

Technology Requirements for Gatehouse Awards Online Examinations

All GA Online Exams require you to have your own computer (laptop or PC), access to the Internet, and a high-speed Internet Service Provider. A separate device with video camera and microphone is also required to access Zoom and connect with the Invigilator during the online exam. This can be a mobile phone, a tablet, laptop, or a PC.

TECHNOLOGY PROFICIENCY

You should be proficient in the following:

- basic computer skills, including typing
- sending/receiving email
- using a web browser
- joining a Zoom meeting and adjusting settings within

MINIMUM REQUIREMENTS FOR THE MAIN DEVICE - TO ACCESS THE LISTENING, READING AND WRITING EXAMS

Hardware PC, laptop, Mac or Macbook with fast processor

- Monitor
- Speakers
- Microphone
- Headset
- Webcam

Processor and RAM requirements

	Recommended
Processor	Dual Core 2Ghz or Higher (i3/i5/i7 or AMD equivalent)
RAM	4Gb

Software

- Windows 8.1 or Above
- macOS 10.14 Mojave or Above
- Safe Exam Browser – this MUST be downloaded and installed by ALL candidates prior to taking the exam

Recommended browsers

- Windows: Edge 12+, Firefox 27+, Chrome 30+
- Mac: Safari 7+, Firefox 27+, Chrome 30+

Internet Connection

- High speed Broadband Internet Connection is required
 - Test your Internet speed independently using [speedtest.net](https://www.speedtest.net)

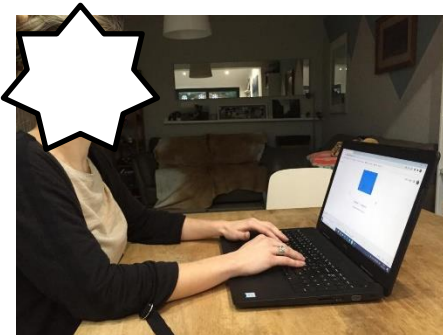
- Recommended Internet speeds:
 - Ping response is less than **100ms**
 - Download speed is at least **10Mbps**
 - Upload speed is at least **2Mbps**
- Please consider the following while participating in online exams:
 - Using a shared Internet connection may impact connectivity, such as additional household members use of streaming TV, gaming, and other Internet usage.
 - Wireless connections may be impacted by the distance from the router and interference from microwaves and other electronics.
 - Your Internet Service Provider's performance may vary throughout the day based on community usage.

REQUIREMENTS FOR THE ADDITIONAL DEVICE (TO ACCESS THE ZOOM VIDEO CALL)

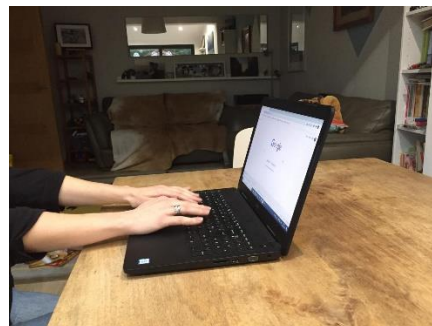
This device will usually be a mobile phone, but you can also use a laptop or a tablet for this purpose. It must have:

- Monitor
- Speakers
- Microphone
- Webcam

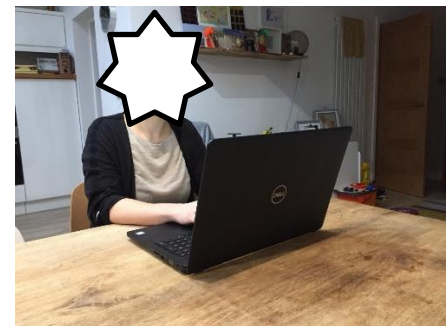
ROOM SET-UP FOR THE EXAM



1. Perfect positioning.



2. We can't see your face.



3. We can't fully see your work area.



Place your second device with Zoom in the same way as Picture 1 to give the greatest view of your workspace and room, and at least a partial view of your face. The Invigilator will need to see you, your workspace and your keyboard.

Positioning in images 2 and 3 is not appropriate.

The Invigilator will confirm with you if they are happy with the placement of the camera, or ask you to move it before the start of your exam.

USE OF ZOOM

- You can open a Zoom account (the basic account is free) or sign in using your Google or Facebook account.
- Invitations to sessions held on Zoom may be shared with you via email or What's App.
- Further information about Zoom can be found here: <https://zoom.us/>

EMAIL

The email address you provide will be the email address to which communications are sent. If you change your email address, please inform us as soon as possible so you continue to receive updates and relevant messages from your examination centre.

SAMPLE EXAMS

You can access sample online exams on the GA website:

www.gatehouseawards.org

(then go to the relevant qualification page for link to the sample exam)

Link for Classic IESOL only: www.gatehouseawards.org/qualifications/classic-iesol

IMPORTANT

Please ensure that you complete a full online sample assessment at the level you have registered for at least one day ahead of the examination session. This will help you get familiar with the online exam format, as well as address any potential technical issues before the exam session.

When accessing the Sample Paper, please provide your full name, so that there is a record of it on the GA system. This is to ensure that GA can support you if you experience technical issues and may be able to offer you an additional retake opportunity, providing you have followed all the guidance above.