



Candidate Guide for Online Exams with Remote Invigilation

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Introduction

This Candidate Guide is for candidates taking exams online with remote invigilation. CILEX's e-assessment partner has produced the following videos (How to carry out your system check and How to set up your exam) which you may find helpful to familiarise yourself with the different stages of the set up and exam process: <https://tds.surpass.com/oi-resources/candidate-tutorial/>. References to the videos are made throughout this Candidate Guide.

CILEX has also produced FAQs which are regularly updated and should be referred to in the first instance for answers to queries.

Section 1: Before the examination

Check that your equipment meets the Equipment & System Requirements

The *Equipment and System Requirements for Online Examinations with Remote Invigilation* sets out the minimum requirements which must be met to sit exams online with remote invigilation. You will need a suitable PC (e.g. laptop or desktop with webcam), mobile device and access to the internet. You should familiarise yourself with the minimum requirements as soon as possible.

Recommended

It is recommended that you use a personal laptop/desktop for your exam. Work laptops or devices may have restricted access and admin rights installed. This may cause issues when trying to access the ProctorExam platform. If you do intend to use a work laptop or device, check with your IT department to make sure there are no issues accessing the ProctorExam platform.

Wi-Fi/Internet Connection

In preparation for your exam, check where your Wi-Fi connection is strongest. Ideally you should ensure that the room in which you will take the exam is where the connection is strongest. Alternatively, if your Wi-Fi signal is not strong or stable enough, you may use an ethernet cable to connect your device directly to your router.

If you will be sitting your exam in a house you share with other people, you are encouraged to ask other members of your household to limit their internet use during the exam, for example, avoiding streaming services, video conferencing calls or large downloads.

Room set up

The room in which you choose to sit your exam must be well lit. As remote invigilation involves you being monitored by the cameras on your PC (laptop/desktop) and mobile device, you will need to be clearly visible throughout the exam. If your chosen location is near a window, ensure that light from the window does not prevent you from being visible on your PC screen (laptop/desktop).

You will need a chair and a table or desk which has been cleared of all personal items other than any materials you are permitted to access during the exam and the device you will be using (laptop/desktop). You should not take the exam with your device balanced on your knee or sitting on a sofa or bed.

It is advisable to have a power socket in reach so you can plug in the devices you are using (e.g. mobile device, laptop) to ensure that they do not run out of battery.

The room may contain other furniture; however, you must ensure that there are no personal items which are not permitted in the exam, for example, legal textbooks on a bookcase or table, revision notes stuck on walls. You are not permitted to open drawers, cupboards, or similar items of furniture during your exam.

If you are using a room at your place of work, you must ensure that you have your employer's permission. The room must meet the requirements set out above. You should also ensure that you will not be disturbed for the duration of your exam.

Decide where you will put your mobile device in order that it can continue to film you whilst you are taking your exam. The device should be positioned to the side of you, far enough away so that it can record what you are doing during the exam. You need to ensure that you can plug it in and that you can prop it up effectively so that it will not fall over. As stated above, check that any light source in the room does not prevent you being seen clearly at all times.

It is recommended that you sit a practice test in the room you plan to use so you can carry out a trial run in advance of the live exam.

Set up your PC

Whilst you will be required to carry out a system check, following receipt of an email from CILEX at least one week before your exam, we strongly advise that you do the following as soon as possible:

- (i) Ensure you are using the latest version of Google Chrome. To check if you have the latest version of Google Chrome:
 - On your computer, open Chrome
 - Click on the menu in the upper right corner next to the website address bar (the icon with three vertical dots)
 - Click on 'Help'
 - Click on 'About Google Chrome' which will then show your latest version and if up to date or notTo update Google Chrome:
 - Click on the menu in the upper right corner next to the website address bar (the icon with three vertical dots)
 - Click Update Google Chrome. If you don't see this button, you're on the latest version (this may update automatically if you are not on the latest version)
 - Click Relaunch
- (ii) Allow pop-ups for ProctorExam:
 - Type `chrome://settings/content` into the address bar and press Enter
 - Select Pop-ups and redirects from the Content Settings screen
 - In 'Allowed to send pop-ups and use redirects', click 'Add' and enter <https://surpass.proctorexam.com>

(iii) Install ProctorExam extension/plugin within Chrome to allow screen sharing:

- Click on the link [here](#) or type in <https://chrome.google.com/webstore/category/extensions>
- Search for ProctorExam Screen Sharing
- Click on 'add to chrome'
- Click on 'add extension'

(iv) Ensure background notifications for other applications are turned off. In order to do this, please follow the steps below:

On Windows 10:

- Click on the Start menu (Windows key)
- Click on Settings (Cog wheel icon)
- Click on 'System'
- Click on 'Notifications & actions'
- Under the section 'Get notifications from these apps', turn off any application notifications that may run in the background e.g. Mail application

On Windows 11:

- Click on the Start menu (Windows key)
- Click on Settings (Cog wheel icon)
- Click on 'System'
- Click on 'Notifications'
- Switch Off 'Notifications – Get notifications from apps and other senders'
- Switch On 'Do not disturb – Notifications will be sent directly to notification centre'

On MacOS:

- Click on the Apple menu (Apple icon)
- Click on 'System Preferences...'
- Click on 'Notifications'
- For any applications that may have notifications run in the background, select these, and then select 'None' under the alert style in the right panel of the Notifications screen.

Download the ProctorExam App onto mobile device

In readiness for the exam, ensure that you download the ProctorExam App onto your mobile device. This device will be used to conduct the environment check (see below) and record you taking your exam. You do not need to do anything further with the ProctorExam App at this point. The App will ask you to scan the QR code. The QR code will be provided on the day of your exam as you go through the set-up process. It is not available in advance of the exam. (As advised in the ***Equipment and System Requirements for Online Examinations with Remote Invigilation.***)

Carry out system check

You will be sent a system check email at least one week before your exam which will contain instructions on how to perform a system check to ensure your PC (laptop or desktop) is set up and ready to go.

Please ensure you run your system check as soon as possible after you receive the email (ideally within 24 hours) to avoid any unwanted problems just before your exam. Once you click on the system check link in the email you receive, you will be given simple instructions on how to complete the check.

During the system check, if you encounter any technical difficulties, you will be able to access online chat support.

Please contact CILEX if you have not received your system check email six days before your exam.

Important: You must carry out the system check on the device you are going to use for the exam and must disconnect any second screens from the device if you usually use a second screen.

The 'How to carry out your system check' video referred to in the Introduction section above takes you through the system check: <https://tds.surpass.com/oi-resources/candidate-tutorial/>.

Email with link to your exam

Approximately 72 hours before your exam an email will be sent containing the link to your exam, **please check your junk email folder**. You are not required to do anything further with this email until the day of the exam.

ID

You will be required to show valid ID when you take your exam. Prior to the exam, check the list of ID which CILEX accepts, as set out in the ***Examination Regulations – Online Exams with Remote Invigilation***, to make sure your ID will meet CILEX requirements. The name on your ID must match the name with which you are registered for the exam. If you cannot meet the ID requirements, contact CILEX as soon as possible and at least 10 working days before the exam, using the ***Enquiry Form on the CILEX website***.

Examination Regulations – Online Exams with Remote Invigilation

In advance of the exam ensure that you read and understand the ***Examination Regulations – Online Exams with Remote Invigilation*** so that you do not breach these regulations when you take your exam.

Section 2: Day of the Exam

Be prepared

Ensure that you have everything ready for the exam as follows:

- ✓ The room is set up as discussed above and there are no unauthorised materials on bookshelves, walls, tables etc.
- ✓ You have disconnected any second screens
- ✓ You have your ID to hand
- ✓ You have told anyone with whom you share your house (if you are sitting at home) that you are not to be disturbed and, where possible, to avoid internet use, in particular streaming services, video conferencing calls and large downloads
- ✓ You have told your colleagues that you must not be disturbed, if you are sitting at work. (It is advisable to put a Do Not Disturb notice on the door of the room.)

- ✓ You have all the materials which you are permitted to use in the exam ready (see section below)
- ✓ You have your mobile device (with ProctorExam App downloaded) and the charger ready
- ✓ You have your PC (laptop or desktop) and charging cable ready.

Clothing, watches, headphones, calculators

You should avoid wearing clothing with the ability to hide materials i.e. hooded jumper. Hats or head coverings are not permitted except when worn for religious reasons and only if your full facial features are clearly visible. You are not permitted to wear sunglasses*, watches, headphones/headsets, or earplugs. (As part of the pre-exam checks you will be asked to make your ears visible to the camera.)

Candidates are not permitted to bring a calculator into the exam. There is a calculator function in the online system which will be available for any exam questions which require calculation.

* If you have a medical condition which means you need to wear sunglasses, please contact CILEX as soon as possible using the ***Enquiry Form on the CILEX website***.

Pre-exam checks

At the time you are due to take your exam, simply click on the exam link in your email, follow the ID check, environment check, permitted materials check, and read in full the 'Instructions for Candidates' then launch your exam. Please note that if you click on the exam link before the start time of the exam it will not work. The checks are explained in more detail below.

The 'How to set up your exam' video referred to in the Introduction section above takes you through the set up process: <https://tds.surpass.com/oi-resources/candidate-tutorial/>.

Close application and browser windows (notifications)

You will be prompted to enable desktop notifications for ProctorExam.

It is your responsibility to ensure that there are no onscreen disruptions during your exam. Please make sure that background notifications for other applications are turned off. The 'Set Up Your PC' section above provides help with how to do this.

ID checks

When prompted to do so you must show valid ID. (The types of ID accepted by CILEX are set out in the ***Examination Regulations – Online Exams with Remote Invigilation***.) You will be prompted to take and submit a photo of your head and face. You will then be prompted to hold your ID to the webcam on your PC (laptop or desktop) in order that a photo of your ID can be taken. You must ensure that you hold your ID close enough to the webcam so that the photo of your ID is clear.

Set up mobile device

You will be required to open the ProctorExam App on your mobile device and point the camera of your device at the QR code on screen to scan it. The screen on your mobile device will go black. However, the footage being streamed from your mobile device will be displayed on your PC screen (laptop or desktop).

Environment check

When prompted to do so you must conduct the room and equipment scans as directed.

The 'How to set up your exam' video referred to in the Introduction section above shows the ID check, mobile device set up and environment checks you will be required to carry out:

<https://tds.surpass.com/oi-resources/candidate-tutorial/>.

You will be instructed to position your mobile device to the side of you; ensure that you, your PC (laptop or desktop), and your workspace are clearly visible. You should check the footage streaming onto your PC screen (laptop or desktop) to ensure that your mobile device is pointing the correct way and filming you.

Camera Check

You will be instructed to check your cameras are positioned correctly. The streams from your webcam and mobile device are displayed on your PC screen (laptop or desktop). Check that you can clearly see yourself. Where necessary, you can reposition your webcam or mobile device.

Permitted Materials check

When prompted to do so you will be directed to carry out the permitted materials checks:

Scrap paper: You will be required to show both sides of each piece of scrap paper to the webcam.

Statute books: For exams for which a statute book is permitted you will be required to show the front and back of the statute book to the webcam and to slowly flick through the pages of the statute book whilst holding it up to the webcam.

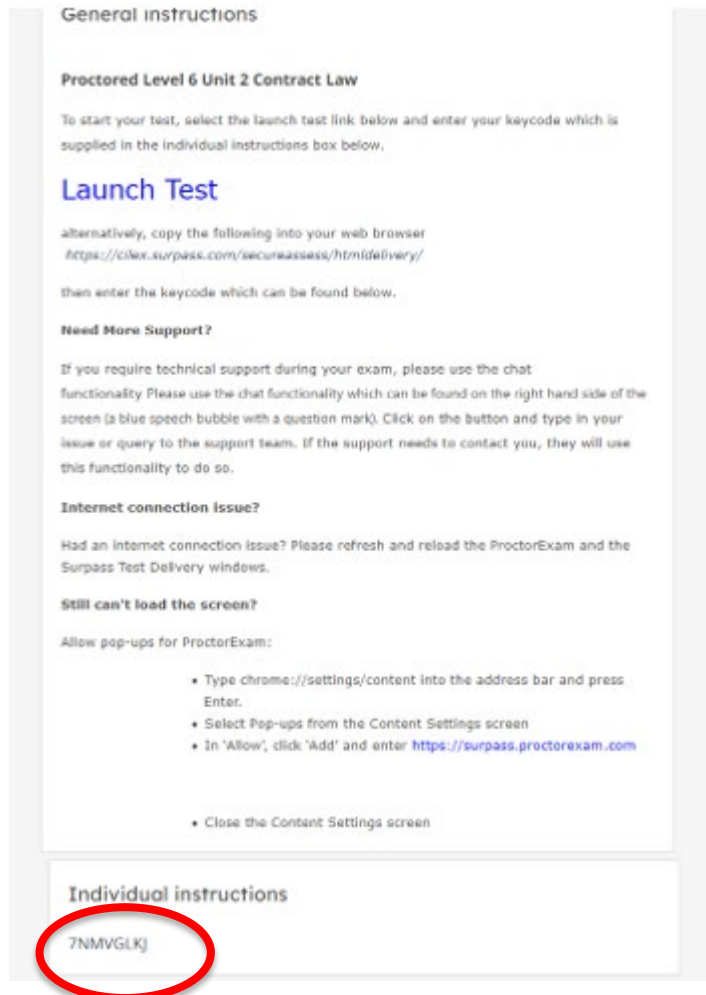
Pre-release case study materials: For the Practice exams only you will be required to show both sides of each page of the pre-release case study materials to the webcam if you have opted to print a copy of the materials to use in the exam.

Instructions for Candidates

Make sure you read in full the Instructions to Candidates and then you can launch your exam.

Launch Exam and Keycode

When you are ready to start the exam, scroll to the bottom of the instructions page and copy the keycode (under Individual instructions as show in the image below). Scroll back up and click on the Launch Test link (as shown in the image below) which will take you to the Test Delivery page where you enter your Keycode.



The screenshot shows a page titled "General instructions" for a "Proctored Level 6 Unit 2 Contract Law" exam. It includes a "Launch Test" link, a URL for the test delivery page, and a section for "Individual instructions" where the keycode "7NMVGLKJ" is displayed and circled in red.

General instructions

Proctored Level 6 Unit 2 Contract Law

To start your test, select the launch test link below and enter your keycode which is supplied in the individual instructions box below.

Launch Test

alternatively, copy the following into your web browser
<https://cilex.surpass.com/secureassess/htmldelivery/>

then enter the keycode which can be found below.

Need More Support?

If you require technical support during your exam, please use the chat functionality. Please use the chat functionality which can be found on the right hand side of the screen (a blue speech bubble with a question mark). Click on the button and type in your issue or query to the support team. If the support needs to contact you, they will use this functionality to do so.

Internet connection issue?

Had an internet connection issue? Please refresh and reload the ProctorExam and the Surpass Test Delivery windows.

Still can't load the screen?

Allow pop-ups for ProctorExam:

- Type `chrome://settings/content` into the address bar and press Enter.
- Select Pop-ups from the Content Settings screen
- In 'Allow', click 'Add' and enter <https://surpass.proctorexam.com>
- Close the Content Settings screen

Individual instructions

7NMVGLKJ

You will access the Instructions for Candidates for the exam you are taking. These instructions confirm the duration and format of the exam, for example, if there is a Section A and B and the number of questions you are required to answer in each section. Once you have read these instructions you can then click Start the Test. The exam timer will count down the time permitted for your exam. The timer will not start until you have read these instructions and clicked to start the exam.

Section 3: During the exam

You must ensure that you comply with the *Examination Regulations – Online Exams with Remote Invigilation*.

Drinks and Food

You are allowed to have drink in a clear drinking vessel. You are not permitted to have food*. You are not permitted to leave the room to collect more water and should ensure you have all you need with you before you start the exam.

* If you have a medical condition which means you will need to have food in the exam, please contact CILEX as soon as possible using the *Enquiry Form on the CILEX website*.

Workstation

You are permitted to have the following at your workstation:

- ✓ Pens, pencils, highlighters
- ✓ A maximum of 5 sheets of blank or lined A4 paper, with no writing or annotations on any of the sheets, to enable you to make notes. Any notes you make cannot be submitted to CILEX as part of your answer
- ✓ A drink (see above)
- ✓ The relevant statute book, if permitted in accordance with the Examination Regulations (this must be unannotated as set out in the Examination Regulations)
- ✓ Practice exams only – a printed copy of the pre-release case study materials. Please note that the materials will be accessible in the online exam, but learners are permitted to print a copy from the CILEX website to use in the exam as long the materials are not annotated in any way.

Important You must ensure that your workstation is cleared of any other items other than those specified above.

Leaving your workstation

You are permitted to leave your workstation to go to the toilet but must be away from your workstation for no longer than 5 minutes at any time. There is no need to announce that you are going to the toilet, you simply get up and leave the room. You must not bring anything into the room when you return. Other than to go to the toilet, you must remain at your workstation throughout the duration of your exam.

Important If you do go to the toilet during the exam, the clock will keep running, as it would if you were sitting in an exam centre.

Communicating with others

You are not permitted to communicate with anyone during the exam. This includes talking to anyone in the building in which you are taking the exam or communicating with anyone outside the building including via email, text message, video conference, telephone, or other media.

You must be alone in the room in which you are taking the exam, and no one is permitted to enter the room.

Smoking

You are not permitted to smoke or vape during the exam.

Earplugs/headphones

You are not permitted to use earplugs, headphones, or headsets during the exam.

Watches

You are not permitted to wear a smart watch during the exam.

Accessing other applications or webpages

You are not permitted to access other applications for example, Word/Excel/Windows explorer, emails etc during the exam. You must also not attempt to access other webpages or other files on your device. All activity undertaken on your device will be monitored and recorded during the exam.

Support during the exam

During the exam, if you encounter any technical difficulties, you will be able to access online chat support. The chat support is for technical difficulties only. You cannot ask about the content of the exam, for example, if you don't understand a question. If you are unsure about a question or think there is a problem with a question you should note this in your response and continue with the exam.

If you experience significant technical difficulties in an exam and the Technical Support is unable to assist, you may use your mobile phone to contact CILEX.

Mobile device streaming

If you would like to check during the exam that your mobile device is continuing to record you, you can do this in the ProctorExam tab. Simply click on the phone icon on the right-hand side of the screen to check.

Completing exam

At the start of each exam you should read carefully the Instructions to Candidates for the exam to confirm how many questions are to be answered. You should ensure that you:

- Read the questions carefully before answering them.
- Complete the appropriate number of questions in accordance with the Instructions to Candidates.

It is important that you answer the correct number of questions.

In the unlikely event that you answer more than the required number of questions, the Examiner will mark all your answers and your answers attracting the highest marks, subject to the exam rubric, will be included in the total mark awarded for the exam. All other answers will be discounted.

Fifteen minutes' reading time is provided. It is strongly recommended that you use the reading time to read all the questions. You are permitted to make notes on your scrap paper or online in the relevant answer sections during this time. The reading time will be added to the total exam time, so the exam timer will state that you have 3 hours 15 minutes (which includes the 15 minutes' reading time). Please note, you will not be notified when the 15 minutes' reading time has ended.

You should type your answers in full sentences. A yes or no answer will earn no marks.

End of the Exam

It is important that you check to ensure that you have answered all the questions you are required to answer.

When you are happy with your answers and have checked that you have answered all the questions you are required to answer you can click the 'Finish Test' button in Surpass and confirm that you want to end the exam. You will not be able to amend any answers after this point. You then click 'Finish Test' and close the browser window. You then click 'End Exam' in ProctorExam on screen; this will automatically stop the recording on the ProctorExam App on your mobile device.