

Remote Invigilation for Professional Certification Exams

This document supports training providers in using video conferencing technologies to monitor exam sessions, whilst still ensuring the integrity and requirements of the exam session are upheld.

We will review the requirements on a regular basis and will notify your Centre Manager of any changes.

For a full list of the Professional Certification exams available using remote invigilation and the candidate to invigilator ratio please click [here](#).

BCS recommends that training providers use Zoom for remote invigilation, however training providers may use alternative video conferencing software but must ensure that it works in conjunction with QuestionMark secure and comprehensive testing is carried out prior to any exam sessions being run.

Booking your exam

Booking your exam session on e-professional

- Bookings should be made using the standard 'Online, Classroom' process. Please see [e-professional user guide](#)
- The invigilator named in the booking must be the invigilator carrying out the remote invigilation
- Any Reasonable Adjustments must be requested in advance

Pre-Exam Requirements

- The remote invigilator must start the video conference session at least 15 minutes in advance of the exam starting
- The remote invigilator must ask the candidates to use the webcam to show the exam environment, demonstrating isolation and the absence of any resources that are not permitted during the test session, such as quick reference guides or manuals.
- The remote invigilator must confirm the identity of each candidate. Identification can be a valid passport or driving licence, or any other officially recognised form of identification
- If the remote invigilator is not satisfied that the environment meets requirements or that the identity of the candidate has not been established, the exam session must be cancelled

Candidates must confirm their acceptance of the following rules, which must be provided before the exam commences.

- Candidates are not allowed to communicate with anyone else other than the remote invigilator and are not allowed to receive assistance from any unauthorised person
- Candidates must maintain a quiet exam environment
- Candidates can only address the remote invigilator for clarification of instructions or if technical problems arise
- Candidates may not leave the exam room during the exam

- No books or any media, electronic or otherwise can be used during the exam, unless specified in the syllabus
- No programs other than those specified in the exam can be used
- Candidates are forbidden to use mobile phones, cameras and video recording equipment during the exam, other than the webcam used to monitor the test session
- Video and audio devices must be enabled and running
- At all times the webcam must be focused on the candidate taking the exam
- Candidates face must be positioned in the centre of the webcam view
- Nothing may cover the lens of the webcam at any time during the exam
- Candidates must be informed that, in the event of an infringement of any of the exam rules and procedures by a candidate, the test will be immediately terminated.

Starting the Exam

- Only when the invigilator is happy to start the session, they can then provide the invigilator key to candidates. This can be shared via chat within the online meeting.

During the exam

- The remote invigilator must monitor each individual test session to identify any breaches of the rules that have previously been communicated to candidates
- Any clear breach of the rules that is likely to impact on the integrity of the exam – for example, assistance by a third party – should result in the termination of the exam and the incident should be noted in the Invigilator Report
- Any minor breach of the rules that is not likely to impact on the integrity of the exam – for example, the candidate moving marginally, or an accidental interruption in the exam environment – should result in a warning being issued in real-time (chat or voice) to the candidate, and the incident should be noted in the Invigilator Report.
- If the conference session fails during the test, the remote invigilator should immediately attempt to reconnect. If reconnection is not possible within 2 minutes, the exam needs to be suspended, and the incident noted in the Invigilator Report.
- The remote invigilator should only answer queries from candidates relating to the exam system or the video conferencing system, and not queries relating to the substance of the exam.

Signs to look out for during the exam

- The candidate looking around the room
- The candidate appearing distracted
- Any background noises in the exam environment
- The candidate excessively typing

Ending the Exam

- The candidate must end the exam before the video conferencing session is ended.
- The video conferencing session should be closed by the remote invigilator.