

# Candidate Information – Remote Invigilation

Dear Candidate,

You have received this document as you have registered to take a WSET exam. Due to the current global health pandemic WSET has introduced computer-based testing via remote invigilation (also known as remote proctoring or online exam) to enable you to sit your exam. This document contains all the information you need to ensure that you have a good exam experience. Please make sure that you read this document carefully in the week before your exam date and time.

If you have any questions relating to your exam, please contact your WSET Approved Programme Provider (APP), the school or organisation where you registered to take your WSET qualification, as soon as possible to allow time for any questions to be answered.

We would like to take this opportunity to wish you luck for your exam.

With many thanks,

WSET

## What is computer-based testing via remote invigilation?

Computer-Based Testing via Remote Invigilation (RI) will enable you to take your exam in an invigilated environment from your home where you will be monitored via webcam, screen sharing technology and a secondary recording device during your exam. A video explaining this in more detail can be found [here](#)<sup>1</sup>.

## I don't want to take a Remote Invigilation exam. Can I wait and take a paper-based exam later?

Yes! RI exams have been made available to support students who have been studying during the Covid-19 crisis, so that they don't have to wait too long for an exam. However, there is no problem if you would prefer to wait until it is possible to attend your APP for a paper-based exam. Please contact them to let them know as soon as possible. They will let you know when paper-based exams are available again.

## How is my remotely invigilated exam different from a WSET paper-based exam?

The exam questions and the time the exam takes are the same as for a paper-based exam. These can be found in the relevant qualification Specification, which also explains how the exam is marked. What is different is that you will be taking the exam by yourself at home, using a computer, instead of sitting a paper exam with other candidates at an exam venue.

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<sup>1</sup> Please note: this is a link to a You Tube video. We are hoping to make this video available on another platform soon.

## When is my exam?

Your Approved Programme Provider (APP) will have confirmed the date and time of your RI exam with you. If you are unsure of your exam date and time, please contact your APP directly.

## Is the time of my online exam flexible?

No – if you need to change the date or time, please contact your APP as soon as possible. Please note that you may need to pay an additional fee to rebook in accordance with their published terms and conditions.

## Is my exam available in other languages?

No, an RI Exam and all corresponding documents are only available in English.

## How will I know that I am registered for my remotely invigilated exam?

You will receive three emails from WSET once you have been registered for your exam:

**Email 1:** will be sent one week before the exam and will contain information relating to what devices you need to sit an RI Exam. It will ask you to perform a Systems Check

**Email 2:** will be sent three days before the exam and is a reminder about your forthcoming exam and a reminder to do your Systems Check

**Email 3:** will be sent on the exam day and will include a link to access your exam

If you try and access your exam early you will go to a holding page with a countdown timer that will show you how long it is until you can access your exam.

## How will I know if my computer is suitable for an RI exam?

You will receive an email from WSET one week before your exam with information on how to perform a system check before your exam. This email will contain information relating to what devices are required for you to sit your RI exam but in brief, you will need:

- One device with a webcam and microphone to take your exam on such as a laptop or MacBook
- Plus, one device to record you taking the exam: a smart phone or tablet.

This secondary device will need to be set up 3m away from where you take the exam and must show you sitting your exam clearly.

Please make sure that you perform the systems check no later than 3 days before your exam. The system check will help resolve any potential issues you were likely to experience on the day of your exam. If you do not perform your systems check ahead of your exam and experience system issues on the day of your exam, it may not be possible for you to take your exam as planned.

Please make sure that you read the Candidate Quick Guide for more information. You will also be required to download the ProctorExam app onto your secondary device. You will be asked to do this as part of your system check.

A list of system and device requirements can be found in Appendix A.

## What happens if I experience a problem during my systems check?

There is an online chat function that you will be able to access during your systems check. This chat function will be able to answer any questions you have. The chat function is only available in English.

In the unlikely event that it is not possible to resolve your system check email via the chat function. Please contact your APP as soon as possible noting your issue.

## Do I need an internet connection to sit the exam?

Yes, you will need an internet connection to sit your exam. Your internet strength will be tested as part of the systems check.

Please make sure that you log out of any programmes that you may have open on your computer before you start your exam; Teams, Skype, etc. You might be able to access other programmes during your exam but doing so is an exam violation and will render your exam attempt void.

## What happens if I lose internet connection during an exam?

If you lose your internet connection during the exam, once reconnected you will be able to enter back into the exam by clicking on the link in the exam email. You will be able to resume your exam where you left off – you will not lose any exam time due to the lost connection. If you lose your internet connection your exam will be flagged by the invigilators and reviewed by WSET.

## What browser should I use for my exam?

Please set Chrome to your default browser to take your exam. For information on how to do this, please click [here](#).

## How should I set up my room for my remotely invigilated exam?

When you take your RI exam you should be in the room by yourself. The secondary device that you will need to use should be set up 3m away from where you sit the exam and will need to clearly show you taking the exam. Your secondary device should also be plugged in during the exam so please take some time to think about positioning your phone before your exam is due to start to avoid any delays.

## What is the process immediately before my exam?

Prior to your exam starting you will be asked to show your official photographic ID as well as testing your webcam, microphone, speakers and internet connection. You will also be asked to show the room in which you are taking your exam by scanning your phone around your surroundings. This process is very similar to the process you will follow during your systems check. Once you have successfully tested these functions you will be shown a keycode that you will need to enter the Exam Platform to sit your exam. Please make sure that when you are using the camera on your secondary device to show around your laptop/PC and your room that you move the phone very slowly.

Please ensure that you are ready to take your exam when you begin your pre-checks on the day of your exam. You are not permitted a bathroom break during your exam. Please allow at least 30 minutes to set up for your exam.

## Your guidance says that I cannot wear a watch, but can I have a clock in the room?

Yes. Due to the advancements and capabilities of smart watches it is not possible for you to wear a watch during the exam, but you can have a clock in the room.

## What ID do I need to show as part of the identification check?

You will need to show official photographic ID that clearly shows your name and has a clear photograph.

## What happens if the name on my ID does not match the name I am registered to sit the exam under?

When you register with your APP for your exam please ensure that the name you register under is the name that appears on your official photographic ID. Please contact your APP as soon as possible with an explanation for the difference with any supporting documentation or if a correction is required.

## What are the exam regulations?

Please make sure that you read the Exam Violations noted in Appendix B to ensure that you are aware of the conditions of your exam.

## What happens if I have a problem during my exam?

If you experience a problem during your exam you will be able to access an online help chat and they will be able to investigate. The chat service is only available in English. Do not be concerned if you need to wait a few minutes for the chat service to respond to your message.

## Do I have to close the ProctorExam app after my exam?

Yes. Once you have pressed 'Finish Test', click to confirm that you want to finish your test on the popup windows, and closed the ProctorExam tabs on your laptop/PC, please close the app on your secondary device.

## Will I have instant access to my results?

No. WSET need to perform quality checks on your results before we can confirm them to your APP. You will receive your results from your APP.

## Will anyone watch the video of me sitting my exam?

Your exam will be recorded and watched by a Professional Invigilator and any violations will be reported to WSET for review and action. The recording of you taking your exam will not be shared with your APP. A copy of the recording will be kept for 6 months. This is in line with our Privacy Policy and will only be reviewed for quality assurance processes.

Please familiarise yourself with the Privacy Policy relating to RI exams found in Appendix C.

# Appendix A – Remote Invigilation Devices

To sit a remotely invigilated exam it is recommended that the devices you intend to use meet the following technical requirements. You will need two devices as follows:

Device One (to take the exam on):

Device	Requirement
Bandwidth	1Mbit/s. Tethering is not supported
Browser	Latest version of Google Chrome
Webcam	Required
Screen Resolution	Recommended resolution 1440x900
Microphone	Required
Audio	Required
PC	Windows 7 or higher
Mac	Mac OS X
Linux	64-bit Ubuntu 14.04+, Debian 8+, openSUSE 13.3+, or Fedora Linux 24+

Device Two (for recording the exam room):

Device	Requirement
Mobile Device	You will need a mobile device or tablet on which you will download the ProctorExam app. Instructions for downloading the app will be provided during the system check process
Android device specification	4.1 or higher
iOS (Apple) device	8.0 or higher

## PLEASE NOTE

● The following devices are not supported: Google Chromebooks, Android tablets (Nexus 7, etc.), iOS tablets (iPad, iPad mini, etc.), and Microsoft Surface RT.

# Appendix B- Exam Violation

Please note that you must not commit any of the violations noted below. If you are found to be in violation of any of the below a misconduct investigation will be carried out by WSET. By taking a WSET remotely invigilated exam you are agreeing the following:

*Candidates agree to abide by the exam regulations. Failure to do so may render a candidate's results invalid. WSET reserves the right to permanently exclude candidates found guilty of misconduct from WSET qualifications*

## List of Exam Violations:

- Accessing other applications, such as Word/Excel or their folders/Windows explorer/Teams
- Accessing web pages; other than those needed for your exam
- Attempting to record or reproduce the content of exam papers or to reveal the content to others
- Continuously looking to a specific area of the exam room
- Having text books or notes in exam taking environment
- Having bottles or cases; wine, spirits, sake etc. on display in the room
- Having paper on display where exam is being sat
- Having notes around the room
- Having visual aids that could be of assistance e.g. pictures, maps, service equipment, etc.
- If your room is too dark
- Leaving the room
- Looking at your hands or wrists for a prolonged time
- Opening drawers or cupboards within the room
- Other people entering or being in the room
- Referring to any material, in whatever form, other than the on-screen exam
- Repetitive behaviour; continuous abnormal eye movements to a specific area
- Take photographs
- Talking
- Using audible alarms or other audio prompts
- Using electronic devices of any kind e.g. mobile phone/tablet/smartwatch, etc. **other than those that are required for the exam**
- Using multiple screens
- Vaping/smoking
- Wearing a watch of any kind, clocks are permitted in your room
- Wearing earplugs or headphones
- Wearing sunglasses or smart glasses
- Web cam on laptop angled up/face obscured. **Please note that if we then check the other camera and the candidate's face is visible, then no violation will occur**

Candidates can have drinking water in a clear unlabelled bottle with them in the exam.

# Appendix C

## Remote Invigilation Privacy Policy

We, WSET, provide remote invigilation as a service via our supplier, BTL Group Limited. If we, WSET, offer you (candidate) a test/examination through the online invigilation platform that BTL provides (powered by ProctorExam) and if you choose to take such test/examination through the platform, you agree that you are being monitored over the Internet through your computer via your webcam and microphone during your exam session. Remote invigilation means that you will log on to a test platform through the internet to take your assessment and you will be monitored, sometimes in real time, during your entire assessment session so that your face, voice, desk and workspace will be captured and a recording will be made of these for the purposes of assessment security and the integrity of the assessment process. It is your responsibility to ensure that only you will be recorded during an online invigilation testing session and that no one else will be physically in the room where you are testing and that no one speaks to you during your testing sessions.

If you use the remote invigilation service to take assessments, BTL may also collect and record further information about you when you take the exam which is online invigilated, such as your name, email address, captured facial photo, captured ID photo/government issued ID, physical (visible) health data/condition (by virtue of video recording), racial/ethnic origin/religious beliefs (by virtue of video recording), IP address, browser agents, browser and operating system identifiers, screenshots of your PC, your exam setting (home, office etc), all recorded video streams (computer, webcam and mobile), name of the exam you are sitting and other assessment based data that may be collected, including information about browser version, appVersion, appName, product and appName, video frame size, type and library used for encoding, framerate, jitter, packet loss and bandwidth.

The video and audio recordings are standard test procedures for all awarding organisations' online invigilated tests and your video and audio recording will be used for purposes of identity verification, online observation, incident resolution such as fraud prevention, test security and for the integrity of the test and testing process.

All of the same personal data that BTL collect or receive as described above re Surpass applies for all awarding organisation's online invigilated tests. Prior to the start of your remote invigilated test you may be required to take a picture of yourself. The collection of such data is optional, but necessary if you choose to use the remote invigilation function. You understand that the audio and video recordings of your testing sessions, as well as photos, will be supplied in certain circumstances to us, the awarding organisation, to assist with the test management of your test.

BTL will retain your personal data no longer than is necessary for the purposes for which it is processed. The length of time for which BTL retain information may also depend on the specific retention periods set out by us, your awarding organisation, and applicable laws.

When you use the remote invigilation service, BTL use selected third party service ProctorExam that is hosted in in Germany (Frankfurt Region), to process your data on our behalf. As part of the provision of the service by BTL to us, your awarding organisation, you agree that some or all of the above personal data may be processed outside the UK and EEA. In such circumstances, and if you are based



in the UK or EU, we will, as required by GDPR, ensure that your privacy rights are protected by appropriate safeguards.

As part of the remote invigilation services you also agree to allow your personal data to be transferred by BTL to us, your awarding organisation, from whom you seek certification. We require your personal data so that tests can be correctly administered, and certification can be processed, granted and administered. For more information about how WSET, your awarding organisation, may collect and use your personal data we encourage you to review our full privacy policy.