Process checklists

Preparing for e-testing

(see section 3.4 of "*e-Assessment – Guide to effective practice*")

Registering with an awarding body (administrator)

Checklist	Yes/No/NA	Role/Name	Date/Comment
Explain what support will be available to learners at each stage of the e-testing process.			
Explain the specific e-testing options available.			
Help the learners to select the appropriate option(s) to meet their needs.			
Register the learner with the relevant awarding body and enter them for assessment for the particular qualification or unit selected (in accordance with the specific requirements and arrangements defined by the relevant awarding body).			
Schedule the learner to take their e-test on a date that meets their own, the centre's and the awarding body's requirements.			
Signature of administrator:			
Signature of supervisor/manager:			

e-Test location and equipment preparation (technical support)

Note: Preparation of the room and equipment prior to the e-testing session should be carried out well before candidates are due to arrive, and should include the following checks:

Checklist	Yes/No/NA	Role/Name	Date/Comment
Check that all necessary computers and peripherals (including spares, if available) are in working order.			
Check that the centre's server and connections (including communications links) meet the requirements of the e-test..			
Verify that computer date and time are correct.			
Load any specific e-test software, together with any other required software.			
Check that the assessment software works correctly on all the equipment to be used for the assessment, using material supplied by the awarding body.			
If necessary, configure software to the requirements of the specific e-test, or check the configuration; this may, for example, involve disabling help screens and spell-checks.			
Check, if practicable, that e-test software and storage of results are working correctly.			
Where feasible and required, disable access to any unauthorised software which could threaten test security, for example web access or email.			
Check any fail-safe features that have been used in the assessment, for instance to prevent the candidate quitting the test by accident.			
Check what access the assessment allows to on-screen data and aids, such as calculators, and that these are available/working.			
Check that any additional equipment or facilities required (either by the assessment or by the candidate) are available and work with the assessment software and centre equipment.			
Signature of technical support staff:			
Signature of supervisor/manager:			

Materials preparation (administrator/technical support)

Checklist	Yes/No/NA	Role/Name	Date/Comment
Log on or start the e-test (and know how to end the test).			
Verify that it is the correct e-test and that it is the most up-to-date version of the e-test, if necessary.			
Know how the particular e-test operates, in order to recognise any problems that arise, and know how to deal with them.			
If necessary, configure software to the requirements of the specific e-test, or check the configuration; this may, for example, involve disabling help screens and spell-checks.			
Ensure that any necessary additional materials (such as calculators) and paper for rough notes, if permitted, are available if they are to be provided by the centre.			
Check the awarding body's procedures for safeguarding the security of assessment content during transmission, and the centre's involvement in that process.			
Signature of administrator:			
Signature of technical support staff:			
Signature of supervisor/manager:			

Preparing learners for e-testing/running a practice e-test session (administrator/learner support)

Note: It is essential that staff can answer questions around navigation and types of question used within e-tests, in order to help prepare candidates for taking a formal e-test. They may also need to answer navigation questions during the actual e-test.

Checklist	Yes/No/NA	Role/Name	Date/Comment
Offer at least one practice e-test linked to the qualification or unit the learner is undertaking. **Note:** Practice material similar to the actual e-test should be provided, and should be made available in the appropriate format (for example via the internet or on disk) and taking into account any specific needs of the learner.			
Explain the purpose of a practice e-test and give appropriate explanation and support to learners in using these practice materials (both before and during the session if necessary), in order to help them prepare for formal assessment.			
Draw attention to the help and fail-safe features of the e-test.			
Show learners all the relevant features in the e-test, giving them an opportunity to become familiar with navigation.			
Explain any data protection or waivers and rules of conduct that the candidate may have to agree to.			
Show all item types used in the actual test.			
Show a sample of items similar in content, style and difficulty to those used in the actual test (not necessarily a full scale mock test).			
Show a sample of results and/or feedback.			

Checklist	Yes/No/NA	Role/Name	Date/Comment
Give feedback on the results of any practice e-test, together with advice and guidance on readiness to go on to formal assessment.			
Give additional practice opportunities if necessary.			
Provide additional support in the use of e-tests if this would be beneficial.			
Give learners the following information and guidance in advance of taking an e-test: • any requirements to bring proof of identity with them when they come to take the e-test • any general centre procedures related to the e-test session that may affect the learner • any specific security features of the assessment that the learner needs to know • how to use any additional equipment and/or assistive technology.			
Make learners aware of the following: • how the assessment will be conducted • any invigilation rules and regulations they need to understand, including the procedure for supervising any breaks • when and how they should ask for assistance during the e-test • how the e-test will be scored (at least in general terms) • any relevant best practice in relation to completing the test, for example not spending too long on any one question, and attempting all questions.			
Signature of administrator:			
Signatures of technical support staff:			
Signature of supervisor/manager:			

Running the e-test session

(see section 3.5 of *"e-Assessment – Guide to effective practice"*)

Final checks related to location, equipment and materials (technical support/administrator)

Note: Centres must comply with health and safety requirements, and the requirements of the regulatory authorities, awarding bodies and e-test suppliers, and safeguard the confidentiality of any personal data, including information relating to health and disability.

Checklist	Yes/No/NA	Role/Name	Date/Comment
Check that the e-test location and equipment meet the required assessment conditions.			
Check that all candidates have been registered correctly.			
Check that any test-specific instructions (for example provided by the relevant awarding body) have been followed.			
Check that any agreed assistive technology is in place.			
Check that any issues identified have been resolved.			
Check that any individual logon passwords for the candidate(s) have been obtained – these may be supplied either by the awarding body or the e-test distributor.			
Signature of technical support staff:			
Signature of administrator:			
Signature of supervisor/manager:			

Authentication confidentiality (administrator)

Checklist	Yes/No/NA	Role/Name	Date/Comment
Check that candidates have been identified/authenticated according to centre regulations as agreed with the awarding body.			
Check that a seating plan has been made (if required by the awarding body), linking candidates' personal data to a specific workstation.			
Check that records of attendance have been completed and processed according to awarding body requirements.			
Check that candidates have been asked to sign a confidential disclosure agreement (if required by the awarding body).			
Check that there are processes in place to ensure that confidentiality of the candidate data is maintained.			
Signature of administrator:			
Signature of supervisor/manager:			

Final checks related to the candidate (administrator/invigilator)

Checklist	Yes/No/NA	Role/Name	Date/Comment
Check that candidates are comfortably seated (in the designated places on the seating plan, if there is one) with access to any agreed assistive technology if relevant.			
Check that candidates are familiar with the e-test instructions, procedures and regulations, including how to navigate and answer items.			
Inform candidates of any time limit and how the e-test will be terminated.			
Ensure that candidates know how to request technical or emergency assistance.			
Check that candidates have logged on successfully (or been logged on by the centre).			
Signature of administrator:			
Signature of invigilator:			
Signature of supervisor/manager:			

Planned and unplanned breaks (administrator/invigilator)

Note: For e-tests longer than 1.5 hours and where the candidates work entirely or almost entirely at the screen, there should be provision for them to take a break. This extended time should be known and approved in advance by the awarding body. Candidates may also be allowed an extended test time due to a disability. In certain instances awarding bodies may permit an extension of this time limit for particular qualifications.

Checklist	Yes/No/NA	Role/Name	Date/Comment
Check that there are measures to ensure that there is no unauthorised access to the e-test during any break.			
If there is a break ensure that the invigilator has controlled access to the e-test after the break and controls the restart in the same way as at the start of the test.			
If there is a break, check that candidates can re-access their previous responses where this is technically feasible and permitted by the regulations.			
Signature of administrator:			
Signature of invigilator:			
Signature of supervisor/manager:			

Invigilating the e-test session (invigilator/technical support)

Note: Unless specifically permitted by the regulations, candidates should not be given any help in understanding or answering e-test items, but can and should be given technical support if necessary.

Checklist	Yes/No/NA	Role/Name	Date/Comment
Ensure that candidates have an opportunity to read the initial instructions and information relating to the test (before any timing of the session starts).			
If there is an option to revert to paper-based testing, explain the conditions relating to this to the candidate.			
Ensure that at least one invigilator is present in the room or able to monitor all the candidates throughout the e-test session. **Note:** In certain instances awarding bodies may set requirements for a specific ratio of candidates to invigilator.			
Ensure that candidates' screens are observed by patrolling the room and that general assessment regulations are observed.			
Ensure that candidates do not have access to outside information.			
Check that technical support in relation to navigation and usage is available throughout the e-test.			
Check what processes are in place regarding access to technical help to resolve issues related to malfunction of equipment, software or the e-test itself. **Note:** There should be the potential to rebook the session if this option is the least disruptive to the candidate.			

Checklist	Yes/No/NA	Role/Name	Date/Comment
Check that any other assistance to candidates is available throughout the e-test session in accordance with the regulations for the e-test.			
At the conclusion of the e-test, check that any necessary back-ups are made and stored securely.			
Ensure that no unauthorised materials (for example printouts) are taken from the e-testing location by candidates.			
Name and signature of invigilator:			
Signature of supervisor/manager:			

Emergencies, technical failures and irregularities (invigilator)

Note: Invigilators should log all technical failures, delays and candidate complaints in case of appeal.

Checklist	Yes/No/NA	Role/Name	Date/Comment
Check the procedures for dealing with hardware, software and communication failures.			
Record and report any candidate complaints of system delays or other unusual occurrences.			
If there are any situations where the candidate is thought to have cheated, follow the formalised processes for reporting to avoid conflict. **Note:** All automated test results are only provisional, to allow for any investigation.			
Signature of invigilator:			
Signature of supervisor/manager:			

Concluding the e-test session (administrator/technical support)

Note: It may be necessary for centre staff to check with candidates to confirm formally that they have completed the e-test and are ready to have their responses submitted, particularly if some items remain unanswered

Checklist	Yes/No/NA	Role/Name	Date/Comment
Close the e-test software as required (some may close automatically).			
Make any necessary back-ups and store them securely, to meet awarding body requirements.			
Ensure that no unauthorised materials (for example printouts) are taken from the e-testing location by candidates.			
Signature of administrator:			
Signature of supervisor/manager:			