



Training  
Qualifications UK

Training Qualifications UK Exam System

Training Provider Guidance

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## Introduction

The following guidance relates to exams and used as reference when preparing for using Training Qualifications UK's Exams System. The apprentice has received very similar documentation to guide them through the process. However, as a training provider we wanted to ensure you were given as much detail about the process as possible, prior to them undertaking any form of assessment. We strongly encourage you to read and reiterate the importance of the invigilation process with your apprentice to ensure a safe and robust invigilation process is adhered to throughout.

During the testing process, the use of a webcam and microphone is essential for ensuring that the test is completed in an appropriate and compliant environment. The webcam and microphone will capture images and audio to confirm the identity of the apprentice and ensure that no form of collusion or malpractice occurs. Any images and sounds captured, including those of any objects or persons external to the apprentice, will be used solely for invigilation and identity verification purposes.

If you have any queries or concerns about the information included in this document, please contact Training Qualifications UK via email at [support@tquk.org](mailto:support@tquk.org) or via telephone on 03333 583 344. Our normal office hours are Monday to Friday from 08:30-17:00.

As online, remotely invigilated exams are undertaken by learners via dedicated online systems with specific technical requirements, the information and guidance supplied within the corresponding email(s) and on-screen information, delivered on the day before the exam takes place, should be adhered to.

## Contact details

Training providers are responsible for ensuring that all contact details (including apprentice email address, mentor email address and On-Programme Assessor email address) are correct and up to date on the apprentice's EPAPro profile

These details will be used on our exam platform to facilitate all necessary communication. The provision of information, which is out-of-date, inaccurate or contains spelling mistakes may result in some or all parties failing to receive this communication or being unable to access the exam platform.

## Requesting an exam

At the initial gateway stage, exams are requested by filling out the '**Assessment Preferences**' questions on the EPA Pro Gateway submission. For exams to be booked efficiently, you must include the following information:

- Invigilation method (indicated with a tick next to the relevant field).
- Date of exam.
- Full name and email address of the invigilator overseeing the exam (if option 1 or 2 has been selected). The Invigilator email address must match the name of the Invigilator, and generic email addresses will not be accepted (e.g. info@). Additionally, this email address must include an organisational domain which reflects the name of the apprentice's training.

## Requesting a resit, retake or reschedule

If any of the following circumstances occur, our [online form](#) must be used to provide us with this information directly.

- An exam has already been booked and you would like to reschedule before it has been sat.
- An exam has been sat and resulted in a 'fail' grade and you would like to organise a resit.
- An exam has been sat and resulted in a 'void' outcome and you would like to organise a retake.
- An exam has been cancelled, and you would like to reschedule.

We are unable to accept these forms if they have been completed by the apprentice or their employer. We are also unable to accept these forms if the apprentice has not yet been approved at gateway.

A minimum of five working days' notice must be provided between the date of this form's submission and the proposed exam date. Requests which do not meet this requirement will not be actioned and we will contact you to request a new date.

## Invigilation methods

The guidance below refers to options 1, 2, 3 and is included in the assessment preferences section of the Gateway Meeting Record. This guidance is not applicable to the Early Years Educator, Early Years Practitioner and Poultry standards as these must be invigilated by a representative from the End-Point Assessment Organisation.

### **Option 1: An online exam being invigilated remotely by Training Qualifications UK using the Exam System (requires webcam)**

An online exam being invigilated remotely by Training Qualifications UK (requires webcam).

Remote invigilation allows a candidate to take an online exam without an invigilator overseeing the exam in real-time. Remotely invigilated exams use a webcam, a microphone and screen sharing to capture images and audio. This is so that a candidate's identity can be verified and to ensure that exam conditions are met. Any images and sounds captured will be used for invigilation and identity verification purposes only.

### **Option 2: An online exam being invigilated in person by the training provider**

If this option is selected, the invigilator will use login details provided by Training Qualifications UK to grant the apprentice access to their exam using a laptop or desktop computer. They will then oversee the exam face-to-face, with sight of the apprentice's device, to ensure that exam conditions are adhered to and that no malpractice occurs.

Training Qualifications UK does not oversee these exams. It is the Invigilator's responsibility to ensure these conditions are met.

### **Option 3: A paper-based exam being invigilated in person by the training provider**

If this option is selected, the Invigilator will provide the apprentice with a paper copy of the exam and an answer sheet. They will then oversee the exam face-to-face to ensure that exam conditions are adhered to and that no malpractice occurs. It is the Invigilator's responsibility to ensure these conditions are met.

**Important note:** If an exam is undertaken by an apprentice, using any of the above invigilation methods, and a complete submission of answers and/or images and audio is received by Training Qualifications UK, the exam will be considered a valid attempt and will be marked as normal.

If, for any reason, the apprentice would like to reschedule their exam, this must be communicated before it is undertaken and submitted.

## Remote invigilation by Exam System

For exams remotely invigilated by Training Qualifications UK's online exam platform, apprentices will be required to take responsibility for ensuring exam conditions are met. These can be found in our Candidate Guidance [here](#).

This guidance is distributed to apprentices, as well as all other contacts associated with their EPA Pro profile, in a confirmation email after they have been assigned to an exam for the first time. You, as the training provider, must ensure that apprentices are fully aware of these guidelines prior to the date of their exam.

## Exam system emails (online invigilated and remotely invigilated exams)

As mentioned above, the apprentice, along with their associated contacts, will receive a booking confirmation email which includes links to our guidance documents once they have been imported to the exam system.

The apprentice can then navigate directly to the website by typing <https://exams2.tquk.org> into their web browser's address bar and requesting a first-time access password. They can then set up their credentials and log in. They will be able to undertake a practice test in order to confirm their device and web browser meet our system requirements. There is also a link to all TQUK exam systems on our website, <https://www.tquk.org/>, in the top right corner.

The apprentice will then receive another email one working day prior to their scheduled exam date as a reminder that their exam is due to take place.

If one of these emails was previously received by the apprentice for their initial exam attempt, this email could also be used for any subsequent attempts, as the link included directs to the same place each time it is clicked. If the apprentice or one of their associated contacts does not receive these emails, they may have been directed to a junk or spam folder.

Alternatively, the email provider may include additional security features which block incoming communication from unrecognised contacts.

Please note that voided exams do not contribute to apprentices' overall grades. The apprentice will be required to retake their exam and ensure the requirements set out in the [TQUK Exams System – Candidate Guidance](#) are adhered to. Please note that resit charges may still apply.

If the situation is different to the way it appears to have been presented, and there is evidence to demonstrate this, a member of the training provider may request to appeal the outcome (see: [appealing exam results](#)).

## Cancelling exams

Training providers must inform Training Qualifications UK about any cancelled exams as soon as possible. Failure to inform about cancellations may result in the application of a fee.

## Accessing exam results

Training providers will receive an email which will confirm the apprentices results. The results will also be uploaded onto EPA Pro.

## Appealing exam results

If you, as the training provider, believe that TQUK has not followed procedures fairly and consistently, you may submit a formal appeal using the Appeals Process. The appeal will consist of our Compliance Team reviewing all content as well as any additional evidence you wish to submit as part of the appeal to be taken into consideration. As the Compliance Team were not involved in any prior decision making, they will remain impartial during this review.

The training provider has four weeks from the receipt of exam results to submit an appeal for the results of an assessment component. We cannot accept appeals from apprentices or their employers – they must be submitted by the training provider.

As we are reviewing the appeal, there is the possibility that the apprentice's grade may be changed depending on the outcome. This is important for the training provider to note for potential future instances.

If the result is a void the reason(s) for this will be highlighted above. If you wish to appeal this outcome, the Training Provider/ Centre must complete this form. For more information in relation to appeals, including time frames, please see TQUK's [Appeals policy](#).

## Special consideration and reasonable adjustment

Any application for special consideration, based on a situation that the training provider/recognised centre was unaware of before the exam date, must be made within five working days of the exam's completion. Applications for reasonable adjustment, including additional time requests, must be made directly to Training Qualifications UK before gateway submission.

## Accessing the exam system

Learners will receive an email from [exams@tquk.org](mailto:exams@tquk.org) containing their login details and a link to access the exam system.

Please note: The system works only with **Google Chrome** web browser to access the exam system. It can be downloaded [here](#).

The login details will include the email address provided to us at the time of booking by your centre, and a password auto-generated by the exam system.

The exam system can also be accessed by typing *exams2.tquk.org* into the URL bar of your **Google Chrome browser**.

### Important note

Before the learner starts their exam, they should close all applications on their device and deactivate any Grammarly or any other spelling, punctuation and grammar related apps.

## Minimum technical requirements

To run the exam system, your learner's device needs to meet certain minimum requirements which can be found [here](#).

# Photo identification and headshot requirements

## Photo identification is an exam requirement

Learners must provide photographic identification at the start of the exam by clearly showing their ID to the camera. To do this, they should hold their photo ID in front of the webcam and place their ID inside the green frame. Once they have clearly positioned their ID, they should select the capture photo option. This can be retaken if required.

## Learner ID photo



The image must be clear, avoiding any poor lighting, shadowing or reflection. Providing sufficient ID is an exam requirement and failing to provide a clear image will result in the exam being voided.

Acceptable forms of photographic identification include:

- a valid passport
- a valid driver's licence
- a valid staff photo ID card

## Learner headshot photo

Once learners have taken a clear image of their ID, they will be required to take a headshot. To do this, they should simply place their face inside the green frame and click the 'Capture Photo' button.

The image must be clear, avoiding any poor lighting, shadowing or reflection, so TQUK's Invigilators can clearly verify the image against their ID.



Once the two photos have been taken the system will display them on the same screen. If they are happy that they fit the criteria outlined above, they should accept them by clicking 'Verify'.

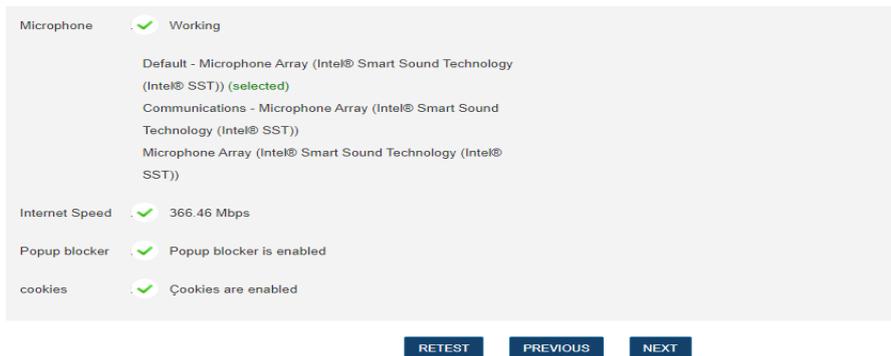
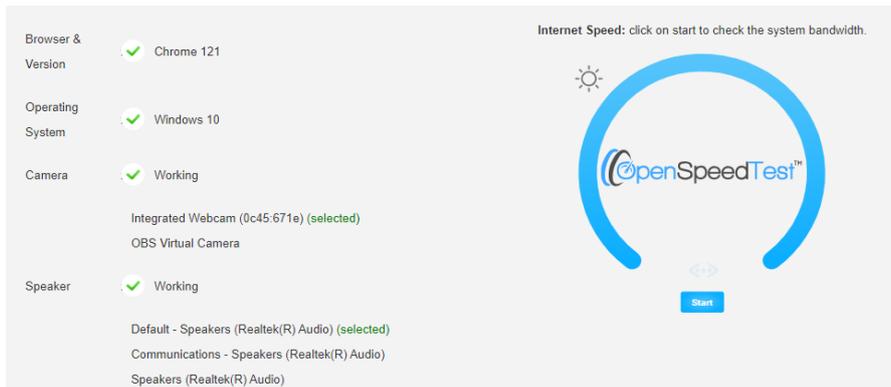
## Room sweep

A room sweep is a mandatory exam requirement that allows us to verify that learners have met the controlled environment conditions. Failure to complete a room sweep will result in the exam being voided.

A room sweep is a recording of the area in which the learner is about to complete their exam. Once they select 'Capture Room Video', the recording will begin. Learners should move their webcam in a 360° motion, ensuring they cover the entirety of the room, including the desk they are using to take the exam. The view of the desk should be sufficient for us to verify that there are no unauthorised materials or items on the desk. The recording will last for 50 seconds. An example of how to conduct a room sweep can be found [here](#).

## Site settings and enabling security access

Once the 'Start Test' option has been selected, the platform will perform system checks to ensure the learner's device meets the requirements. Once the check has been completed, the findings will be displayed with a green tick or red cross.



Learners will only be able to access the live exam once all system checks have been completed and approved with the green tick.

If there are any red crosses, learners must check their browser settings and permissions by following the steps below.

### To enable access to Google Chrome:

1. Click on the three dots icon in the top right and select 'Settings'.
2. Select 'Privacy and security' then 'Site settings'.

3. Click on 'view permissions and data stored across sites'.
4. Select the exam site and click on the arrow to the right to open the permissions section.
5. Ensure the camera, microphone, motion sensors, pop-ups and redirects are all enabled.
6. Carry out another system check. Once complete and presented with all green ticks, the exam can be attempted.

## Screen sharing

Upon entering the exam, learners will be prompted to share their screen and select the **'Entire Screen'** option. This records the screen they are working on. Selecting the incorrect option could lead to another tab or window being recorded, and this would mean their attempt is voided.

## Utilising TQUK's exam system functions

The exam system has multiple tools learners can use to adjust the system's settings to their preference.

### **Brightness and font size**

The icon in the top right corner allows learners to change their preferences regarding the brightness and font size of the exam display. They should select their preference and click apply.

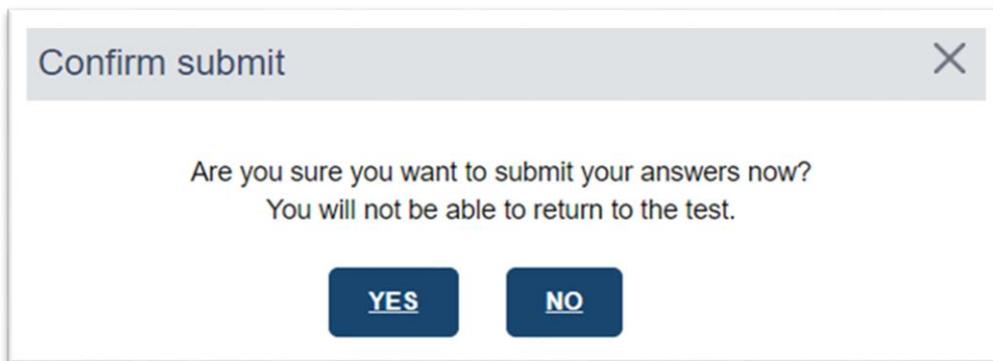
### **Writing notes**

For multiple choice question exams, there is a feature for writing notes that can be accessed by selecting notes in the bottom left of the exam screen. This generates a pop-up box in which they can write any notes they find helpful during your exam.

## Submitting the exam

Once they have completed your assessment, learners will be asked to confirm that they want to submit their answers. If they are satisfied that they have completed the exam, they should click 'yes'. If they wish to return to the exam to continue working or to check their answers, they should click 'no'.

Once they have submitted their exam, the status on their dashboard will change to **completed**.



## What is a void?

Non-compliance with this guidance could result in learners' exams being voided. Please be aware that a void outcome will not contribute to their total number of attempts, however resit fees may apply.

If the decision is made to void an exam, this will be communicated to the on-programme assessor. Details about the reason for the decision will be included in this communication. TQUK will not communicate this to learner, this is the responsibility of the training provider/recognised centre.

If learners receive a void due to not meeting the mandatory exam requirements, their training provider or centre admin will be required to re-book their exam.

## Connection issues

If learners experience connection issues during the exam, the system will allow them to log back in to continue. This must be done within a 10-minute window from when the connection was lost and they must be in the same location when they resume.

If they continue to experience issues, the system will allow a maximum of three login attempts for one scheduled exam before the exam becomes locked out.

Learners are allowed to call TQUK at any point during remote invigilation if they experience technical difficulties. They will not be voided for seeking technical support as we will be able to hear them talking and match it up with our call records to confirm adherence with exam conditions. Please see below for our contact details.

## Troubleshooting

If your issue is urgent (for example, a learner experiences problems during their exam or can't log in when they are ready to sit), please call the TQUK office on 03333583344.

If your issue is not urgent, (for example, a learner has not received an email or needs to reset their password), please email us at [support@tquk.org](mailto:support@tquk.org).

Support is only available during office hours, which are 08:30-17:00 Monday-Friday.