Remote invigilation user guide

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Contents

Introduction

This guide has been created for students and training providers to understand how remote invigilation works, what the set-up requirements are, and how it applies to scheduling, sitting assessments and receiving results.

For a list of assessments that are delivered via remote invigilation, please see the **dedicated remote invigilation webpage** (**aat.org.uk/assessment/remote-invigilation**), which will be kept up to date.

Before deciding to sit an assessment via remote invigilation, it is important that you and your training provider first read through this guide and understand all of the requirements, benefits and limitations of sitting an assessment this way.

Remotely invigilated assessments will not be suitable for everyone, and you may prefer to sit your assessment the normal way.

If you are comfortable with the information contained within this guide, your computer meets the minimum and supporting requirements, and you are able to install the required software, you should notify your training provider to schedule you for a remote invigilation version of the assessment.

This **video** provides visual guidance on how to download, install, log in to the remote invigilation software, complete initials checks, enter details and access the assessment. However, given that this is a generic instructional video, you must still read the steps below and relevant sections of this document covering download, installation, logging in, room scans, ID check, accessing and sitting an assessment, and follow all of the instructions given in this document.

Your assessment will be recorded for invigilation purposes and may be used to investigate and evidence irregularities that occur during the assessment. For further information about the data we collect, why it is collected and how it is used, please refer to AAT's **privacy policy** (**aat.org.uk/policies/privacy**). Assessment recordings are stored for 90 days, however, sections of an assessment recording may be held for longer where any flagged irregularities are required to be investigated further.

How does remote invigilation work?

Remote invigilation works by using software (called the PSI Secure Browser) that records you and your screen while you take the assessment in Surpass Viewer. The videos will then be reviewed after your assessment has been submitted.

After installing and logging in to the software, you will be required to show your photo ID, take a photo of yourself and conduct a room scan using your webcam.

The software will use your webcam to record you and will also record everything that happens on your screen during the whole assessment.

Upon submission, your ID, photo, room scan, webcam recording and screen recording will be sent to a panel of invigilators who will review the video and either confirm everything is OK or flag any suspected suspicious behaviour, such as cheating.

For computer marked assessments, your result will be released within **15 business days**, however, 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 externally marked assessments

will continue to be released within six weeks. For more information visit the **Results webpage** (**aat.org.uk/assessment/cba-five-steps/results**)

If your invigilation video is flagged, AAT will conduct an investigation in line with *AAT's Malpractice / Maladministration policy and guidance* which can be found on the **Quality assurance resources webpage** (**aat.org.uk/support/quality-assurance/resources**). Your result will be held pending the outcome of the investigation and you will be contacted by AAT.

Are remotely invigilated assessments right for you?

Whilst remotely invigilated assessments carry a lot of benefits, there are also some limitations that may affect your ability to sit an assessment this way.

As well as the reasons given below, this whole guide must be read to understand the whole process in case any specific areas impact you.

- **Assessment availability**: on-demand scheduling cannot support assessments that are to be taken via remote invigilation, instead assessments must be scheduled a minimum of two days in advance.
- **Reasonable adjustments**: it will not be possible to support all reasonable adjustment requirements remotely. Whilst extra time and colour preferences can be supported, others cannot. See the *Reasonable adjustments and special consideration requests* section below for more information.
- **Minimum specifications:** if your computer does not meet the minimum or supporting specifications before or during the assessment, or if you are unable to download and install the software required to sit your assessment remotely, you will not be able to take remotely invigilated assessments. See the *Minimum and supporting specifications* and *Installing the required software* sections below for more information.
- **Assessment room:** if you are unable to sit in a private room, free from distractions and interruptions, you will not be able to sit remotely invigilated assessments. See *Assessment room* section below for further details.
- **Scheduling**: your assessment must be scheduled by an AAT approved assessment centre. AAT will not be able to schedule assessments on your behalf.
- **Invigilation**: live invigilation will not be available. Whilst there will be a live chat function, it will be limited in regard to the help that can be offered. This means that assessments cannot be paused, and you will need to self-troubleshoot in the event of a technical issue. You will also be expected to submit an incident report to notify AAT of any issues that you experience during the assessment - see *Notifying AAT of a live assessment issue* section. Whilst you are sitting your assessment, unless there is a dedicated break section, you must not leave the assessment room until you have submitted your assessment.

Minimum and supporting specifications

All of the following must be met to allow you to install the remote invigilation software and sit a remotely invigilated assessment.

System	Requirements
Operating System (Windows)	Windows 8.1 or higher
Operating System (Apple)	OS X 10.10 or higher
Surpass Viewer	You must have the Surpass Viewer custom browser installed on your machine. This will allow you to access the assessment.
PSI Secure Browser	You must have the PSI Secure Browser installed on your machine. This will allow your assessment to be recorded.
Internet connection / bandwidth	512 Kbps upload and download *You are strongly advised to use a wired connection as opposed to Wi-Fi to protect against a loss or drop in connectivity.*
Download	Ability to download and install software (admin rights required)
Web camera	You will need a portable webcam to allow you to conduct a room scan. Laptops with integrated webcams are permitted as long as they are portable
Minimum web camera resolution	640 x 480
Microphone	You will need a working microphone to pick up any audio during the recording
Date and time	Ensure that the date and time settings on your computer are accurate for your local time zone
Screen resolution	1024 x768
Screen size	Whilst a 17" monitor is recommended, laptops typically have a 14" screen. You can still sit your assessment with this, though you may be required to zoom out to see navigational buttons.

Some operating systems, such as Windows 10, have accessibility settings that make apps and text appear larger. This should be set to 100%.

Using devices that don't meet the minimum and supporting specifications may cause problems displaying information, or with the assessment.

Chromebooks and Linux: the operating systems for these machines do not support Surpass Viewer, therefore they cannot be used to access remotely invigilated assessments.

Virtual Private Network (VPNs): are not supported by AAT. The PSI Secure Browser and Surpass Viewer must always be installed and accessed on the PC. If you are on a work laptop and you require your employer's IT department to install the software, please advise them of this.

Software updates: switch off all updates or ensure that all updates are complete before opening the PSI Secure Browser and Surpass Viewer applications. Also ensure that no updates run whilst you have the PSI Secure Browser and Surpass Viewer applications open, as this will affect your assessment. Based on the make and model of your computer, and the operating system and version installed, you will need to identify how to switch off or time updates to run.

Some background processes / software has the ability to record and stream, such as Nvidia. The PSI Secure Browser is not compatible with software that can stream and will not allow you to progress.
Important:

Should your bandwidth drop below the minimum required to support the remote invigilation software, your invigilation recordings will stop however, Surpass Viewer will allow you to continue with the assessment. You will receive a message informing you that your network bandwidth is insufficient (keep an eye on your taskbar as it may flash to indicate a message while you are working in the Surpass Viewer).

Should your bandwidth completely drop, you will experience screen freezing and will not be able to continue with your assessment, but no pop-up message will appear.

If you are able to resolve the bandwidth issue, your invigilation recording <u>will not</u> automatically resume, however it may appear to have resumed from the webcam view within PSI Secure Browser.

If your webcam encounters any issues, again your invigilation recording will stop and will not automatically resume.

<u>Where bandwidth or webcam issues occur, AAT will void your sitting as, without a complete video to support your attempt, it will not be possible to verify the security and validity of the assessment attempt.</u>

We therefore strongly recommend using a wired internet connection wherever possible, to mitigate this risk as far as possible.

Installing the required software

To sit a remotely invigilated assessment, you are required to download, install and use two pieces of software to access the assessment, Surpass Viewer and PSI Secure Browser.

You are strongly advised to use a personal computer to install the software on. If you are using a computer with controlled or restricted permissions, for example a work laptop, you may not be able to install all of the software and you will need to contact your employers' IT department to install it on your behalf. See the Installation troubleshooting section for further information.

You are strongly advised to install the required software ahead of your assessment to ensure that you are able to install and access both without issue.

1. Installing Surpass Viewer

You may already have Surpass Viewer installed so that you can access AAT's online practice assessments and / or SecureAssess web delivery to sit a recognition of prior learning (RPL) assessment.

If you do not yet have Surpass Viewer installed, please visit **aat.org.uk/assessment/surpassviewer**.

2. Installing PSI Secure Browser

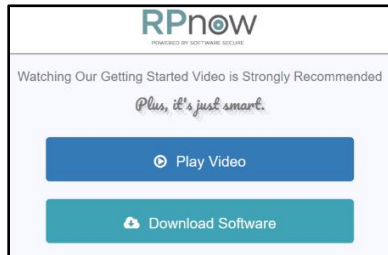To install PSI Secure Browser, follow these steps:

Step 1

Copy and paste the following URL into your browser:
http://aat.remoteproctor.com/RPInstallCEF/latestinstall/InstallV2.html?orgName=aat

Step 2

Click on the **Download Software** link
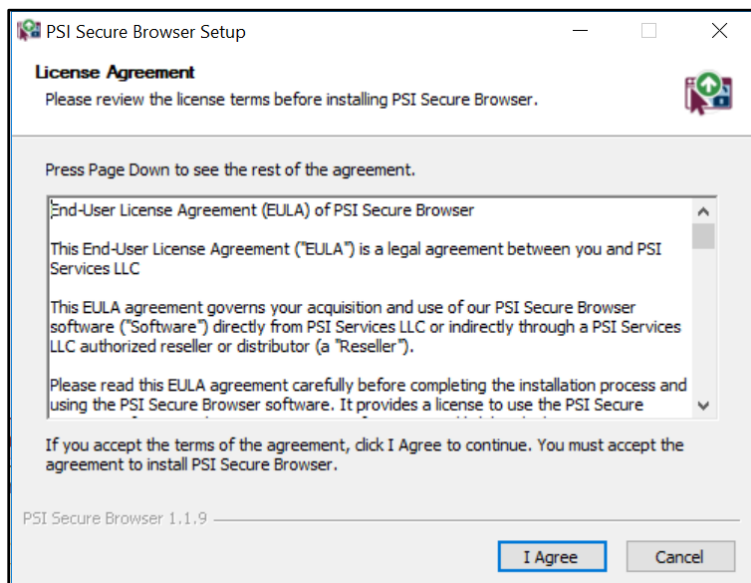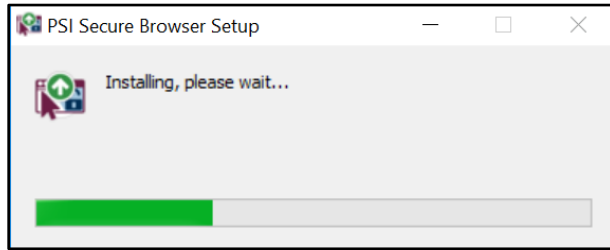
Please note that the file size is 125 MB

Step 3

Depending on your browser and operating system, you will be given the options to **Open, Run and / or Save** the file. Once downloaded, run the file from your download location.

Step 4

Click **I Agree** on the Licence Agreement pop up

An installation progress bar will then pop up on screen:

Step 5

Once installed, the software will automatically launch, and you will have a **PSI Secure Browser icon** on your desktop:

If the PSI Secure Browser application does not open automatically, double click on the short cut from your desktop to launch it.

Installation troubleshooting

- **For Surpass Viewer related troubleshooting, please see the *Surpass Viewer installation guide* on aat.org.uk/assessment/surpassviewer**

- **Controlled permissions**
  If your computer has controlled permissions, for example it is a work laptop with controlled download and security permissions, you will not be able to install the software. You may see variations of the following error messages during the installation which would indicate controlled permissions:
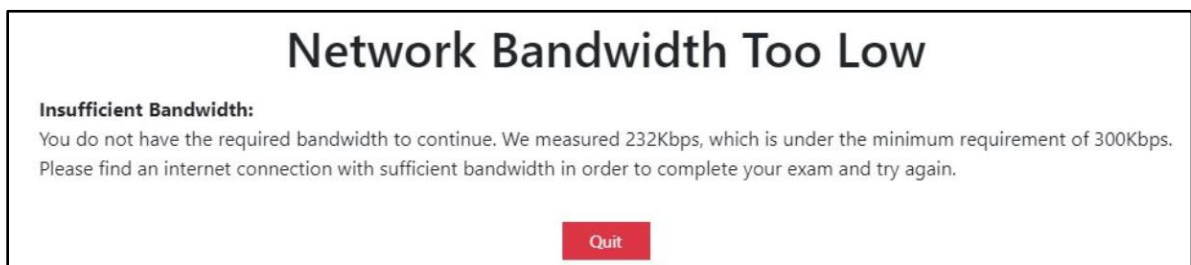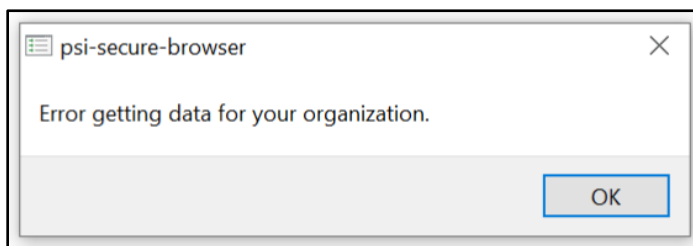
You will need to contact your IT department who may need to:

- o whitelist the following URLs if your machine is going through a proxy:
  - remoteproctor.com
  - api.twilio.com
  - psisb-whoami-assets.s3.amazonaws.com
  - https://global.turn.twilio.com (https://global.turn.twilio.com/)
  - https://student.rpexams.com (https://student.rpexams.com/)
  - profiles.rpexams.com
  - https://video.twilio.com (https://video.twilio.com/)

- o input their administrator credentials to allow the installation of third-party software.

- **Firewall is preventing PSI Secure Browser from downloading or installing**
  If you are using a computer with a Firewall set up, follow the steps in the above bullet point to add specific URLs to the exception list. AAT are unable to advise on how to do this given the variations of set up and computers that can be used.

- **0kbps Network Bandwidth Too Low message**
  If you receive the above Network Bandwidth message which states that 0Kbps was measured, this is likely to be caused by the camera and / or microphone not connecting.

  Where this occurs, click on Chat Support, who will be able to advise on the troubleshooting steps.

- **Knowledgebase support**
  You may find the answer to more specific issues within **PSI's knowledgebase** (**clientportal.softwaresecure.com/support/index.php?/Knowledgebase/List**). Type in a keyword or question related to the issue or view the different areas to see resolutions for related questions that have already been asked.

Your assessment room

You will need a suitable room in which to sit your assessment, free from distractions and interruptions.

No one else should be in the assessment room with you. If there is anyone else in the building, it should be made clear to them that an assessment is in progress to minimise the risk of interruptions, for example by having a notice on the other side of the door.

Where possible, you should have:
- a stable workstation with sufficient space to work
- an adjustable and / or comfortable chair
- freedom from glare that might prevent you from seeing what is on the screen
- ventilation to cope with the heat generated by equipment
- sufficient light.

You must not have any posters or notes relating to the assessment, or anything that may advantage you, in the room. Ideally the walls and ceilings should be completely free of posters.

You must not have any of the non-permitted equipment listed under point 9 in the Pre-assessment requirements section.

You are strongly advised to **use a wired connection to your modem**, as opposed to Wi-Fi, to protect against a loss or drop in connectivity. Where this is possible, this will require your assessment room to be where your modem is located. Ideally your modem will be easily accessible, such as on your desk.

You may have a drink of water in a clear glass or bottle, with no label on it.

Reasonable adjustments and special consideration requests

For further information on reasonable adjustments and special consideration, and how to apply for them, please review the *Guidance on the Application of Reasonable Adjustments and Special Consideration in AAT assessments* on the **dedicated webpage** (**aat.org.uk/assessment/rasc-guidance**).

All requests for, and notifications of, reasonable adjustment and special consideration must continue to be made by your Training Provider.

The following reasonable adjustments **can** be supported via remote invigilation:

- colour preferences
- use of coloured overlay on the computer – this must not cover the webcam
- changes to the layout of the assessment room, if you have, for example, a suitable chair, window in the room etc
- extra time – please note that should extra time be applied to an assessment that does not contain a break, if the extra time takes the duration of the assessment to over two hours, you are still not eligible for a break.
- screen magnifying software – see section 5.3.7.1 of the *Guidance on the Application of Reasonable Adjustments and Special Consideration in AAT assessments* for compatible software. However, the remote invigilation software does have in-built zoom functionality.
- braille keyboards
- breaks outside of the assessment room and toilet breaks – these are only supported for assessments that are a minimum of 120 minutes in duration. Half-way through the assessment there is an enforced break section. During the enforced break, you may leave your PC and room, however you must leave the PSI Secure Browser and Surpass Viewer software open and your screen and webcam will continue to record during the break.

The following reasonable adjustments **cannot** be supported – if you require any of these, you will not be able to sit your assessment remotely:

- breaks outside of the assessment room and toilet breaks for assessments under 120 minutes in duration – as there is no live invigilation, your assessment cannot be paused, and you will be expected to remain in front of your camera and not leave your assessment room throughout the duration of your assessment. If you do, your invigilation video will be flagged, and AAT will investigate it. An outcome of the investigation may be to void your result.
- use of a Reader, Scribe, Prompter and / or Qualified Communications Professional – Given that your remotely invigilated assessment will most likely be taken at home, and AAT have Conflict of Interest requirements regarding who can act in this role, it will not be possible to support this reasonable adjustment requirement. Additionally, it will be difficult to ensure that anyone acting in this capacity will be visible at all times during the recording given social distancing requirements
- use of electronic or technological aids – a requirement for the use of electronic or technological aids is that they must first be checked by the assessment centre prior to entering the assessment room, therefore the use of such aids cannot be supported
- speech / screen reading software – The responsibility to test compatible software is normally with the assessment centre, however this will not be possible to do with remotely invigilated assessments. In the absence of a Remote Invigilation practice assessment, you will only have the opportunity to first test this during your live assessment
- assessment reading pen / scanning pen – as per the above point.

Scheduling

Please note the following essential rules that will need to be taken into consideration before scheduling remotely invigilated assessments:

1. **Who can schedule?**
   As with current scheduling requirements, you must be scheduled by an AAT approved assessment centre, i.e. your training provider or an assessment venue.

2. **Assessments must be scheduled in advance**
   All assessments must be scheduled a minimum of two days in advance to allow sufficient time for you to download and install the software, complete your required checks and receive a schedule confirmation email from AAT.
   This means that you cannot be scheduled for today or tomorrow.

Once scheduled, you (the student) will receive an email from AAT confirming the assessment, assessment date and keycode. The email will also contain instructions on how to download and install the required software, as well as a link to the remote invigilation webpage which contains an incident report.

Please ensure that your email address is up to date by checking and, if necessary, updating your **MyAAT account** (**aat.org.uk/myaat/login**).

If it appears that you have not received an email from AAT, check any junk or clutter folders first. If no email has been received after your training provider has confirmed that you have been scheduled, please contact AAT – see Contact Us section below.

Note for training providers when scheduling

1. **Do not click on the *Schedule for Invigilate* option on the Delivery & Administration screen of the scheduling wizard.**

2. **If an assessment has been scheduled with a specific start time, you must notify the student of the start time. It is not possible for AAT to do this.**

3. **If a scheduled assessment is amended to a different date, a new email notification will not be sent. You must notify the student of any amended dates.**

4. **Applying extra time to assessments that contain a break – any time added is split evenly between the parts, this includes the break. For example, if 30 minutes extra time was applied, 10 minutes would be applied to part 1, 10 minutes to the break, and 10 minutes to part 2.**

Pre-assessment requirements

Before starting your assessment, ensure that all of the following has been read, understood and followed:

1. **Sit a remote invigilation practice assessment**, to understand all of the assessment functionality within SecureAssess (when accessed via Surpass Viewer), such as navigating between tasks, amending the colour preferences, checking the assessment timer, flagging questions, revisiting the Introduction page and accessing reference materials.

    Additionally, two new features have been added to the remote invigilation practice assessments. These are a calculator tool and a dedicated area for your rough workings. These have been added within tasks, where required, as physical calculators and blank paper are not permitted for remotely invigilated assessments.

    You can read more about these two features in the *Taking your assessment* section below.

    Practice assessments are not available to take via the remote invigilation software. However, for assessments that are delivered via remote invigilation, a remote invigilation version of the practice assessment is accessible from the **AAT Lifelong Learning Portal**.

2. **Read the invigilator announcement** – see Appendix A.
    This would normally be read to you by an Invigilator before you start the assessment. The version in Appendix A has been amended to suit assessments sat via remote invigilation.

3. **Ensure that there is a constant power source to your computer**, even if fully charged.
    If your computer runs out of power during the assessment, your assessment video will be flagged, and the release of your result will be delayed. Furthermore, if you cannot resolve this and are unable to restart your computer and submit your assessment, your attempt will be voided.

4. **Where possible, use a wired internet connection rather than wi-fi**

5. **Close all non-essential open applications and stop all non-essential running processes**
    You should only have Surpass Viewer and PSI Secure Browser open.
    Prior to starting your assessment, you must ensure that no other non-essential software or processes are running. The PSI Secure Browser will run a check before hand to look at open applications and ask you to close them before you start the assessment.

    Any non-essential processes, such as updates, should be stopped prior to starting the assessment as they can interfere with the user experience of the assessment.

6. **Ensure that you have a suitable and comfortable set up**
    As you may be sitting an assessment without a break, you should ensure that you are set up to undergo the assessment. You are not allowed to leave the assessment room during the assessment (unless the assessment has an enforced break, in which case you may only leave during the enforced break), so you should ensure that you have had a toilet break prior to starting your assessment.

    You must ensure that you are always 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.

7. **Make a note of your assessment keycode**
    You will be sent an email from AAT containing your keycode. You will not be able to copy and paste this onto the screen that requests your keycode, therefore you will need a single piece of blank paper to write down your keycode on. No other information can be written on the paper, and you will be required to show it during the room scan.

You are not allowed any other paper, notes or pens during the assessment, and all non-essential applications on your computer must be closed prior to starting your assessment. There will be a dedicated space within the assessment for you to make notes on during your assessment

8. **Download a copy of the live assessment troubleshooting guide and save it to your desktop**
In the event of a live assessment issue, you may be required to self-troubleshoot to resolve the issue. Before you start your assessment, download a copy of the *Remote invigilation live assessment troubleshooting guide* from the **Remote Invigilation webpage** and save it to your desktop. You will be able to access this during your assessment in the event of an issue.

9. **Remove all non-permitted equipment from your assessment room**

The following equipment is not permitted during your assessment:

- blank paper, aside from the paper that contains your keycode – *there will be a dedicated space within the assessment for any rough-workings during your assessment*
- study notes, revision materials, textbooks
- pens, pencils, erasers, pencil case
- a physical calculator – *you will be able to access an online calculator during your assessment*
- mobile phones
- any form of watch
- dictionaries, including bilingual
- computers other than those being used for the assessment
- memory sticks
- study text, revision cards, course notes
- books and papers
- headphones, headsets
- Tv and / or radio
- any other form of digital, electronic, recording, programmable or technological / web enabled equipment, including, but not limited to:
  - tablets
  - Dictaphones
  - Cameras
  - iPods, iPads
  - mobile phones
  - MP3 / 4 players.

If you are using a computer that has two screens, the second screen must be switched off and unplugged. This will be picked up before you are able to access the assessment.

10. **Headwear is only permitted for religious reasons**, no other headwear should be worn during the assessment.

Accessing your remotely invigilated assessment

If you have not been notified of a specific start time by your training provider, you can start your assessment at any time on the day it has been scheduled for.

Step 1 – Opening the software

Ensure that you have both Surpass Viewer and PSI Secure Browser installed on your computer.

Launch PSI Secure Browser from the shortcut on your desktop.

Step 2 – Initial webcam check

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.

Click **Choose** to continue

Step 3 – Initial microphone check

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 OK.

Click **OK** to continue.

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

Step 4 – Bandwidth and open applications checks

The software will then look to see if the bandwidth is sufficient and if there are any non-permitted applications running. You will be asked to close any prohibited applications before continuing.

If your bandwidth is insufficient, you will need to check your internet connection and / or router.

Step 5 – Assessment information

On the **Exam Information** screen, select the following in the relevant fields:

- **Pick Your Exam Teacher / Sponsor or Course** - select **AAT - AAT**
- **Pick Your Exam** – select the assessment name that relates to the one that you have been scheduled for.

On the **Test Taker** screen, enter the following in the relevant fields:

- **First Name**: enter your **first name**, this must match the spelling and format of your first name on your MyAAT account
- **Last Name**: enter your **last name**, this must match the spelling and format of your last name on your MyAAT account
- **Email:** enter your **email address**, this must match the spelling and format of your email address on your MyAAT account
- **Phone No:** enter your **assessment keycode**, this must exactly match the keycode given to you in your confirmed schedule email. **Do not enter your phone number in this field, this must be used for inputting your keycode only.**

NB: Incorrect or non-entry of your keycode may delay your result from being released.

Step 6 – Pre-exam advisory notice

You will then be taken to a Pre-assessment notification screen asking you to read and accept the conditions of sitting an assessment via the remote invigilation software. Once you have read the information, click **Next** to continue.

Step 7 – ID check

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

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 8 – Room scan

After taking a photo of your ID, you must conduct a room scan using your webcam.

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

The video must show all of the following:

- all walls
- all corners of the room
- the floor
- a 360-degree view of the room
- the desk that you are working on, including the underside and underneath it. If the desk contains any drawers, show the inside of the drawers
- your chair, including the underside and underneath it
- where possible, show your keyboard by tilting the camera
- if your webcam is not built into your machine, show your screen
- all doors in the room you are in, which must be closed
- both sides of the piece of paper on which you have written your keycode – no other information or notes can be written on this, only your keycode
- if you have a drink of water, hold up the clear glass or bottle, with no label on it
- if you are in the same room as your modem, show where the modem is and around it
- show your hands, wrists, neck and your ears.

To start the room scan, click **Start Room Scan**

Once you have completed your room scan, click **Stop Room Scan**

Before moving on to the next check, you will be able to view the video of your room scan and you will be asked to tick a box to ensure that it is clear and legible.

You will have the opportunity to retake the video. An example of a room scan can be found on **this video**.

Step 9 – 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:

- 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.

Following the completion of your ID checks and room scan, a check will be carried out to look for a second monitor and any running applications that are not permitted. You will be required to close these before you are able to continue. Click **Next** to continue.

Step 10 – Accessing the assessment

After you have completed the above checks, the following will show within the PSI Secure browser, containing a link to open the assessment keycode screen via the Surpass Viewer:

Switch to the Surpass Viewer

This page requires the Surpass Viewer. Use the link below to switch to the viewer if you already have it installed.
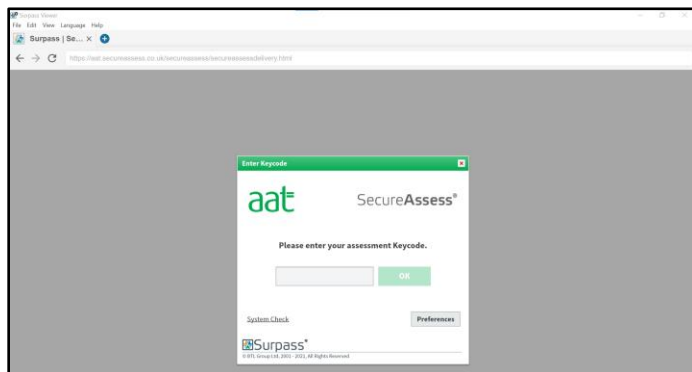
Switch to the Surpass Viewer

If you haven't already done so, you can download the Surpass Viewer below. Once it's installed, you'll be able to access this page via the viewer.

Download the Surpass Viewer

Do not close the PSI secure browser. You must keep this open until you have finished and submitted your assessment.

If you have already downloaded and installed Surpass Viewer, as per step 1 of the Installation section, click on **Switch to the Surpass Viewer**. This will open the assessment keycode screen within the Surpass Viewer:

If you have not yet installed the Surpass Viewer, you must do so now in order to access your assessment. Click on **Download the Surpass Viewer** and follow the on-screen instructions.

Once installed, navigate back to the PSI Secure Browser and click **Switch to the Surpass Viewer**

When using the Surpass Viewer, you must keep the PSI Secure Browser open and running. If it is closed, or not opened in the first place, your assessment will not be recorded, and your sitting will be voided.

Step 11

Enter your keycode (which you should have written down on a piece of paper from your assessment scheduled notification email).

Confirm your personal and assessment details and accept the terms and conditions.

The Introduction page of the assessment will then launch.

Taking your assessment

PSI Secure Browser functionality

Below is a screenshot of how the invigilation panel in PSI Secure Browser looks. Remember that during your assessment, this must remain open but will either sit behind the Surpass Viewer window or it can be minimised to your task bar.

You are advised to regularly check that you can be seen in the recording window on the invigilation panel throughout your assessment.
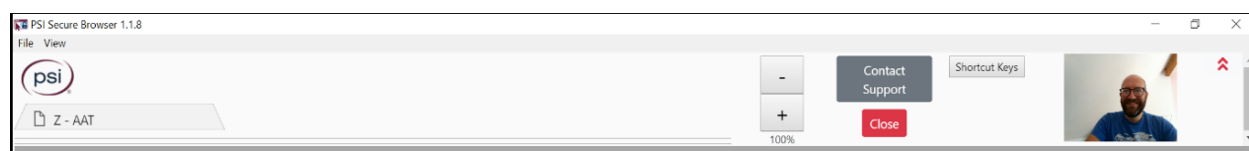
Below is a list of the functionality available to you through PSI Secure Browser. You should only need to use these before and after your assessment, but not during unless you receive any pop ups messages from PSI Secure Browser. During your assessment, you should only be using Surpass Viewer.

- **File**: clicking File will give you an option to Exit the software. If you have started your assessment, **do not exit the software until you have submitted your assessment.**

- **View**: clicking zoom will give you four options:
    - reload – this should only be selected if you are not redirected to the 'Switch to the Surpass Viewer' screen, after completing your ID checks**.**
    - actual size – sets the zoom of the PSI Secure Browser to 100%
    - 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.

- **+ and – symbols**: also act as zoom in and zoom out functions. Underneath these is a percentage number, given the current zoom level.

- **Contact Support**: opens up a live chat window with PSI 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.

- **Close**: this will close the PSI Secure Browser. **Do not click on this unless you have submitted your assessment.**

- **Shortcut Keys**: displays keyboard shortcuts for functions on the invigilation panel.

  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.

- **Double red arrow** : hides the invigilation panel. Click on this again to reveal the invigilation panel again.

Surpass Viewer functionality

Below is a screenshot of how the assessment looks within Surpass Viewer. You should not need to use any of the Surpass Viewer functionality except for Zoom In, Zoom Out and Actual Size. See the Troubleshooting live assessment issues section below for further information.
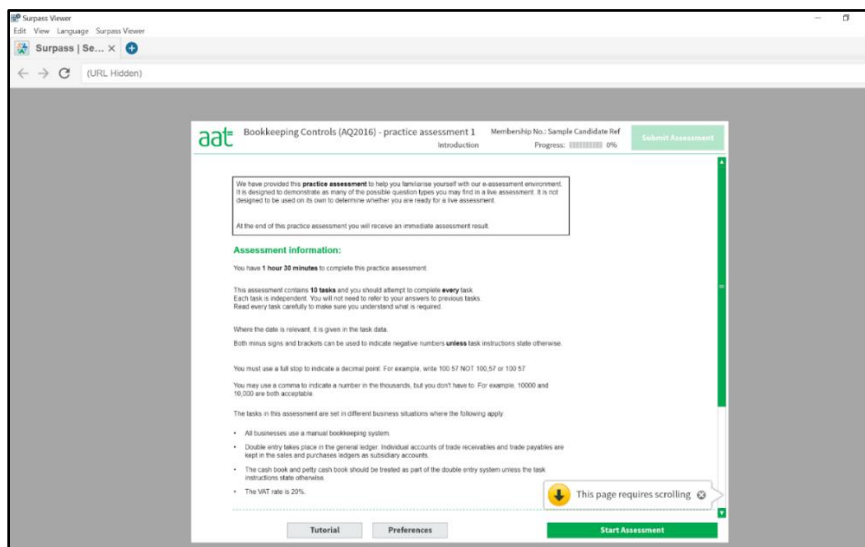
Assessment functionality

Two new features will be included in all remotely invigilated assessments – a calculator tool and dedicated space for any rough-workings.

- **Calculator:**

  o for tasks where it may be required, a built-in calculator can be accessed in a pop-up window by clicking on the **View Calculator** button in the corner of the window. Once opened, you will be able to move or close this window
  o when you move on to a new task, you will have to re-open the calculator to use it again. The calculator will **not** save your figures when moving between tasks
  o you **must** use your mouse to interact with the buttons of the calculator. You cannot use the numbers or symbols on your keyboard.

  It is strongly recommended to use the practice assessments available on the **AAT Lifelong Learning Portal** to familiarise yourself with the calculator tool included in the relevant assessment.

  You should always check your answers carefully to confirm that your final answers have been entered correctly before progressing onto the next task.

  See the *Troubleshooting live assessment issues* section for calculator troubleshooting, which applies to both live and practice assessments.

- **Rough-workings:**

  o additional space has been included on each task which may be used for any rough-workings
  o any rough workings included will **not** contribute towards marking but will be recorded against your submitted assessment and may be reviewed as part of our quality assurance checks.

Troubleshooting live assessment issues

The **Contact Support** function on PSI Secure Browser is designed to offer support during the installation process and with technical queries with the software. It will not be able to offer any support with content queries, the functionality of SecureAssess or the assessment or with any live invigilation requirements or queries.

In the event of a live assessment issue, you may be required to self-troubleshoot to resolve the issue.

Alternatively, you may find the answer to more specific issues within **PSI's knowledgebase** (**clientportal.softwaresecure.com/support/index.php?/Knowledgebase/List**). Type in a keyword or question related to the issue or view the different areas to see resolutions for related questions that have already been asked.

Before you start your assessment, download a copy of the *RI live assessment troubleshooting guide* from the **Remote Invigilation webpage** and save it to your desktop.

You are allowed to use the *RI live assessment troubleshooting guide* during your assessment, should you require it.

This document contains all of the guidance below and you will be able to access this during your assessment in the event of an issue.

- **Surpass Viewer has not automatically opened**

    If the Surpass Viewer does not automatically open when you click on the **Switch to the Surpass Viewer** button, it may be because you do not yet have it installed. If this is the case, click on the **Download the Surpass Viewer** button and follow the on-screen instructions.

    If you do already have it installed but it is not opening, open it manually from the Surpass Viewer shortcut on your desktop and enter the following URL in the address bar:

    https://aat.secureassess.co.uk/secureassess/SecureAssessDelivery.html

    Ensure that you keep PSI Secure Browser open

- **Extra time has not been applied**

    If a reasonable adjustment request for extra time was applied to your assessment, check this has been applied with your Training Provider before starting your assessment. You can also check it yourself at the start when the assessment timer first appears, as you first move away from the Introduction page. If the extra time has not been applied, you should not continue your assessment and you should contact the Training Provider who scheduled you, who will need to void and reschedule your assessment.

- **Keycode does not work or any scheduling related issues or queries**

    For any scheduling related queries, you should contact the assessment centre who scheduled you in the first instance. This may be related to, but not limited to, an incorrect keycode, incorrect scheduled assessment and requested extra time not applied.

    Your keycode is only valid on the date that you are scheduled for. If you try to use it on another day, it will not work.

- **Assessment page does not load**

    If, after navigating to another task page, the page does not load, this indicates that you are offline or have a low internet connection.

    Check your internet connection, following the *Drop in internet connectivity instructions* below.

    If you are sitting an assessment that contains a break and you navigate forward between sections before the timer elapses, you may experience a delay of approx. 20 – 25 seconds while the next section loads.

    Please note: Your responses are saved approximately every 20 seconds whilst you have a connection. Any responses that are entered whilst you are offline / have a low internet connection may be lost.

    Remember: Screen freezing typically indicates a drop in your internet connection. Where this happens, your invigilation recording will stop and will not automatically resume. AAT will void any assessment attempt that does not have a full invigilation video to support it.

- **Pink box and error message**

  You may experience a pink box and an error message similar to the one below:

  > Error!
  > URLNotFound (https://aatreplica.btlpreproduction.co.uk//secureassess/getcon
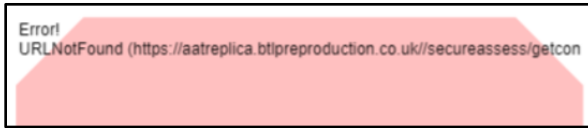
  This will typically be resolved by navigating away from the task page and back again. You may need to attempt this a couple of times before the assessment content appears.

- **Accidentally closed the PSI Secure Browser**

  You will always be prompted to confirm the action before PSI Secure Browser is closed. If you accidentally close it and you have not submitted your assessment, you will need to immediately relaunch the software, re-enter your assessment details and complete all of the required checks.

  Do not continue your assessment in Surpass Viewer if you have closed PSI Secure Browser. You must not enter or amend any more responses or navigate to any other tasks until PSI Secure Browser is back up and running again.

  Any invigilation videos that show a break in the recording will be investigated and your result will be held pending the outcome of the investigation.

  If AAT are unable to verify the security and integrity of the assessment sitting, your result will be voided.

- **Unable to see Start Assessment and navigation buttons**

  Depending on your screen resolution, your view of the assessment content may cut out the buttons at the bottom of the screen.

  To reveal the buttons at the bottom of the screen, you can either:

  1. Click on **View** then **Zoom Out within** Surpass Viewer (you are also able to use the **Zoom In** button to make the content bigger on screen whilst reading the questions)
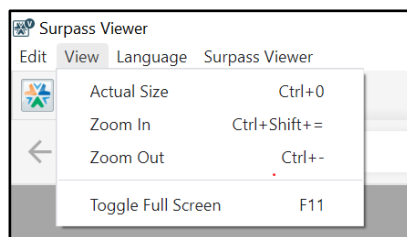
  2. Switch to full screen mode by clicking on **View** then **Toggle Full Screen**.

- **Correct reference materials are not opening**

  Depending on how far out you are zoomed, the interactable area of the reference material links may be misaligned. Use the above zoom features to zoom back in.

- **Pop up message informs that software is trying to open or is open and must be closed**

  As advised in the *Minimum and supporting software* section, all background processes and open applications must be closed. Only Surpass Viewer and PSI Secure Browser should be open.

  If you receive a pop-up message, close the software that is attempting to open / has opened.

- **0kbps bandwidth error message**

  If you receive a Network Bandwidth Too Low message which states that 0Kbps was measured (see below), this is likely to be caused by the camera and / or microphone not connecting.

  Where this occurs, click on Chat Support, who will be able to advise on the troubleshooting steps.
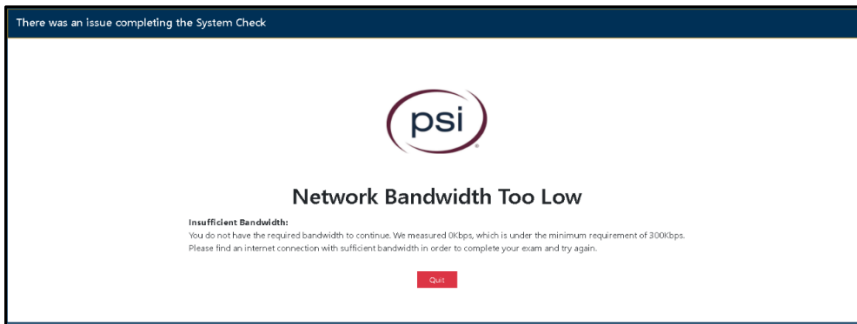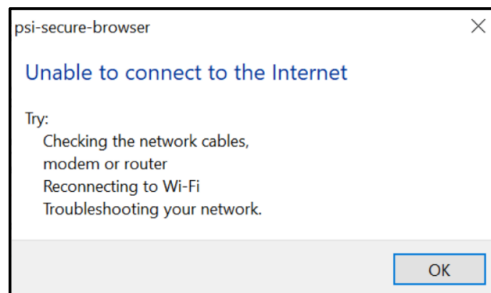

  Remember: If your webcam stops working, your invigilation video will no longer record and may not automatically resume. AAT will void any assessment attempt that does not have a full invigilation video to support it.

- **Drop in internet connectivity**

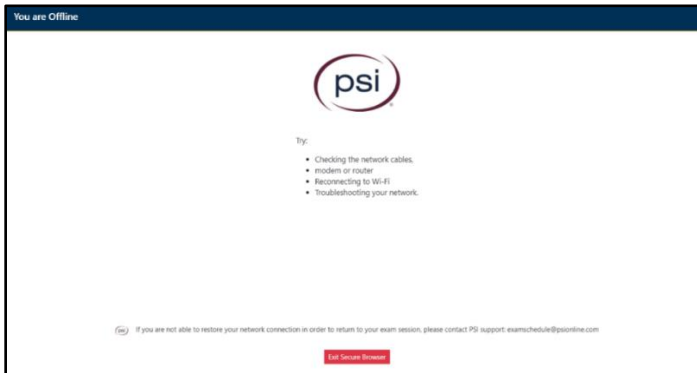 When your internet drops you may receive one or both of the below pop-up messages:
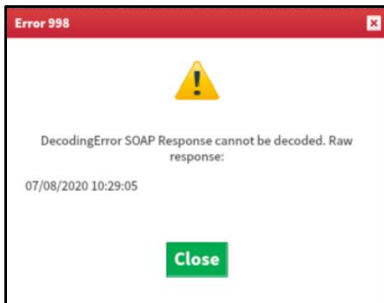
 and / or

  Attempt to rectify your connection issues by checking your modem, network cables, troubleshooting your network etc., you may be required to restart your modem.

On the PSI Secure Browser pop-up message, when you click **OK**, it will take you to another message:

Do not click Exit Secure Browser.

Remember: Should your bandwidth drop below the minimum required to support the remote invigilation software, or completely cut out, your invigilation recordings will stop and will not automatically resume. AAT will void any assessment attempt that does not have a full invigilation video to support it.

We therefore strongly recommend using a wired internet connection wherever possible, to mitigate this risk as far as possible.

- **Offline at the point of submitting your assessment or as the assessment timer elapses**

  When you click Submit Assessment, you will receive an on-screen notification to confirm that you would like to submit. If you click Submit again, the assessment will submit and you will be presented with a grey screen.

  If your assessment timer elapses, you will receive a message notifying you of this and that the assessment will end; you are required to close this box, the assessment will then submit and you will be presented with a grey screen.

- **Grey screen when you submit your assessment**

  When you submit your assessment, you are presented with a grey screen. This is standard functionality and your assessment has submitted. Should you have any doubts about whether your assessment has submitted, please contact the assessment centre who scheduled you in the first instance.

  They can confirm if there is a green tick next to your attempt on the Invigilation screen of SecureAssess. However, the assessment centre will not be able to confirm if an invigilation video was successfully recorded or if everything is OK with the video.

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, click **Submit Assessment** and follow the additional instructions.

Once your assessment has submitted, you will be presented with a grey screen. It is not possible to send an email confirmation to you to confirm that your assessment has submitted, so we recommend that you contact your training provider who will be able to confirm the submission of your assessment. However, they will not be able to confirm if an invigilation video has been successfully recorded.

Do not close the PSI Secure Browser software until <u>after</u> you have submitted your assessment.

If you close the PSI Secure Browser during the assessment, we will be unable to verify the end of your assessment and we will need to void your attempt.

If you close the software and do not submit your assessment, your assessment will be voided.

You must close the PSI Secure Browser software after you have submitted your assessment to end your invigilation recording.

Notifying AAT of a live assessment issue

All incidents, 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**.

An incident report must only be submitted by the person who took the assessment.

If you need to submit an incident report, an incident report form can be accessed from the **Remote Invigilation webpage** and should 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 you and submitted on time. No one else should complete an incident report on your behalf.

Once submitted, you will be given a reference number for the incident report and a member of the relevant investigating team will be in touch.

If AAT's investigation of the incident confirms that, through no fault of your own, you were unfairly disadvantaged, AAT will take this into account when your performance in the assessment is reviewed.

Results

Results for wholly computer-marked assessments will be released within **15 business days** of your assessment submitting however, 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. Once released, you will receive an email notification from AAT.

Results for externally marked assessments will continue to be released within six weeks. For more information visit the **Results webpage** (**aat.org.uk/assessment/cba-five-steps/results**)

All released results can be accessed from **Your assessment results** (**aat.org.uk/my-qualifications/results**), via your MyAAT account.

All competent results and completions are also updated against your **Statement of achievement** (**aat.org.uk/my-qualifications/statement-of-achievement**)

If any concerns are raised by the Invigilator as part of their review of your assessment recordings, your result will be held pending an investigation by AAT in line with *AAT's Malpractice / Maladministration policy and guidance* which can be found on the **Quality assurance resources webpage** (**aat.org.uk/support/quality-assurance/resources**). Your result will be held pending the outcome of the investigation and you will be contacted by AAT.

Should you wish to re-sit the assessment, you cannot be re-scheduled until the result for your previous attempt has been released to your MyAAT account.

Flagged behaviour

The following list includes, but is not limited to, some of the behaviour that will be flagged for further investigation if identified on your assessment video:

- insufficient room scan, photo ID or photo checks
- accessing non-permitted webpages or third-party software
- the use of any of the non-permitted equipment (see Pre-assessment requirements section)
- another person entering your assessment room
- leaving the assessment room outside of a break in the assessment
- looking somewhere else consistently throughout the assessment
- talking
- any loss of footage or sound
- going out of view of the camera
- covering the camera or microphone
- closing the PSI Secure Browser during the assessment
- insufficient lighting
- your video does not show you accessing and / or submitting the assessment.

Enquiries and Appeals

Following receipt of your result, should you wish to follow the Enquiries & Appeals process, the standard process should be adhered to.

Please read and follow all instructions on the **dedicated Enquiries and Appeals webpage** (**aat.org.uk/assessment/enquiries-and-appeals**).

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

Please include screenshots and as much information as possible in your email.

Appendix A – Invigilator's announcement for computer-based assessments (CBAs)

The following announcement is an amended version of the one that is usually read out by an Invigilator before the start of an assessment. It has been amended so that only information relevant to remotely invigilated assessments is available to you, given the absence of an invigilator.

You are advised to read this prior to every assessment that you sit via remote invigilation.

You have been emailed a keycode to open your assessment.

After entering the keycode, you must check and confirm that your details on screen are correct and accept the Terms and Conditions before you can start the assessment.

Once you enter the assessment, you must:

- read all instructions carefully on the introduction page and throughout the assessment
- note the duration of the assessment, stated on the introduction page
- manage your time during the assessment.

Your assessment timer will not start until you click 'Start Assessment' on the Introduction page.

The following items are not permitted:

- blank paper - *there will be a dedicated space within the assessment for you to make notes on during your assessment*
- notes
- pens, pencils, erasers
- pencil case
- physical calculators - *you will be able to access an online calculator during your assessment*
- mobile phones
- any form of watch
- dictionaries, including bilingual
- computers other than those being used for the assessment
- memory sticks
- study text, revision cards, course notes
- books and papers
- headphones, headsets
- TV and / or radio
- any other form of digital, electronic, recording, programmable or technological / web enabled equipment, including, but not limited to:
    o tablets
    o Dictaphones
    o Cameras
    o iPods
    o mobile phones
    o MP3 / 4 players.

Talking is not allowed inside the assessment room.

You can view how much time you have remaining via the assessment clock within the assessment. The clock shows on every task page and must be used to help you manage your time during the assessment.

All students must manage their own time.

If your assessment contains a dedicated break, you may only leave the room during the break. Otherwise, you must not leave the room at all whilst your assessment is in progress as it will not be possible to determine that you have remained under invigilated conditions. Should you leave the room during your assessment outside of the break, your attempt may be voided.

Students are not allowed to print, make copies of, or store the assessment or any of its content onto the PC or any other device, unless this has been specifically stated in the requirements of the assessment.

During the assessment, you must not obtain, or try to obtain, help from another person.

Any student caught on video with any of the non-permitted items, copying from or talking to another person, trying to obtain help from another person, using banned electronic devices, cheating in any way, or committing any act that is considered malpractice will have their assessment video flagged. AAT will investigate all instances of flagged behaviour which will be investigated as malpractice and can result in sanctions or penalties, such as making results null and void, and banning students from taking other assessments for a specific period of time. You result will be held until the investigation has concluded.