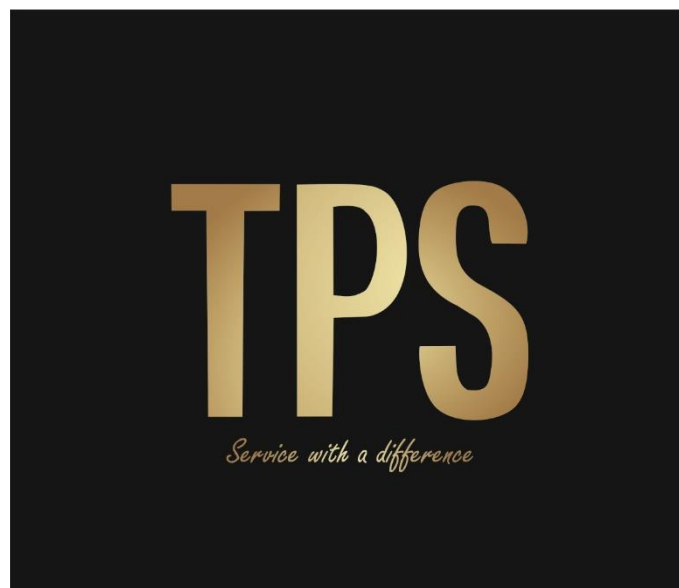


Online Exams and Proctoring Policy

The Protection Service Ltd



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Title:	HEAD OF CENTRE
Date created:	14/05/2020
Date of next review:	13/05/2021

Online Exams and Proctoring Policy

Scope of the Procedure

This procedure is provided for the Protection Service Ltd customers, learners and staff members who are using or delivering courses and qualifications offered by the Protection Service Ltd.

Review arrangements

The Protection Service Ltd will review this procedure annually in line with self-assessment arrangements. This procedure will be also be revised as and when necessary, in response to customer and learner feedback, or good practice guidance issued by an awarding organisation or other regulatory body.

Learner Information

All learners must meet prerequisites and other eligibility criteria for each course as listed in the course information pack, are required. All learners should register for a proctored exam directly with the Centre through the Centre Manager via telephone, text message, email or online portal. Learners must complete a registration form and provide the following information as it appears on their legal documentation:

- Full Name
- Date of birth
- Full address and postcode
- Email
- Telephone number
- Gender

Learner ID Verification

Each learner will be required to scan or take a clear picture of ID documents and proof of address. This should be uploaded on the LMS portal for verification and approval. Before the exam each learner would be required to show their ID document by displaying it in front of the webcam/camera. The proctor is able to take a snapshot of the ID document for verification. That snapshot will be saved.

Below is the list of Acceptable I.D.

- Signed valid passport of any nationality.
- Signed valid UK photo driving licence (both parts of the full or provisional licence are required if issued by DVLA in Great Britain or Northern Ireland). OR new valid UK photocard driving licensing issued by DVLA in Great Britain (not if issued by DVLA in Northern Ireland).
- UK original birth certificate issued within 12 months of birth.
- UK biometric residence permit.

Learner Consent

To comply with data protection and GDPR, each learner will be required to complete an

individual consent form before a proctored exam takes place. Any learner that refuses to consent would not be allowed to take a proctored exam with the Centre. (*The Protection Service Individual Consent form*)

Data Protection

In compliance with The Protection Service Data Protection policy, all personal information belonging to learners, staff and tutors will be securely stored in an encrypted cloud-based storage portal and back-up drive kept in a secure filing cabinet. (*The Protection Service Data Protection policy*)

The Protection Service is the data controller under the Data Protection Act 2018. The Protection Service holds and processes information about learners and other data subjects for administrative and approval purposes. When handling such information, the Protection Service complies with the Data Protection principles which are set out in the Data Protection Act 2018 and GDPR. (*The Protection Service Data Protection policy*).

Administration and IQA of proctored exams

The Head of Centre and Centre Manager will be responsible for managing the proctoring arrangements.

Proctoring Service

The Protection Service has a robust process and procedure exam and invigilator proctors (*The Protection Service Registrations and Exams procedure*). Proctors are selected based on the criteria set by the Protection Service which includes ability to integrate seamlessly with the remote training platform (LMS), scalability, standardisation and compliance to Awarding organisation exam invigilation requirement. Shortlisted proctors are vetted to ascertain track records, experience, and compliance with safety and security standards.

Conflicts of Interest

Any issues around conflicts of interest will be dealt with in line with The Protection Service Conflict of Interest policy.

IQA of the proctoring process

The Head of Centre at the first instance will be responsible for dealing with anomalies identified during proctoring in line with The Protection Service Internal Quality Assurance policy and procedure and Malpractice and Maladministration Policy

Learner Registration

The Centre Manager will be responsible for the registration of learners with LASER/Trident Awards and the proctoring platform, to set up the exam and proctored course runs.

Course Information

The Centre Manager will notify each learner via email and text message of course and exam days/times

Results and Certificates

The Centre Manager will notify each learner via email and text message of their results and

collection of certificates (e-certificates will be emailed to learners). Learners will be given access to the Protection Service Reasonable Adjustment Policy and Centre Appeals Policy.

Terms and Conditions

The Centre Manager in line with the Protection Service Registrations and Exams procedure will notify the learner of the terms and conditions for a resit based on the requirement for the Awarding organisation.

The Proctor

The Protection Service will provide a comprehensive manual to guide proctors of their role and an induction of how to use the procedures. This will be in line with the Protection Service Registrations and Exams procedure, Internal Quality Assurance policy and procedure and Malpractice and Maladministration Policy. The manual will help the proctor to:

- Understand how to use the equipment and proctoring platform
- Be familiar with the function of proctoring
- Understand the exam process and how to proctor
- Know the process to follow when “minor” anomalies have been identified
- Know the process to follow when “serious” anomalies (eg cheating, malpractice) have been identified
- Understand the records to be completed after the proctoring

Proctored Examination information to Learners

The Centre Manager will be providing each learner via email the course and exam instructions including:

- days/times of the exam(s)
- IT equipment and system requirements
- dos and don'ts of preparing for, and taking proctored exams
- step by step instructions to the learner on the exam process
- ensuring learners are aware of, and have access to, the centre's Malpractice and Appeals Policies

Conducting Proctored Examination

The Protection Service will provide a comprehensive manual to guide proctors of their role and procedures to follow.

- **Confirming learner ID** - Before the exam each learner would be required by the proctor to show their ID document by displaying it in front of the webcam/camera. The proctor is able to take a snapshot of the ID document for verification.
- **Recording where “minor” anomalies have been identified** – Proctor will adhere to the procedure laid out in the Protection Service Internal Quality Assurance policy and procedure and Malpractice and Maladministration Policy.
- **Reporting “serious” anomalies which have been identified** - Proctor will adhere to the procedure laid out in the Protection Service Internal Quality Assurance policy and procedure and Malpractice and Maladministration Policy.



- **Confirming the outcome of the proctoring** - Proctor will adhere to the procedure laid out in the Protection Service Registrations and Exams procedure.
- **Updating learner and course information held by the centre** - Proctor will adhere to the procedure laid out in the Protection Service Data Protection policy.

Internal Quality Assurance of Proctored Examinations and serious ‘anomalies’

The Head of Centre and the IQA manager will follow the procedure laid out in the Protection Service Internal Quality Assurance policy and procedure and Malpractice and Maladministration Policy deal with any “serious” anomalies which have been identified by the proctor.

Learner Achievement

The Centre Manager will register the course through the Trident Quartz System and obtain a course run number. Trident will be notified through the integrated LMS and proctoring platform of the learner achievement.