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Highfield
**Qualify at Home
Learner Policy**

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Introduction

Thank you for choosing Highfield to host your remote proctored examination. This service has been developed by Highfield to allow you to be able to take an examination in the comfort of your own home or in the workplace.

Highfield achieves this by using 4 clever pieces of technology:

- 1) **Screen Share.** We can see exactly what you are seeing on your screen.
- 2) **Webcam.** We can see you very clearly.
- 3) **Digital Audio.** We can hear you clearly.
- 4) **Tethered Smart Device** (usually a mobile phone). This acts as a secondary camera to allows us to see the environment you are sitting your examination in.

Rest assured, not only can we see and hear everything you do, but our fully trained remote invigilators are on hand to support you should you encounter any technical difficulties. Just use the chat feature.

You will of course need a stable internet connection for this service to work effectively. This is your responsibility, Highfield will not be held responsible for your equipment technical failure and/or internet connection. Highfield recommends at least 2mbps.

As with all examinations, there are strict rules that must be applied and followed. We have set out the principles within this policy. Prior to your examination you must read and understand this policy.

Prior to the examination

By attending a remote invigilation examination with Highfield, you agree to adhere to this policy and the conditions set within.

Any material breaches of this policy or any other of the referenced policies agreements may result in your result(s) being permanently withheld by Highfield.

Any material breaches of this policy and or breaches identified during your examination will be raised immediately with your Centre.

Pre-requisites of the examination will require you to confirm your identity using your photographic ID, held clearly in front of your web enabled camera. Simply follow the onscreen instructions.

You will be asked onscreen, to set up your mobile phone in a position so the camera can see you and your workstation. If you do not position your phone correctly, Highfield may withhold your result(s).

If you feel you should be permitted a reasonable adjustment and/or special consideration, please notify your Centre prior to your examination.

By attending a remote invigilation examination with Highfield you agree to have provided consent to your Centre to allow yourself to be filmed and recorded for the purposes set out within this policy.

During the examination

You will be asked to show your entire room by using your smart phone including, but not limited to, your screen, the edges of your screen, behind your laptop or computer, your surrounding worktop, under your worktop, all corners of your room as well as your ears. Simply follow the onscreen instructions.

You are free to hold your exam in any room you wish; however, **you must not have in sight:**

- Any unauthorised materials or items or consult in any way any book, paper, document or other written, typed, or printed materials.
 - Unauthorised materials include, for example, any learning documents, books, electronic devices (Not including the second camera), leaflets and non-transparent lids or cases, or any other unauthorised items specified by Highfield.
- Briefcases, handbags, books, revision notes electronic devices, smart watches and similar electronic devices are not allowed in any examination. Papers and other personal belongings must be removed from the room in which you are taking your exam.

You must undertake your examination in your room, **alone**. Therefore, you must not communicate with, or willingly receive communication from any person during the exam other than the remote invigilator(s) where necessary.

Once you start your exam, your allocated examination time will be displayed onscreen. You are encouraged to review all of your answers if you finish before the examination time has expired.

Toilet breaks are not permitted during the examination. If you require an adjustment to this rule, or indeed any other rule, you must notify your training provider and Highfield prior to the examination.

You must not behave in a rude, discourteous or disruptive manner. The remote invigilator(s) have the authority to exclude an exam candidate who behaves in this way.

No food may be taken or consumed in the room where you are taking the exam. You are allowed a bottle of water or similar, but the bottle or container must be transparent, the label must be removed, and no writing is allowed on the bottle or container.

Hearing aids are only permitted when requested prior to the sitting.

Highfield is not liable for learner's equipment or internet connection being at fault

After the examination

When you have finished your examination, it is very important that end the examinations properly and follow the onscreen instructions. You **must not** close the remote assessment programmes until it confirms that the examination has ended.

You may be provided with a provisional result shown onscreen at the end of your examination. Please note however, that this result is strictly provisional and will be subjected to further quality assurance measures at Highfield.

Should you feel that any circumstances arose during your examination that hindered or affected your performance, you must immediately notify your training provider and Highfield with a full description.

Should you wish to appeal your result, please contact your training provider in the first instance. For further information around this process, please see the Highfield Enquiries and Appeals Procedure available on the download area of www.highfieldqualifications.com

Recording and Data Retention

To protect the integrity of Highfield qualifications and assessments, records the following streams:

- 1) **Screen Share.** We record exactly what you see on your screen during your assessment.
- 2) **Webcam.** We record you during your assessment.
- 3) **Digital Audio.** We record the sound within your environment during your assessment.
- 4) **Tethered Smart Device** (usually a mobile phone). We record this footage during your assessment.

Highfield may review this footage in line with our published policies and procedures.

The footage captured as part of your exam is stored securely and will be confidentially deleted after 30 days of the corresponding result(s) being released by Highfield.

Highfield reserves the right to store recordings indefinitely, if we believe or have cause to believe that the footage highlights or demonstrates an attempt of malpractice and therefore, causing risk to the integrity of our qualification(s) or assessments.

Highfield may share this footage with the relevant qualification regulator as part of our ongoing regulatory commitments.

Contact

If you have any question regarding this document, please contact Highfield on 01302 363277