



REMOTE INVIGILATION SERVICE

Invigilator Guide

Version 1.0 – November 2021

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1. Introduction

This document provides step-by-step guidance for Invigilators appointed to review assessments sat using the WJEC Remote Invigilation Service.

The information in this document should be read in conjunction with the following documents:
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- Remote Invigilation: Centre Guide
- Remote Invigilation Service: Candidate Guide

References to “we”, “our”, “us” throughout this document refers to WJEC. References to “you”, “your” refers to the centre appointed Invigilator.

2. WJEC Record and Review Remote Invigilation Service

Remote invigilation is the invigilation of a candidate sitting an on-screen test, from a remote location. Remote invigilation utilises a computer/laptop webcam and microphone to monitor/record the individual, as well as monitoring what is happening on the individual's screen.

Our Record and Review Remote Invigilation Service (“the Service”) allows assessment to be carried out at a candidate's home, workplace (or other chosen location) without an invigilator in the same room. It supports centres to plan and manage assessments at a time that suits both candidate and centre.

A recording of the assessment is made, saved, and then reviewed at a later stage by a centre appointed Invigilator.

Our Service is hosted by an organisation called Talview and is available for the following assessments:

- C00/1238/5 WJEC Level 2 Children's Care, Play, Learning and Development: Core (MCQ)
- C00/0724/6 Essential Application of Number Skills - Level 1 (Confirmatory Test)
- C00/0724/7 Essential Application of Number Skills – Level 2 (Confirmatory Test)
- C00/0724/8 Essential Application of Number Skills - Level 3 (Confirmatory Test)
- C00/0724/9 Essential Communication Skills - Level 1 (Confirmatory Test)
- C00/0725/0 Essential Communication Skills - Level 2 (Confirmatory Test)
- C00/0725/2 Essential Communication Skills - Level 3 (Confirmatory Test)

The Service is an additional option for taking onscreen tests and does not replace the ability to take these tests face to face in centre.

3. Reviewing recordings: step-by-step instructions

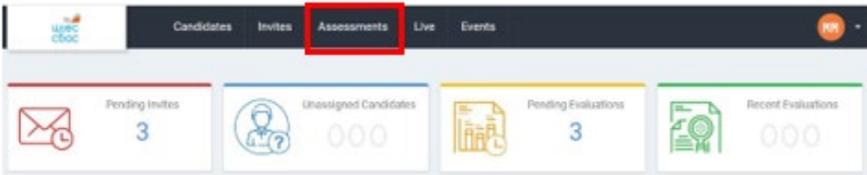
Candidates should notify their centre when they have completed their assessment. **There is no automated email sent informing you that an assessment has been completed.**

Once you have been notified that a candidate has completed an assessment, you should access and review the recording to ensure that the candidate has behaved appropriately, and no malpractice has occurred.

For each candidate completing assessment through remote invigilation, you will be able to access:

- An image of the candidate who is taking the assessment as well as an image of their photographic ID (if submitted)
- A webcam recording, showing the candidate's face
- An audio recording from the candidate's computer microphone
- Screenshots of the candidate's screen during the assessment
- A report indicating where the artificial intelligence software has identified certain behaviours identified which need to be investigated during the review. These are referred to as 'flags.'

By following the steps below, you will be able to confirm the identity of the candidate and see whether they have carried out the assessment appropriately.

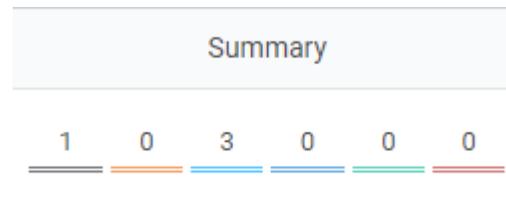
Step	Instructions/Screenshots
1	Log onto the Talview platform (https://recruit.talview.com/login) using the account details you should have already received.
2	<div data-bbox="338 1098 1205 1273"></div> <p data-bbox="1317 1082 2092 1177">You will be presented with your 'dashboard' showing how many candidates have been invited to sit an RI session and how many candidates still need to attend their RI session.</p> <p data-bbox="1317 1214 1630 1241">Click on Assessments.</p>

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Name	Owner	Summary	Status	End Date
WJEC Connect Test WJEC Only	MM	1 0 3 0 0 0	Open	06-Mar-21 10:50 AM
CCPLD Core MCQ	MM	0 0 2 0 0 0	Open	12-Feb-21 01:31 PM

Any assessments you are reviewing recordings for will be listed.

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- If you hover over each figure/column you will see:
- how many candidates have been invited – first column
 - how many candidates are attending their sessions – second column
 - how many candidates have completed their session – third column

The fourth and fifth column aren't used.

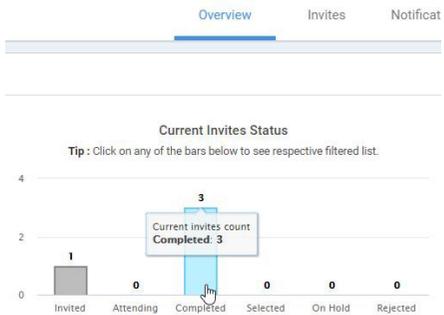
So, in this screenshot there is 1 candidate still to attend their session and 3 who have finished. This means there will be 3 recordings to review.

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Name	Owner	Summary	Status	End Date
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Click on the **Assessment Name**.

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Click on the **Completed** column.

You will then be presented with a listing of the candidates who have finished their sessions.

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<input type="checkbox"/>	Name	Invite Status	Connect.Surpass iframe	Resume	Proview Index
<input type="checkbox"/>	TC Test Candidate (001)	Completed	Completed	Upload Resume	Low
<input type="checkbox"/>	MM	Completed	Completed	View Resume	High
<input type="checkbox"/>	MM	Completed	Completed	Upload Resume	High

The Proview index is generated by the Artificial Intelligence software. High indicates few AI flags, with low showing a number of flagged events.

Click on a **candidate** for more details.

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Section Status ⓘ : **Completed** ✎ Section Type : External Proview Section Index : High

Invited at : 03-Mar-21 Completed at : 03-Mar-21 Evaluated at : __

To access the recordings, click on **View Answers** tab as shown.

Section Status: Completed



Then click on the Preview rating icon in the top right-hand of the window

Note: this rating can be:

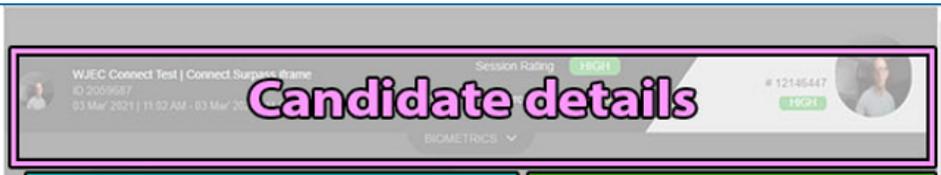
- High –high compliance with few flags
- Medium –generally compliant with some flags
- Low – many flags listed, possible critical flags

The recording interface:

The screenshot displays a recording interface for a candidate's test session. The interface is divided into several sections:

- Candidate details:** A header section containing the candidate's name (WJEC Connect Test | Connect.Surpass.frame), ID (2059687), session date and time (03 Mar 2021 | 11:02 AM - 03 Mar 2021), session rating (HIGH), and a profile picture. A "BIOMETRICS" dropdown menu is also visible.
- Video of candidate:** A video player showing the candidate's screen during the test.
- Flags raised by Artificial Intelligence software:** A list of flags raised by AI software, including "Test Environment Check" (11:02:27 AM), "Screen Capture" (11:03:03 AM), and "Camera Screenshot" (11:03:23 AM).
- Screenshots:** A row of thumbnail screenshots showing various test environment elements.
- Audio Track:** An audio player showing the recording of the candidate's audio.

At the bottom left, there is a red circular icon with "MM" and a blue "Close" button at the bottom right.



Candidate details

- shows you information about the candidate
- Click on **Biometrics** tab and then roll over the thumbnails to view larger images of the candidate



Video of candidate

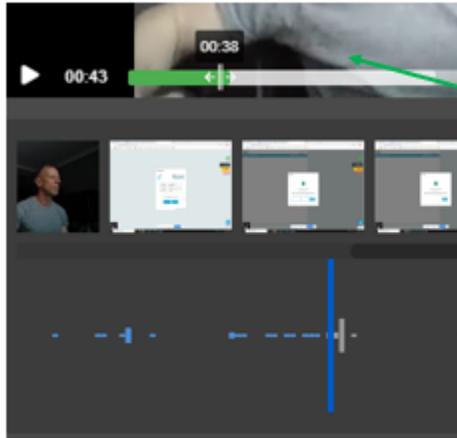
This will show the recording from the candidate's webcam

You are able to pause, rewind and fast forward the video, by clicking and dragging on the video play bar



Audio Track

Here you will see a visual representation of the audio recorded from the candidate's microphone



Click and drag on the video play bar and this position will be reflected in the audio track

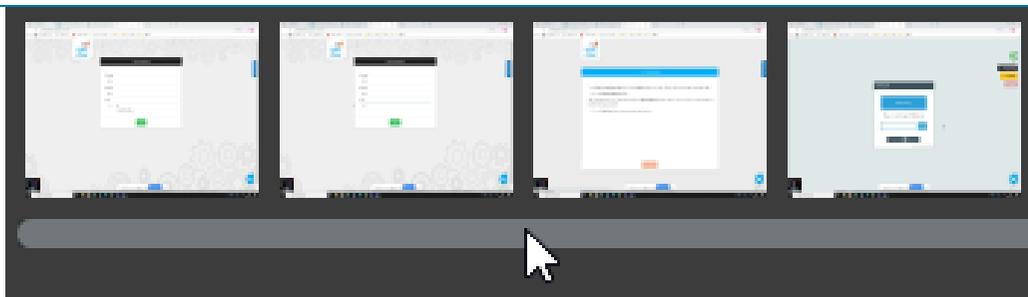
You should expect to see little in the way of audio being recorded as candidates should be carrying out these assessments in a quiet environment.

To investigate any point on the audio track, click and drag the video's play bar to that point as shown.

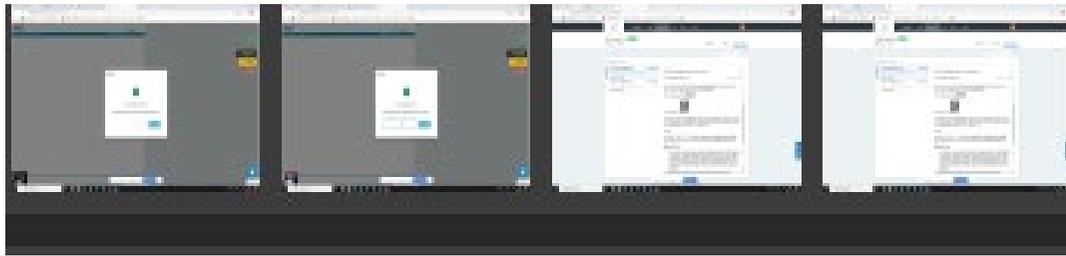


Screenshots

Images taken of the candidate's screen are shown here as well as several web cam images of the candidate.



Using the grey bar below the screenshots, scroll along to see if there are any marked changes in appearance. This is a quick and effective way of identifying behaviours requiring further investigation.



If the candidate has moved away from the exam window, there will be a sudden change in the sequence of images – here is an example (this will also be flagged by the AI – see below).

Here you can see that there has been a significant change in what is being shown on the candidate's screen which would require investigating. Hover over the screenshot to enlarge.



Public events

Search events here... 🔍

Face Not Detected	09:22:17 AM
Face Detected	09:22:21 AM
Window Focus-In	09:22:23 AM
Camera Screenshot	09:22:24 AM
Window Focus-Out	09:22:27 AM
Window Focus-In	09:22:33 AM

Flags raised by Artificial Intelligence software

Click on the Public tab to access and search for particular flags requiring further investigation. You can search these flags using the following terms:

- Face
- Environment
- Window (checked using the screenshots)

Detailed explanations of these flags are given below:

- Multiple faces detected – the AI has picked up more than one face in the webcam. Please note that this flag can be triggered by the candidate moving around significantly within the webcam view
- Face not detected – Indicates that the face has moved out of the webcam view. Please note that this flag can be triggered by the candidate looking down or away from the webcam
- *Test environment camera video* – this shows the environment check carried out by the candidate (click on the small play button to view)

Test Environment Camera Video 

- *Window focus out* – the candidate has moved out of the assessment window tab. Please bear in mind that the candidate will have access to all websites during the assessment and so centres should inform their candidates about what resources can be accessed
- *Window focus in* – the candidate has returned to the assessment window tab

Other flags to consider:

- *Camera not detected* – the webcam is either blocked or has been switched off/unplugged
- *Camera switched* – the candidate has changed their webcam
- *Microphone switched* - the candidate has changed their microphone
- *Camera screenshot* – a screenshot of the candidate screen has been taken

In the Flags listing, clicking on an individual flag will automatically play the video from that point.

Clicking the **Close** button will close the recordings window

Clicking the back/left facing arrow in the top left-hand corner will continue to take you back to your listing

Progressing the candidate's script

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If you are satisfied that your candidate(s) carried out the assessment in an acceptable manner then please email WJEC (e-assessment@wjec.co.uk) with the keycodes of the scripts you wish to release. No other information is required.

The script will then be released and will appear in the Results tab of the assessment system and marks will be processed.

4. Identifying and managing suspected malpractice

Your centre is required to have a policy on dealing with cases of suspected candidate malpractice. There may be a specific policy for remotely invigilated assessments, or it could form part of your existing malpractice policy.

'Candidate malpractice' means malpractice by a candidate in connection with any examination or assessment, including the preparation and authentication of any nonexamination assessment including controlled assessment, coursework, the presentation of practical work, the compilation of portfolios of assessment evidence and the completion of any examination paper.

Examples of candidate malpractice which could occur during a remotely invigilated assessment includes:

- candidates having access to an electronic device, such as a mobile phone or tablet, during their assessment.
- candidates leaving the view of their webcam or turning off their webcam at any point.
- candidates having books, notes or prompts on them or displayed within their assessment room (unless approved by the terms of the assessment).
- erratic eye movement, such as always looking on and off screen, which may suggest looking at unauthorised materials or looking at an individual that may have entered the room.
- exiting the examination window (web browser) for any reason, including for the use of search engines.
- having any audio or visual media playing in the examination room.

This list is not exhaustive.

If, during a review, you identify that a candidate may have committed malpractice, you should document your concerns and follow your internal process for managing cases of suspected malpractice.