Language Cert

Candidate Guidelines Online Exams with live Invigilation

A step-by-step Guide on how to take a LanguageCert Online Exam

macOS

TABLE OF CONTENTS

LanguageCert is a business name of PeopleCert Qualifications Ltd, UK company number 09620926
Process: Exams Management & Support
ECS_WI_39-6 Candidate Guidelines Online Exams with live Invigilation ver4.0 **|** 15/09/2022

Page **2** of **19**

Document Revision History		
Version	**Date**	**Description of Change**
4.0	**15/09/2022**	Updates in paragraph 5 Exam Shield Installation
3.0	**28/01/2022**	1st revision in 2022
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1.2	**17/07/2019**	Minor updates in paragraph 3
1.1	**17/06/2019**	Minor content corrections
1.0	**13/05/2019**	Initial version

About LanguageCert

LanguageCert is an Ofqual recognised Awarding Organisation responsible for the development and award of language qualifications. LanguageCert's mission is to offer high quality language qualifications that are truly fit-for-purpose for the markets/candidates they serve.

LanguageCert International ESOL Qualifications (Entry level, Level 1, Level 2, and Level 3, corresponding to CEFR levels A1 to C2) are regulated by Ofqual.

1   Introduction

This document provides you with important information regarding preparing for and taking an Online Proctored exam. Please ensure you read the information thoroughly before your exam day. If you require any clarifications and/or support, please contact our Customer Service Team at customerservice@peoplecert.org

2   System Requirements

Ensure that your computer meets the following system requirements:

- macOS Sierra (10.12), macOS High Sierra (10.13), macOS Mojave (10.14), macOS Catalina (10.15) or macOS Big Sur (11) or macOS Monterey (12).

- Mac-compatible web camera (no mobile phone) you can rotate and microphone (for Mac Mini and Mac Pro)

- Active Full-Time/Broadband internet connection of at least 4Mbps.

- 16-bit monitor (at least 15") with screen resolution 1024 x 768 or higher.

- Keyboard and mouse or another pointing device (keyboard set to the language of the exam)

- A web camera (embedded or external – no mobile phone). Make sure you can rotate your device camera when asked by the Proctor.

- Wired headsets with microphone.

3 Exam Preparation

Your Identification Document (ID):

On the day of your exam your Proctor will verify your ID. You are responsible for ensuring the ID used to register and take your exam is valid and acceptable. On your exam day if you do not present valid and acceptable ID, or the First/Middle Name(s) and Last Name of your ID does not **exactly match** the name you used to register for your exam, you will not be allowed to test and will not be entitled to a refund. You will, however, be able to re-book your exam following the standard exam booking process. Your ID must:

- Be current and valid – ID containing dates that have expired are not allowed.
- Be an original, not a photocopy.
- Include a recognisable photo of you.
- Match the information you gave when you booked your online exam.
- Be a government-issued national/state/province identity card that is recognised by the country in which you are a citizen or permanent resident.
- Contain your BirthDate/Year
- Contain your First/Middle Name(s) and Last Name in English (Latin) characters[1]*.

Please note that electronic IDs will not be accepted.

Candidate below 16 years old

Candidates below 16 years old must be supported by a Legal Guardian during the exam on-boarding process. Please note: The Legal Guardian must provide their consent for the exam to be recorded, as per LanguageCert Privacy Policy and Terms of Use. They will also need to provide their ID, as per the ID requirements.

Using an ID document NOT Written in English-language Letters (Latin Characters)

If the ID you are using to register for your online exam is an acceptable ID document but NOT written in English-language letters (Latin Characters), on the day of your exam your online Proctor will check and validate that the:

- ID you are presenting is valid, acceptable and matches the ID details you registered with.
- First/Middle Name(s) and Last Name that you registered with in English-language letters (Latin Characters) is an accurate translation of your native language ID document. The details must be an exact match. If you used a 'preferred name' (e.g., a name you prefer to be known by) to register for your exam that does not exactly match the ID details you registered with, this will not be accepted.

Before the exam, you must:

- Ensure your mobile/cell-phone number, including country code, is completed in your Candidate Profile.

- Disable any Virtualization Software such as VMware, Virtual PC, Virtual Box or Sandbox during the exam. For exam security reasons, the ExamShield cannot run through any virtualization software. You should also close any applications that might affect the exam process, such as web browsers, chat, desktop, sharing and mail client applications.

- Ensure you have read, understood and fully prepared your exam environment to meet the Security requirements described in **Section 3** of this document.

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[1] *ID documents not written in English-language (Latin Characters) will **only** be accepted if you have booked your exam selecting a Proctor in your native language.* Please refer to [PeopleCert's ID Policy](#) for full detail.

- Ensure you have read and followed the Exam Shield Instructions detailed in **Section 5** of this document. **Please note:**
    - If you are using a corporate device and/or do not have administration rights to the device please consult your IT department **before** the installation of the ExamShield software.
    - If you experience difficulties in installing or executing ExamShield, please add ExamShield to your Antivirus and Firewall **whitelist** and repeat the installation steps. You should consult your Antivirus/Firewall vendor on how to do this. Kindly note that administration rights to the device will be required.
    - Corporate networks and/or VPN access may impact service delivery of the exam. You are advised to consult your IT department.
    - If you try to use an older version of ExamShield, that is already installed in your computer, an error will appear prompting you to update to the latest version.

Newer ExamShield available (code 10071)

Old ExamShield version detected.
ExamShield will now close and install the latest version. If it fails, please manually download and install the latest application.
Your version is 3.4.6761
Please update to 4.0.6889

OK

4 Security Requirements

When preparing for the exam, you must ensure:

- You have the **same, valid** photo ID you used to register and book your exam.

- You have another form of photo ID available, in case additional ID verification is required.

- Your mobile/cell-phone remains switched on but is **set to silent**. The device must be placed out of reach, so you need to move away from your chair to access it.

- You do not have access to any **unauthorised items**, including unauthorised:

  o Notes, manuals, whiteboards etc.

  o Technology. This includes additional headphones, screen(s), monitor(s), keyboard(s), camera(s), projector(s) or projected images/words.

- You are prepared to complete the exam on your own, without any assistance from a third party.

- The room you use to take your exam meets the following criteria:

  o There is only one doorway for access in and out of the room.

  o The room is private, and you can be sure you will be alone for the entire exam.

  o There is no background noise.

  o The walls and desk/tables(s) are clear of all unnecessary and/or unauthorised items (e.g., posters, post-it notes, papers and books).

    ▪ Where note paper, or other resources are allowed, you can and should have this available on your desk for your exam onboarding. You must show these authorised items to the Proctor, on request, so they can ensure there is nothing on them that could provide an unfair advantage.

  o No screens are visible, other than the screen which is being used to take the exam.

  o There is adequate light to ensure the Proctor can see you clearly throughout the exam. Light should not be directed towards the webcam.

- The computer/laptop and technology you are using for your exam meet the following criteria:

  o Cameras are clear and free from obstruction.

  o You can rotate your webcam 360-degrees, low and high, to show **all areas of the room**, including under the desk, the desk surface and any other areas that may pose a risk to exam security.

  o There are no secondary monitors, smart accessories and/or devices connected or accessible.

  o There is one pair of wired headphones connected for the onboarding, listening and speaking parts of the exam.

  o The screen and webcam are positioned so that you and the doorway of the room are fully visible to the Proctor through the webcam.

  o You are sat comfortably and can maintain the same position, in full view of the Proctor, throughout the exam.

Security Checks

During the exam onboarding your Proctor will complete a range of security checks. The Proctor will not start the exam until they are satisfied exam regulations can be met. These may include (note, this is not an exhaustive list):

- Full verification of your identity, including taking of a Test Day photograph and showing your ID via the webcam.
- A full 360-degree scan of your room, including detailed views of under the desk and above/below/inside areas of the room that may pose a risk to exam security.
- Displaying of your computer monitor with your mobile/cell phone or a mirror.
- Requests to move or remove items that may pose a security risk.

- Candidate security checks such as:
  - A close-up view of your sleeves, eyeglasses, ears and/or hair. Please note that you may be asked to remove any scarf, hat, turban, kippah, hijab etc. If you require a female Proctor to carry out this security check, you must contact us via email at customerservice@peoplecert.org **before** your exam day so that we can ensure a female Proctor is available.

Your Proctor may also repeat security checks during the exam as necessary. This may be because Proctor has observed something that could compromise the security or integrity of the exam. You must comply with all security check requests in a reasonable and timely manner.

Your exam session will be recorded for quality and security purposes and these recordings are retained in line with our Privacy Policy which can be found here: https://www.languagecert.org/en/about-us/legal/privacy-policy-and-terms-of-use

How we deal with non-compliance:

For minor non-compliance your Proctor will notify you of the infringement and immediate action required. If you do not take timely action, or there is a significant risk to the exam integrity, your exam will be suspended, and the session terminated. Your exam may also be sent for post-exam security review. Depending on the nature of the review and its outcomes there may be:

- A delay in the release of your results, pending satisfactory conclusion of the review.
- A requirement to re-sit the exam under the correct exam conditions.
- Annulment of exam results.
- Deactivation of LanguageCert Profile.

The actions/sanctions applied following a post-exam security review will be proportionate to the non-compliance identified and in accordance with LanguageCert's Sanctions Policy. We will keep you informed of the progress and final outcomes of the review. Where review and investigation are required these will be completed in accordance with our Malpractice and Maladministration Policy. Should a candidate disagree with the final outcome of a review and/or investigation, they can appeal LanguageCert's decision by following the process outlined in our Appeals Policy.

All LanguageCert Policies can be found on our website: https://www.languagecert.org/en/about-us/legal/policies-and-procedures

5   Exam Shield Installation

<div style="border:1px solid red; text-align:center;">

Up to 1 Hour prior to the exam

</div>

Step 1: Install the ExamShield

- **Close** all applications running in your computer.
- **Disable** any Virtualization Software.

Click on the link included in the LanguageCert registration email and login to your LanguageCert profile.

Note: If the "download" option is not activated, make sure that you click on "check in" first.

Double Click on ES.dmg file in the default Downloads folder (or from the location you selected before the download) to open it
The .dmg file contains the ExamShield application icon. Do not copy this file in the Applications folder or any other folder, as you won't be able to launch ExamShield outside the .dmg.
Double click on the Exam Shield icon to run the application.
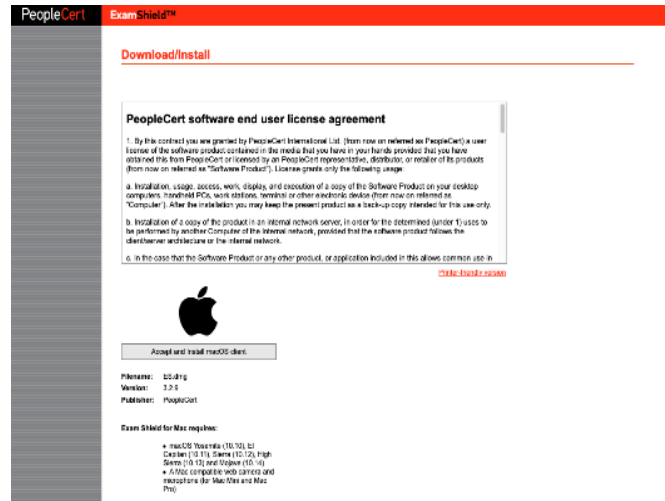
If you see the message on the right, click on <u>Open</u>.
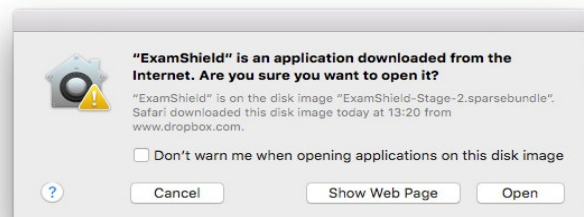
A new dialogue will appear, allowing you to open the application. macOS Sierra will remember this preference and never ask for this confirmation again.
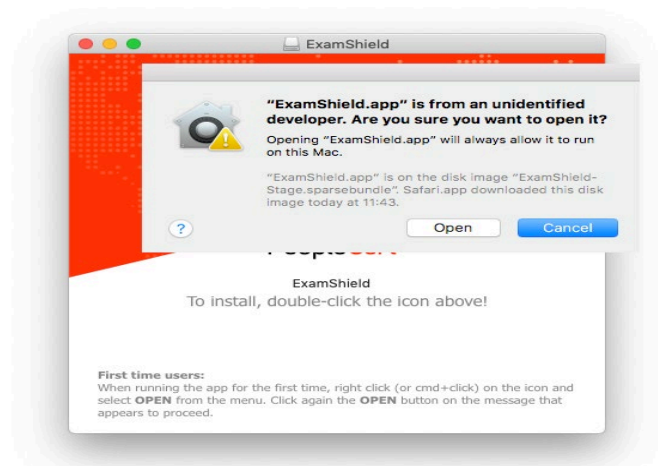
Once installation is completed and select "*Open*", a new window will appear. Please log in using the username and password of your LanguageCert profile.

If you used a Facebook, LinkedIn or Google sign-in to register to your profile, please click on the relevant icon to login.

If you would like to run ExamShield in another language, please click on the flag in the bottom right corner of the screen.
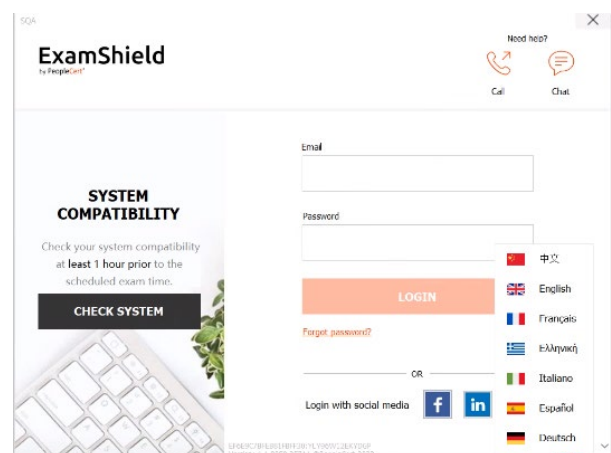
A countdown timer to your exam will appear under your exam credentials.

The "*Call*" button will re-direct you to the phone number that you can contact PeopleCert Customer Support on.

The "*Chat*" button will re-direct you to the chat that you can contact PeopleCert Customer Support.

Click "*CHECK SYSTEM*" to confirm your system meets the Exam Shield requirements. Do this at least 1 hour prior to the scheduled exam time, to avoid last minute technical issues.
Compatibility test consists of 4 parts which are:

- System integrity
- Audio
- Camera
- Internet connection

System integrity

System Integrity checks the compliance of your Operating System with the ExamShield application requirements, such as the OS version and free disk space amongst others.
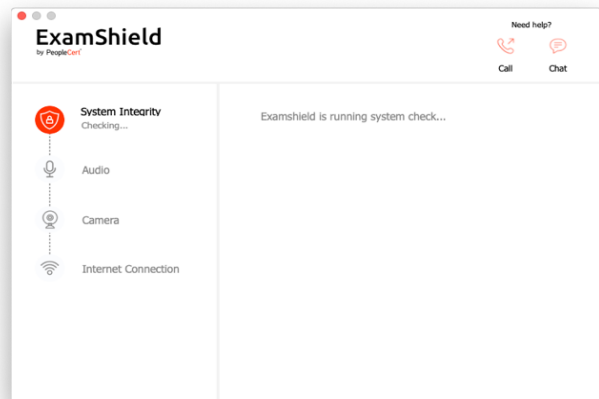
Audio

To check audio, select "*BEGIN AUDIO TEST*".
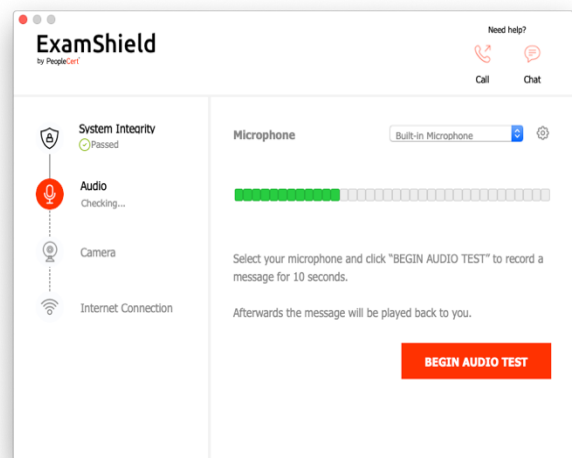
Your microphone will be recorded for 10 seconds.
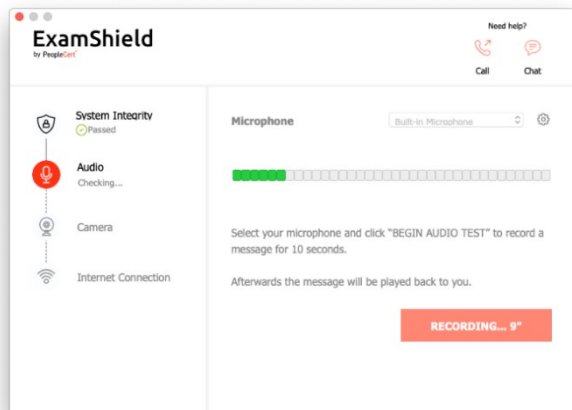
ExamShield will playback the recording. If you can hear your voice, select *"YES"* to proceed to next checks. If *"NO"*¸ begin audio test again.
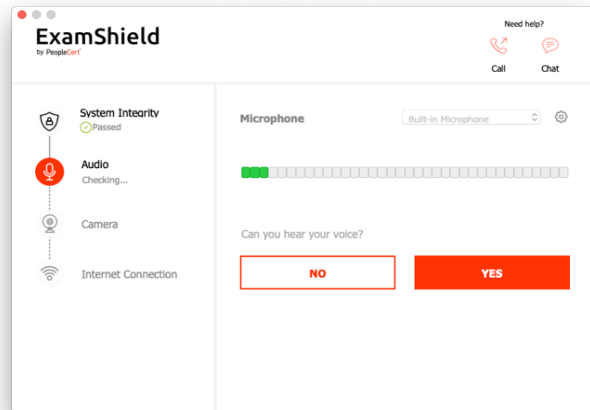
Camera

To check that your camera is functional, you will be asked to see if you can see yourself in a specific panel. You can edit setting of your camera by selecting the button next to Camera dropdown menu.

After completing each check, a message informs you if the check has *"Passed"* or *"Failed"* or a "*Warning"* is raised.

In case of "*Failed",* detailed error information and possible workarounds will be provided.

Click "*CHECK AGAIN"* to retry.

Process: Exams Management & Support
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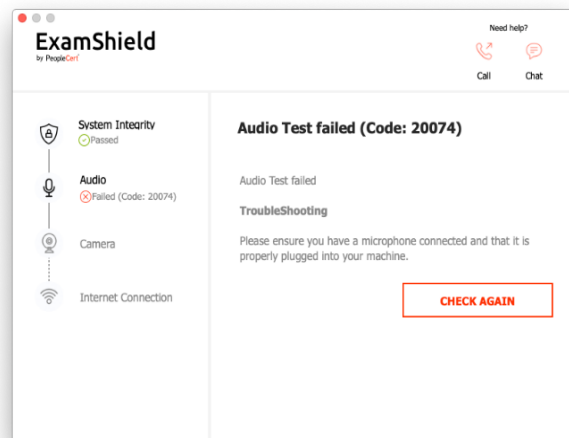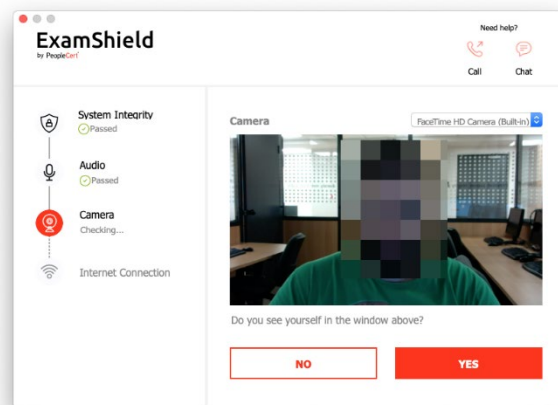
In case of a "*Warning*" message, click on the arrow on the right of the warning to view more details.

Please note that a "Warning" will not prevent you from taking the exam. It is a suggestion to ensure optimal exam experience.
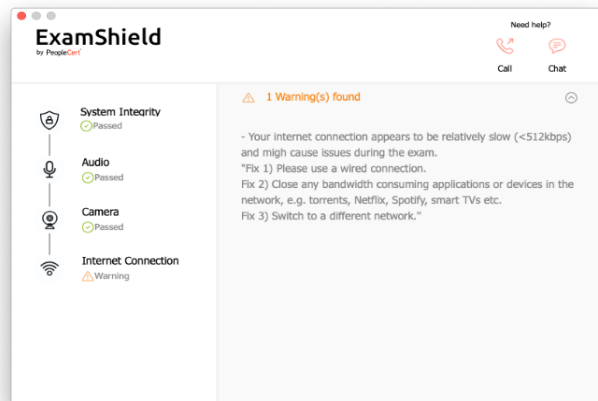
Internet Connection

During the Internet Connection testing you will be asked to record a 10 second video and subsequently upload it.
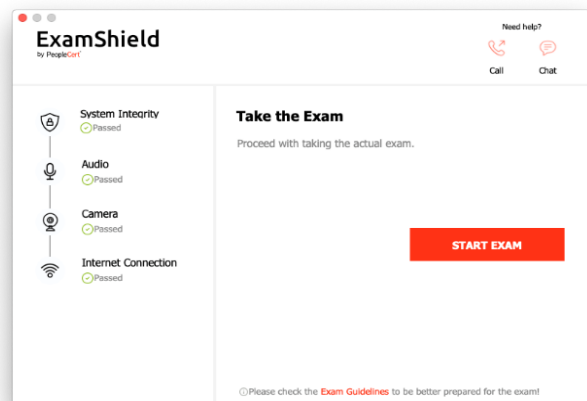
After a successful check of each step, you will be able to "START EXAM" if the scheduled exam start time is in less than 10 minutes.

Otherwise, you are suggested to terminate the application and launch it again 10 minutes prior to your scheduled exam time.

By clicking on **Exam guidelines** link on the bottom of the screen, you will be informed about all appropriate information to run your online Proctored exam.

Step 2: **Log In to ExamShield**

Double click the ExamShield icon from your desktop and **click** "*TAKE EXAM*" to login.
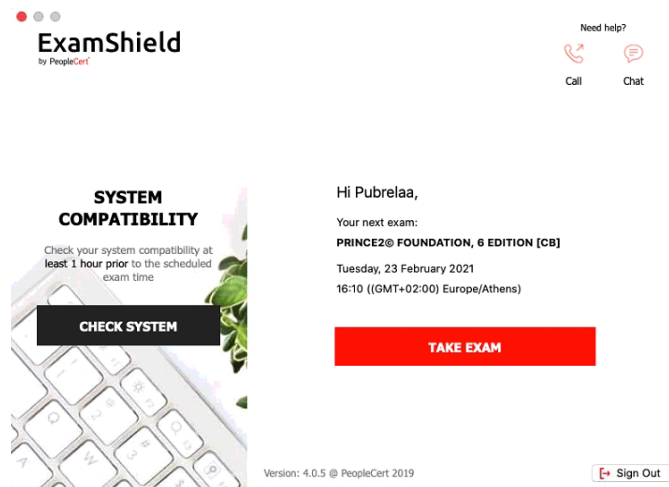
Step 3: **Self-onboarding**

An intuitive wizard will guide you to connect to your Proctor and start your exam.

1.   Accept NDA

Click "*Next*" to accept the Non-Disclosure Agreement and Terms of Use.
Click "*End Exam*" if you do not accept the terms and want to end the test. You cannot continue unless you accept the terms of use.

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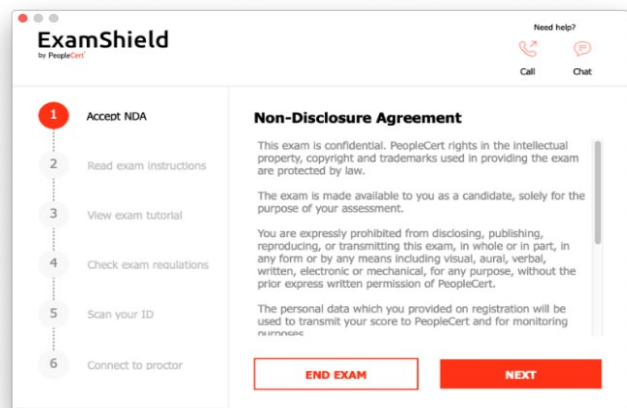
2. Read exam instructions

Read the information carefully before you proceed to the next step.
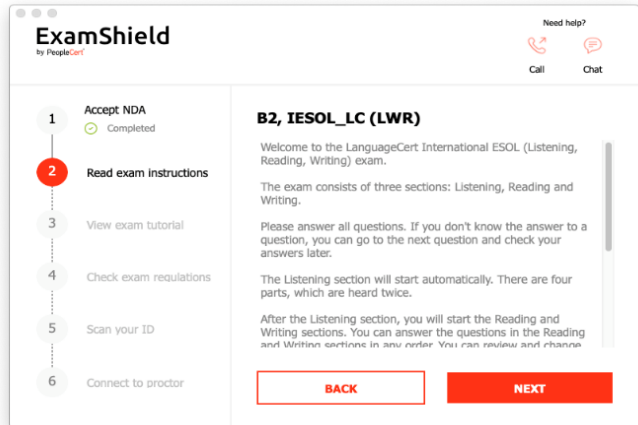
3. View Exam Tutorial

A quick tutorial will help you familiarise with the exam environment. You will learn how to:

- ✓ Navigate questions.
- ✓ Flag a question.
- ✓ End an exam.
- ✓ Zoom in or zoom out the exam environment.
- ✓ How to refresh and login in case of a network disconnection.
- ✓ Communicate with your Proctor through chat.
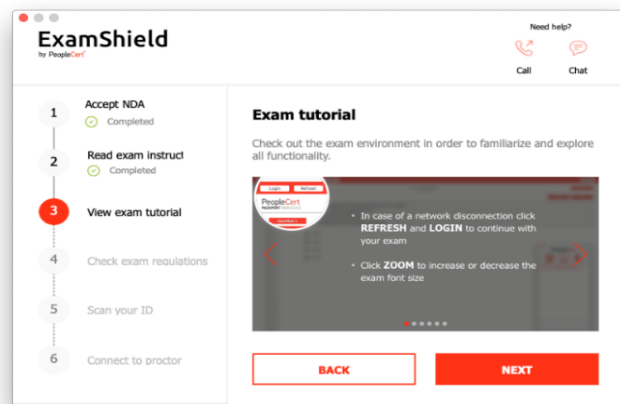
4. Check exam rules

Check all the rules confirming that you have read and approved all of them.
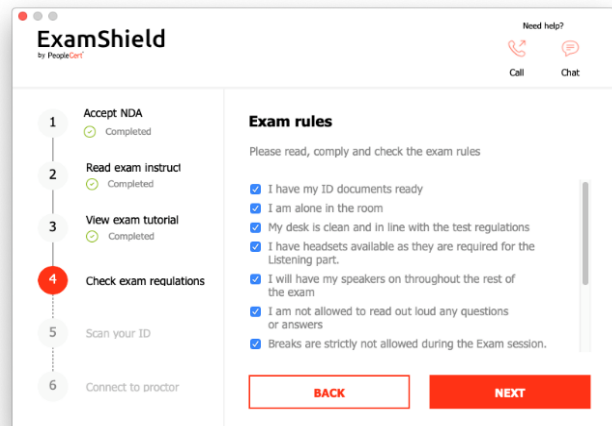
5. *Scan your ID*

Upload or take a picture of your ID Document so that PeopleCert can verify your personal information.
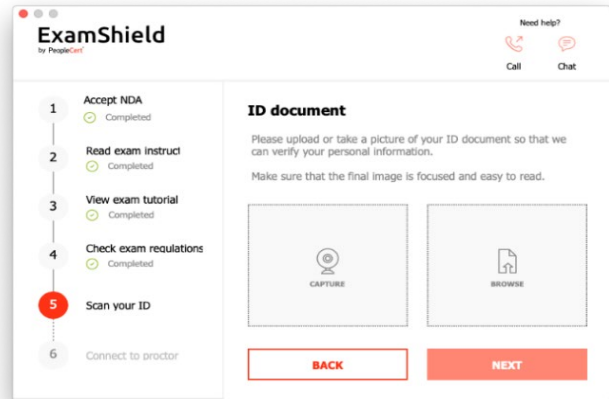
Select "*BROWSE*" to upload a picture of your ID.
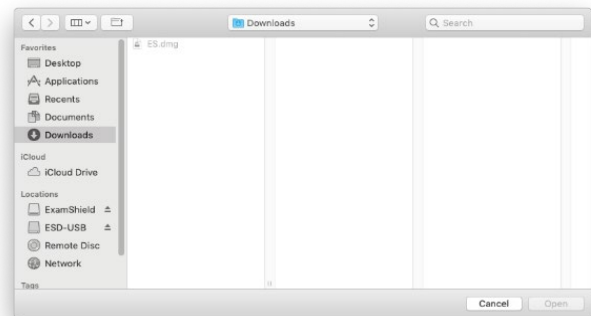
Select "*CAPTURE*" to take a snapshot of your ID. Make sure you get a clear and readable snapshot.
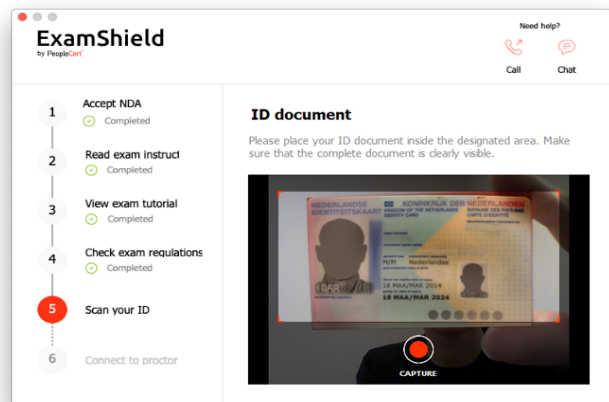
In case of "*CAPTURE*", you can accept the picture, retry to take another one or cancel it.

Process: Exams Management & Support
ECS_WI_39-6 Candidate Guidelines Online Exams with live Invigilation ver4.0 **|** 15/09/2022

In case you are unable to get a proper snapshot, proceed with your best shot and your Proctor will assist your once connected.

6. *Connect to Proctor*

Once you complete the above steps, click "*LET'S GO*" to connect with your Proctor.
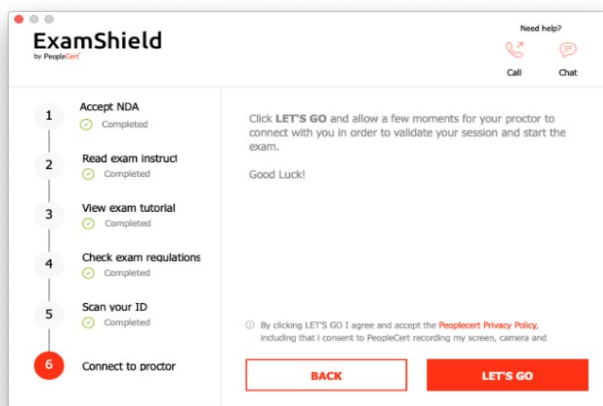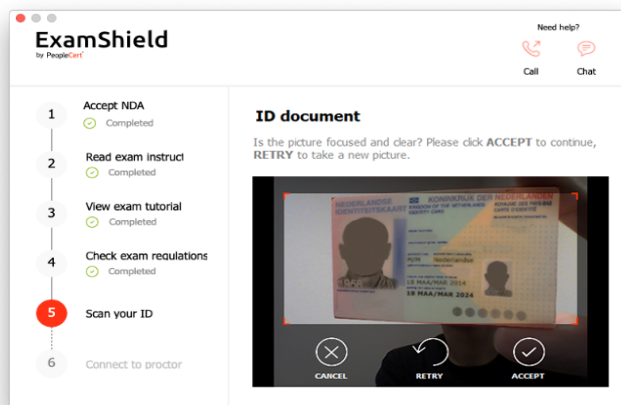

Make sure all applications are closed before logging in. **If any applications are open,** Exam Shield will notify you that they need to close. Click on Close Applications. If an application doesn't close automatically, check the application, save your work and close it manually.

Once logged in, the following control panel will open:
Many2Many control panel on the right, indicating you have successfully joined the session. You can minimise the control panel by clicking on the red arrow button.
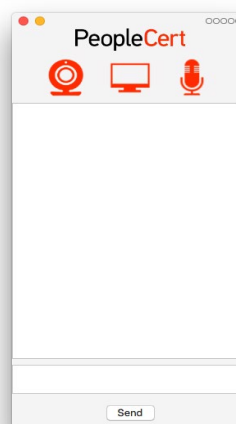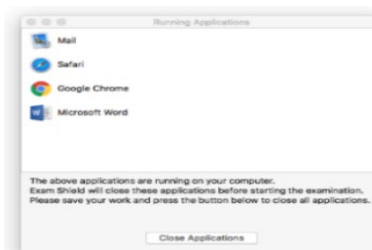
You will not be able to start until your online Proctor unlocks your exam.
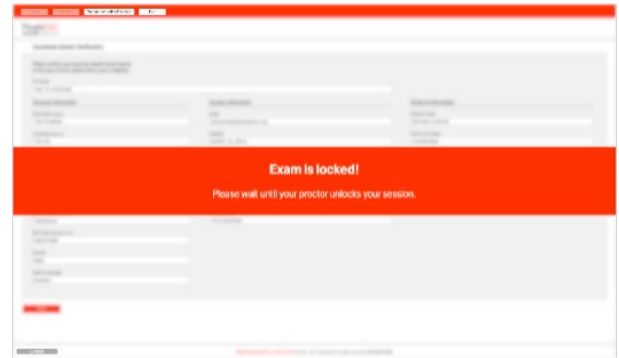
Step 4: Your online Proctor joins the session

Please Note: For the Speaking exam, the Interlocutor will assume the role of the Proctor.

You will be instructed to:
- Check your audio and video performance.
- Complete the required security checks.
- Share your screen with your online Proctor.
- Confirm your personal details. If any of the information is incorrect, please inform your online Proctor.
- Have your picture taken. This picture will appear on your Statement of Results, for Universities and other stakeholders to confirm your identity.
- **Your online Proctor will let you know when you are set to begin your exam!**

Click Next to continue only when prompted by your Proctor.

Please note:
- An Online Proctor will be monitoring live the overall exam and be available throughout your exam session in case you need any help.
- You must have your microphone on throughout the session.
- In case of communication loss during the exam, the Online Proctor will stop the process. Once the connection is re-established, you will be able to continue your exam using your remaining exam time.

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