

**POLICY FOR ONLINE PROCTORED EXAMINATIONS**

**1. Introduction**

All ESO examinations are governed by regulations and this policy relates to examinations that are scheduled using a proctored online delivery method.

This Policy aims to clarify the roles and responsibilities of ESO, and candidates in relation to the provision of online-proctored examinations at any of our awarding body licenced venues.

Without prejudice to the General Examination Rules of ESO, a Candidate taking an Examination Online at ESO licenced venues must also abide by the following rules laid down in these Special Examination Regulations.

**2. Definitions**

In this Policy, the terms below have the following meanings:

**“Appeal”**: the request for a review of a decision of an academic body charged with making decisions on student progression, assessment, and award.

**“Assessment”:** any processes that evaluate the outcomes of student learning in terms of knowledge, understanding, skills, attitudes, and abilities.

**“Candidate”:** the individual taking an Examinations.

**“Examination**”: a formal test that evaluates student learning in terms of knowledge, understanding, skills, attitudes, and abilities.

**“Academic Misconduct**”: any act whereby a person may obtain for themself or for another, an unpermitted advantage.

“**Video Proctored Online Examination”:** an examination conducted remotely through online examination software, during which the candidate is not monitored permanently by onsite invigilator, but for which control and monitoring takes place afterwards, based on video and audio recordings made throughout the complete duration of the examination.

**“Invigilated proctored online examination”:** an examination conducted on site at an ESO awarding body licenced venue through online examination software, during which the candidate is monitored permanently by onsite invigilator, throughout the complete duration of the examination.

**3. Consent**

ESO will require consent for all candidates undertaking proctored exams, the below list is not exhaustive, candidate email addresses, mobile phone numbers, ID of which there are several forms, driving licence, utility bills etc

**4. Dates and Times**

* ESO Candidates will be informed on the date and time of their examination Candidates are responsible for correctly noting the dates and times of their Examination.
* Candidates will be expected to begin their examination on time and will not normally be permitted to start examinations late without the express permission of ESO.

**5. ESO Responsibilities**

* ESO will provide candidates with appropriate training on the use of the relevant online-proctored software for example by running a practice test.
* Where online-proctored examinations are required by a professional body ESO should clearly inform candidates of any specific requirements relating to the examination.
* ESO will provide clear written instruction to candidates prior to the start of the examination including reference to what physical/online resources can be used, whether communication with a third party is permitted and guidance on referencing requirements.
* ESO will ensure that reasonable adjustments are in place for candidates with disabilities, mental health difficulties and/or related medical conditions.
* ESO shall provide feedback on the examinations in accordance with the ESO’s Feedback and Assessment Policy.
* ESO will ensure that candidates have access to the relevant technical support required

**6. ESO Responsibilities**

* ESO shall provide appropriate software for the use in online-proctored examinations. At the time of writing ESO uses Xams
* ESO will ensure that reasonable adjustments are in place for candidates with disabilities, mental health difficulties and/or related medical conditions in relation to all examinations under its authority.
* ESO will ensure that candidates have access to the relevant technical support required.

**7. Candidates' Responsibilities**

* Candidates are expected to agree to supply some personal information for the purpose of verification. This is a requirement to maintain the academic integrity of the exam.
* Candidates must prove their identity prior to the examination by means of a valid ID. This may be checked and verified by a member of ESO and/or the awarding body and the Sia
* Candidates must be present for the online examination at the time mentioned in the examination notice;
* Candidates must follow the instructions of the examination set out by ESO.
* Candidates must answer their examination questions in accordance with the instructions on the front of the examination paper.
* Candidates who believe that an error has been made in the content of an examination question should report this after their exam sitting to the invigilator or the teacher (as applicable); however, no amendments or clarifications may be made during the examination and candidates are instructed to complete the examination question as far as they are able with the information provided.
* Candidates experiencing technical difficulties during the examination should following the instructions given to them regarding technical support and report any unresolved difficulties to the invigilator as soon as possible.
* Communication of examination paper content with other candidates is forbidden before, during and after the examination.
* Candidate must be dressed, behave decently, and maintain professional conduct at all times.
* Candidates must complete their Examinations by the deadline specified.
* Candidates must treat the Examination Materials as strictly confidential.
  + Candidates are not allowed to take with them (or parts of) the Examination Materials, or to copy, photograph or in any way reproduce these, inform third parties of the contents of Examination Materials, or provide these to third parties in any way.
  + All rights, including the copy rights and other intellectual property rights that can be exercised regarding the Examination materials, vest and remain to vest exclusively with ESO.
  + The candidate may only use the examination materials as far as this is necessary for taking the examination.

**8. Specific Provision**

ESO shall make reasonable adjustments for candidates with specific requirements, in compliance with the requirements of prevailing legislation, notably the Equality Act 2010.

ESO shall be responsible for putting in place any provisions made for each referred candidate.

Candidates with approved additional writing time/rest breaks will have this time automatically added to their exam duration.

**9. Academic Misconduct**

**9.1 Academic Integrity**

To ensure the integrity of the Examinations, candidates:

* Should only take into the Examinations permitted items (as specified in the Examination instructions).
* Will normally remain in the room once the examination has started. However, where breaks are required, for example toilet breaks, candidates should explain the reason for leaving the room and the Examinations should be left running. After the Examinations has been completed, any flagged issues will be reviewed, and candidates may be required to provide further clarification.
* Should face the computer screen during the examination.
* Should not take screen shots during the examination.
* Should not copy and paste any elements of the Examinations.
* Should not talk aloud during the examination.
* Should not attempt to try to communicate with another person during the Examinations.
* Should not access the internet and/or to consult digital data, web pages or other applications, unless this is explicitly permitted in the Examinations instructions
* Should not wear earplugs or headphones.
* Should not use a virtual machine, second monitor, mobile phone, or any unauthorised electronic device during the Examinations

**9.2 Academic Misconduct**

Candidates must ensure that they are familiar with the contents of ESO’s misconduct policy

Academic misconduct in examination or class tests can include (but is not restricted to) the following prohibited activities:

* introduction into an examination/online proctored assessment/in-class test any unauthorised form of material such as a book, manuscript, data or loose papers, information obtained via an electronic device or any source of unauthorised information;
* copying from, or communication with, any other person in the examination, except as authorised by ESO;
* communication electronically with any unauthorised person;
* being in possession of any unauthorised electronic device capable of communicating with other devices or other people;
* impersonating an examination candidate, or allow oneself to be impersonated;
* presenting evidence of special circumstances to ESO which is false, or falsified, or which in any way misleads or could mislead ESO;
* presenting an examination script as one’s own work when the script includes material produced by unauthorised means.

**Answers should be entirely the candidate’s work without unacknowledged input from others** Any suspected attempts to commit Academic Misconduct will be dealt with in accordance with ESO’s Misconduct procedures.

**10. Appeals**

Appeals will be considered and conducted in accordance with the ESO’s appeal process.

This policy was created on February 2024 and stall be reviewed 1 year from now

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