

REMOTE INVIGILATION

Guidelines

Introduction

ICDL Asia, working with ICDL Foundation, would like to assist you in continuing to conduct ICDL certification tests, even where there are circumstances that make this impossible in a traditional classroom setting. We have developed these guidelines for remote invigilation as part of this effort.

Remote invigilation refers to the use of common video conferencing technologies, such as Zoom or Microsoft Teams, to monitor test session activity using both video and audio. These guidelines aim to support the planning, execution, and management of remote invigilation in a way that preserves the integrity of the test session and the ICDL certification process.

These guidelines are compatible with the ICDL Online Proctoring Quality Assurance Standards (OPQAS), which are part of ICDL Foundation's Quality Assurance Standards 8.0 and which were created to support dedicated online proctoring solutions. Unless otherwise stated, all relevant QA standards relating to classroom invigilated testing also apply to remote invigilation.

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Running a remotely invigilated test session

There are several steps that must be completed to run a legitimate remotely invigilated test session. Failure to follow these steps may render the test session invalid. The remainder of this document explains the steps in detail. At the end of the document, you can find a step-by-step guide to using Zoom for remote invigilation.

Preparing the candidates

It is essential to make sure that your candidates and your technical set-up are ready before the day of the test. Use the following checklist to make sure that everything and everyone is ready. This should be completed **at least 24 hours** before the test is scheduled to begin.

- Set the date and time of the test session.
- Prepare a list of candidates who will be tested.
△ Important: Up to 6 candidates can be tested at once in a remotely invigilated test session. If you are using Microsoft Teams for remote invigilation, only one candidate may be tested in each test session.
- Make sure that each candidate is assigned a test for a module in the test session.
- Inform the candidates of the minimum system requirements to run:
 - The video conferencing software;
 - The Skillsbox Automated Test System.
- Make sure the candidates have a working webcam, microphone and stable internet connection.
- Provide the candidates with a copy of the 'Remote Test Session Information Sheet' that was sent to you by email.
- Schedule a demonstration session using a sample test to familiarise the candidates with the way the exam will work.

Note: Free sample tests are available by following the links to '[ICDL Remote Certification Testing Protocol](#)' on [icdlasia.org](#).

Starting the test

Remotely invigilated test sessions use the same Automated Testing Systems (Skillsbox) that you use in normal in-classroom testing sessions. The procedure to assign and activate tests is the same as you are familiar with, but there are some extra steps that you must take.

Please use the checklist below, in order, to ensure that you complete all required steps. **You must do this 30 minutes before the test session is scheduled to start.**

- Start the video conference session at least 15 minutes before the test is scheduled to start. Immediately begin recording the video conference.
△ Important: Candidates must be informed that the video conference will be recorded. Failure to inform candidates verbally that the video conference will be recorded may breach data protection rules.
- Invigilator MUST use breakout rooms (if the centre is using Zoom) during the verification of the candidate's identity. At no time should the verification of the candidates be done in the view/presence of other candidates. The above rule will also apply for video conferencing tools other than Zoom.
- Ask the candidate to use their webcam to show the test environment. The test environment must be:
 - Isolated, for example, a separate room from the rest of the candidate's home with a closed door, or a partitioned space within the candidate's home where other family members or friends will not be present;
 - Free from any resources that are prohibited during test sessions, for example, quick reference guides, learning materials, or manuals.
- Confirm the identity of the candidate by saving a copy of the candidate's identification (passport, ID card, driving license, or other officially recognised photo identification) or by noting that the candidate is known to the Remote Invigilator in the '*Remote Test Session Registration Form*'.
- Make sure that the candidate accepts the certification test rules, which are included in the '*Remote Test Session Information Sheet*'.
- Make sure that the candidate knows to remain seated at their computer for the duration of the test and has access to all the hardware, software and files needed to complete the test.
- Ask the candidate to share their screen with you. All candidates must share their screens for the duration of the test session.

△ Important: If you are not satisfied that all of the above requirements are met, you must not proceed with testing that candidate.

During the test session

During the test session, the Remote Invigilator must:

- Monitor for any breaches of the rules by the candidates;
- Reconnect the video conference session if it fails during the test;
- Answer queries from candidates about the test system or the video conferencing system.

What if a candidate breaks the rules?

Any clear breaches of the rules that are likely to impact on the integrity of the test—for example, assistance from a third-party—should result in the immediate termination of the test for that candidate. The incident must be reported on the *'Remote Test Session Registration Form'*.

What if the video conference session fails during the test?

If the video conference session fails during the test session, the Remote Invigilator should immediately attempt to reconnect it. If reconnection is not possible within 5 minutes, the test must be suspended and this should be noted in the *'Remote Test Session Registration Form'*. The candidate's performance should be reviewed after the test session, and if the Automated Test System disconnected at the same time as the video conference, then the test should be resumed or resat unless the pass mark has already been achieved. If the pass mark has been achieved, the candidate is considered to have passed. If the Automated Test System did not disconnect at the same time as the video conferencing system, then the test must be resat.

What questions can I answer from candidates?

As with any normal in-classroom test session, the Accredited Tester or Remote Invigilator can only answer questions about the functionality of the test system or the video conferencing system. The tester must not answer questions about the substance of the test.

After the test session

Once the test session is finished, you can use the checklist below to make sure that all of the results are correctly saved and that ICDL Asia has the necessary information in relation to the session. This must be done **as soon as the test session has ended**.

- Close the video conferencing session.
- Save the recording of the test session to a secure location on your computer.
△ Important: ICDL Asia may ask for a copy of the recording. If you are unable to provide it, we may cancel the results of the test session without refund.
- Complete the *'Remote Test Session Registration Form'* in full and submit it using the online *'Test Session Report'* form on ['ICDL Remote Certification Testing Protocol'](#) page on icdlasia.org. This form should be submitted as soon as possible after the session, and must be submitted no later than 3 working days after the test session.

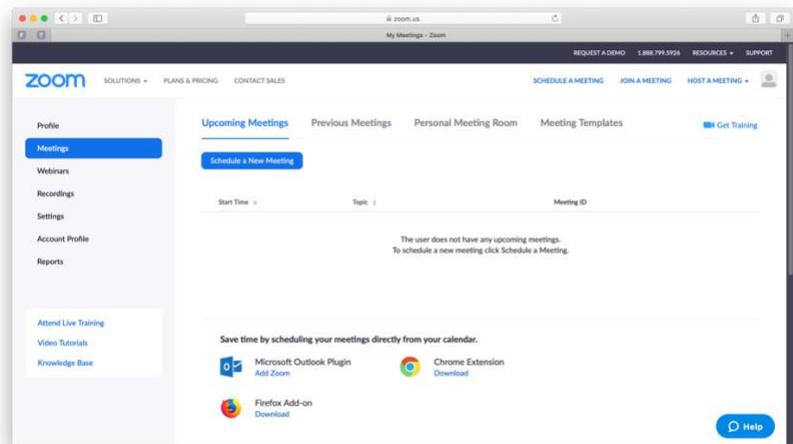
Setting up a remote test session using Zoom

△ Note: *These instructions use screenshots of Zoom running on a computer using macOS. In-application testing is not available in Skillsbox on macOS at this time.*

The instructions below will show you how to set up a video conference using Zoom to conduct a remote test session. You will also need to follow the usual steps to schedule and start your test session in either the Sophia or Skillsbox Automated Test System.

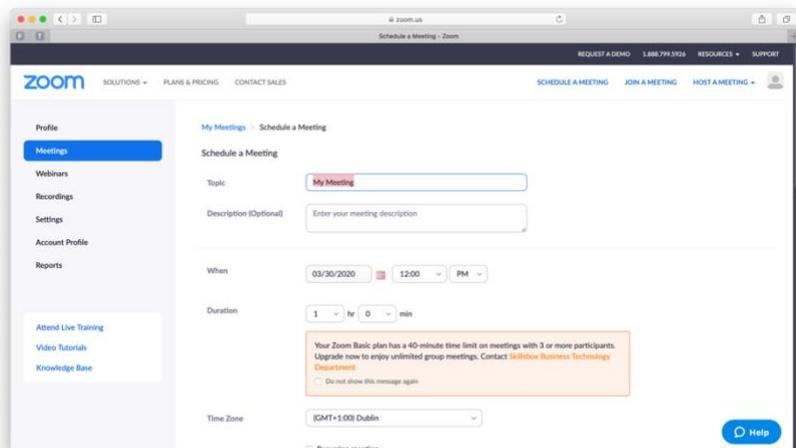
Step 1: Schedule a test session in Zoom

- Login or create an account on zoom.us.
- Click, 'Meetings' in the menu on the left of the screen once you have logged in.
- Click the blue, 'Schedule a New Meeting' button near the top of the page.

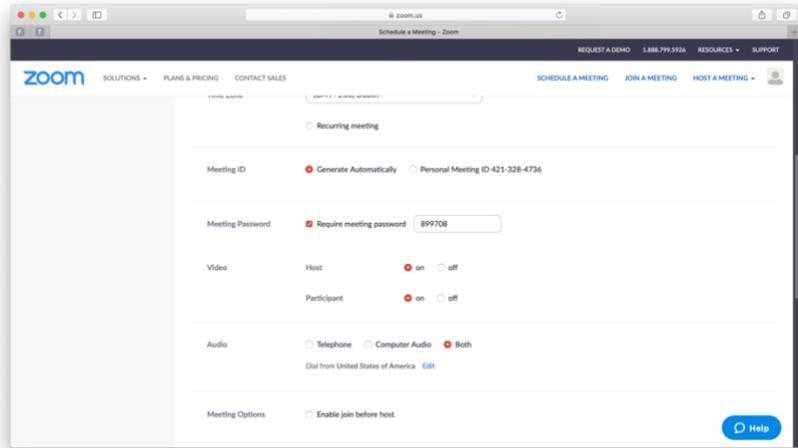


- Fill in the form to schedule your test session.
- Make sure you set the date and time of the test session correctly.

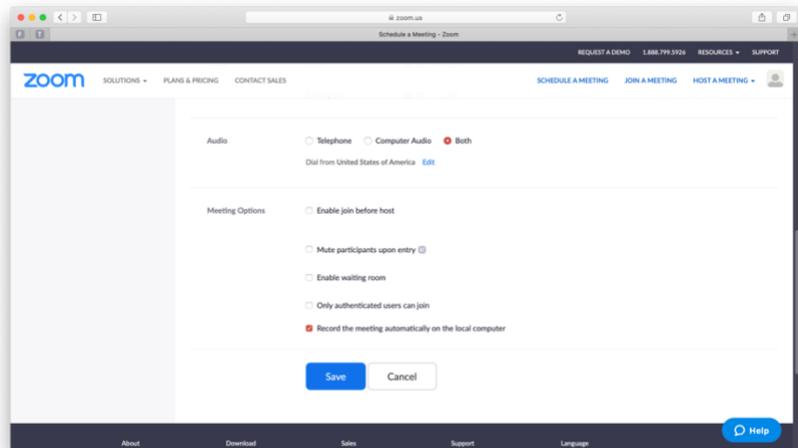
△ Note: *Please ensure that you are able to schedule a test session to last at least 1 hour. You may need to upgrade to a 'Pro' account with Zoom to enable this for test sessions with more than 3 candidates. You are solely responsible for any arrangements with Zoom.*



- You must require a meeting password to control access to the test session.
- Enable the video for Participants and Host using the options in the form.



- Select the option to 'Record the meeting automatically on the local computer'.
- Save the scheduled session

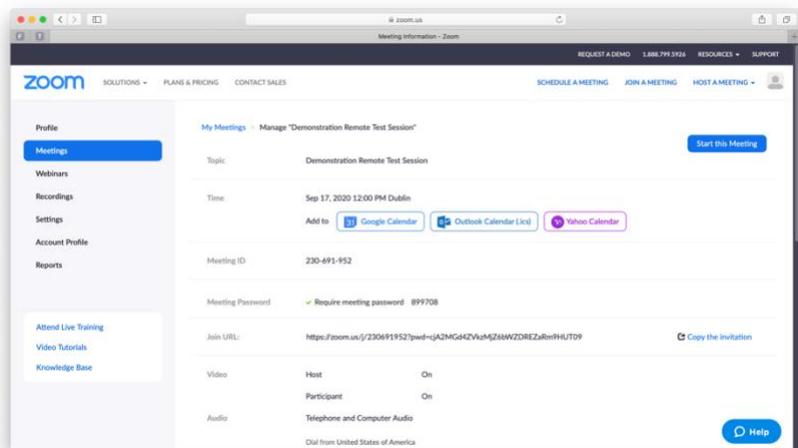


Step 2: Invite your candidates to register for the test session

Once your meeting has been created, you will see a confirmation page with joining information for the call.

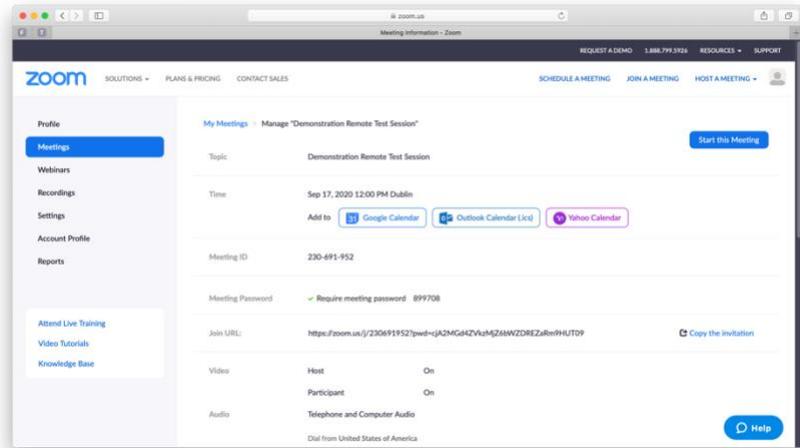
Share the following information with your candidates **at least 24 hours** before the test session is scheduled to begin:

- The 'Join URL'
- The 'Meeting Password'
- A copy of the '*Remote Test Session Information Sheet*'

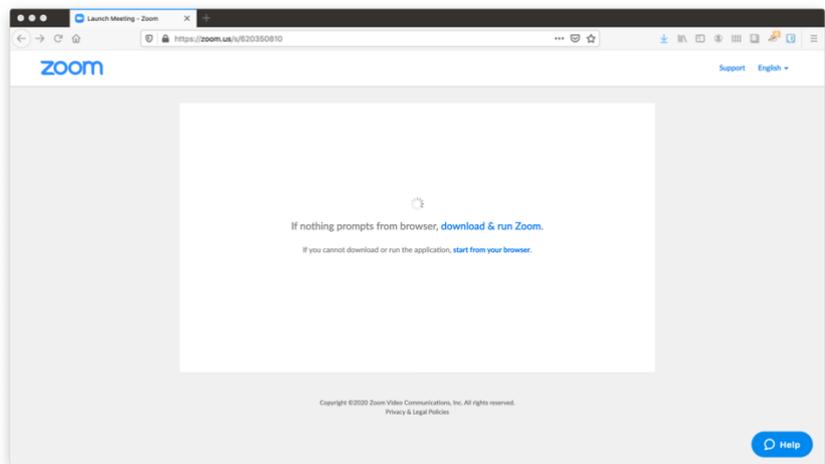


Step 3: Start the test session in Zoom

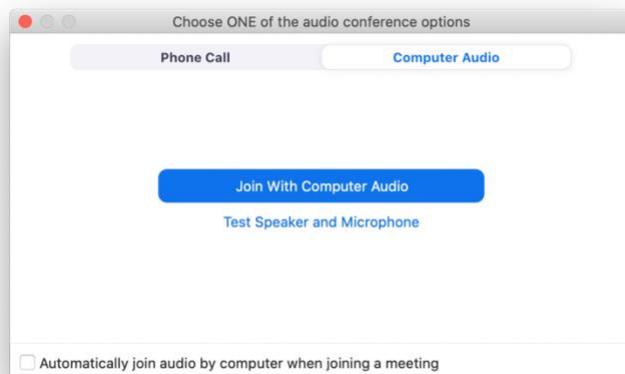
- To begin the test session call in Zoom, click the blue, 'Start this Meeting' button in the top-right of the call information screen on the Zoom website.



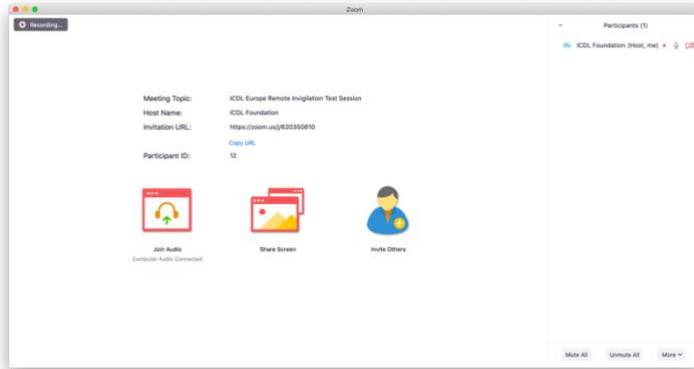
- A loading page will display and your browser might prompt you to run or install Zoom.
- Follow the instructions on screen.



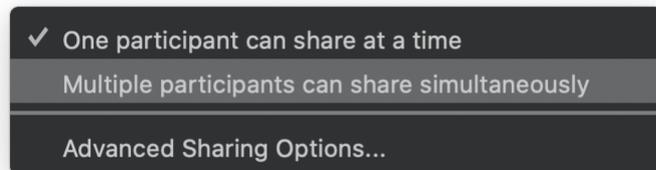
- Once Zoom is installed or opened, join the call with computer audio.



- If you cannot see the list of participants on the right-side of the screen, click, 'Manage Participants' in the pop-up bar at the bottom of the Zoom window.
- You can now see who is on the call. Make sure that only yourself and the candidates registered to take part in the test session are on the call.
- Follow the checklist in the, 'Starting the test' section of this document to begin your testing session.



- It is essential to enable screen sharing for all candidates. To allow multiple participants in the call to share their screen at the same time, select the option by clicking the 'A' icon next to Share Screen button.



Step 5: Ending the test session and saving the recording

- At the end of the session, make sure that all candidates end their tests, following the instructions for your Automated Test System.
- If prompted, make sure to save the recording of the webinar to a safe location on your computer. Make sure that the recording is saved before quitting Zoom.

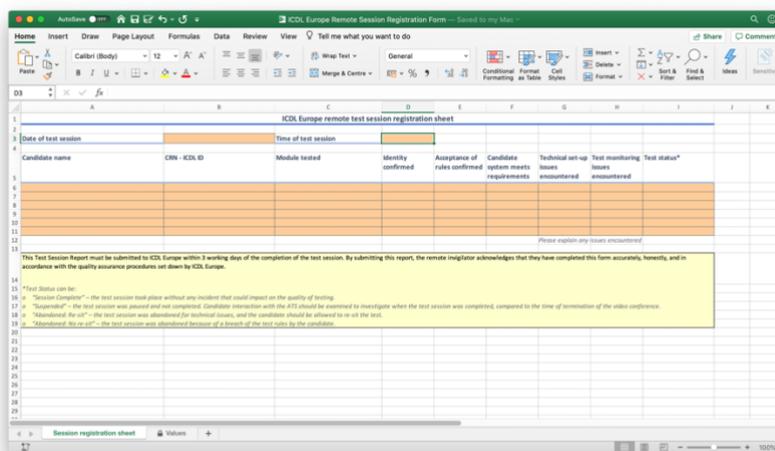
△ Important: *ICDL Asia may ask for a copy of the recording. If you are unable to provide it, we may cancel the results of the test session without refund.*

Submitting your Test Session Report

△ Important: *ICDL Asia may ask for a copy of the recording of your test session. If you are unable to provide it, we may cancel the results of the test session without refund. We will also only issue certificates to candidates where a Test Session Report has been submitted. Failure to submit a Test Session Report may also lead to the results being cancelled without refund.*

Step 1: Download and complete the Remote Test Session Registration Form

- Visit the '[ICDL Remote Certification Testing Protocol](#)' page on [icdlasia.org](#) and download a copy of the Remote Test Session Registration Form.
- Complete the form by entering:
 - the date and time of the session
 - the candidate's name,
 - CRN – ICDL ID,
 - the module that was tested,
 - whether the candidate's identity was confirmed,
 - whether the candidate accepted the rules,
 - whether the candidate's computer met the requirements for the test,
 - if any technical issues were encountered and what they were,
 - and the status of the test.
- Save the form to your computer.



ICDL Europe remote test session registration sheet													
Date of test session		Time of test session		Candidate name		CRN - ICDL ID	Module tested	Identity confirmed	Acceptance of rules confirmed	Candidate system meets requirements	Technical set-up issues encountered	Test monitoring issues encountered	Test status*
Please explain any issues encountered													
This Test Session Report must be submitted to ICDL Europe within 3 working days of the completion of the test session. By submitting this report, the remote investigator acknowledges that they have completed this form accurately, honestly, and in accordance with the quality assurance procedures set down by ICDL Europe.													
*Test Status can be: - "Session Completed" - the test session took place without any incident that could impact on the quality of testing. - "Suspension" - the test session was paused and not completed. Candidate interaction with the ATD should be examined to investigate when the test session was completed, compared to the time of termination of the video conference. - "Abandoned by us" - the test session was abandoned for technical issues, and the candidate should be allowed to re-sit the test. - "Abandoned by us or candidate" - the test session was abandoned because of a breach of the test rules by the candidate.													

Step 2: Fill in the Test Session Report form online

- Visit the '[ICDL Remote Certification Testing Protocol](#)' page on [icdlasia.org](#) and follow the link to, 'Submit a Test Session Report'.
- Fill in the details on the first page of the report and click 'Next' at the bottom of the page.

The screenshot shows a Microsoft Forms page titled "ICDL Test session report". The header includes the IC DL logo and the text "The Digital Skills Standard". Below the header, there is a blue box with white text that reads: "The following report must be completed by the remote invigilator and submitted to IC DL, Europe within 3 working days of the completion of a test session. To complete the form, you will need to fill in the remote test session registration sheet. This is available at [link]". Below this, it says "Hi Tom, when you submit this form, the owner will be able to see your name and email address." There is a "Required" section with the heading "Test session details". The first question is "1. Remote invigilator name *" with a text input field labeled "Enter your answer". The second question is "2. Accredited Test Centre name *".

- Email a copy of the Session Registration Sheet to Support@icdlasia.org
- Click to confirm that you have sent the form.

△ Note: Please make sure you send your form as a spreadsheet.

The screenshot shows the second page of the Microsoft Forms page. It has the same header as the first page. Below the header, it says "Candidate and set-up details". There is a "Required" section with the heading "6. Please upload the Session Registration sheet. You can download a template copy here: <https://icdleurope.org/app/uploads/2020/03/ICDL-Europe-Remote-Session-Registration-Form.xlsx>". Below this is an "Upload file" button. Underneath the button, it says "File number limit: 1. Single file size limit: 10MB. Allowed file types: Excel". At the bottom of the form, there are "Back" and "Submit" buttons. A footer at the very bottom reads: "This content is created by the owner of the form. The data you submit will be sent to the form owner. Never give out your password. Powered by Microsoft Forms | Privacy and cookies | Terms of use".

Help and support

If you need any assistance or have any questions about the new Remote Invigilation Guidelines, you can contact us in the usual way.

Telephone

+65 6631 2809 (from 9am to 5pm GST +8, Monday to Friday)

Email

support@icdlasia.org

You may also find the Zoom support site helpful. It contains extensive information about using Zoom.

<https://support.zoom.us>
