



## **ETC Awards Limited**

### Mixed Medium Online Examination Policy

2020/2021

## Regulatory reference

Ofqual General Conditions of Recognition
<i>Condition C2 Arrangements with Centres</i> <i>Condition G9 Delivering the Assessment</i> <i>Condition H1 Marking the Assessment</i>

## Objective

To ensure that all ETA approved centres continue to meet ETA awarding organisation and regulatory body requirements through a standardised, pro-active examination external delivery and marking portal.

## Scope

This document outlines our approach to supporting centres in using the ETCAL (ETA) online examination delivery platform in the correct and compliant manner to ensure appropriate learner achievement.

Detail below is what centres are required to observe when delivering examinations by way of formal online examination of ETA qualifications as applicable to the qualification's specifics and requirements.

## ETCAL (ETA) online examination portal

Centres must undertake to deliver ETA examinations in line with the centre responsibilities and requirements detailed below.

Exams can be conducted through the portal on demand as the centre and learner readiness dictate. Learners must be registered on the qualification in the usual way on the Quartz system. Registration into the examination portal will be automatic. When ready to take the exam, the Quartz generated username and password must be used to log into the exam portal. The usernames and passwords are retrievable via the centre Quartz web portal up to three hours after registration.

Results are issued in daily cycles, beginning at 3pm. eCertificates will be available approximately one hour following receipt of an automated results processing confirmation email. Should an exam be completed after 3pm, they will fall into the following day's results cycle. Where a learner has failed, the centre can book a re-sit after 24 hours. If a learner should fail for a second time, the centre cannot reschedule another re-sit for at least 48 hours. There are no further opportunities to re-sit the exam. It is the centre's responsibility to ensure a learner is prepared and ready to sit an exam.

In all cases it is best practice for the invigilator to have no connection to either the delivery of the qualification or the learners being examined. It is however understood that in some cases it can be acceptable for adjustments to the invigilator requirements to be adjusted.

## Invigilated Delivery

A centre must undertake an invigilated exam in line with the Invigilation process detailed below and according to their own internal Invigilation process. This is a face to face, physically in the same room delivery and therefore the invigilator must meet the best practice

requirements detailed above. The invigilator will be provided with the information to log each learner into the system. Learners are not to be given independent access to the system or left unsupervised at any time once logged into the system.

### **Hybrid Invigilated Remote Delivery**

The process and responsibilities detailed above for the Invigilated system also apply to this delivery method, however it is possible to apply a degree of flexibility to who can invigilate the delivery. In addition the centre must ensure the exam is delivered via a suitable video conferencing facility such as Zoom which allows for recording and observation of individuals/exam sessions. ETA must be advised well in advance (minimum 24 hours) of the planned exam and a link sent to the ETA observer to join the session at least 30 minutes prior to the session start.

Once the exam is complete, the ETA Quality Assurance representative will watch the video to ensure there are no anomalies that would cause concern with regard to the outcome of the exam. Once ETA is satisfied all is correct, the results will be released to the centre.

### **Proctored Delivery – *not yet available***

This delivery method provides a complete system for observation and invigilation via the examination system and in the control of the centre. Should centres wish to use this system there is a requirement for the appropriate members of staff to receive the additional training to cover the additional regulatory and quality assurance aspects of delivery in this way.

### **ETA Responsibilities**

The ETA Solutions and Compliance Manager (SCM) is responsible for ensuring that all centres continue to meet ETA awarding organisation and regulatory body requirements. This includes:

- Overseeing the agreement and monitoring of centre invigilation processes
- Overseeing the agreement and monitoring of centre exam delivery processes

In addition to the activities detailed below and expanded in the External Quality Assurance Policy:

- Managing the team of External Quality Assurers (EQAs)
- Allocating EQAs to carry out centre monitoring
- Managing and supporting visits to large centres where multiple EQAs are required to carry out effective monitoring

ETA EQAs are responsible for ensuring a centre is adhering to the requirements for online examination delivery and will periodically undertake an activity to sample this.

Each EQA is also responsible for planning, arranging and carrying out appropriate quality assurance activities applicable to an active centre as well as undertaking additional visits to centre as required.

### **Centre responsibilities for delivering online examinations**

A centre delivering formal online examinations via the ETA portal, undertakes to:

- Provide suitable accommodation and facilities for all examinations and assessments including:
  - centre-assessed work
  - computer based and on-screen assessments
  - ensuring that the work submitted is that of the learner using only the specified equipment
- Provide fully trained invigilators for examinations for computer based and onscreen assessments
- Ensure that such persons are competent and fully trained, understanding what is and what is not permissible
- Provide fully trained communication professionals, practical assistants, readers and scribes for examinations where permitted and in accordance Access to Fair Assessment Arrangements and Reasonable Adjustments
- Have in place written procedures to be able to verify the identity of all learners at the time of the examination
- Keep records for external quality assurance purposes of all examinations undertaken
- Submit any applications for special consideration where learners meet the published criteria
- Conduct all examinations governed by these regulations in accordance with this policy and in-line with ETA Centre Approval requirements

### **Invigilator responsibilities**

These arrangements should be applied in context with both physical face to face invigilation and virtual invigilation. Where the proctored system is accessed in the future, the appropriate aspects of these responsibilities should be applied.

- Arranging the examination room
  - check that any charts, diagrams, etc are not visible
  - ensure an analogue and/or digital clock can be seen clearly by all learners
  - a notification clearly showing the examination title and starting and finishing time
  - a copy of the instructions and any special arrangements is available to you
  - check your mobile phone, only to be used in emergencies has been switched to silent mode
- Identifying learners
  - make sure you know the identity of every learner
  - check the documentary evidence of learners against those registered and expected
  - inform the learners that they must now follow the regulations of the examination and they must not have in the room any unauthorised materials including:
    - technological/web enabled sources of information such as iPods, mobile phones, MP3/4 players, calculators, smartwatches and wrist watches which have a data storage device.
  - Instruct learners to remove their wrist-watch and place it on their desk so that it is in sight of the invigilator
  - Advise learners of the exam process and what will be required for them to undertake it
- During the examination
  - log learners into the examination in accordance with ETA requirements
  - complete the attendance register and record any anomalies

- be vigilant assessing the room at all times to prevent cheating
- do not give any information to learners about:
  - suspected mistakes in the question bank unless an erratum notice has been issued or permission has been given by ETA
  - any question in the bank or the requirements for answering particular questions.
- you follow the instructions for when a learner may leave the examination room
- make sure an alternative person is available to accompany any learners who may need to leave the room temporarily
- keep a record of any incidents which arise during the examination.
- advise learners when they reach the end of the examination period
- ensure all learners are logged out of the system

**This policy should be read in conjunction with all other ETA policies related to assessment delivery and centre requirements and practice.**