Training Qualifications UK

Exam System

Learner Requirements and Guidance

Contents

Introduction 3
Exam conditions 4
Requirements and guidance for materials 4
During the exam 5
Accessing the exam system 6
Minimum technical requirements 6
Photo identification and headshot requirements 6
Room sweep 7
Site settings and enabling security access 8
Screen sharing 9
Utilising TQUK's exam system functions 9
Submitting the exam 9
What is a void? 10
Plagiarism 10
Connection issues 10
Troubleshooting 11

Introduction

The following requirements and guidance relate to remotely invigilated exams only. Training Qualifications UK will conduct the invigilation of all remote online exams.

This guidance must be reviewed by the learner and be provided by the Training Provider prior to the exam being sat.

The use of a webcam, screen sharing, and microphone is essential for ensuring that the exam is completed in an appropriate and compliant environment. The webcam, screen share and microphone will capture images and audio to confirm your identity and ensure that no form of collusion or malpractice occurs.

Any images and sounds captured will be used solely for invigilation and identity verification purposes.

Exam conditions

All remote exams must take place in a controlled environment.

Training Qualifications UK (TQUK) defines a controlled environment as a quiet, appropriate space conducive to the undertaking of a remotely invigilated exam. The environment must be:

- populated only by you, the learner, and no other parties
- well-lit to allow maximum webcam visibility
- free from distractions that may cause you to divert your attention away from the computer screen or move outside of the webcam's viewing range
- free from notes and posters on the wall
- free from noise
- free from personal or sensitive material
- free from visual or physical access to supporting materials (such as educational texts)
- free from electronic devices, other than the computer used to undertake the exam.

The space, as described above, must meet these requirements throughout the entire duration of the exam. If the exam conditions requirements are not met, the exam may be voided.

If, for any reason, you are unable to undertake the exam in a space that meets these requirements, you should inform your training provider/recognised centre at the earliest opportunity and arrange your exam at a time when these conditions can be met.

You must have a desktop or laptop computer that is equipped with a working webcam, a stable internet connection, and the Google Chrome web browser (available here).

Requirements and guidance for materials

The following relates to materials within the controlled environment and must be followed to ensure compliance:

- Mobile phones and electronic devices, except for the computer you are using to undertake the exam, must be **switched off and stored in an inaccessible location.**
- Smartwatches and other wearable technological devices must be **switched off and removed.**
- Headphones must **not be** worn.
- Water must be stored in a clear glass or a clear bottle with the labels removed. No other food or drink is permitted.
- Second monitors are not permitted.
- Identification must be clearly presented to the camera at the start of an exam. If identification is not provided, or is unclear, at the start of the exam, this will result in the exam being voided. Please refer to 'Photo identification and headshot requirements' for further information on acceptable identification and how to appropriately show it to the camera.
- A room sweep must be completed at the start of an exam. If a room sweep is not completed, the exam will be voided. For further guidance on how to conduct a room sweep, please refer to the 'Room sweep' section.

During the exam

If the below exam requirements are not met during an exam, the exam may be voided.

Leaving the webcam's viewing range

You must remain in view of the webcam at all times and must not walk away from the screen at any point during your exam. Please ensure that you are fully prepared to remain in view of your device before the exam begins. Once the exam is loaded you will be able to see yourself in the top right hand side of the screen.

Changing location

You must remain in the same location during your exam and must not move or transfer your device to another location or room. This stipulation applies even if you remain in the webcam's viewing range during the movement or transfer of your device, or if you lose your internet connection. If you do lose your internet connection, please call TQUK on 0333 358 3344 to ask for advice. Our office hours are 08:30-17:00 Monday-Friday.

Diverting attention away from the screen

You must ensure that your attention remains on the screen for the whole of your exam. You must not:

- **consistently** divert your attention away from the screen, keyboard, mouse or other equipment directly associated with your computer (i.e. look away from the screen on multiple occasions during the exam)
- **consistently** divert your attention to one specific area other than the screen (i.e. focus your attention towards one specific location on multiple occasions during the exam)
- divert your attention away from the screen for any singular length of time that exceeds a short, seconds-long glance or brief loss of focus.

Speaking

Speaking is permitted only when you are:

- reading the questions aloud to yourself for comprehension purposes
- considering the content of the questions aloud to yourself for comprehension purposes
- considering the functionality of the website or your device aloud to yourself
- discussing the website's functionality with, or seeking technical support from, TQUK.

You must not communicate with any other parties during your exam, except in circumstances where you lose your internet connection or there are problems with system functionality.

If there is any suspicion that you are communicating with others during your exam, discussing the questions with others during your exam, or speaking aloud for any reason other than those highlighted above, the exam will be voided.

Using unauthorised software or websites
Your screen is visible to TQUK at all times during your exam, and you must not access any programs or websites other than the exam system. This includes access to online dictionaries, Grammarly, and any other similar applications, websites, or browser plug-ins or extensions.

In the event of an emergency occurring during an exam that is undertaken in a location external to your home, your Training Provider/Recognised Centre's and/or the location's policies on emergencies must be followed.

Accessing the exam system

You will receive an email from exams@tquk.org containing your login details and a link to access the exam system.

Please note: you will need to use the **Google Chrome** web browser to access the exam system(available here).

Your 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 address bar of your **Google Chrome browser.**

Important note
Before you start your exam, all applications must be closed on your device and Grammarly or any other spelling, punctuation and grammar related apps must be deactivated.

Minimum technical requirements

To run the exam system, your device needs to meet certain minimum requirements which can be found here.

Photo identification and headshot requirements

Photo identification is an exam requirement
You must provide photographic identification at the start of the exam by clearly showing your ID to the camera. To do this, hold your photo ID in front of the webcam and place your ID inside the green frame. Once you have clearly positioned your ID, select 'Capture Photo ID'. The image 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 you have taken a clear image of your ID, you will be required to take a headshot. To do this, simply align your 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 your ID.

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

Room sweep

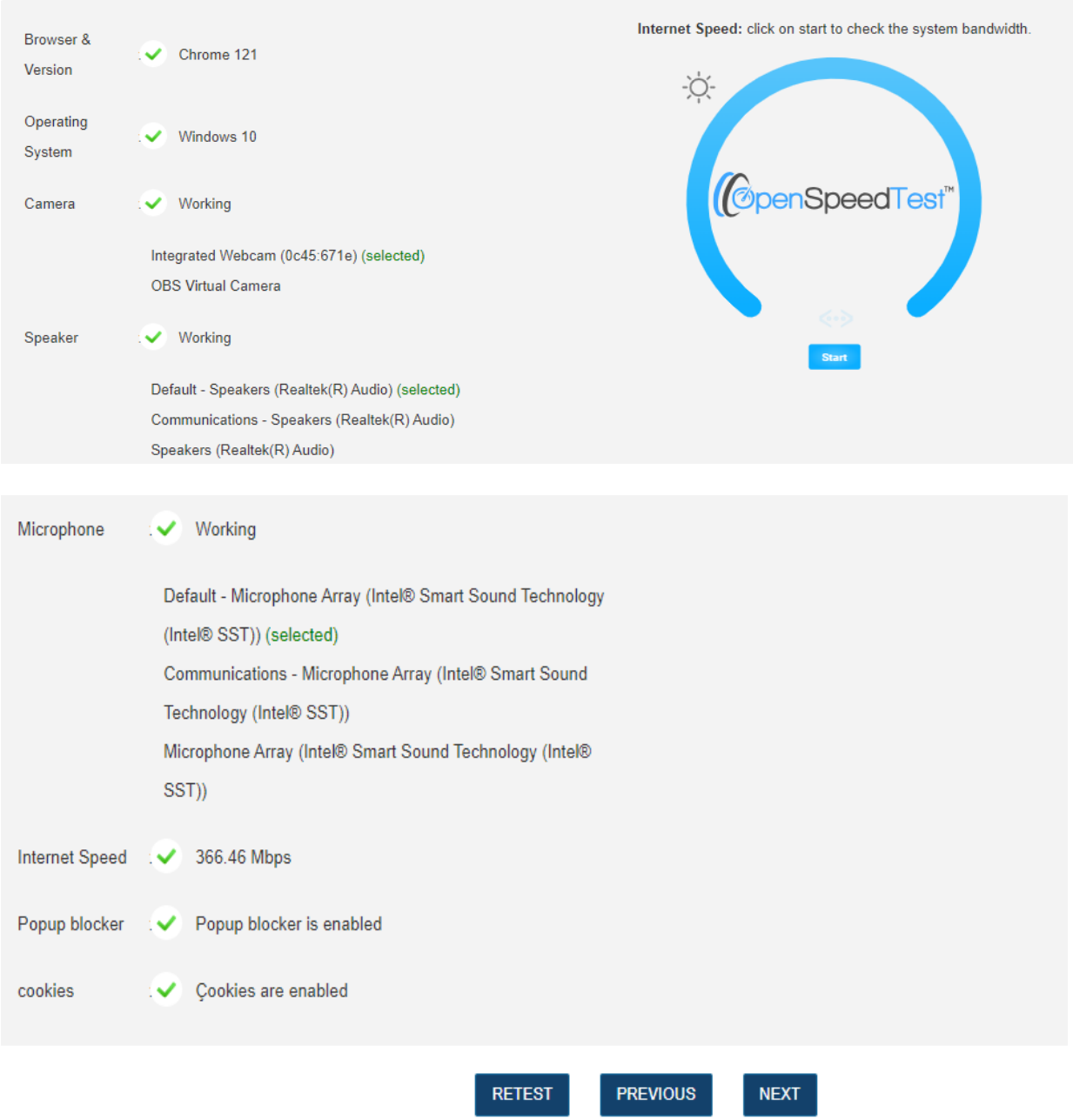
A room sweep is a recording of the area in which you are about to complete your exam and a mandatory requirement that allows us to verify that you have met the controlled environment conditions. Failure to complete a room sweep will result in the exam being voided.

Once you select 'Capture Room Video', the recording will begin. Move your webcam in a 360° motion, ensuring you cover the entirety of the room, including the desk you 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 your device meets the requirements. Once the check has been completed, the findings will be displayed with a green tick or red cross.



You 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, you must check your browser settings and permissions using 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 starting the exam, you will be prompted to share your screen. Please make sure to select the **'Entire Screen'** option. This records the screen you are working on. Selecting the incorrect option could lead to another tab or window being recorded, and this would mean your attempt is voided.

Utilising TQUK's exam system functions

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

Brightness and font size

The icon in the top right corner allows you to change your preferences regarding the brightness and font size of the exam display. Select your preference and click 'Apply'.

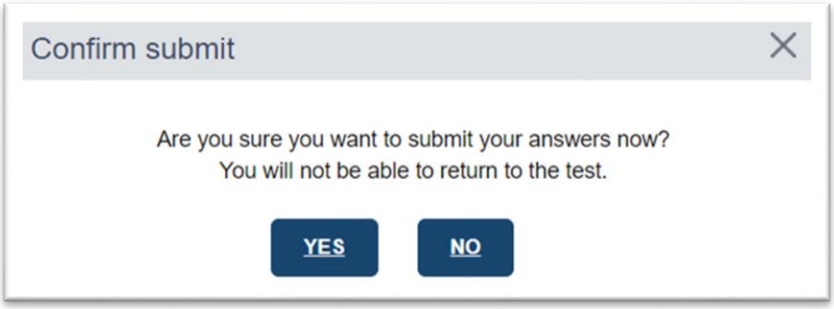
Writing notes

There is a feature for writing notes that can be accessed by selecting notes in the bottom left of the exam screen. A pop-up box appears in which you can write any notes you find helpful during your exam. These notes will not be marked and so will not contribute to your final result.

Submitting the exam

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

Once you have submitted your exam, the status on your dashboard will change to **completed**.



What is a void?

Non-compliance with the requirements and guidance set out in this document could result in your exam being voided. Please be aware that a void outcome will not contribute to your 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 at your training provider/centre. Details about the reason for the decision will be included in this communication. TQUK will not communicate this to you or your employer; this is the responsibility of the training provider/recognised centre.

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

Multiple attempts or sever breaches of candidate malpractice may result in you not being allowed to resit.

Plagiarism

Plagiarism is defined as the act of taking someone else's work to submit or pass as your own and as such, TQUK will classify this as cheating. Examples of plagiarism include:

- Word for word quotation - copying another person's (including another apprentice's) work with no reference or acknowledgment.
- Cut/copy of material directly from a website/text book etc. without reference or acknowledgement.
- Paraphrasing (altering a few words of another to pass as your own) from books, website or another individual's work.
- Collusion - unauthorised collaboration between apprentices which unfairly assist an apprentice to produce work which is not purely their own.
- Employment/engagement of another person, professional or other, to produce work on your behalf.

You can read TQUK's full Plagiarism Policy here.

Connection issues

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

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

You are allowed to call TQUK at any point during remote invigilation if you experience technical difficulties. You will not be voided for seeking technical support as we will be able to hear you 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, you experience problems during your exam or can't log in when you are ready to sit), please call the TQUK office on 03333583344.

If your issue is not urgent, (for example, you have not received an email or need to reset your password), please email us at support@tquk.org.

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