*Jovin S T Ltd*



Online Exams and Proctoring Policy

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| Date created: (*or date of last review)* | 29/05/2020 |
| Date of next review: | Annually or as and when required |

**Policy and Procedure for Online Exams and Proctoring**

The policy needs to be read in conjunction with following policies:

* Jovin S T Ltd Remote Interactive Delivery of Qualifications
* Jovin S T Ltd Learner identification policy
* Jovin S T Ltd APL policy
* Jovin S T Ltd Assessment and Internal verification policy
* Jovin S T Ltd Appeals Policy
* Jovin S T Ltd DPA policy

The aim and purpose of the policy Is to set out a procedure which should ensure that online exams and proctoring should not affect the quality and integrity of the qualification being delivered.

**Before the course/proctored exam:**

* The learners would register for the course either on the Jovin S T Ltd Security Website or on telephone. The customer service representative of Jovin S T Ltd Security would address their concerns and would provide them with the required information about the qualification they are interested in.
* Once the learner has been registered for the course a welcome email would be sent to him which would include the resources required for the course, which the learner should be able to download. The welcome email would also include the details of documents that the learner would require to provide before he is able to sit the assessments and online exams.
* On the start of the course using the znanja platform the tutor, would ask the learners to provide scan of their ids and send them to jovinstltd@gmail.com
* On the start of the course the learners would be sent an online link, which would be the admission form, health declaration form and an initial English assessment form, the form would also require the learners to consent to audio and video recording of their face, voice and exam room.
* The details of submission of the admission form filled in by the learners and their consent would be automatically stored on GDRIVE in Google docs.
* The information would be stored by Jovin S T Ltd Security complying with principles of the DPA, further guidance can be found in Jovin S T Ltd Security DPA policy.
* Learners requirements would be outlined in the welcome email, which would include following information:
	+ have a display screen of 9” or bigger, with minimum screen resolution of 1024 x 768 pixels
	+ be connected to internet via broadband connection with sufficient speed to support online assessment
	+ have a working web camera
	+ have a browser installed which supports the XAMS application (Google Chrome)
	+ have Javascript enabled
	+ have pop-ups enabled for the XAMS application
	+ be connected to mains electricity and/or have enough battery life for the duration of the assessment(s)
	+ All candidates will receive instructions, information and guidance on the requirements and procedure for remote interactive course delivery, exams and proctoring systems, including instructions on how to access support if needed
	+ All candidates will be provided with an online course schedule and told of the requirement to attend fully all training sessions. Only candidates who have attended full training will be permitted to sit exams
	+ All candidates will be told that they are not allowed to access additional information (electronic or otherwise) during online exams, and must take all exams in English
	+ All candidates will be provided with details of the centre appeals process should they wish to contest an unsuccessful proctoring or online exam result

**Administration and IQA of proctored exams**:

* Jovin S T Ltd Security would appoint a suitably trained person to proctor the exams.
* Invigilators who are experienced in invigilating examinations with Jovin S T Ltd would be appointed to proctor online exams. Any new invigilator would not be appointed to proctor online exams till the time they are suitably trained.
* In order to ensure there is no conflict of interest between Centre staff and learners, Jovin S T Ltd security policy on conflict of interest would be adhered to.
* Quality and the integrity of the qualification being delivered is very important. To ensure this the IQA would follow Jovin S T Ltd Security policy on Quality assurance and any anomalies observed would be dealt in accordance with the IQA policy. Instances of malpractice would be dealt as per the Malpractice policy of Jovin S T Ltd Security. Any appeals made by the learners would be dealt in accordance with Jovin S T Ltd Policy on appeals.
* The centre contact would register the learners with LASER/Trident Awards and the proctoring platform, to set up the exam and proctored course runs.
* Timescales and responsibilities:
	+ Before the learners are registered for to take the assessments, they would be briefed by the invigilator, who would ensure that they meet all the IT and equipment requirements , once the learners have confirmed that they meet all the stipulated requirements following procedure would be adopted:
	+ Registering learners: Would be registered at least 12 hours before the start of the exams.
	+ Setting up the course/exam: the course and exams would be set up at least 5 working days in advance
	+ The exams would be proctored by the invigilator who give a briefing to the learners as regards to what they need to ensure before starting the exams
	+ On successful completion of the qualification, Jovin S T Ltd Security would claim the certificates from the awarding organization for the learners.
* Once a learner has booked a course with Jovin S T Ltd Security, the learner would be sent an email with the course schedule i.e date and timings.
* Once the results have been received by the AO, learners would be made aware. If a learner does not agree with outcome of the result they would be referred to the appeals procedure of Jovin S T Ltd Security.
* On booking the course with Jovin S T Ltd Security the learner would be sent all the information as regards to the course. The term and conditions would have details about the cost that the learner needs to bear to take a resit.
* All the learners would be made aware of Jovin S T Ltd Security T & Cs, the welcome email would have a link to the T&Cs.

**Preparing for Proctoring:**

* For online exams trained proctors would be used.
	+ Only trained invigilators would be allowed to proctor online assessments. Before they can independently proctor the exams. They would be provided with suitable training and would be familiarized with the software/equipment and proctoring platform being used for the exams.
	+ The proctor would be provided with invigilation instructions before the start of the exams.
	+ The proctor would give the briefing to the learners taking the exams.
	+ In case of minor anomalies observed by the proctor e.g the equipment has not been set up properly, or mis aligned etc, the proctor would inform the learner to correct it.
	+ If the proctor observes any malpractice during the conduct of an examination, he/she would inform the learner as regards to the observation and record the incident, once the exam is complete he/she would inform the IQA immediately after the exam. as soon as possible.
	+ The proctor would certify after the exam that the examinations have been conducted in accordance with the AO guidelines, if an incident has happened during the course of the exam the same would be noted and the centre head would be informed as soon as possible.
* All suitable, appropriate and reasonable efforts would be made by Jovin S T Ltd Security to facilitate training and assessments that the learner has to take e.g.:
	+ The learners would be sent a link for them to read before the start of the exam which would include the exam guidelines and expectations from them, which would include instructions and the exam process. The learners would also have access to Jovin S T Ltd security policies in relation to Malpractice and Appeals.
	+ The welcome email sent to them would include the details of the equipment required to undertake the exams.
* **Learner Responsibilities**
	+ Learners must **close and** **restart** computers before logging into the proctored test environment. All other programs and/or windows on the testing computer **MUST**be closed prior to logging into the proctored test environment and must remain closed until the exam is completed.
	+ Learners **MUST** establish identity using a Valid Passport or Provisional or Full Driving License.
* **Test Environment Requirements:** The online testing environment should mimic the ‘in class’ testing environment, and **MUST** conform to the following:
	+ Testing Area:
		- Sit at a clean desk or table if available. In the event a desk is not available, you may utilize a seating bench (not on the bed or floor).
		- Maintain room lighting bright enough to be considered “daylight” quality. Overhead lighting is preferred; however, if overhead is not possible, the source of light should not be behind the test taker.
		- Be sure the desk or table is cleared of all other materials. This means the removal of all books, papers, notebooks, calculators, etc. is necessary unless specifically permitted in posted guidelines for that particular examination.
		- No other computer monitors, screens or tablets should be on during the exam.
		- No watches (any type) are allowed to be worn during the testing period or in the testing
		- In case of a rare failure, the on screen help option available should be used to contact the member of technical staff during the exam. Cell phones should be brought into the testing environment in case the need arises to contact staff. The phone must be stored out of view, either face down on the floor beneath the desk/table or in a pocket, with all ringers, alarms, and notifications silenced. Cell phone would only be used to contact before or after the exams.
		- No writing should be visible on the desk or walls.
		- Under no circumstances should Learners exit remote proctor during the exam or review process. No test items should be copied, saved or shared during or following the exam.
		- Screenshots of test information are prohibited.
		- iPads/Tablets should not be present in the room.
		- All other materials and computer programs are prohibited.
		- If the instructor permits writing during the exam, **writing must be completed on a whiteboard**. The whiteboard must be shown blank at the beginning of the exam and shown erased at the end of the exam.
		- Do not have a radio or television playing in the background.
		- Do not talk or read the question aloud to anyone else‐‐No communicating with others by any means.
		- No other persons except the test‐taker should be permitted to enter the room during testing.
		- For the 360‐degree Exam‐Environment‐View process prior to each exam, it is permissible for a Learner to use a mirror to show the testing environment behind, and on the desktop surface in front of, the computer screen (including above and on the floor in front of the Learner) rather than physically moving a laptop or desktop camera. (Show the camera the back of the mirror before you start.)
* **Learner Behaviour:**
	+ Dress as if in a public setting.
	+ Do not leave the room during the testing period at any time.
	+ Do not take the computer into another room to finish testing (exam must be completed in the same room the “Exam Environment View” is completed in).
	+ **No use of headsets, ear plugs (or similar audio devices) are permitted**. **This includes Bluetooth ear buds.**
	+ If you have any problems with your computer, you must put up your hand or use online chat facility to communicate with proctor.

**During and after proctoring the online exam:**

* The proctor would :
	+ - confirm the learner ID by asking the learner to clearly show his/her photo id on the webcam
		- record where “minor” anomalies have been identified by filling an incident record form
		- if a “serious” anomaly has been identified he/she would record the incident inform the learner and inform the IQA immediately after the exam.

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**Policy Violation Consequences**

* Learners are required to adhere to the protocol as listed above. Each exam is reviewed for policy violations. Any minor and major violation may result in an investigation and decisions to hold the result valid may be subject to the outcome of the investigation.
* If a Learner deviates from this policy during the exam and he/she has been informed by the proctor about any malpractice, as soon as the Learner completes the exam, the Learner must email the instructor explaining the nature of the policy violation. Failure to do so could result in an allegation of malpractice.
* If the Learner’s explanation for the anomaly and the instructor’s review reveals a reasonably innocent explanation, the instructor will resolve the deviation with Learner.  The intent is to allow the Learner a chance to modify behaviour to comply with this policy in order to prevent future flags and to avoid possible punitive action. A Learner who receives multiple flags may be reported to the Awarding body for suspected malpractice.

**Statement of Policy Acknowledgement**

Prior to each exam, each Learner must acknowledge understanding the remote proctoring policy.

*“I acknowledge that I have reviewed the Remote Proctor policy and understand my responsibilities as a Learner.  I will adhere to this policy and recognize the potential consequences for violations.”*

*“I also acknowledge that I have reviewed and will abide by the policies as outlined.* “

By clicking **next**, you are electronically accepting and acknowledging the remote proctor policy.

**Remote Proctor Procedure Quick Checklist**

* Clear the testing environment of all materials. This means the removal of all books, papers, notebooks, calculators, additional computers, screens, tablets, etc.
* Remember no use of headsets, ear plugs or earbuds (or similar audio devices) are permitted.
* Double-check that cell phones are out of view and silenced, but readily available within the testing room should you need to contact faculty/staff.
* Ensure the environment is free of people and pets.
* Ensure proper lighting in the testing environment.
* **Restart**computer before logging into the proctored test environment. All other programs and/or windows on the testing computer **MUST**be closed prior to logging into the proctored test environment and must remain closed until the exam is completed.
* Establish identification by displaying your**ID.**
* Complete the 360‐degree Exam‐Environment scan prior to beginning an examination.
* Complete the examination.
* Remain in view of the camera during the entire exam.

## Exam Resits:

Candidates failing to achieve a pass mark of 70 will be eligible for re-examination, except for in a situation where there is an allegation of malpractice and it is being investigated. Re-examinations are permitted within 6 months of initial course completion.

The course must be retaken if re-exam is requested more than 6 months after initial course.

In order to schedule a re-exam, please notify the office and after the payment has been made, the record will be uploaded again for a resit and the process will be the same as outlined above.