

Protocol for CILT(UK) E-Proctored Exams from 1/8/20

Introduction

CILT(UK) have engaged a third-party supplier to provide online proctored examination services. Through this, a learner is monitored online during the exam duration, and are able to sit the exam in a convenient location using their own computer equipment.

The learner is monitored visually and audibly throughout the session and any rule violations are flagged according to CILT(UK) regulations.

After the session is completed, a proctor will then review the exam for potential issues or instances of possible malpractice, which will be provided to CILT(UK).

Various identity authentication measures are employed to assure that the right person is taking the exam, including embedded biometric facial recognition and identification verification.

A secure browser is employed to prevent users from copying, pasting, taking screen captures, using instant message programmes, accessing other application or websites.

The online proctoring platform does not require proctors to have remote access to exam takers' computers, assuring data privacy and eliminating concerns around liability.

Preparation

Learners must ensure that they have appropriate equipment in place including desktop, microphone and webcam, and an internet connection of at least 256kbps speed.

All learners will be sent an email with full instructions and logon details in good time prior to the examination (around 1 week prior). Learners need to ensure they leave enough time (approx. 20 minutes) immediately prior to the assessment start time in order to go through the security and identification requirements.

Learners must ensure that an appropriate environment to take the exam is set up. This can be at home or in the workplace and in an environment where they will not be disturbed for the period of the exam plus 20 minutes prior to the exam start time. Learners need to be in a quiet environment with no distractions. Ideally this would be in a room on their own. Learners will be asked to scan their environment as part of the monitoring process.

Learners will be allowed to have their CILT learning materials to hand but no other documentation, or electronic equipment which has access to the internet. They will be allowed a dictionary and calculator. (Further information available in the Examination Regulations – this will be discussed with the learner by their tutor as part of their examination preparation tutorials).

Learners will be required to identify themselves to the system prior to the exam start time by showing appropriate photographic ID (driving license/passport) to the camera.

Process of examination

Having identified themselves to the system, the examination will commence at the pre-designated time. The learner will be visually and audibly monitored throughout the session.

The exam paper will be completed online (not hand-written as previously).

The usual examination conditions apply - no branded drinks, breaks limited in time, no other materials or people present.

If learners have any problems during the assessment there is a live chat facility so that you can contact a representative to assist you.

The system will guide the learner regarding timings and will close the examination at the appropriate time.

Once learners have logged out of the system, the examination will be considered to be complete.