SFJ Awards Online Proctored Assessment Learners Guide

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Learners: What You will Need

1 **Laptop or Desktop**

To take your exam, you will need a computer as the chrome's plug-in required to share your screen is only compatible with a laptop or a desktop.

2 **Proctorio Extension**

To run these assessments on your device you will be required to install the Proctorio Extension, you can download this prior to your assessment date or on the day of the assessment. The extension can be downloaded [here](#)

3 **Google Chrome**

Please use **Google Chrome** so you can run the required extension on the most updated version.

4 **A photo ID**

We need to identify you with your student card, passport, ID card, or a driver's license that has your name and photo on it. Be sure to cover private info such as student number.

5 **A steady internet**

It is a requirement to have access to a steady internet connection with a **minimum upload speed of 1.5 Mbps** (be careful: this is not your download speed). We strongly recommend that, if possible, you use an ethernet cable to ensure a stable connection.

Learners: How to Set Up Your Environment

1 Your room is well lit.

You should be clearly visible at all times. Make sure that lighting is sufficient and no backlighting.

2 Cam positioned right.

For both your webcam and smartphone camera, we need to be able to see you and your surroundings well. Check the video feeds which are shown on your screen as you start your exam, they will show you exactly what is recorded and how.
You will be required to conduct a scan of the room with your webcam before you click start on your exam – if this is not completed your assessment may be voided.

3 Exam Conditions

Whilst this assessment is taking place from the comfort of your home or perhaps from an office, it is important you ensure you treat the session as a regular exam session – so remember to keep your phones off and minimise any distractions. You should be the only one taking the exam, having someone else in the room is a serious violation. Make sure to cover any irrelevant private information you would not like to show such as pictures or private objects.

4 Time

During your assessment you will see an exam timer in the right hand corner of your screen, this will alert you to how long you have left of your assessment – remember to keep an eye on this and submit your assessment as soon as you are finished.

When you have completed your final assessment the system will automatically end the proctoring session and stop recording. You can close down the web pages at this point.

Learners: What You Should Avoid

1 No extra devices

By default, you are not allowed to use additional devices such as second screens or phones/tablets.

There are some exceptions:
- When a smartphone is required for its camera, this device is not forbidden.
- Certain tools, like calculators, are allowed **only** when the exam instructions state so.
- Things such as medical support devices or items may be used if necessary, but you must show this to the camera when prompted.

2 No headphones

We need to be able to hear what you are hearing in order for the exam to be valid.

3 No talking (or singing)

Any noise and talking will be analysed for suspicious behaviour, so make sure you are in a quiet environment and that you refrain from talking out loud.

4 No toilet breaks

You will need to remain within the camera frame during the exam, so toilet breaks are not allowed. Make sure you go before starting the exam.

5 No Non-Clear Mugs/Cups

If you would like a drink with you throughout the assessment, please ensure the drink is in a glass or see-through bottle only.

Learners: Logging In & Starting Your Assessments

1 Logging In

In preparation of your assessment, you will be provided with a link to the assessment portal as well as a username and password. You must use these to log into the assessment at the scheduled time.

Please note your assessment will **not** be available until the scheduled time

Please also note that once you have logged into your assessments the Proctorio software will **lock** your screen so you cannot access any other windows or tabs during your assessment – please make sure you have your log in details to hand.

2 Assessment Schedule

Once you are logged in and have agreed to the learner declaration, you will be taken to the **Assessment Schedule** page. This page will provide you with a breakdown of assessments you are scheduled to take as well as a **practice test** you can use to trial the system. When you are ready to start your first assessment, press the start button next to the assessment you wish to start.

3 Proctorio Extension

Once you have clicked start on your assessment you will be taken to the Proctorio System Checks Page. (If you do not have the Proctorio Extension already downloaded you will be requested to download this before moving ahead) Please read the instructions laid out for you on the page and follow the steps specified.

4 Pre-Exam Checks

Your system will begin conducting the required checks, please ensure you do not have headphones plugged into your laptop/computer as this may cause an error with the microphone checks. You will be asked to show your ID to the camera and will also be required to scan the room with your webcam – you will not be able to continue with your assessments until this has been completed.

Once your system checks are complete the portal will automatically take you to your assessment to begin.

Learners: Frequently Asked Questions

What documents can be accepted for ID verification?
Any valid documents with picture like an ID card or passport.

Can I have a break during the exam?
Unless it is pre-approved by your provider, breaks are not allowed during the exam.

Can I contact someone during the exam?
You are only allowed to get in touch with the tech team via the tech support chat window.

Can I visit external web pages?
In certain cases, external web pages can be visited however, this will be specified during your assessment. Your screen will be locked during your assessment to ensure you do not access web pages or windows that are unrelated to your assessment. If you are seen accessing or sending anything which is not necessary to complete the assessment you may be disqualified from the assessment and may not be permitted to retake the assessment.

What to do if I cannot log into my exam?
If you are unable to access your exam, first check that you are logging in at the correct time. If the time slot is correct and you are still unable to access please contact tech support via the online chat or contact your training provider for help.

What happens when due to technical issues I can't take my exam?
If for some technical reason you can't start your exam, it's necessary to contact your training provider to reschedule it.

What do I do in the event of a Fire Alarm/Evacuation?
In the event of a fire alarm or evacuation, please end your exam/proctor session and vacate your premises in a safe manner. When it is safe to do so, get in touch with your training provider to alert them to this event so that the necessary steps can be taken to rebook you in for your assessment at a later date.

Is Proctorio ever on without my permission?

No. Proctorio makes the test taker fully aware of what permissions are required to enter a Proctorio exam. Proctorio software only runs during an exam as a browser extension, meaning its access to the information on a test taker's personal computer is limited and it can not access personal files or change system settings.

Once I install Proctorio, is Proctorio always on?

No, Proctorio only runs during an exam. Test Takers can tell when Proctorio is "on" because the Proctorio shield icon will turn green. Since it is a browser extension, it can be uninstalled or disabled immediately after an exam is submitted and reinstalled or enabled in time for the next exam.

Who is watching me when I am using Proctorio?

Only your Awarding Organisation's approved administrators have access to your audio/video/screen recordings.

Do I lose exam time during the pre-check process?

No. The exam timer does not start until after the pre-checks are complete