

# Remote invigilation pre-assessment information

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## Associated regulations and policies

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Remote invigilation installation and minimum specifications guide

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How to schedule remote invigilation assessments

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How to access and sit remote invigilation assessments

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Remote invigilation live assessment troubleshooting guide

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# 1. Introduction

- 1.1. This guide has been created to inform students (and assessment centres) of the essential pre-assessment information that they need to know before deciding if sitting a remotely invigilated assessment is right for them.

# 2. Scope and applicability

- 2.1. This policy applies to all students who are planning on sitting an AAT assessment remotely. A failure to fully understand the details contained within this guide may prevent the student from accessing their assessment, or significantly delay or disrupt their assessment, the possibility of their result being voided, and may result in investigation and action being taken in line with AAT's Malpractice / Maladministration policy which can be found on the [Quality Assurance resources webpage](https://aat.org.uk/support/quality-assurance/resources) ([aat.org.uk/support/quality-assurance/resources](https://aat.org.uk/support/quality-assurance/resources)).

# 3. Purpose and objectives

- 3.1. The purpose of this document is to give students taking a remotely invigilated assessment, (and AAT approved assessment centre staff), the essential pre-assessment information that supports remote invigilation delivery.

# 4. Terms and definitions

- 4.1. RI – Remote invigilation
- 4.2. Secure browser – the assessment delivery and invigilation recording software

# 5. Essential information

- 5.1. Before deciding to sit an assessment via remote invigilation, it is important that you first read through this guide and understand all the requirements, benefits, and limitations of sitting an assessment this way.

Remotely invigilated assessments will not be suitable for everyone, and you may prefer to sit your assessment the normal way.

If you are comfortable with the information contained within this guide, your computer meets the minimum and supporting requirements, you can install the required software and sit a practice assessment via it, you should notify your assessment centre to schedule you for a remote invigilation version of the assessment.

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## 6. General overview

- 6.1. Remote invigilation works by using software (called the PSI Secure Browser) that allows you to access your assessment and simultaneously records you, your screen, and your audio throughout the assessment. The videos are then reviewed after your assessment has been submitted.
- 6.2. After installing the software and launching your assessment from ATLAS Cloud, you're required to complete the System and Security Requirements checks, take a photo of yourself and your photo ID, and conduct room scans using your webcam.
- 6.3. The software will use your webcam to record you (video and audio) and will also record everything that happens on your screen during the whole assessment.
- 6.4. Upon submission, the photos of you and your ID, and the videos of your room scans, webcam recording, and screen recording will be sent to a panel of invigilators who will review the video and either confirm everything is OK or flag any suspected suspicious behaviour, such as cheating.
- 6.5. If your invigilation video is flagged, or if there is any missing footage, AAT will conduct an investigation in line with AAT's Malpractice / Maladministration policy and guidance which can be found on the [Quality assurance resources webpage \(aat.org.uk/support/quality-assurance/resources\)](https://aat.org.uk/support/quality-assurance/resources). Your result will be held pending the outcome of the investigation and marking, and you will be contacted by AAT.
- 6.6. The [dedicated remote invigilation webpage for students \(aat.org.uk/assessment/remote-invigilation-students\)](https://aat.org.uk/assessment/remote-invigilation-students) contains all of the essential pre, during and post guidance for RI assessments, including how to download and install the required software and checks to complete before sitting a live assessment.
- 6.7. Your assessment will be recorded for invigilation purposes and may be used to investigate and evidence irregularities that occur during the assessment. For further information about the data we collect, why it is collected and how it is used, please refer to AAT's [privacy policy \(aat.org.uk/policies/privacy\)](https://aat.org.uk/policies/privacy) and [Fair Processing Notice \(aat.org.uk/policies/privacy/fpn-remote-invigilation\)](https://aat.org.uk/policies/privacy/fpn-remote-invigilation). Assessment recordings are stored for 90 days; however, sections of an assessment recording may be held for longer where any flagged irregularities are required to be investigated further.

## 7. Are remotely invigilated assessments right for you?

- 7.1. Whilst RI assessments carry a lot of benefits, there are also some limitations that may affect your ability to sit an assessment this way.
- 7.2. As well as the reasons given below, this whole guide must be read to understand the entire process in case any specific areas impact you.

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- 7.2.1. **Minimum age and consent:** To comply with safeguarding responsibilities, students under 14 years old are **not permitted** to sit RI assessments under any circumstances and cannot be scheduled. Students aged 14 or 15 years old must first have parent / guardian consent prior to being made available for scheduling. Consent, once given, can also be rescinded. A consent form is available on the [dedicated remote invigilation webpage](#).
- 7.2.2. **Assessment availability:** RI assessments do not support on-demand scheduling. Instead, assessments must be scheduled a minimum of two days in advance. This is to allow students sufficient time to read through all the necessary guidance, download and install the software, check access to the assessment via a scheduled RI practice assessment, and familiarise themselves with the additional features in these assessments. However, we strongly advise that all of this is done before any scheduling takes place. Once scheduled, the assessment can be accessed at any time during the day without the need for the invigilator to first unlock it. **However, it must be submitted by midnight UK time (GMT/UTD).**
- 7.2.3. **Reasonable adjustments:** It will not be possible to support all reasonable adjustment requirements remotely. Whilst extra time can be supported, others cannot. See section 10 for more information.
- 7.2.4. **Minimum specifications:** If your computer does not meet the minimum or supporting specifications before or during the assessment, or if you are unable to download and install the software required to sit your assessment remotely, or complete any of the pre-assessment checks, you will not be able to take an RI assessment (at least, not on that device). See the [Remote invigilation installation and minimum specifications guide](#) for more information.
- 7.2.5. **Assessment room:** If you are unable to sit in a private room, free from distractions and interruptions, you will not be able to sit remotely invigilated assessments. See section 8 for further details.
- 7.2.6. **Scheduling:** your assessment must be scheduled by an AAT approved assessment centre. AAT will not be able to schedule assessments on your behalf.
- 7.2.7. **Invigilation:** live invigilation will not be available. Whilst there will be a live chat function supported by our third-party software providers, it will be limited to technical support with the software. This means that assessments cannot be paused, and you will need to self-troubleshoot in the event of a technical issue. You will also be expected to submit an incident report to notify AAT of any issues that you experience during the assessment – see section 13. Whilst you are sitting your assessment, unless there is a dedicated break section, you must not leave the assessment room until you have submitted your assessment.
- The [remote invigilation troubleshooting guide](#) is available to you during the assessment.
- 7.2.8. **Invigilation footage:** Your invigilation footage is recorded, uploaded, then retrospectively reviewed by a panel of invigilators. There is a risk that your assessment result may be voided if the footage contains any use of the prohibited items, flaggable behaviour, malpractice, if there is more than ten minutes of missing footage or if the secure browser was restarted more than twice during the assessment.

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## 8. Your assessment room

- 8.1. You will need a suitable room in which to sit your assessment, free from distractions and interruptions.
- 8.2. No one else should be in the assessment room with you. If there is anyone else in the building, it should be made clear to them that an assessment is in progress to minimise the risk of interruptions, for example by having a notice on the other side of the door.
- 8.3. Where possible, you should have:
- A stable workstation with sufficient space to work.
  - an adjustable and / or comfortable chair
  - freedom from glare that might prevent you from seeing what is on the screen.
  - ventilation to cope with the heat generated by equipment.
  - sufficient light.
- 8.4. You must not have any posters or notes relating to the assessment, or anything that may advantage you, in the room. Ideally the walls and ceilings should be completely free of posters.
- 8.5. You are strongly advised to use a wired connection to your modem, as opposed to Wi-Fi, to protect against a loss or drop in connectivity. Where this is possible, this will require your assessment room to be where your modem is located. Ideally your modem will be easily accessible, such as on your desk.
- 8.6. You may have a drink of water in a transparent glass or bottle, with no label on it.
- 8.7. The following items are not permitted during your RI assessment and should be removed from your room prior to starting. **Any use of these items can cause your result to be voided:**
- Any books or paper, including blank paper, study notes, revision materials, textbooks, course notes, dictionaries (including bilingual)
  - pens, pencils, erasers, pencil case
  - a physical calculator – *you will be able to access an online calculator during your assessment*
  - any form of watch – *the assessment will contain a timer so that you can manage your time*
  - computers other than those being used for the assessment
  - memory sticks
  - headphones, headsets
  - TV and / or radio (if it is not possible to remove these, they must be switched off)
  - any other form of digital, electronic, recording, programmable or technological / web enabled equipment, including, but not limited to:
    - mobile phones
    - tablets
    - Dictaphones
    - Cameras

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- iPods, iPads
  - MP3 / 4 players.

8.8. If you are using a computer that has two screens, the second screen must be switched off and unplugged. This will be picked up before you are able to access the assessment.

## 9. Invigilation flags and malpractice

### 9.1. Flagged behaviour

The following list includes, but is not limited to, some of the behaviour that will be flagged for further investigation if identified on your assessment video. **Any instances of this behaviour occurring during the assessment can cause your result to be voided:**

- insufficient room scan, photo ID or photo checks
- your photo or video not matching your ID
- accessing non-permitted webpages or third-party software
- the use of any of the non-permitted equipment (see section 8.8 above)
- another person entering your assessment room
- leaving the assessment room outside of a break in the assessment
- looking somewhere else consistently throughout the assessment
- talking
- any loss of footage or sound
- going out of view of the camera
- covering the camera or microphone
- closing the PSI Secure Browser during the assessment
- insufficient lighting
- any attempt, intentionally or unintentionally, to cheat during your assessment

### 9.2. Malpractice

You must not print, share, or copy assessment material, assessment content or responses, this includes, but is not limited to:

- Taking photos, videos, or screenshots of live assessment material (under any circumstances)
- Storing live assessment material and work that has been saved to the PC during the assessment
- Sending, forwarding, or replying to emails which contain live assessment material

Unauthorised printing, sharing, or copying of assessment material will be treated as malpractice.

**AAT will investigate all instances of malpractice, use of prohibited items, or flaggable behaviour. Any proven cases could lead to sanctions being applied, results being declared invalid, or expulsion from AAT.**

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## 10. Reasonable adjustments and special consideration requests

10.1. For further general information on reasonable adjustments and special consideration, and how to apply for them, please review the *Guidance on the Application of Reasonable Adjustments and Special Consideration in AAT assessments* on the [dedicated webpage \(aat.org.uk/assessment/rasc-guidance\)](https://aat.org.uk/assessment/rasc-guidance).

10.2. All requests for, and notifications of, reasonable adjustments must continue to be made by your Training Provider or assessment centre scheduling your assessment.

10.3. The following reasonable adjustments can be supported via remote invigilation:

- colour preferences (use of the colour contrast settings within the secure browser)
- use of coloured overlay on the computer – this must not cover the webcam
- changes to the layout of the assessment room, if you have, for example, a suitable chair, window in the room etc
- extra time – please note that if extra time is applied to an assessment that does not contain a break, and the total duration of the assessment then exceeds 90 minutes, you will still not be eligible for an enforced break.
- screen magnifying software – see section 9.3.6.1 of the *Guidance on the Application of Reasonable Adjustments and Special Consideration in AAT assessments* for compatible software. However, the remote invigilation software does have in-built zoom functionality.
- speech / screen reading software – Whilst permitted, we cannot guarantee that all types of available software is compatible with the secure browser. It is therefore your responsibility to test your desired software first via a scheduled RI practice assessment. . If it does not work, you will **not** be able to use it during your live assessment.
- braille keyboards
- breaks outside of the assessment room and toilet breaks – **these are only supported for assessments with a standard duration that exceeds 90 minutes**. Part-way through the assessment there is an enforced break section. During the enforced break, you may leave your PC and room, however you must leave the PSI Secure Browser software open, and your screen and webcam will continue to record during the break. **You will not be allowed a break outside of the built-in break section.** If you have an extra time reasonable adjustment that takes the duration over 90 minutes, the assessment will not contain a break.

10.4. The following reasonable adjustments cannot be supported – if you require any of these, you will not be able to sit your assessment remotely:

- breaks outside of the assessment room and toilet breaks for assessments up to 90 minutes in duration or more than one break – as there is no live invigilation, your assessment cannot be paused, and you will be expected to remain in front of your camera and not leave your assessment room throughout the duration of your assessment. If you do leave your PC outside of the built-in break section (for assessments that exceed 90 minutes), your invigilation video will be flagged, and AAT will investigate it. An outcome of the investigation may be to void your result.

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- use of a Reader, Scribe, Prompter and / or Qualified Communications Professional – Given that your remotely invigilated assessment will most likely be taken at home, and AAT have Conflict of Interest requirements regarding who can act in this role, it will not be possible to support this reasonable adjustment requirement. Additionally, given the need for the test taker to sit directly in front of the computer and webcam, and the range of standard webcams, it will not be possible to fully show any other persons acting in an assistive capacity within the invigilation recording throughout the assessment.
  - use of electronic or technological aids – a requirement for the use of electronic or technological aids is that they must first be checked by the assessment centre prior to entering the assessment room, therefore the use of such aids cannot be supported.
  - assessment reading pen / scanning pen – as per the above point.
  - Use of a bilingual dictionary – as per the prohibited items list in section 8.
  - Print out of tax reference materials – as this will constitute the use of paper, the information contained within the print outs must only be accessed via the reference materials section, within the secure browser.

## 11. Scheduling

11.1. Please note the following essential rules that will need to be taken into consideration before scheduling remotely invigilated assessments:

### 11.1.1. Who can schedule?

As with current scheduling requirements, you must be scheduled by an AAT approved assessment centre, i.e., your training provider or an assessment venue – see the [dedicated remote invigilation webpage](#) for a list of centres taking part in the controlled delivery period.

### 11.1.2. Assessments must be scheduled in advance

All assessments must be scheduled a minimum of two days in advance to allow sufficient time for you to download and install the software, complete your required checks, and receive a schedule confirmation email from AAT.

This means that you cannot be scheduled for today or tomorrow.

### 11.1.3. Age requirements

To comply with safeguarding responsibilities, students under 14 years old are not permitted to sit remotely invigilated assessments under any circumstances. Students aged 14 or 15 years old must have parent / guardian consent prior to being scheduled. A consent form is available on the [dedicated remote invigilation webpage](#).

11.2. Once scheduled, you will receive an email from AAT confirming the assessment and assessment date. The email will also contain instructions on how to download and install the required software, as well as a link to the remote invigilation webpage which contains an incident report.

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Please ensure that your email address is up to date by checking and, if necessary, updating your [MyAAT account](https://aat.org.uk/myaat/login) ([aat.org.uk/myaat/login](https://aat.org.uk/myaat/login)).

If it appears that you have not received an email from AAT, check any junk or clutter folders first. If no email has been received after your assessment centre has confirmed that you have been scheduled, please contact them in the first instance or check your ATLAS Cloud catalogue to view the scheduled assessment.

**11.2.1. Assessments must be submitted by midnight UK time (GMT/UTD) Please bare this in mind if you are sitting an RI assessment in a country with a different time zone to the UK.**

**11.3. Email from PSI**

If this is your first assessment on ATLAS Cloud, you'll also receive an email from **noreply@psionline.com** with information on how to complete the setup of your ATLAS Cloud account.

ATLAS Cloud is the website that you'll need to access via Chrome to launch your assessment.

## 12. Pre-assessment requirements

12.1. Before starting your assessment, ensure that all the following has been read, understood, and followed:

**12.1.1. Sit a remote invigilation practice assessment before being scheduled for your live assessment.**

This is an essential step to ensure that the software has installed correctly, check that you can access an assessment via the software, and to familiarise yourself with the additional features in an RI assessment, such as the calculator tool, whiteboard feature (for rough workings) and, where applicable for assessments that exceed 90 minutes, the built-in break section.

You can read more about these two features in the [How to access and sit remotely invigilated assessments guide](#).

Before sitting a live RI assessment, AAT strongly advises you to sit a scheduled RI practice assessment (which will launch within the secure browser) **at least two days earlier** – you'll need to ask your assessment centre who will schedule you live assessment to also schedule a practice assessment for you.

**If you are unable to load the RI practice assessment via the secure browser and you are unable to resolve this via the troubleshooting guide, you will not be able to sit an RI assessment on that device. This will most likely occur due to heightened security restrictions on the device, i.e., if you are using a work PC or laptop, and you cannot progress beyond the Security Requirements check.**

An RI practice assessment is available via the [AAT Lifelong Learning Portal](#) on MyAAT, however this will not contain the pre-assessment checks or whiteboard.

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**12.1.2. If aged 14 or 15, ensure that a consent form has been completed, and submitted via your assessment centre**

A consent form is available on the [dedicated remote invigilation webpage](#). You cannot be scheduled for an RI assessment until AAT have received and accepted this.

Please note that the same form can also be used for a parent or guardian to rescind any previously given permission.

**12.1.3. Read the invigilator announcement – see Appendix A.**

This would normally be read to you by an Invigilator before you start the assessment. The version in Appendix A has been amended to suit assessments sat via remote invigilation.

**12.1.4. Ensure that there is a constant power source to your computer**, even if fully charged. If your computer runs out of power during the assessment, your assessment video will be flagged, and the release of your result will be delayed. Furthermore, your invigilation video will be flagged as you will have exited and relaunched the secure browser. If there is more than ten minutes of missing footage or if the secure browser was restarted more than twice during the assessment this could lead to your attempt being voided.

**12.1.5. Where possible, use a wired internet connection rather than wi-fi**

**12.1.6. Ensure that you have a suitable and comfortable set up**

As you may be sitting an assessment without a break, you should ensure that you are set up to undergo the assessment. You are not allowed to leave the assessment room during the assessment (unless the assessment has an enforced break, in which case you may only leave during the enforced break), so you should ensure that you have had a comfort break prior to starting your assessment.

You must ensure that you are always in view of your camera and that there is sufficient lighting in your assessment room, so that you can be clearly seen throughout the assessment.

**12.1.7. Launch the troubleshooting guide from the Assessment Pre-information page**

In the event of a live assessment issue, you may be required to self-troubleshoot to resolve the issue. When you first launch your assessment, you'll be presented with the Assessment Pre-information page. This will contain a link to the troubleshooting guide which, when clicked, will open within a new tab in the secure browser. You are strongly advised to launch the guide at this stage so that you can access it during the assessment.

**12.1.8. Remove all non-permitted equipment from your assessment room**, see list in section 8.

**12.1.9. Headwear is only permitted for religious reasons; no other headwear should be worn during the assessment.**

**12.1.10. Your invigilated conditions start from the point of launching your assessment via ATLAS Cloud** – after launching your assessment, you must not access any third-party software or prohibited items, or show any of the behaviours that will get flagged. If you do, this will be captured on your invigilation video and will be investigated by AAT and may lead to your result being voided.

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## 13. Post assessment information

### 13.1. Notifying AAT of a live assessment issue

It is your responsibility as the assessment taker to submit an incident report.

An incident report must be submitted for any issues that occur immediately before or during your assessment which delayed, disrupted, or disadvantaged you. Examples of this include, but are not limited to, suspected content error, screen freezing, power cut, building evacuation, interruption during the assessment, etc.

All incidents must be recorded in an incident report and emailed to [cba@aat.org.uk](mailto:cba@aat.org.uk) by the person who took the assessment, **by the end of the next working day after the assessment.**

If you need to submit an incident report, an incident report form can be accessed from the [Remote Invigilation webpage](#) and should contain as much information as possible about the issue that occurred, when it occurred, what impact it had and what steps were taken to rectify it.

Incident reports will only be accepted if they are completed by you and submitted on time. No one else should complete an incident report on your behalf.

Once submitted, you will be given a reference number for the incident report and a member of the relevant investigating team will be in touch.

If AAT's investigation of the incident confirms that, through no fault of your own, you were unfairly disadvantaged, AAT will take this into account, where possible, when your performance in the assessment is reviewed.

### 13.2. Results

Results for wholly computer-marked assessments will be released within 10 business days of your assessment submitting however, on occasion it may be necessary to hold a result for longer pending the conclusion of any required investigation if a flag is raised against your invigilation video.

Results for externally marked assessments will continue to be released within six weeks. For more information visit the [Results webpage](#) ([aat.org.uk/assessment/cba-five-steps/results](http://aat.org.uk/assessment/cba-five-steps/results)).

Once your RI result has been released, you will receive an email notification from AAT.

All released results can be accessed from [Your assessment results](#) ([aat.org.uk/my-qualifications/results](http://aat.org.uk/my-qualifications/results)), via your MyAAT account.

If any concerns are raised by the Invigilator as part of their review of your assessment recordings, your result will be held pending an investigation by AAT in line with AAT's *Malpractice / Maladministration policy and guidance* which can be found on the [Quality assurance resources webpage](#) ([aat.org.uk/support/quality-assurance/resources](http://aat.org.uk/support/quality-assurance/resources)). Your result will be held pending the outcome of the investigation and you will be contacted by AAT.

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There is a risk that your assessment result may be voided if the footage contains any use of the prohibited items, flaggable behaviour, malpractice, if there is more than ten minutes of missing footage, or if the secure browser was restarted more than twice during the assessment.

Should you wish to re-sit the assessment, you cannot be re-scheduled until the result for your previous attempt has been released to your MyAAT account.

### 13.3. Enquiries and Appeals

Following receipt of your result, should you wish to follow the Enquiries & Appeals process, the standard process should be adhered to.

Please read and follow all instructions on the [dedicated Enquiries and Appeals webpage \(aat.org.uk/assessment/enquiries-and-appeals\)](https://aat.org.uk/assessment/enquiries-and-appeals).

## 14. Contact us

If you have any further queries regarding the information contained within this document or require support during the installation process, please contact our Customer Service team on:

**Telephone:** 020 3735 2468 (Lines are open Monday to Friday from 9.00 to 17.00 UK time)

**Email:** [customersupport@aat.org.uk](mailto:customersupport@aat.org.uk)

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## Appendix A – invigilator announcement for computer-based assessments (CBAs)

The following announcement is an amended version of the one that is usually read out by an Invigilator before the start of an assessment. It has been amended so that only information relevant to remotely invigilated assessments is available to you, given the absence of an invigilator.

**You are advised to read this prior to every assessment that you sit via remote invigilation.**

You must check and confirm that your details on screen are correct and accept the Terms and Conditions before you can start the assessment.

Once you enter the assessment, you must:

- read all instructions carefully on the pre-assessment page, introduction page and throughout the assessment.
- note the duration of the assessment, stated on the introduction page.
- manage your time during the assessment.

Your assessment timer will not start until you click 'Start Assessment' on the Introduction page.

The following items are not permitted:

- Any books or paper, including blank paper, study notes, revision materials, textbooks, course notes, dictionaries (including bilingual)
- pens, pencils, erasers, pencil case
- a physical calculator – *you will be able to access an online calculator during your assessment*
- any form of watch – *the assessment will contain a timer so that you can manage your time*
- computers other than those being used for the assessment
- memory sticks
- headphones, headsets
- TV and / or radio (if it is not possible to remove these, they must be switched off)
- any other form of digital, electronic, recording, programmable or technological / web enabled equipment, including, but not limited to:
  - mobile phones
  - tablets
  - Dictaphones
  - Cameras
  - iPods, iPads
  - MP3 / 4 players.

Talking is not allowed inside the assessment room.

You can view how much time you have remaining via the assessment clock within the assessment. The clock shows on every task page and must be used to help you manage your time during the assessment.

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All students must manage their own time.

If your assessment contains a built-in break section, you may only leave the room during the break and for up to 15 minutes. Otherwise, you must not leave the room at all whilst your assessment is in progress as it will not be possible to determine that you have remained under invigilated conditions. Should you leave the room during your assessment outside of the break, your attempt will be voided.

Students are not allowed to print, make copies of, or store the assessment or any of its content onto the PC or any other device.

During the assessment, you must not obtain, or try to obtain, help from another person.

Any student caught on video with any of the non-permitted items, copying from or talking to another person, trying to obtain help from another person, using banned electronic devices, cheating in any way, or committing any act that is considered malpractice will have their assessment video flagged. AAT will investigate all instances of flagged behaviour which will be investigated as malpractice and can result in sanctions or penalties, such as making results invalid, and banning students from taking other assessments for a specific period of time. Your result will be held until the investigation has concluded.

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