emergency situation where the online connection between the Candidate and the Invigilator is lost.
- Instruct Candidates that the use of any other electronic devices or mobile phones ringing will be treated as malpractice.
- Inform Candidates what authorised materials are allowed in the examination area.

Carrying out Identity Checks

The invigilator must confirm that the photograph in the identification submitted at registration point corresponds with the person taking the exam and confirming that the name on the identification corresponds with the name used to register the Candidate. If you have any doubt at this stage, you can ask the remaining Candidates to wait (use the 'put in the waiting room' function), and ask the Candidate to show you their original ID on the screen.

Candidates under the age of 18 may not always be able to provide photographic ID. It is the Centre's responsibility to ensure that Candidates under the age of 18 have had their identity confirmed at the point of enrolment.

Speaking examinations

The Interlocutor should follow the script provided in the Interlocutor Booklet.

The Candidate's visual prompts for Task 3 of the Speaking examination should be shared with Candidates using share screen function immediately prior to starting Task 3.

8. During the Examination

In the Listening, Reading and Writing examinations:

- the Candidate cannot communicate with anyone other than the Invigilator/Interlocutor, or talk out loud (not to him/herself either). Communication is allowed only in case of an emergency and should be recorded in detail on the Invigilator Report Form.
- wearing headphones is ONLY allowed during the Listening examination.

In the Listening and Reading examinations, the Candidate is required to answer questions by selecting the appropriate answers.

In the Writing examination, the Candidate's written responses are inputted with a keyboard.

In the Speaking examination:

- the Candidate may communicate with other Candidates only when instructed by the Interlocutor.

The Speaking examination will be audio or video recorded in full for all Candidates aged 18 and over for the purposes of external assessment and moderation.

Candidates under the age of 18 will be audio recorded only. Please note that this is necessary in order to externally assess and moderate the Candidate's performance.

In addition to the above, the Invigilator/Interlocutor must ensure that the Candidate:

- doesn't leave the room prior to the end of the exam.
- faces the computer screen the entire time.
- doesn't take any screen shots during the exam.
- doesn't use any other websites or other applications or have any open. This can be ensured by intermittently giving the Candidates an instruction to share their screens during the examination.
- doesn't use any navigational or assistive software, e.g. speech to text function.

Additional Instructions:

- Any Candidate arriving late to the session may be permitted to sit the examination at the discretion of the Invigilator, providing no other Candidates will be adversely affected by this.
- If any Candidate has a query during the exam which relates to the instructions or exam procedure, an Invigilator may provide assistance. This should ideally be done at the stage where the Candidates are reading the instructions and inputting their details on the first page they access, and before they click on the 'Start Exam' button.
- Once the exam has started, any communications should be limited to emergencies only and take place via 'chat' function. Any assistance must be provided in English language only. An Invigilator must NOT, however, provide any Candidate with any help understanding text in the examination, examination questions or provide guidance on incorrect / correct answers.
- Where Invigilators suspect a Candidate of malpractice they should warn the Candidate that a full report will be made to Gatehouse Awards. The Candidate may then be permitted to finish the exam at the discretion of the Invigilator. Consideration of a Candidate's papers where malpractice has been suspected / confirmed is at the sole discretion of Gatehouse Awards assessment staff.
- Any Candidate causing a disturbance in the examination session for whatever reason should have their examination terminated and the details recorded on the Examination Report Form.
- In the case of fire or other alarm, power cut, lack of Internet or any other unexpected emergency occurring at the location of the Invigilator or one of the Candidates, the

online assessment will be discontinued. The Invigilator should contact GA to obtain further guidance (operations@gatehouse.it).

- Invigilators should provide information to Candidates regarding timings. In Reading and Writing exams, an announcement should be made halfway through the permitted time and again at 10 minutes and 5 minutes prior to the end of the allocated time. No announcements should be made during the Listening exam.

9. Invigilation arrangements for Candidates with access arrangements not requiring prior approval from GA

Candidates may use assistive technology which does not affect the exam regulations, for example increasing the size of the screen display.

Candidates may use the ctrl + or ctrl – function to do this.

For any other access arrangements, please contact GA directly prior to enrolling the Candidate for an online exam (operations@gatehouse.it).

10. Terminating the Examination

- At the end of the Listening, Reading and Writing exams, Candidates will submit their answers on the GA online exam system.
- The Interlocutor Booklet contains a script of how to end the Speaking examination.
- Invigilators should fully and accurately complete the Examination Report Form.
- A seating plan is not required for remotely invigilated sessions.

11. Reporting Malpractice

Some examples of malpractice which must be reported by the Invigilator:

- Talking.
- Copying / collusion.
- Using unauthorised material, such as dictionaries or notes.
- Using electronic devices.
- Personation.
- Disruptive behaviour.
- Not following the instructions of examination staff.
- Mobile phones ringing.

If an Invigilator suspects misconduct, they should give a discrete but clear warning to the Candidate that their behaviour will be reported. Unless the Candidate's behaviour causes disruption to other Candidates, the Candidate should be allowed to complete the examination. The incident will be reported to Gatehouse Awards in a written report, which should contain specific and unambiguous detail.