How to access and sit remote invigilation assessments

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Associated regulations and policies

Remote invigilation pre-assessment information

Remote invigilation installation and minimum specifications guide

How to schedule remote invigilation assessments

Contents

1. Introduction

1.1. This guide has been created to provide students sitting remotely invigilated assessments with the necessary information to help them access and sit their assessment.

2. Scope and applicability

2.1. This policy applies to all students who are planning to sit an AAT assessment remotely. A failure to follow the requirements of the policy may prevent the student from accessing their assessment, or significantly delay or disrupt their assessment, and may result in investigation and action being taken in line with AAT's Malpractice / Maladministration policy which can be found on the Quality Assurance resources webpage (aat.org.uk/support/quality-assurance/resources).

3. Purpose and objectives

3.1. The purpose of this document is to give students taking a remotely invigilated assessment the guidance and knowledge on the process to access and sit their assessment.

4. Terms and definitions

4.1. RI – Remote invigilation

4.2. Secure browser – the assessment delivery software

5. Accessing your remotely invigilated assessment

You can start your assessment at any time on the day it has been scheduled for, however live assessments **must be submitted by midnight UK time (GMT/UTD)**.

Before following these steps, you must have already downloaded and installed the secure browser software.

If you have not yet done this, follow the instructions in the installation and minimum specifications guide.

Before sitting your first live RI assessment, you must first sit a scheduled RI practice assessment to ensure that the software has installed correctly and allows you to launch the assessment. We also advise repeating this step should you change hardware, take an update, or uninstall the secure browser.

Step 1 – Log in to ATLAS Cloud

Once scheduled for a live assessment, you will receive a confirmation email from AAT confirming the date and assessment. This will also contain a link to ATLAS Cloud.

If this is your first ATLAS Cloud assessment, you will also receive an email from **noreply@psionline.com** inviting you to complete the setup of your account.

Use Chrome to access ATLAS Cloud.

Click on this link to access ATLAS Cloud (or copy paste this URL: https://aat.psionline.com/phoenix/)

Step 2 – Launching your RI assessment

Your scheduled assessments will appear on your Catalogue page.

To access your scheduled RI practice assessment, click on the **Remote Invigilation Practice Tests** qualification first, then click on the practice assessment that has been scheduled for you.

To access your scheduled live RI assessment, first click on the qualification that the unit sits within, then click on the assessment.

You will not be able to access the assessment until the day that it has been scheduled for.

Once active you'll then be presented with a Download / Launch page. Click **Launch** as you should have already downloaded the secure browser software at this stage.
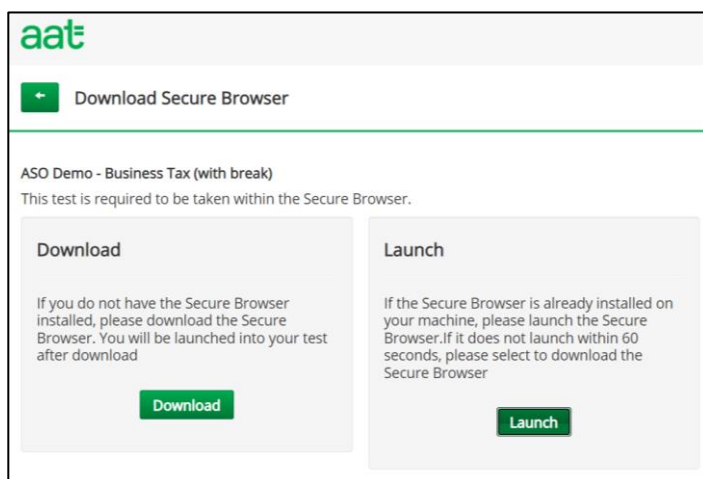
Step 3 – Language selection

When the secure browser first opens, you will be asked to select a language and then click **Continue**. Please note that the assessment itself will be in English.
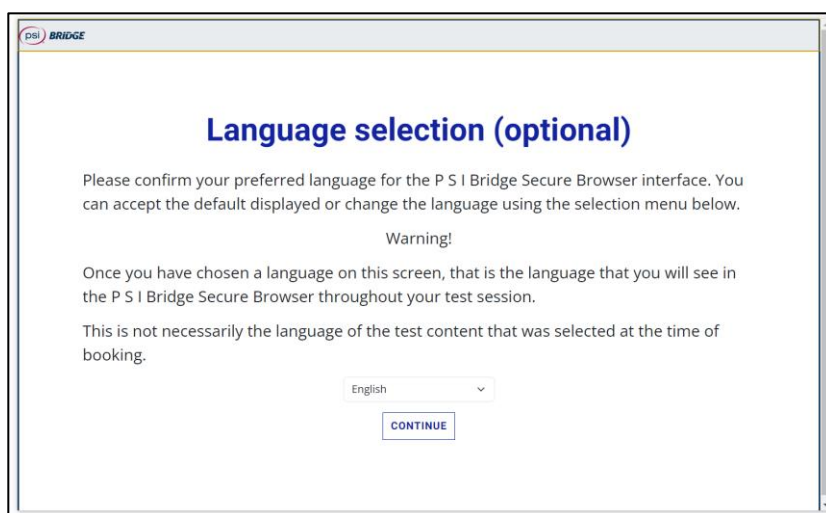
If a language other than English is selected, only the language of the Secure Browser labels is changed, such as Previous, Next, Submit assessment etc, however the assessment content itself will remain as English.

If you accidentally select the wrong language, you will need to close the secure browser and relaunch the assessment from ATLAS Cloud.

**Step 4 – Camera and microphone selection**

Every time that you access the software, if your computer has more than one camera or microphone, you will be asked to select an appropriate one. For the camera, you must always select the one facing you – you will be able to see which one this is via the video feed box.

If your camera is switched off, you will receive a message saying, 'camera not found.' You will have to click **Quit** to close the secure browser, turn on your camera, then re-launch the assessment again from ATLAS Cloud.
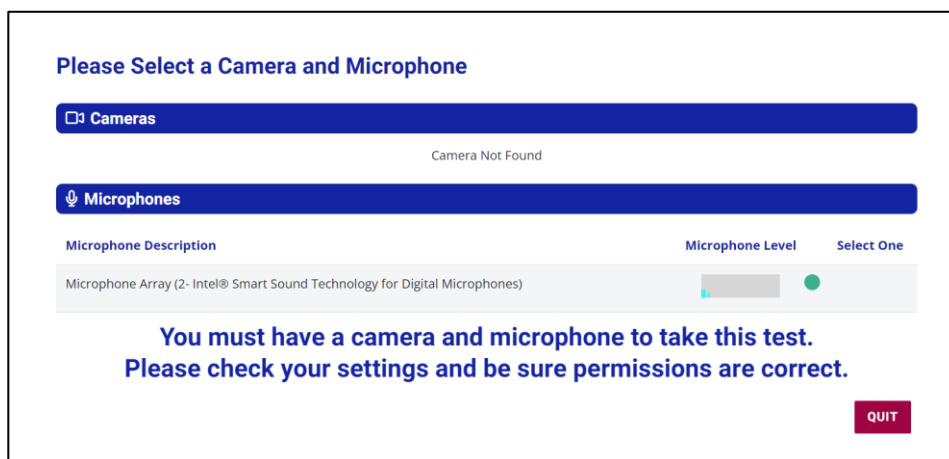
Step 5 – Microphone check

To complete the **microphone check**, make a sound that will be picked up by the microphone. You will be able to see this register in the bar and the **Quit** button will change to **Continue**.
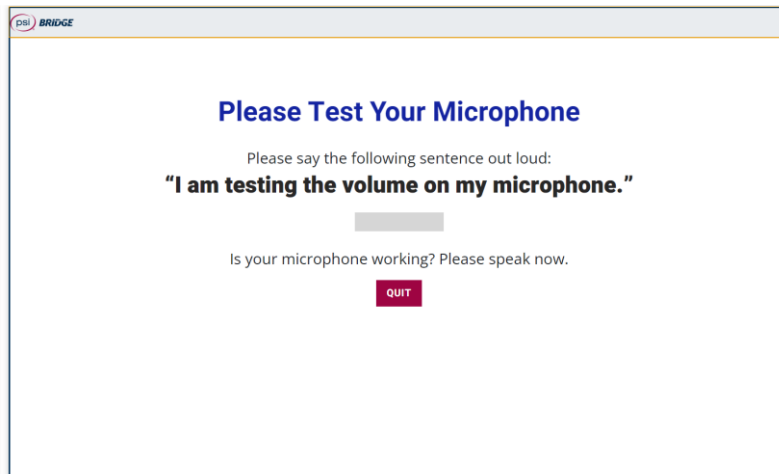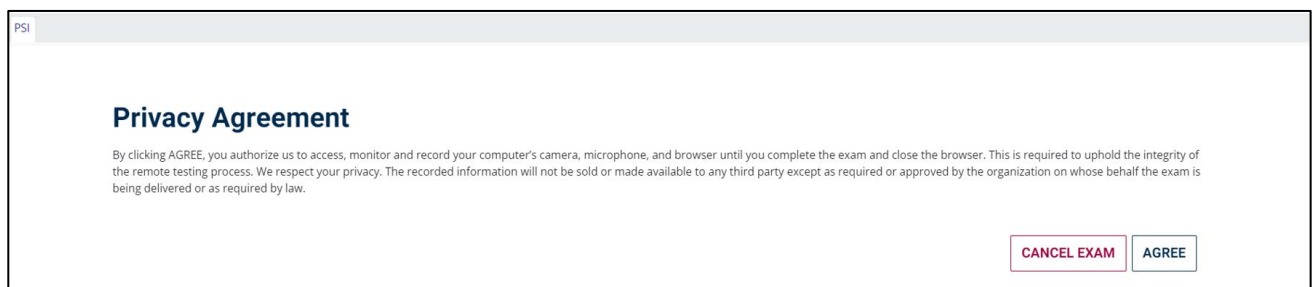
Click **Continue** to proceed.

If your microphone and / or camera is not working, you will need to resolve this before continuing.

Step 6 – Privacy Agreement

You'll then be presented with a Privacy Agreement page. Click **Agree** to continue.

If this is the first time that you have sat an assessment on ATLAS Cloud, you will be asked to read and accept the terms and conditions shown below. Read the information, tick the Accept box then click **Continue**.
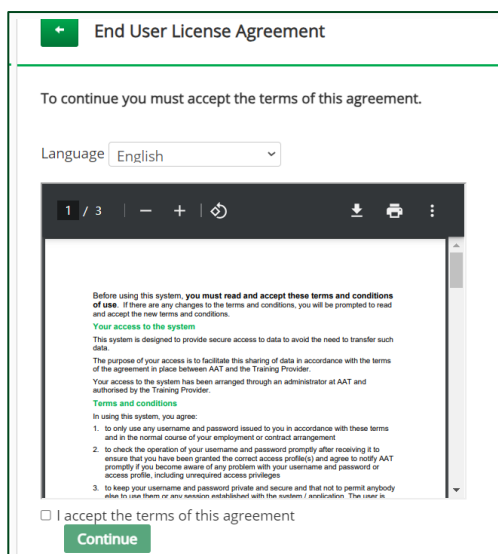
Step 7 – Pre-assessment information page

This page repeats some of the essential information from the guidance document. It is important to re-read this before continuing.

It also contains a link to the RI troubleshooting guide. **You are strongly advised to click on the link to open the guide in a separate tab within the secure browser.**

If you do not do this, you will not be able to access the guide, should you need it, during your assessment.
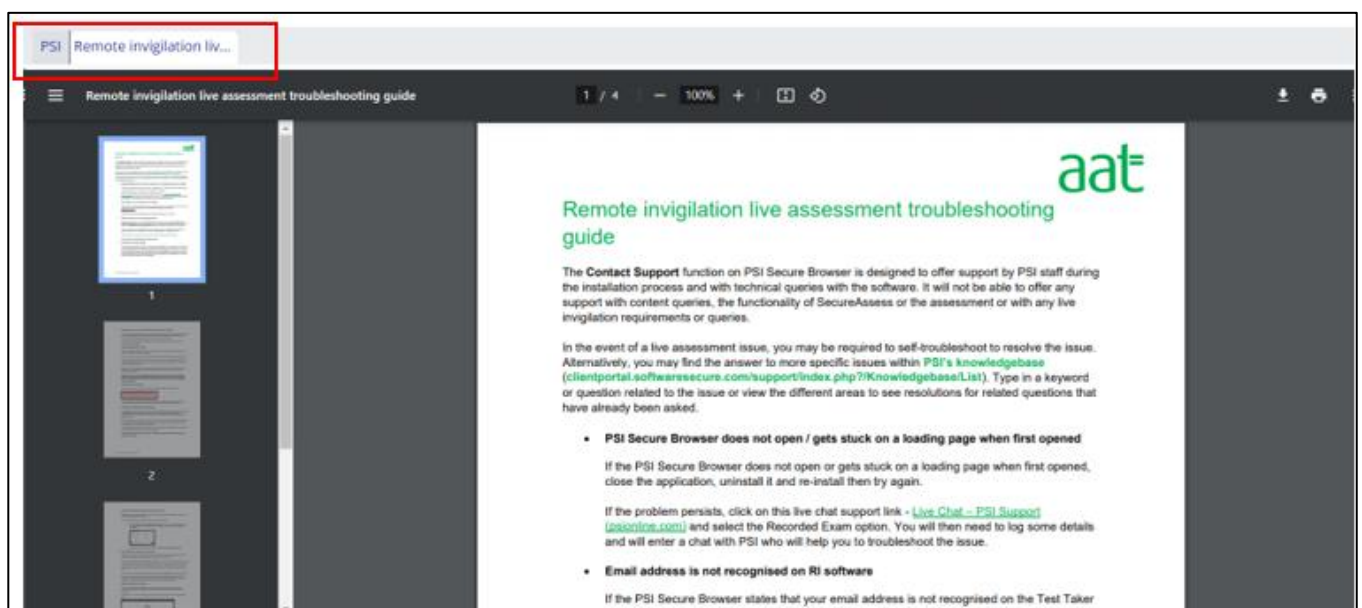
Once you have opened the troubleshooting guide, click back onto the PSI tab, and click **Continue.**
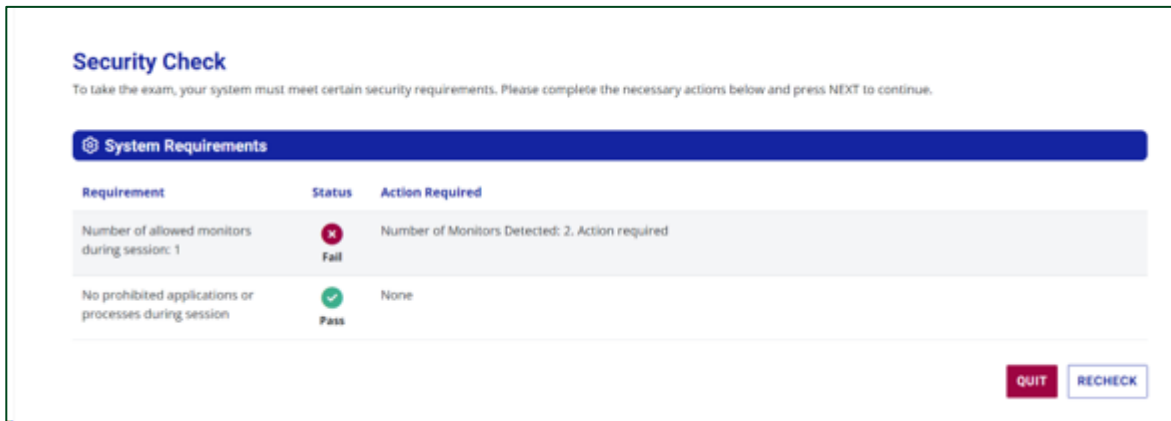
Step 8 – System requirement check

Step 9 – Security Check

At this stage, you should only have the PSI Secure Browser open and running.

However, the security check will take place to look for the use of multiple monitors as well as any prohibited applications and processes:

You must ensure that any additional monitors are unplugged, and that all non-essential applications and processes are closed. If any are running, you can click the **Terminate applications** button to close these.

At this stage, you should only have the PSI Secure Browser open and running. If any remain open, you'll need to make a note of these, close the secure browser, then force close the open applications via Task Manager. If you are unable to close any, then you will not be able to sit an RI assessment on that device.

For AAT's remotely invigilated assessments, you only require the PSI Secure Browser. Everything else must be closed and must not be accessed during the assessment.

Once you have disconnected the second monitor and closed all prohibited applications, click **Recheck**.

Click **Next** once both requirements are showing as passed.

Step 10 – ID check

Prior to starting your assessment, you will be asked to show your photo ID to the camera and take a clear picture of it.

You will be asked to select which camera to use for capturing your photo identification. Please make sure you select the option to use my desktop or laptop camera (as shown below).

Before moving on to the next check, you will be shown the picture of your ID that you have taken, and you will be asked to tick a box to ensure that it is clear and legible.

Ensure that the photo of your ID:

- is not blurry.
- is not too close or far away from the camera.
- does not have any area covered, for example by your fingers.
- is a genuine likeness of you.

You will have the opportunity to retake the photo.

You are required to provide photographic proof of identity before you are permitted to take an assessment. Only the following documents are acceptable:

- current valid (signed) full UK or country of origin passport.
- current valid (signed) national identity (ID) card.
- current valid European Economic Area (EEA) member state ID card.
- current full or provisional UK/EU photocard driving licence.
- current residency permit issued by the Home Office**.**

For any of the above, a clear and legible original must be shown.

Step 11 – Room scans

After taking a photo of your ID, you must conduct four different room scans using your webcam.

There must be sufficient light in your assessment room so that the footage of the room scans and throughout your assessment is clear.

The four scans are:

- **A 360-degree view of the room** – starting with the camera facing the left wall, rotate in a full circle (360-degree) to show all four walls in the room.
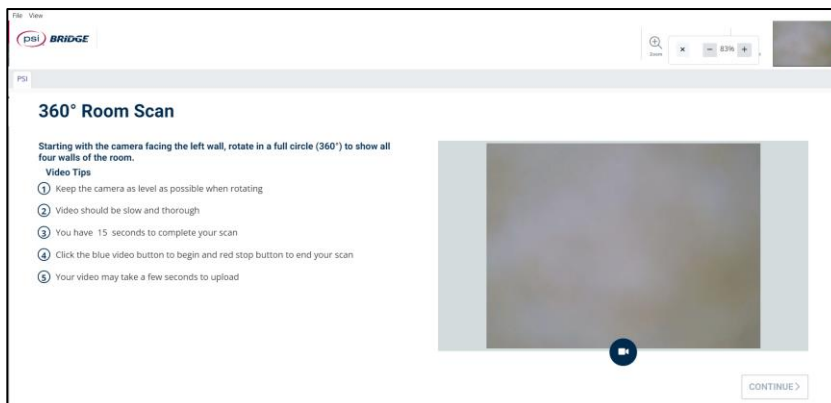
- **Floor to ceiling** – starting with the camera facing the floor beneath your exam space, scan upwards to the ceiling.
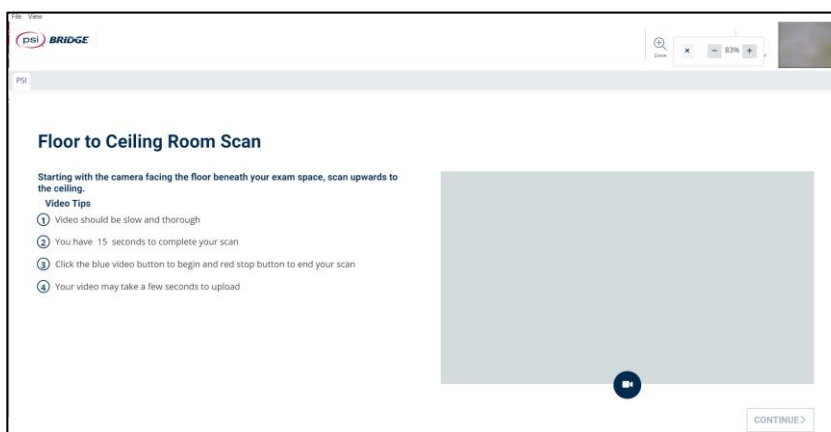
- **Self-scan for accessories** – during this scan, please show front and back of wrists, both ears and glasses (if applicable)
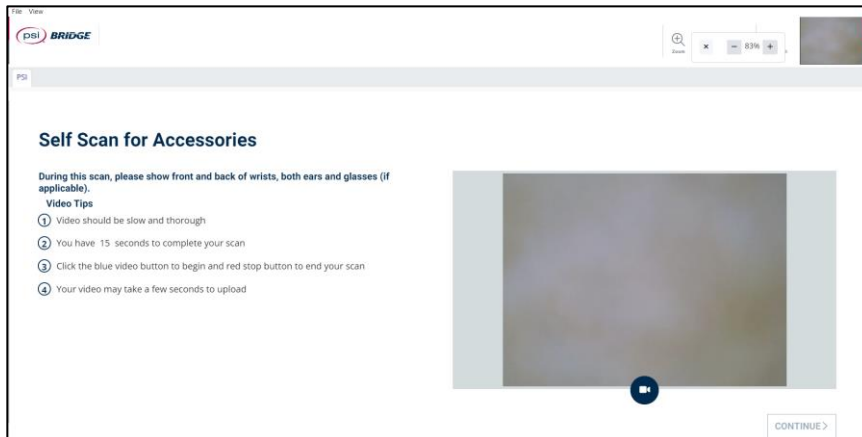
- **Desk surface** – during this scan, please show the desk surface area, including under your laptop and keyboard (if applicable). Lastly, show your mobile phone to the camera and place it out of reach behind you.
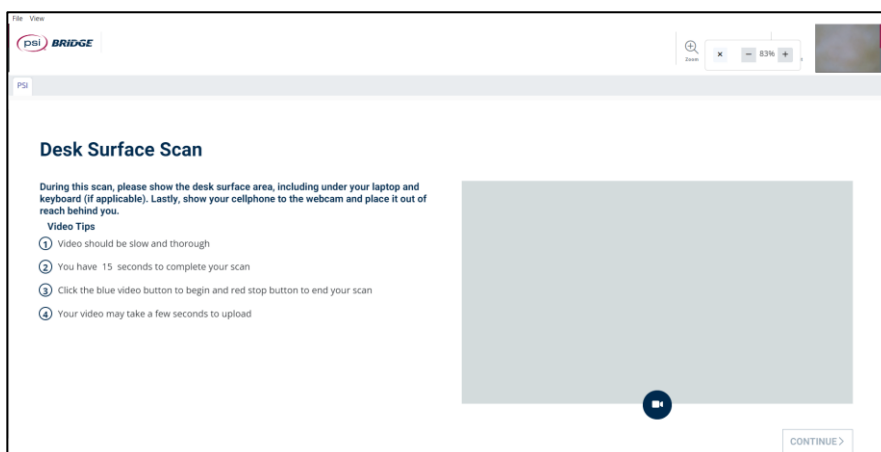
Video Tips:

- Keep the camera as level as possible when rotating.
- Video should be slow and thorough.
- All doors in the room you are in, which must be closed.
- If you are in the same room as your modem, show where the modem is and around it.
- If your webcam is not built into your machine, show your screen.
- You have 15 seconds to complete your scan.
- Your video may take a few seconds to upload.

To start the room scan, click the **blue camera button**.

Once you have completed your room scan, click the **red stop button.**

Before moving on to the next check, you will be able to review the video of your room scan, and if happy with it you can click **Continue**.

Step 12 – Selfie photo

After completing a room scan, you will be required to take a photo of yourself using your webcam.

Once taken, you will again be shown the picture of yourself, and you will be asked to tick a box to ensure that it is clear and legible.

Ensure that:

- your photo is not blurry.
- you are not too close or far away from the camera.
- can be used to confirm your identity against your photo ID.

You will have the opportunity to retake your photo.

After clicking continue you will be shown both your selfie and your photo of your identification card to review for a final time. You can retake these if needed.
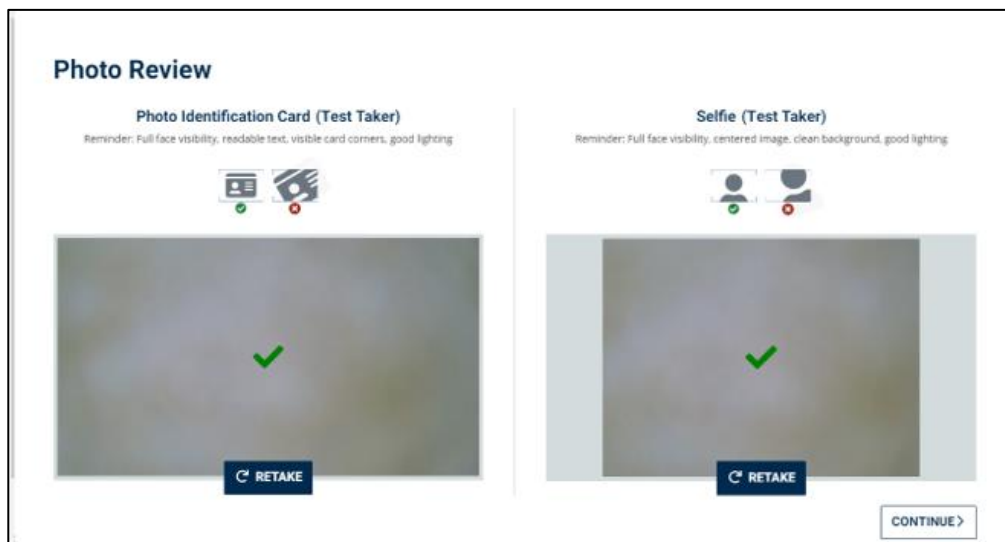
Step 13 – Accessing the assessment

Just before starting the assessment, a final system requirements check is run.
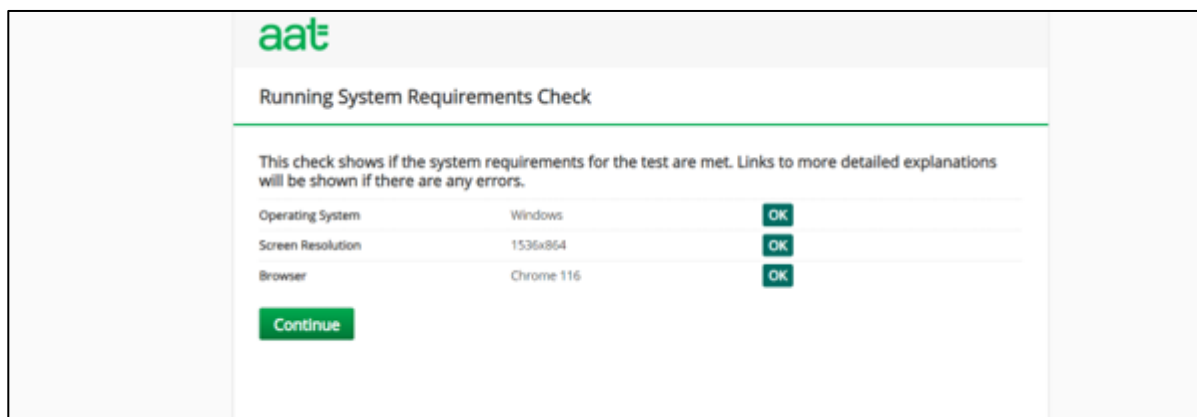
Once you have completed all the pre-assessment checks, you will then see the following screen with your assessment information.

Ensure that you read all the information on this page as it will include essential information about your assessment, including the number of tasks and duration.

If the standard duration of the assessment exceeds 90 minutes, the structure of the assessment will also be included on the Introduction page, as it will include a built-in break.

For assessments containing a built-in break, each section will contain a number of tasks, and the suggested time you should spend on each section.

It is important to manage your time effectively throughout the assessment.

We've structured assessments this way so you can take a break for up to 15-minutes half-way through, where the standard duration exceeds 90 minutes.

The assessment timer shows the duration for the <u>whole assessment</u>, including the 15-minute break time.

When you are ready, click **Start** to access the assessment. Your timer will start when you navigate away from this page.

6. Taking your assessment

6.1. PSI Secure Browser functionality

6.1.1. Invigilation panel

Below is a screenshot of how the invigilation panel in PSI Secure Browser looks. Remember that during your assessment, this will remain open.

You are advised to regularly check that you can be seen in the recording window on the invigilation panel throughout your assessment.
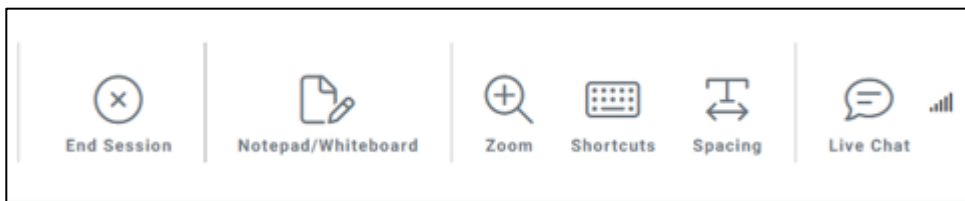
- **End Session**: Clicking on end session will allow you to close the secure browser without submitting the assessment. You will be asked to confirm you want to permanently end your exam. **You should only click on this if the secure browser becomes unresponsive or after you have submitted your assessment – once you have submitted your assessment, the recording will continue until you click End Session.**
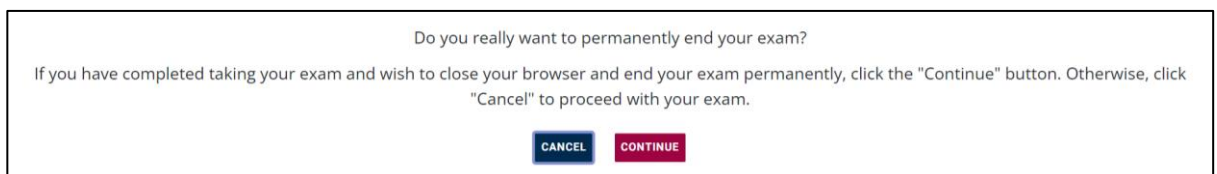
- **Notepad/Whiteboard:** Provides you with an area for your rough workings and notes. The whiteboard will overlap the parts of the assessment but can be resized and moved around so you can see the tasks. You can close the whiteboard if you no longer need it.
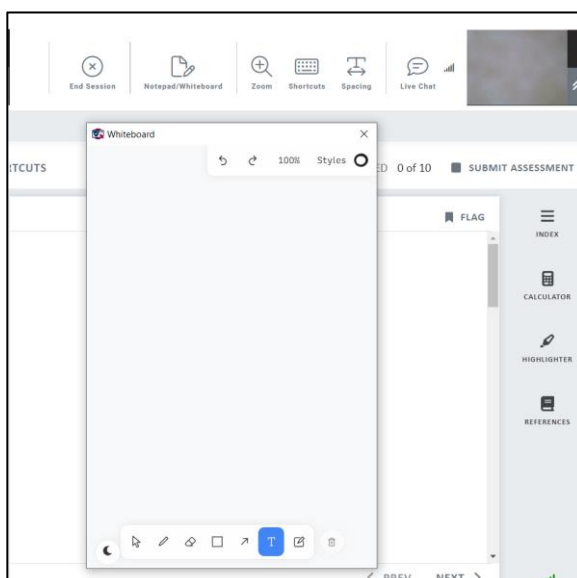
Any rough workings included will **not** contribute towards marking.

- **Zoom**: clicking zoom will give you two options:
  - zoom in (+) – increases the zoom. Zooming in too far will hide navigation buttons.
  - zoom out (-) – decreases the zoom. Zooming out too far may make some content ineligible.

- **Shortcuts** – this reveals a list of keyboard shortcuts that are applicable to the PSI Secure Browser. **They are not applicable to AAT assessment interaction.**

- **Spacing** – this toggles the spacing of text that appears on screen. Please note that using the spacing button on a task with a spreadsheet question will alter the text and make it hard to read. Click the button again to undo the spacing changes.

- **Live Chat**: opens a live chat window with PSI's support team in an additional tab. As the support can only be provided by PSI and not AAT, it will be limited to support installation and technical queries with the remote invigilation software only.

- **Live video feed**: this allows you to see your video recording via your webcam. Always ensure that you are in view of your camera and that there is sufficient lighting in your assessment room, so that you can be clearly seen throughout the assessment.

6.1.2. Panel on the right-hand side

The panel to the right of your assessment contains functions that can be used within your assessment.

- **Index** – Click on this to see the number of tasks. It will also show when a task has been answered.

- **Calculator:** a built-in calculator can be accessed in a pop-up window by clicking on the **Calculator** button.

  Once opened, you will be able to move or close this window. You can use your mouse or keyboard to enter figures in the calculator. When you move on to a new task, the calculator will **not** save your figures and you will have to re-open it to use it again. Click on the down arrow in the top corner of the calculator window to switch between a basic and scientific calculator.
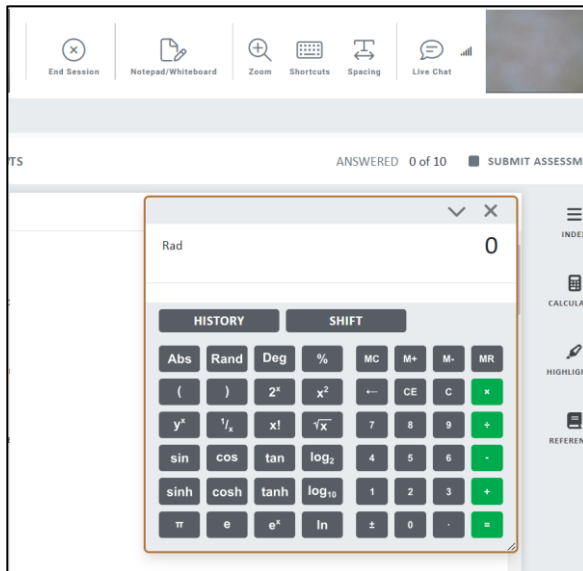
- **Highlighter** – This allows you to highlight text within the assessment. Click on it again to remove the applied highlights.

- **Reference material** – This will give you access to any reference materials applicable to the task or assessment. If there are no reference materials for the task, none will appear here.

6.2. **Breaks**

6.2.1. Navigation

If the standard duration of an assessment exceeds 90 minutes, the assessment will contain a built-in break section part-way through.

An additional 15 minutes have been applied to these assessments to allow you to have a 15-minute break, if required, after you have completed the tasks in section 1.

Assessments with a built-in break will have three sections. Section 1 will contain the first half of the assessment tasks, section 2 will be the break, and section 3 will contain the second half of the assessment tasks.



Once you have completed all tasks in section 1, you will need to click **End section** to move to the break section.
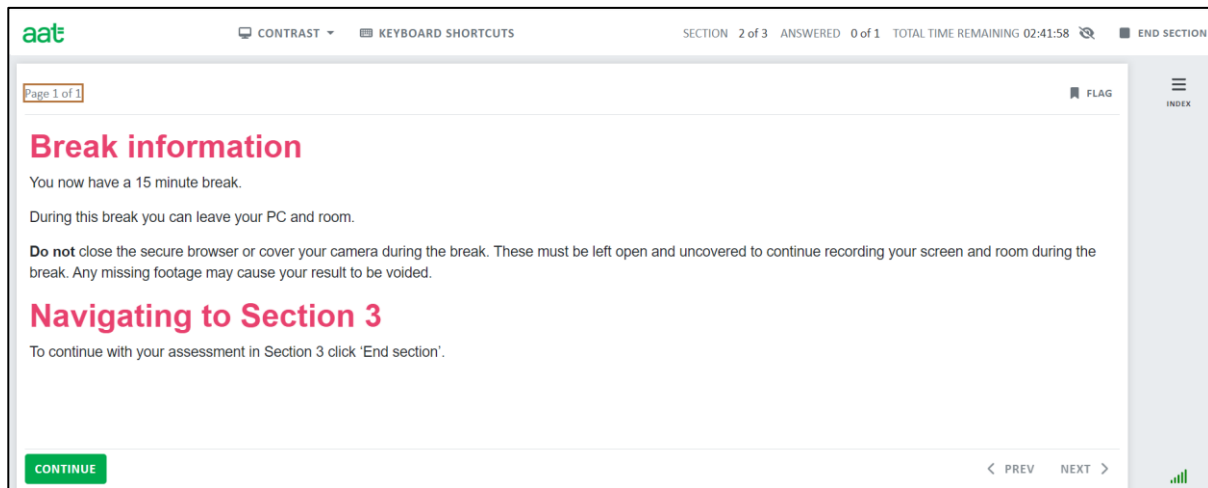
Once you move on to the next section you cannot return to a previous section.

We strongly advise making sure all tasks are completed before moving onto the next section.

If you click End section and there are tasks unanswered, you will receive a message alerting you of this:
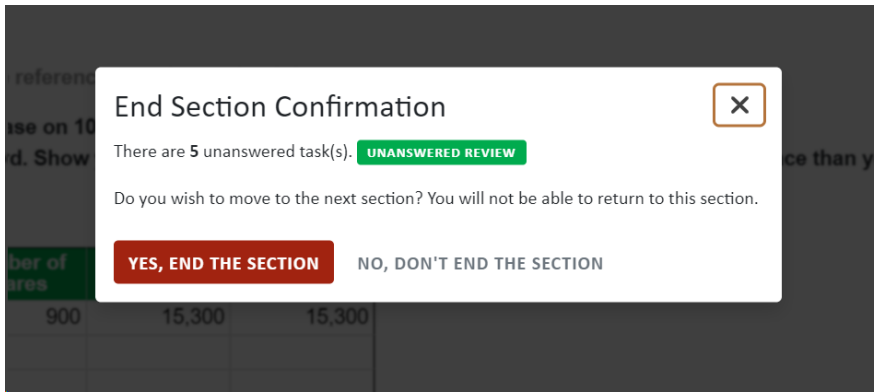
Once you have confirmed you would like to move onto section to (the break) you will see this page:

6.2.2. Managing your time

You will be expected to manage your time throughout the assessment, but particulalrly those that contain a break.

The assessment timer shows the remaining time for the whole assessment including the break, not the section that you are in.

The assessment information page will provide a recommended allowance of time for sections 1 and 3.

You may leave the room during the break, but the secure browser must remain open, and the webcam uncovered the whole time. Any missing footage may cause your result to be voided.

Breaks should not be longer that 15 minutes. If you do take longer than 15 minutes, you will have less time in section 3.

You do not have to use the full 15 minutes of your break if you don't need to.

When you are ready to continue, click **End section** in the top right corner to navigate to the remaining tasks in section 3.

6.2.3. Index page in section 3

Once you are in section 3, if you click on the Index button, you will notice that the task numbers do not match.

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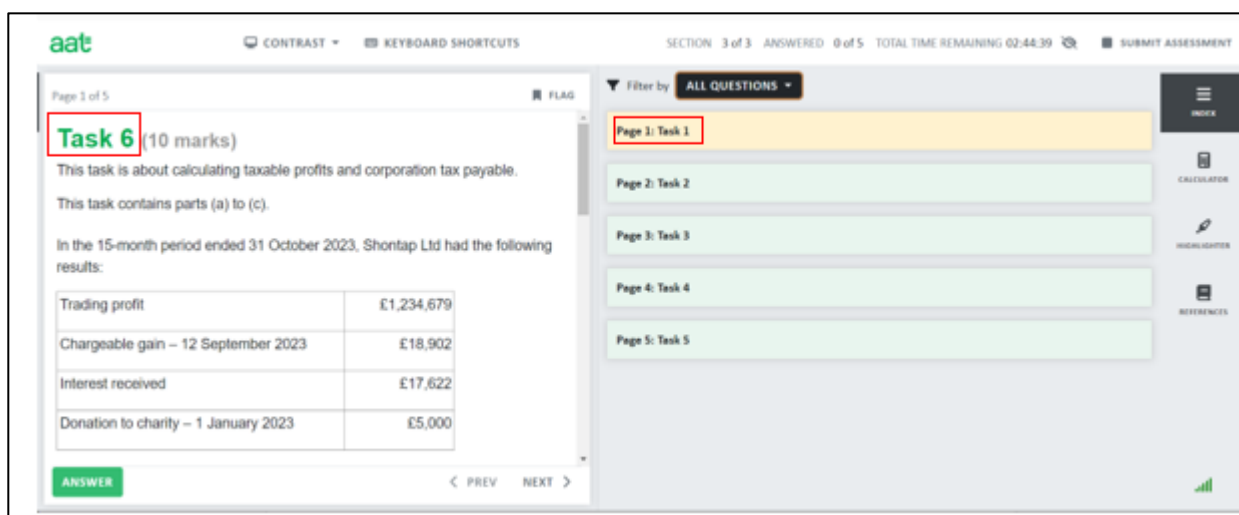
7. Submitting your assessment

If your assessment timer elapses, your assessment will automatically submit, and you will receive a notification on screen informing you of this.

If you finish your assessment before your assessment time has elapsed and you are ready to submit it, click **Submit Assessment** and follow any additional instructions.
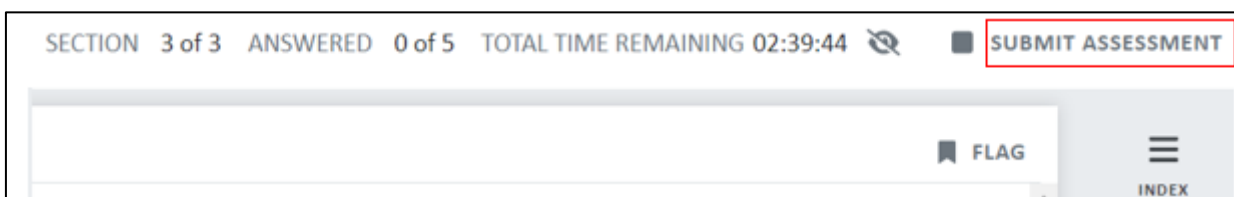

If you have any unanswered tasks at the point of submission you will receive the following message (if your assessment contains a break, any unanswered tasks message will only be for the tasks in section 3):
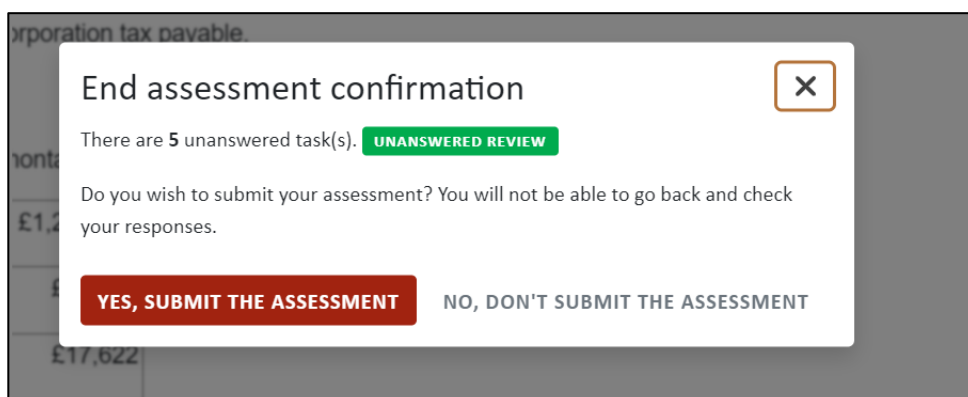
Check your answers before confirming you would like to submit your assessment.

Once your assessment has submitted, you will be presented with this screen:

Once you have submitted your assessment, click End Session to end the recording and close the secure browser.

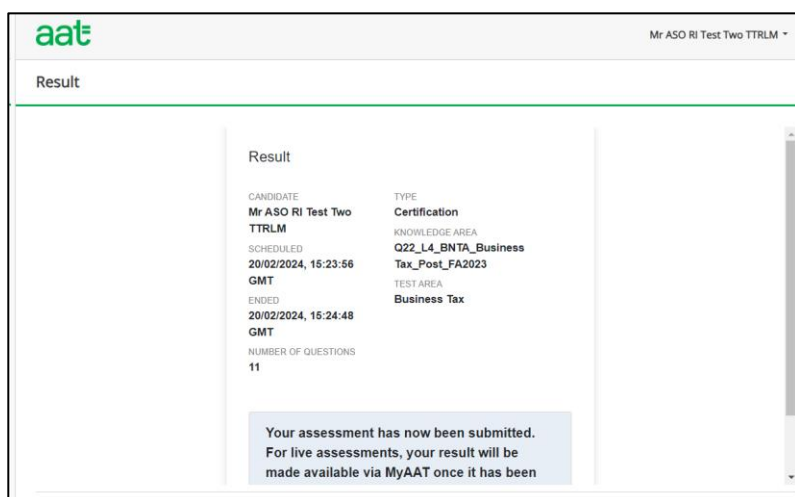If you are unable to submit your assessment, a process will run automatically to do this each day.

8. Post-assessment support

8.1. **Submitting an incident report**

Any incident that delays, disrupts or disadvantages you during your assessment, such as technical problems, fire alarms, etc must be recorded in an incident report and emailed to cba@aat.org.uk by the end of the next working day after the assessment.

For remotely invigilated assessments, you (the student) will need to complete and submit an incident report to AAT if an issue occurs. The incident report must contain as much information as possible about the issue that occurred, when it occurred, what impact it had and what steps were taken to rectify it.

Incident reports will only be accepted if they are completed by the student and submitted on time. No one else should complete an incident report on your behalf.

If AAT's investigation of the incident confirms that, through no fault of your own, you were unfairly disadvantaged, we'll take this into account when your performance in the assessment is reviewed. Any action taken will be in line with our Guidance on the application of reasonable adjustments and special consideration in AAT assessments (PDF)

The incident report is available to download form the dedicated RI webpage.

8.2. **Enquiries and appeals**

If you are dissatisfied with the result for your remotely invigilated assessment, go to the Enquiries and appeals page to see how we can support you.

8.3. **Results**

Results for remotely invigilated computer-marked assessments will be released to your MyAAT dashboard within ten business days. You'll receive an email once they're available.

On occasion it may be necessary to hold a result for longer, pending the conclusion of any required investigation, if a flag is raised against your invigilation video.

Results for remotely invigilated externally-marked assessments will be released within four weeks (for EPA units) or six weeks (for Qualifications 2022 units). The result release calendar is available on the Get your results page.

If your invigilation video is incomplete and either more than 10 minutes of footage is missing or the secure browser has been restarted more than twice, or if any of the prohibited items are used, or if any of the flaggable behaviour is seen, AAT will investigate and may void the result. Where missing footage has occurred because of a technical issue outside of your control, a refund will be issued back to the scheduling assessment centre to the value of AAT's assessment fee.

9. Contact us

If you have any further queries regarding the information contained within this document or require support during the installation process, please contact our Customer Service team on:

Telephone: 020 3735 2468 (Lines are open Monday to Friday from 9.00 to 17.00 UK time)

Email: customersupport@aat.org.uk