Online Assessments using ROGO

Learner Guide

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Version Control

Version	Date of issue	Amendment(s)	Page/Section
V1	June 2024		
V2	August 2024	Included additional section re 3rd party invigilation and learner declaration	7,10-11
V3	December 2025	Version updated to include new information in Section 5: Exam Checklist. Formatting has been improved throughout, and the front page has been revised.	1, 7, 8

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1. Introduction

Rogo is SFJ Awards' online assessment and learning management system. It allows you to take exams on a PC (desktop or laptop) via an internet browser, you don't need to install any special software. You can take a test or exam using a computer provided by your employer or training provider or even (subject to suitability) your own computer.

This document outlines the hardware and system requirements required prior to booking/taking online assessments and specifies the correct assessment environment and checks that will need to be carried out according to whether your training provider has opted for in-person or remote invigilation.

This guide also explains what will be issued to you prior to a test taking place.

If you have any queries, please contact your training provider.

2. Computer requirements for online tests

Supported devices

Rogo can be used on a desktop or laptop PC provided it meets the required operating system and browser requirements. You will also need a strong, steady internet connection*.

If you are taking your test on a computer belonging to your training provider, they will have made sure it is suitable. If you are using your own computer you will need to check it is suitable, your training provider will support you in this process.

Refer to the tables below to check your PC to make sure it's ready for online tests**.

Operating Systems

Mac OS	Microsoft Windows
OS X Mavericks 10.9 or later	Windows 7 – not available if using Kiosk secure Browser. Windows 8 Windows 10
To check the operating system on a Mac. Click the apple icon on the menu bar (usually at the bottom left of the screen) from the menu that opens select "about this mac" the current version of MacOS will be displayed	To check the version of Windows installed. Right-click the Windows icon (usually at the bottom left of the screen) from the menu select "System". the current version of Windows will be displayed

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Compatible Browsers

Mac	Windows
Chrome – (Chrome for Mac can be downloaded for free from the Google Chrome website)	Chrome (you can install for free from the Google Chrome website) Edge Installed as standard with Windows 10 or later

*Some employers or training providers may restrict access to certain sites via firewall permissions and may need to add https://sfjawards.rogoserver.com/ to their list of allowed sites, this is sometimes called a whitelist. This may affect you if you are using your own computer on an employer or training providers network (Wi-Fi)

** Please note, some employer/training provider PCs may have access to some settings restricted, if in doubt please refer to your employer/training provider IT support.

Remote Invigilation Settings

Remote invigilation is where the person watching you taking the exam is in a different location to you. Sometimes there may not be an invigilator present at all, instead you will be recorded whilst taking your test and an invigilator will watch the recording later.

For remote invigilation Rogo will require access to the PCs microphone, speakers and camera, (please note earphones, headphones or wireless ear buds are not permitted). When   you log in to Rogo at your allotted test time you will be asked to share the PCs camera and microphone via on-screen instructions. In some instances, you will be required to have a secondary camera, usually a mobile phone, your training provider will advise you of this before the day of your test and you will be guided through the set-up of this via on-screen instructions. However we do recommend you check your operating system (Windows or Mac OS) and browser settings beforehand so that everything goes smoothly on the day.

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Checking system settings

Mac	Windows

For screen-share/screen recording
1. From system preferences go to "Security and Privacy"
2. Go to "Privacy"
3. At "Screen recording" (select the checkbox next to Chrome, ensure the browser window is maximised)
	For camera and microphone
	1. Go to "Settings"
	2. Go to "Privacy"
	3. Scroll to "Camera" and click "allow" on
	  ○ 'Allow apps to access your camera'
	  ○ "Allow desktop apps to access your camera" (You may need to scroll down the page)
	4. Go to "Microphone" and click "allow"
	  ○ 'Allow apps to access your microphone' (You may need to scroll down the page)

Checking Browser Settings

Mac (camera and microphone)	Windows (camera and microphone)
Chrome 1. At the top right of the Chrome window, click "more" (three dots) then go to "Settings" 2. Click Privacy and security Site settings. 3. Camera or microphone 4. Select the option that is needed for the default setting. 5. Review your blocked and allowed sites, making sure Rogo is allowed.	**Chrome** 1. At the top of the Chrome window click "more" (three dots) then go to "Settings" 2. Select "Privacy and security" 3. Go to "Site settings" 4. Go to "Permissions" 5. At "Camera": Change default behaviour to 'sites can ask to use your camera'. 6. At "Microphone": Change default behaviour to 'sites can ask to use your microphone'. **Edge** 1. At the top of the "edge" window click the three dots, then "settings" from the drop-down 2. Go to "cookies and site permissions" 3. Check Camera and Microphone are set to "ask before accessing"
A camera test can be completed via the following link - https://webcamtests.com/	

Note: If all troubleshooting routes have been exhausted, please go on the following website which may highlight any compatibility issues: https://networktest.twilio.com/

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3. Your Exam Environment

To give yourself the best opportunity to have a successful test experience and outcome, it is imperative that all exams taken in suitable conditions. This is regardless of the location the exam is being taken, or if the exam will be invigilated in-person (the invigilator is in the room with the learner) or remotely (the invigilator is in a different place to the learner).

If you are taking your online test at a training provider or employer premises, they will make sure you have the right environment and conditions. However, if you have been allowed to take your test at home or other location it is your responsibility to make sure your environment is suitable by checking the following. Failure to do so could result in your test being void and you may have to re-sit:

Room Lighting – Remote and In-person Invigilation

Make sure that the room is well lit, and your face can be seen clearly on screen through the webcam. Try to avoid sitting where any strong light source is behind you.

Cameras

If remote invigilation is used, you and your surroundings must be visible throughout the duration of the exam. The PC webcam is used to watch you from the front, the additional camera (usually a mobile phone) is used to watch your environment. You will need to check the video feed which shows on the screen at the start of the test. You may be asked to do a 360-degree scan of the room with the webcam before they click "start" on the exam. Failure to do this when instructed, (either via Rogo on-screen instructions or if asked by a live invigilator) may result in the assessment being void and you may have to re-sit your exam.

Photo identification

You will need to present photo identification at all invigilated exams, in-person and remote. This can be a Driving License, Passport or official occupational ID such as a Police Warrant card or Forces ID. The ID must have your photo and clearly show your name. Your training provider can advise you on acceptable forms of ID

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4. Reasonable Adjustments

Reasonable Adjustments **MUST** be applied for prior to the exam. A Reasonable Adjustment application form must be completed by your training provider and submitted to SFJ Awards along with any supporting documentation (where requested for a decision). Your training provider will be able to advise you.

Rogo will work with most adaptive software packages. If you use one of these, it is your responsibility to log in to Rogo using the computer you will be using for the live test before the live exam, to check compatibility and amend any settings. If you need help with this, please contact your training provider. You will be able to access a practice quiz to try out your adaptive software settings and preferences.

5. Exam Checklist

Please use the table below to check your exam conditions and requirements prior to taking an online test. If you cannot meet these requirements, please contact your training provider immediately. If you are taking a test at your place of work and these conditions cannot be met your employer must contact your training provider immediately. You may be required to agree to certain conditions before you commence your exam

* NB Location and invigilation method **MUST** be agreed with SFJ Awards beforehand. *

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Location and/or Invigilation method			
	Employer/Training Provider Premises – In person invigilator	**Lone candidate: work premises** - Remote invigilation	**Lone Candidate: home based** - Remote invigilation
Laptop or PC	✓	✓	✓
Tablet	✓	✗	✗
Mobile Phones	✗	Additional camera use only	Additional camera use only
Invigilation posters must be displayed	✓	✗	✗
Keep walls clear of training materials or anything that could hint at exam answers.	✓	✓	✓
No paperwork or files on the desk that the learner is using	✓	✓	✓
Ensure the room is free from distractions. Let others know you are taking a test so they do not disturb you and keep noise to a minimum.	✓	✓	✓
Ensure you are alone in the room with no other people present.	N/A	✓	✓
Webcam and microphone sharing MUST be enabled	✗	✓	✓
Ensure the battery on your laptop or computer is fully charged or that the device is plugged into a power socket during e-assessments.	✓	✓	✓

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Extra devices

You must **not** use additional devices such as second screens or phones/tablets.

Apart from the following exceptions:

- If the exam is being remotely invigilated - a smartphone may be required for its camera.
- Calculators are allowed **only** when the exam instructions state so.
- Medical Support Devices - This must be discussed with your training provider prior to the exam date; you may be required to submit a reasonable adjustment request.

Headphones

Headphones of any kind are **not** permitted in any online assessment. You may be asked by Rogo or the live invigilator to show your ears at any point during the exam.

Talking or other noise

Noise and talking may be reviewed for suspicious behaviour and could result in your exam being void.

- For remote exams, contact the invigilator using the on-screen chat.
- For in-person exams, follow the invigilator's instructions for making contact.

Drinks

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

Other Activity

Vaping or smoking is never permitted.

Eating is not permitted unless required for diagnosed medical reasons; A Reasonable Adjustment application form must be submitted to SFJ Awards and approved before your assessment.

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6. The Rogo Experience

Logging into Rogo

Once registered, you will be sent a welcome/login email. The email includes the link to access Rogo (also available at the end of this guide), please note the email will come from a Rogo email address and **not** an SFJ Awards address. Please check you have received this email as sometimes it can go into a spam or junk file. **If you have not received login details 2 working days prior to their exam and you have checked your spam/junk filters, please contact your training provider**.

Please make sure you have your login details with you for your live exam, you will not be able to take your exam without them

Your welcome email will look like this, it will contain links to the Rogo platform to set yourself a secure password (you will need your login details for your live test) and then to access the main site where you will have the opportunity to take a practice test to familiarise yourself with ROGO prior to your live test.

We strongly encourage you to do this.
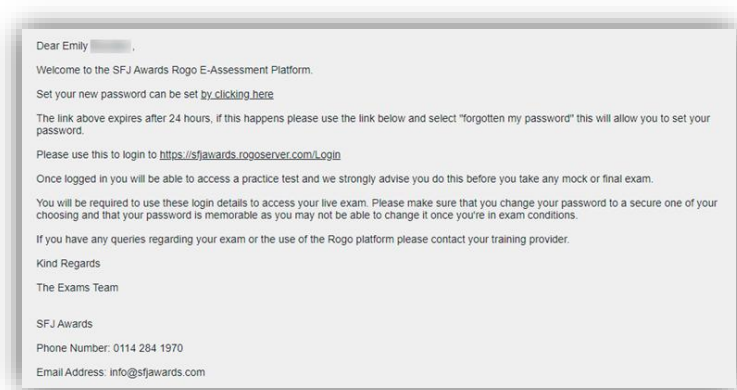
Once you have clicked the link, you will be taken to the login page, use your email address to log in, you will be prompted to set a secure and memorable password for yourself.

Please note if the email link expires before you set your password you can use the Rogo link from the "Useful Links" section of this guide (or the homepage of our website), enter your email then click the "forgotten password" request and a new password link will be emailed to you.

You will receive further emails regarding your individual exam bookings, please make sure you read these as they will have details of the dates and times of your exams plus any additional information pertinent to the exam

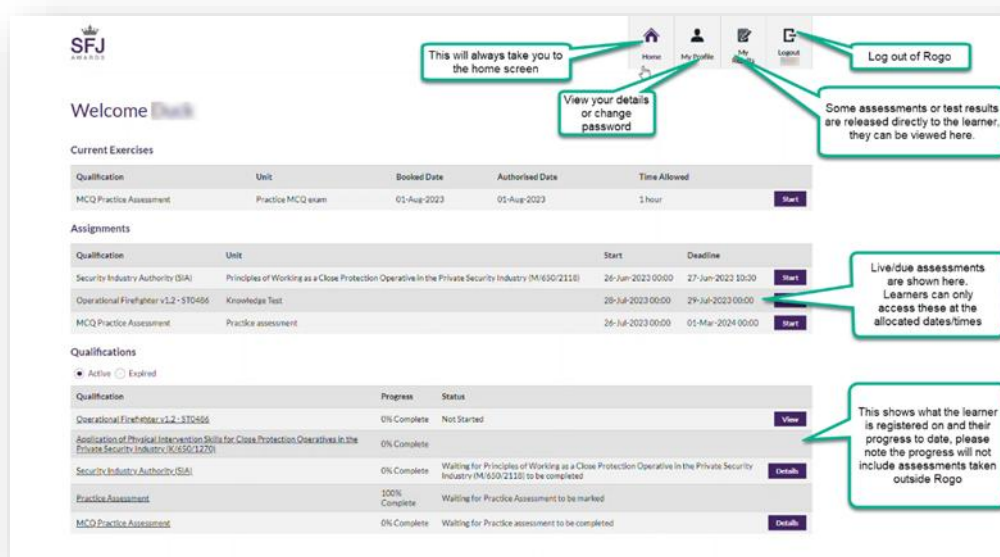Online assessments using Rogo. Learner guide   Doc ID 795280

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Invigilation

SFJ Awards use a variety of invigilation methods as listed below

1. In person – the invigilator is located in the same room as you

2. Remote – the invigilator is in a different location to you and is watching you via webcam

3. Record and Review – an invigilator is not present, you are monitored via your webcam, your screen activity and sound is recorded. An invigilator will watch a playback of your test.

Sometimes, SFJ Awards will use a third party invigilation partner, where your exam is invigilated in this way your test booking email will contain full instructions. You must connect to the invigilation service via the link provided in the email *before* logging into Rogo to start your test. If you do not connect with the invigilator and proceed to take your test, your attempt will be void.

The Rogo Home Page

The home page is divided to show all qualifications/standards/programmes you are registered on, any live or pending assessments and any completed assessments. Live tests or assessments may only be accessed at the authorised time. Your training provider or SFJ Awards may also make additional resources such as guides, learning materials or mock exams available through Rogo, your training provider will advise you what is available.

There is a multiple-choice practice quiz you can access immediately and retake as often as you like to help you familiarise yourself with the platform.

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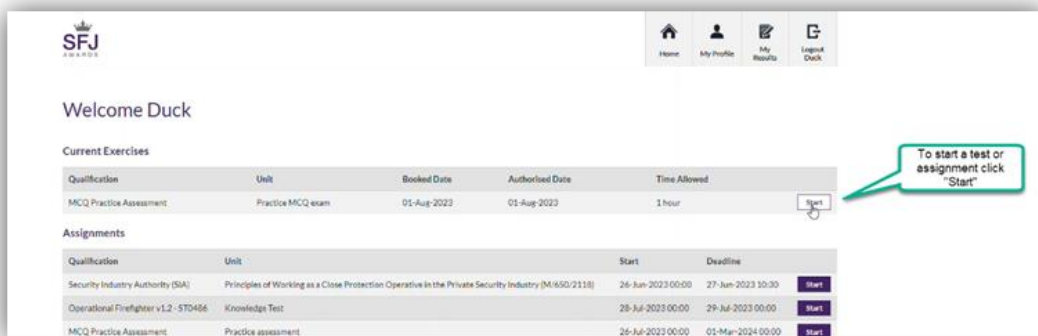
As you can see the person in the illustration above is due to sit 3 assessments, listed under "Assignments", any assessment or assignment planned for a future date will not have a "Start" button. This person is registered on 5 separate qualifications (the term qualification is a blanket term and includes qualifications, apprenticeship standards and accredited learning programmes (as applicable)

Taking an Exam, Assessment or Assignment

Rogo has on-screen instructions at every stage of a test or assessment to guide you through the process. The following illustrations show what a typical Multiple choice question test looks like.

1. Click the "start" button to start the test.
2. The next page is the instruction page, it will contain information about the test, time allocated etc. You may also be required to complete a declaration, this is a specific set of rules that you must agree to before starting your test failure to adhere to these rules could result in a test attempt being void.

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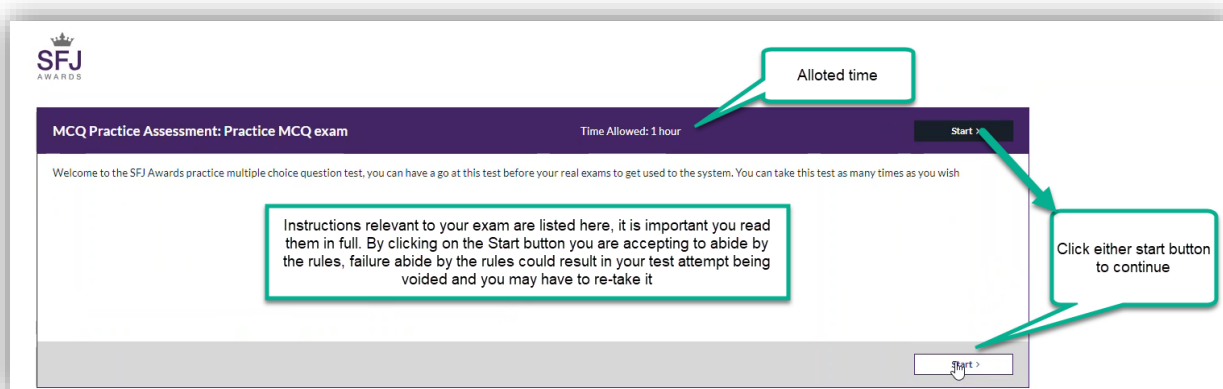
3. Once the question pages are accessed the timer will start, Rogo is self-timing so even if you start your test a little later than the advertised time, you will still get your full allotted time to complete.
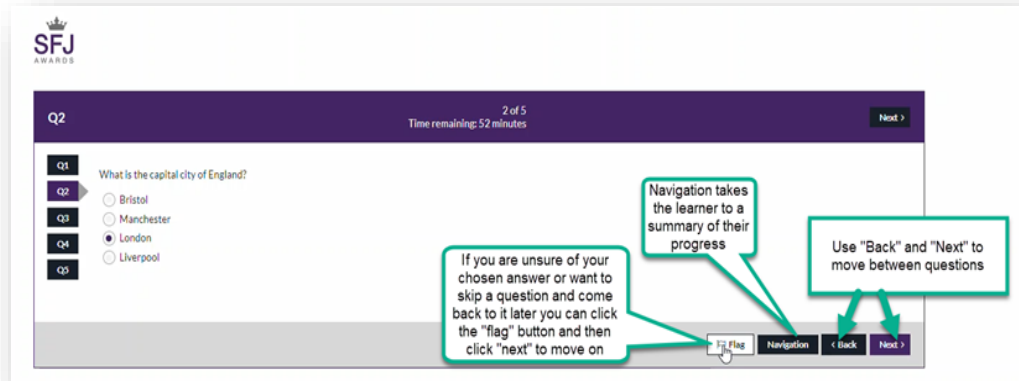

4. You can move around the test using the "Back" and "Next" Buttons.
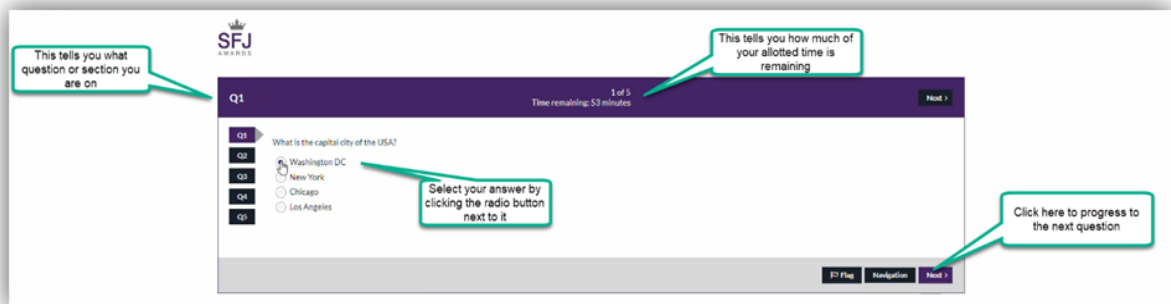
5. Questions can also be flagged for the you to return later and amend or attempt as necessary.

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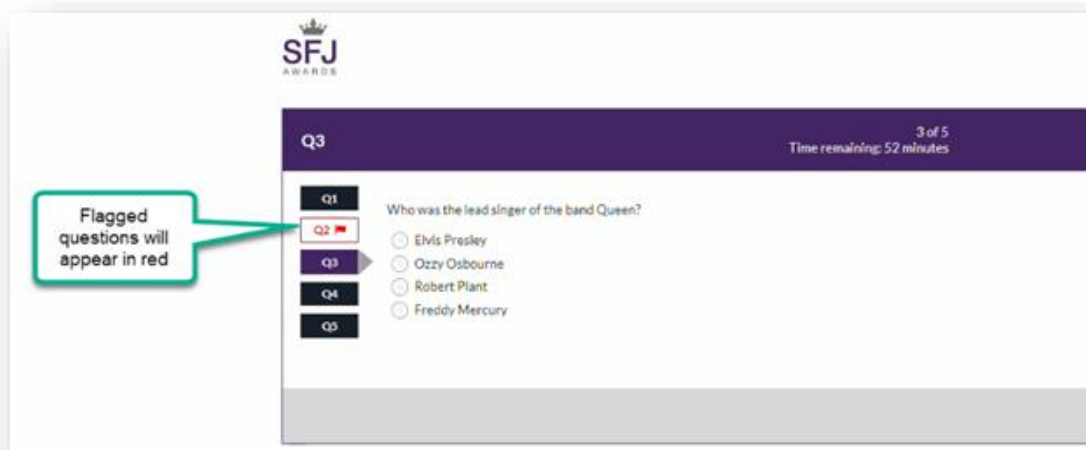
6. At the end of the test (or if the "Navigation" button is clicked) you can see a list of all the questions, any flagged, or incomplete questions will be highlighted in red. You can go to any question by clicking on the question number. You can review or change your answers as required.
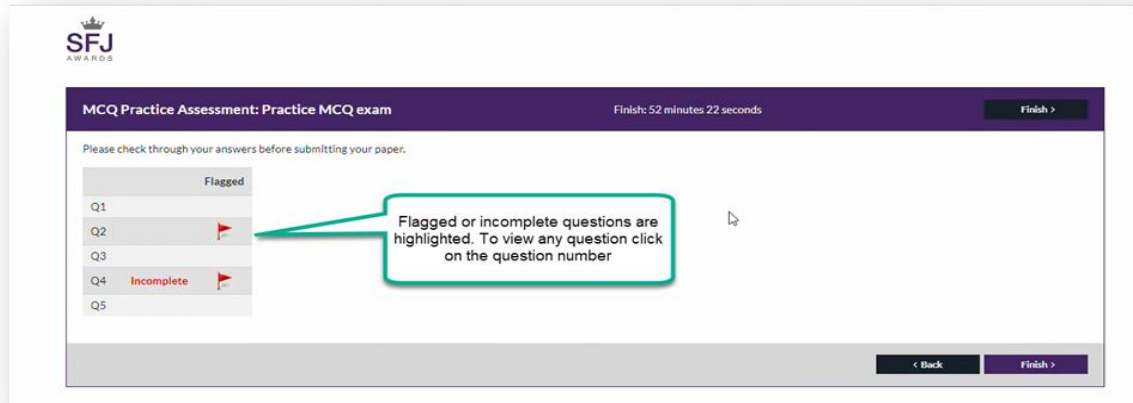

7. You can also unflag a question if you have finished with it

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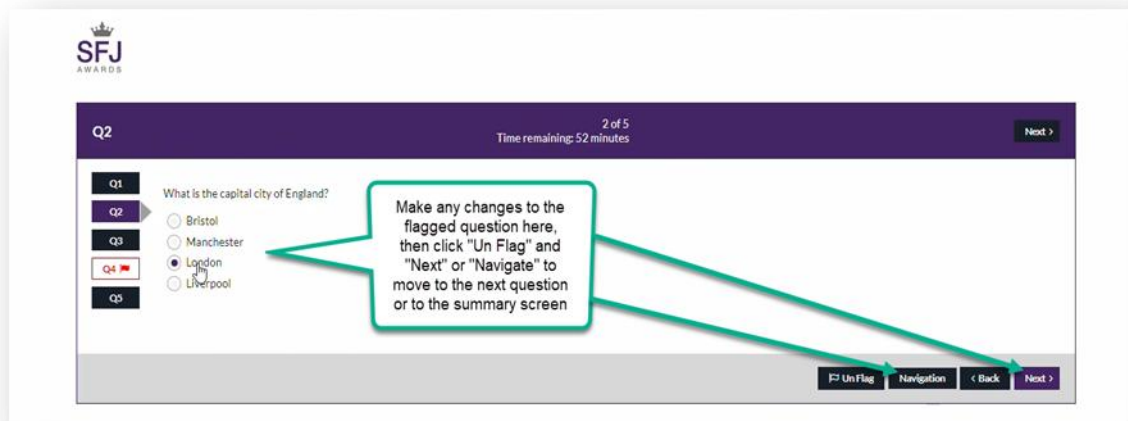
8. When the last question has been completed, click "finish" this will take you to the summary page where you can review your answers, once satisfied click the "Finish" button to submit your answers for marking.
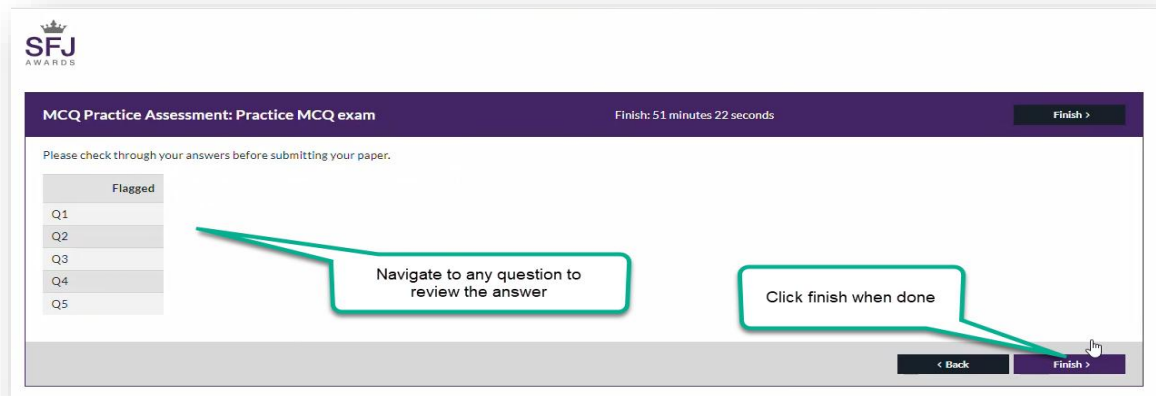
9. When the answers are submitted, you will see the completion page, from here you can see a summary of your performance and continue to the home page. Please note test scores for End-Point Assessment or Regulated Qualifications will not be released directly to the you but to your Learning and Training Provider or Approved Centre.
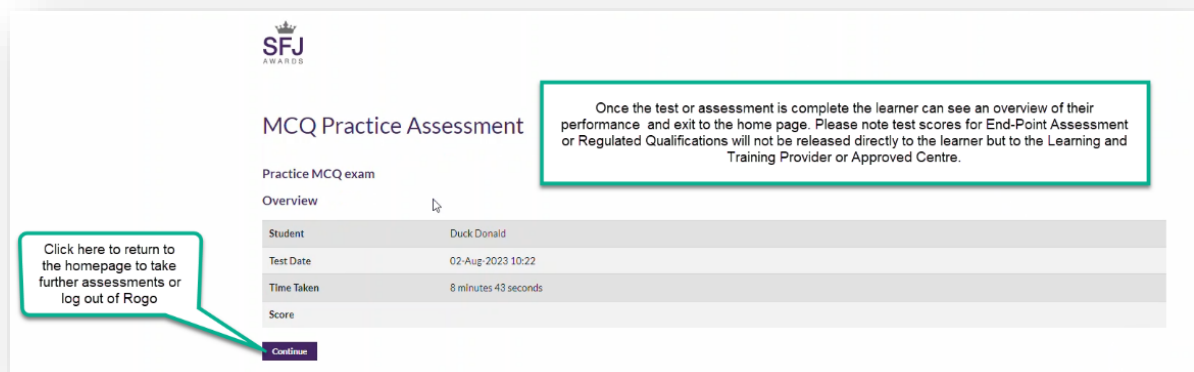
Useful Links

You can access the Rogo login screen from **here**.

Camera Test https://webcamtests.com/

Internet speed test https://networktest.twilio.com/

SFJ Awards website https://sfjawards.com/

7. Frequently Asked Questions

Can I have a break during the exam?

- Unless it is pre-approved by SFJ and your Provider, breaks are not allowed during the exam.

Can I contact someone during the exam?

- You can speak to the on-site invigilator if you are taking the test at the training providers' premises. Alternatively, if you are taking the test remotely you must contact the live invigilator via the on-screen chat box, If the invigilator is not available you must leave a message in the chat box *Failure to do this may result in your exam being voided*.

Can I visit external web pages?

- You are only permitted to access the functions that are specified on your assessment. *If you are seen accessing or sending anything which is not necessary and is not stipulated within your assessment, you may be disqualified, and results may be voided, and you may not be permitted to retake the assessment.* If your exam is being remotely invigilated, your screen activity is recorded.

How can I access my exam?

- You will receive an email link. If you do not receive this, please contact your Training Provider to alert them, who will in turn contact us to re-issue one to you. You can also access Rogo via the SFJ Awards website Skills Certification, EPA & Qualifications | SFJ Awards

What happens if due to a technical/ internet issue I cannot take my exam?

- If for some technical reason you cannot start your exam, it is necessary for you to contact your training provider to reschedule. If there is a short break in internet service Rogo will allow you to continue with your test as normal and will automatically upload your answers when service is resumed.

What to do in the event of a Fire Alarm/Evacuation?

- In the event of a fire alarm, follow your training providers fire evacuation procedure. When you can, please get in touch with your training provider to alert them to this event so that the necessary steps can be taken to rebook the assessment later. It is advised that Training Providers avoid booking exams on days when practice drills are scheduled.

If you require any further advice or assistance, please contact your training provider

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