

# End-Point Assessment

## EPA ONLINE ASSESSMENT PROCTORING GUIDE



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## Introduction

NCFE is offering new ways to support apprentices who need to complete an online assessment, as part of their end-point assessment (EPA), which includes:

- Multiple Choice Questions
- Situational Judgement Tests
- Short Answer Questions.

This guide provides step by step instructions for setting up and running a proctored assessment. For more information on proctoring, you can find an informative video on YouTube [here](#) and also an instructional video on how to prepare for a proctored assessment [here](#).

## Equipment Requirements

Apprentices need the following equipment to undertake the assessments online:

- Laptop/Desktop with webcam and microphone
- Wi-Fi connection
- Smart phone or tablet.

The laptop/desktop will run the exam software and the smart phone or tablet will be used to record the duration of the assessment (the assessment cannot be sat on a smart phone or tablet). If apprentices do not have access to the above equipment the Independent Training Provider (ITP) should submit a reasonable adjustment request to their account manager or to [epa@ncfe.org.uk](mailto:epa@ncfe.org.uk). The policy can be found in the policy section of the EPA Resource Library.

## Smart Phone/Tablet

Apprentices will need a smart phone or tablet on which they will download the ProctorExam app. Instructions for downloading the app will be provided during the system check process or they can do this prior to the system check by accessing the Google Play Store for Android devices and the App Store for iOS (Apple) devices and searching for ProctorExam.

Specifications are:

- Android 4.1 or higher
- iOS (Apple) 8.0 or higher.

You can see your operating system version in the settings of your phone.

- Video resolution must be minimum 800 x 600 px
- Ensure you can connect to Wi-Fi
- Ensure your mobile device can be plugged in for the duration of your exam.

## System Requirements

- Bandwidth with a minimum of 1Mbit/s upload speed. Additional recommended minimums are 10Mbit/s download speed and ping under 25 ms.
- Tethering to the internet is not supported.
- Operating Systems:
  1. Windows 8 or higher
  2. MAC OS X (latest and previous versions)
  3. Linux 64-bit Ubuntu 14.04+, Debian 8+, openSUSE 13.3+, or Fedora Linux 24+.
- Wi-Fi connection – candidate to be positioned where signal is strongest.
- Web Browser – Latest version of Google Chrome.
- Webcam required – maximum resolution of 1280 x 720.
- Microphone.
- Audio.
- If possible, turn off any updates on devices.

**Note:** Attempting to use a laptop or device that is intended for work purposes may have restricted access and admin rights installed. This may cause issues when trying to access the ProctorExam platform and it is recommended to use a personal laptop.

Below are some links that we would recommend using to test the following work correctly before proceeding with your system check:

- to check your microphone works <https://www.onlinemictest.com/>
- to check your webcam works <https://www.onlinemictest.com/webcam-test/> or <https://webcammictest.com/>

If you do find that your webcam or microphone does not work, please see the below links that will assist in fixing this:

- To allow microphone and camera <https://support.google.com/chrome/answer/2693767?co=GENIE.Platform%3DDesktop&hl=en>
- To allow mic and camera on MAC <https://support.apple.com/en-gb/guide/mac-help/mchlf6d108da/mac>
- To allow webcam on Windows 10 <https://www.howtogeek.com/394677/fix-my-webcamdoesnt-work-on-windows-10/>

## System Check

Once the exam has been booked, the apprentice will receive an email for the system check to be carried out. This will allow the apprentice to test the system to ensure all the equipment is working and ready for the live assessment. We recommend apprentices carry out the system check and soon as they email is received to allow time should further actions need to be taken. Apprentices should be reminded to double check their junk email folder if nothing appears in their main inbox.

The system check email will contain instructions on how to perform a system check to ensure the PC is set up and ready to go. However, before the apprentice performs the system check, we strongly advise you do the following:

- Ensure you are using the latest version of Google Chrome. To check if you have the latest version of Google Chrome:
  1. On your computer, open Chrome.
  2. Click on the icon in the upper corner that looks like 3 dots.
  3. Click on help.
  4. Click on about Google Chrome which will then show your latest version and if up to date or not.
- To update Google Chrome:
  1. Click on the icon in the upper corner that looks like 3 dots.
  2. Click Update Google Chrome. If you don't see this button, you're on the latest version.
  3. Click Relaunch.

- Allow pop-ups for ProctorExam:
  1. Type chrome://settings/content into the address bar and press Enter .
  2. Select Pop-ups from the Content Settings screen.
  3. In 'Allow', click 'Add' and enter https://surpass.proctorexam.com
- Install ProctorExam extension/plugin within Chrome to allow screen sharing:
  1. Click on the link here or type in <https://chrome.google.com/webstore/category/extensions>.
  2. Search for ProctorExam.
  3. Click on 'Add to Chrome'.
  4. Click on 'Add Extension'.

## Taking the Exam

Once the system check is completed, another email will be sent prior to the apprentice prior to the exam date; again, please remind apprentices to check their junk email folder. This email contains the link to their exam.

For the exam, the apprentice will need to use their smart phone/tablet because this provides additional coverage of the test-taking environment. As described above, you will need an Apple or Android mobile device with the ProctorExam app installed.

At the time the apprentice is due to take their exam, they simply click on the exam link in the email, follow the ID, environment instructions and read in full the 'Instructions for Candidates', and then launch their exam. To fully close the ProctorExam environment, once the exam has been completed in Surpass, please click on the 'Finish Exam' button in the top right of the screen as shown below. This will ensure this does not continue to run should you pull down your laptop screen to close it.



## Support During the Exam

If the apprentice encounters any technical difficulties during the system check on exam day, they will be able to access an online chat support. This can be found in the bottom right-hand corner of the screen. If there are any challenges with the key code, please contact the EPA Customer Support team on 0191 240 8950.

## Removing the Software after the Assessment

The ProctorExam Chrome extension will remain installed in the Chrome browser at the top right-hand side indicated by an icon as shown here:



To remove this once the exam has been completed, right click on the icon and then click on 'Remove from Chrome'. The extension will now be removed.

**Note:** if you have multiple exams to take or have exams to take in future sessions, you will need to re-install the Chrome extension if it is removed. However, we recommend keeping the extension installed until exam results have been issued.

## Exam Violation Checklist

The following list describes the list of candidate exam condition violations:

- looking at mobile phone, tablet or any other device
- wearing of any earplugs or headphones
- continuously looking around room
- continuously looking up or down
- continuously looking to the left or to the right
- wearing of any clothing with the ability to hide materials i.e. hooded jumper
- leaving the room
- looking at hands or wrists
- accessing web pages
- accessing other applications, such as Word/Excel or their folders/windows explorer
- other people entering the room
- talking to anyone outside of the room
- using multiple screens
- text books or notes in exam taking environment.
- notes around the room
- room is too dark
- wearing sunglasses or smart glasses (without a need to do so)
- wearing a watch of any kind
- web cam on laptop angled up/face obscured
- opening drawers or cupboards within the room
- vaping or smoking.

## Top Tips

- Ensure the mobile device can be placed at least 3 metres away from you and can be situated upright.
- Ensure your equipment is plugged in charging for the duration of the assessment.
- Have your photo ID ready - you will need photo ID (Passport/driving license) to sit the assessment. If you fail to show a valid ID on the day of your exam, you will be disqualified from your exam.



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