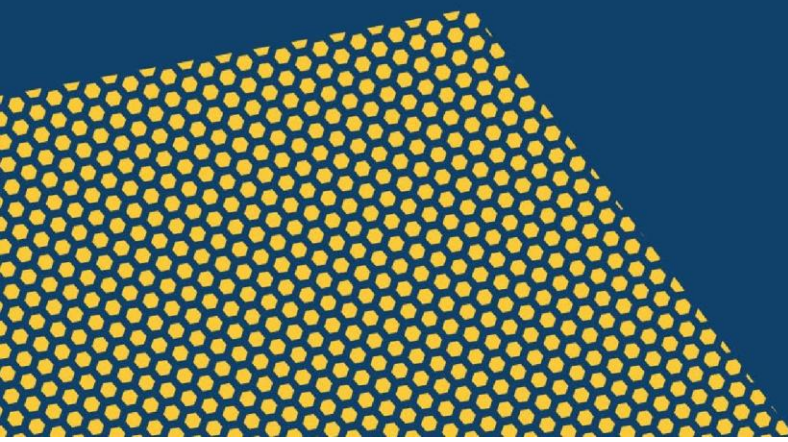




ESOL International Exam System - Invigilator Guidance

Version 2



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Introduction

The Invigilator must **not**:

- teach the learner
- assess the learner
- be the learner's direct line manager.

Please read the information below. It explains the roles and responsibilities of the invigilator step by step.

Use the links provided to access the exam system.

Responsibilities of the Online Invigilator

The Invigilator must:

- organise a safe and suitable room for the exam
- make sure the exam takes place under the correct exam conditions, as explained in this document
- prevent malpractice and maladministration where possible
- record and report any malpractice to Training Qualifications UK (TQUK) using the correct process
- know which materials are allowed and not allowed in the exam
- when required, check physical dictionaries brought by learners to make sure no notes have been added
- make sure approved reasonable adjustments are in place for learners who need them
- check and confirm the learner's ID before the exam starts
- watch the exam carefully at all times
- complete all sections of the Invigilation Form within one hour after the exam.

If the Invigilation Form is not fully completed within one hour, the exam will be voided (not accepted).

Exam Conditions

Before the exam

The Invigilator must find a quiet and suitable room for the exam.

The Invigilator must also tell other people in the building that an exam is taking place.

A suitable exam room must:

- be quiet
- not have unauthorised materials, such as notes, posters or textbooks
- not have electronic devices, except for the computer used for the exam
- not have a second computer monitor.

If the exam location must change during the exam (for example, because of a loss of internet connection), the Invigilator must make sure the new location also meets exam requirements.

The Invigilator must record the following in the Invigilation Report:

- The reason for the change of location.
- Confirmation that the new location met exam requirements.

The Invigilator must also display an “Exam in Progress” sign.

- The sign must be printed before the exam starts.
- The sign must be placed in a clearly visible place, for example on the exam room door, to prevent interruptions.

During the exam

The Invigilator must make sure that exam conditions are followed for the entire exam.

The following rules must be followed:

- Mobile phones and electronic devices must be switched off and stored in a place where the learner cannot access them.
- The only electronic device allowed is the computer used for the exam.
- Headphones are not allowed.
- Learners must not open or use any programs or websites except the exam system.

- Food is not allowed.
- Water is allowed only in a clear glass or clear bottle with the label removed.
- No other drinks are allowed.

Unforeseen circumstances

Unforeseen circumstances are unexpected events that affect exam conditions.

Examples include:

- A fire alarm that requires evacuation.
- A medical emergency affecting the learner or the Invigilator.
- An interruption from another person.

If this happens, the Invigilator must describe the incident fully on the Invigilation Form.

Unforeseen circumstances do not always mean the exam will be voided. However, the Invigilator's report will help our team decide what action to take.

If an emergency happens during the exam, the training provider, recognised centre, or location emergency procedures must be followed.

Logging in

Please note: these instructions are for the Invigilator only, not the candidate.

The candidate will use a different URL to access their exam. Make sure the candidate is using the Google Chrome web browser. If needed, Google Chrome can be downloaded [here](#).

After an exam booking is made and you are named as the Invigilator, you will receive an email from the exam system. This email will include:

- the URL to access the exam system
- your Invigilator login details.

You will use the same login details for any future exams that you invigilate for this candidate or for other candidates.

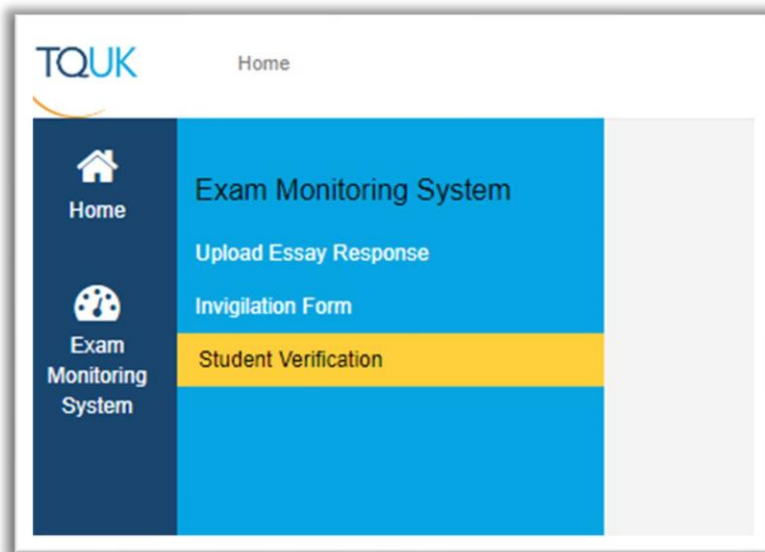
To access the exam system, follow [this link](#).

Unlocking the Exam

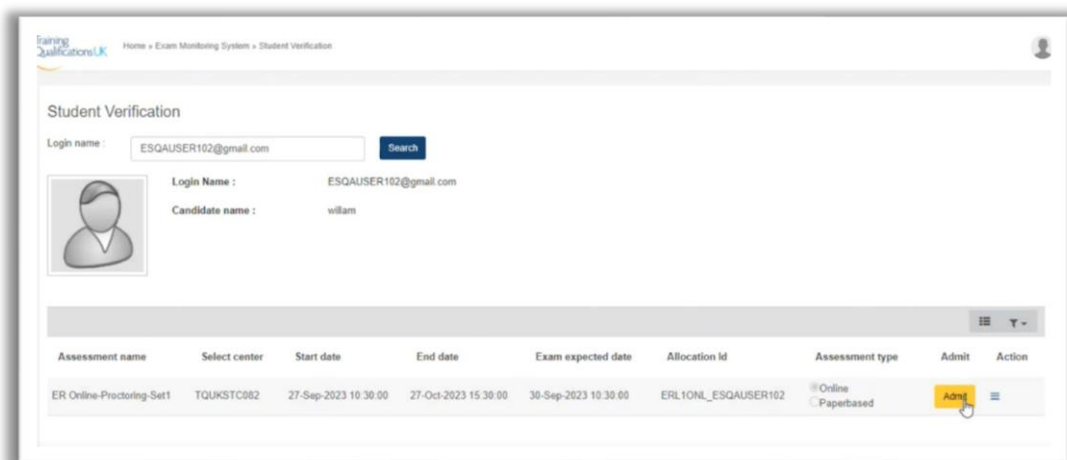
After the candidate has logged in and completed the system checks, the Invigilator must unlock the exam.

The Invigilator will receive an email with their login details and instructions for accessing the system. Before unlocking the exam, check that the exam room meets the exam conditions listed above. Then, follow these steps:

1. Select “Exam Monitoring System” on the left side panel.
2. Select “Student Verification” from the list.



3. Search for the candidate using their email address.
4. Check that the details match the exam the candidate will take.
5. Click “Admit” next to the candidate’s details to unlock the exam. The candidate will then see the exam and can begin answering the questions.

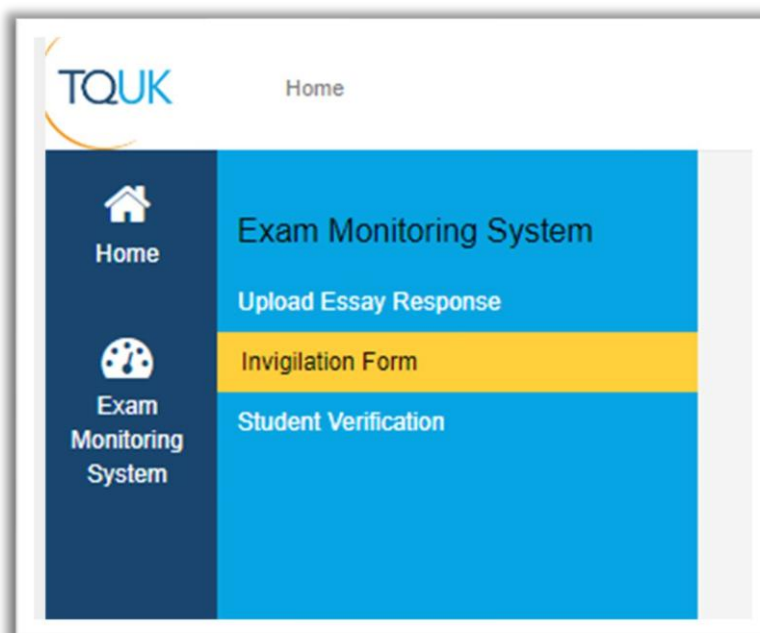


Completing the Invigilation Form

After the candidate has finished the exam, the Invigilator must complete the Invigilation Form.

Follow these steps:

1. Select 'Exam Monitoring System' on the left-side panel.
2. Select 'Invigilation Form' from the list.



3. Enter the following information in the search boxes:
 - The centre name.
 - The exam booking date.
 - The batch label that was set in Verve when the exam was booked.
4. Select 'Continue to Candidates', and review to ensure the details match the learner and assessment name of the exam you have just invigilated.
5. Select 'Continue to Exam Report', enter your name, then select "Yes" or "No" for each of the six confirmation statements.
 - If you select "No", you must give more details in the text box at the bottom of the form.

- There is also a comments box next to the candidate's name on the previous page where you can add more information. This is especially useful if you are invigilating more than one candidate at the same time.
- Give as much detail as possible.

6. When you have completed the form, click "Save".

Troubleshooting

If you have any questions or problems, please contact our Customer Service Team on +44 333 3583 344 or email us at support@tquk.org. Our office hours are (UK) 08:30-17:00 Monday-Friday.

Further guidance

More guidance about exam invigilation can be found on the Joint Council for Qualifications (JCQ) website.

You can access this guidance by following [this link](#).