Conducting live on-screen examinations with WJEC

Purpose of this document is to help with commonly asked questions and scenarios that you may experience when running on-screen examinations. It is not an exhaustive list.

If you have any further queries please do not hesitate to contact the e-Assessment team on 029 2026 5328**.**

Here is an overview of the on-screen examination process:

1. Install SecureAssess software.
2. Run checks to ensure software is functioning as expected.
3. Candidates use keycodes to access the examination. These can be printed off as soon as they appear in your invigilation tab.
4. For candidates requiring extra time, this can be added as soon as the keycode appears in your invigilation tab.
5. With the examination room prepared, candidates enter their keycodes.
6. A PIN then needs to be entered. This can be found in the invigilation tab next to the keycodes and on the exceptions list.
7. The invigilator can pause and resume the examination.
8. Candidates finish the examination.
9. The centre must check that a green tick is showing next to each candidate signifying that the exam is finished and uploaded. If any other icons show contact WJEC on 029 2026 5328.
10. Complete the exceptions list and return to e-assessment@wjec.co.uk. Also return the technical report if candidates experienced issues with systems, software or equipment. **Do not** use this form for Special Consideration.

WJEC will schedule live on-screen examinations for centres and will inform you when this is done.

We will also send relevant information needed for running the examinations by email.

"Centres must have the expertise to access, administer and support the test"(JCQ)

It is advisable that your IT support is made aware of when on-screen tests are due to run, so they are on hand to help.

Preparing for the examination

Software:

What software needs to be installed and tested?

- WJEC software needs to be installed on IT equipment that is fit for purpose and meets minimum requirements. Please see *WJEC e-Assessment hardware requirements* guide.
- WJEC SecureClient should be installed on all your examination PCs, the PC your invigilator is going to use and your back-up PCs (1 for every 15 machines).
- If your centre is using the auto-sync function, ensure this is **not** enabled on your back-up PCs.

  See the table below for PCs in a computer room:

Total number of PCs	Number of PCs kept as back-up	Invigilator PC
3-15	1	1
16-30	2	1
31-45	3	1
46-60	4	1

  For example: 32 PCs in the room

  3 kept as back-up

  1 PC for invigilator

  28 potential PCs can be used by candidates (see seating requirements)

- Please check that the SecureClients and your network and setup are functioning correctly. Run a system check test and/or mock exam at least 2 weeks prior to the live examination.

Security:

When can I print off the keycodes for the examination?

- Keycode slips can be printed off as soon as they show in your invigilation tab. This will be at least 3 – 5 days before the examination is due to be sat.
- Please treat keycode slips with the same level of security as live examination papers.

Timetabling:

What about timetable clashes?

- On-screen examinations can be moved but please contact WJEC in good time, stating which examination you would like to move, as the original keycode may not work for the rescheduled time.
- Where students are affected by a clash, they must be supervised in accordance with JCQ guidelines.

We have more candidates than computers. What can I do?

- Candidates can be seated in a number of rooms with appropriate PCs (software installed etc), but each room must be invigilated appropriately.
- The examination can be sat 'back-to-back' to accommodate the number of candidates you have. For example, 38 candidates, 18 candidate PCs and 1 invigilator PC for a 1 hour morning examination:
    - i. Using the table above, only 16 PCs can be used (with 2 for back-up).
    - ii. Split into 3 groups of 16 or less.
    - iii. Run this examination as follows:

Exam group	Exam start time	Supervised groups
1	9:00	2 and 3
2	10:10	1 and 3 (separated)
3	11:20	1 and 2 free to go after group 3 has started

- If you would like further guidance on running back-to-back sessions, please contact WJEC on 029 2026 5328

Access arrangements

I have a candidate who needs extra time. How do I add this?

- Extra time can be added as soon as the examination appears in your invigilation tab. Please see **WJEC E-assessment Guide: Invigilation of Live Examinations** for further details.

What about other access arrangements such as a scribe or reader?

- Please refer to JCQ instructions for these access arrangements.

Paper version provision:

Why have I been sent paper versions for an on-screen examination?

- It is a requirement that WJEC provide centres with a paper version for emergency purposes only.
- Paper versions of the on-screen examinations will be sent in advance of the examination date.
- Paper versions will include hard copies of datasheet / formula sheets where applicable. These can be given to candidates, at the time of the examination, if required.
- If paper versions of the examination are used, please indicate this on the exceptions list. Return the exceptions list to e-assessment@wjec.co.uk. Send the paper versions and attendance register to the examiner specified.

Seating requirements

How can I maximise the number of PCs I can use in the room?

- JCQ instructions state "Each work station must be isolated by a minimum space of 1.25m measured from the outer edge of one screen to the next, unless the monitors are positioned back to back or separated by dividers or protected by privacy screens."
- 1.25m is a guide as, on its own, it might not be enough to ensure the work of others cannot be seen.
- The principal objective is to ensure that no candidate's work can be overseen by others. Consider the following to maximise the number of PCs you can use:
    - If more than one on-screen examination is running, sit candidates alternately by subject.
    - Use partitions (temporary or permanent) between computer screens so that the adjacent screen cannot be seen by others.
- It is up to the centre to devise a solution that is suitable for the room.

At the beginning of the examination

Invigilation arrangements
What does the invigilator need to know?

- It is recommended that the invigilator has technical support available throughout the examination.
- Each invigilator needs login details for SecureAssess. Please contact WJEC if they have not got one.
- Each invigilator must have the expertise to administer and support the test (JCQ requirement). Please ensure your invigilators have a copy of our *WJEC E-assessment Guide : Invigilation of Live Examinations* and have run through the process of invigilating an exam in SecureAssess.

What do the candidates need to know about sitting the examination on-screen?

- Candidates should already be familiar with sitting a test on-screen, prior to the live examination, through practice tests and mock examinations.
- Candidates should have access to our *WJEC e-Assessment Guide for Candidates* during the examination.

Resources:
What can the candidates have?

- **Calculators** – where calculators are allowed, an on-screen calculator will be available through the on-screen interface. However, candidates can use their own calculators if desired, in line with JCQ instructions.
- **Datasheet/Formula sheet** – these are included through the on-screen interface. However, hard copies may be given to candidates if preferred. These should be collected in at the end of the session.
- **Scrap paper** – this may be given out to candidates, but must be collected in and destroyed at the end of the session.

Candidate keycode questions
When can the keycodes be entered?

- Candidates should not receive their keycodes until they have entered the examination room.
- Keycodes should be entered by candidates after the examination is scheduled to start e.g. if the examination is due to start at 9.00am, keycodes should not be entered prior to this starting time.
- The invigilator should not enter the keycode without the candidate being present. This ensures that keycodes aren't used for absent candidates.

How do I know the keycodes are correct?

- Once the keycode is entered, the candidate will be asked to confirm their details and the examination that they are due to sit.
- The invigilator must oversee the input of the keycode for each candidate and check that the name and examination matches the candidate.

What if the details of the candidate are wrong?

- **Do not let this candidate proceed** – please phone WJEC immediately on 029 2026 5328.
- It is at your discretion whether the other candidates can proceed at this point.

I don't have a keycode for a candidate. What do I do?

- It may be that the candidate was a late entry. Please contact WJEC on 029 2026 5328 immediately. We may be able to generate a keycode in time, but you may have to move the candidate to paper.
- **Do not** use a keycode intended for any other candidate.

A candidate has turned up late for the examination. What should I do?

- JCQ instructions state the following:
  If the candidate arrives after the start of the examination, it is at the centre's discretion to allow the candidate to sit the examination.

- For examinations **greater** than 1 hour, a candidate is considered **very late** if they arrive more than one hour after the published starting time.

  For examinations **less** than 1 hour, a candidate is considered **very late** if they arrive after the published finishing time, or 30 minutes after the published starting time – whichever is later.

  For a **very late** candidate, it is at the centre's discretion to allow the candidate to sit the examination, but a full written report must be submitted to WJEC. Please refer to JCQ instructions on doing this.
- If the original keycode doesn't work, please contact WJEC on 029 2026 5328 for a new keycode.

During the examination

Candidates
What should I do if a candidate needs to leave the room?

- The invigilator must:
    - **Pause** the examination (see *WJEC E-assessment Guide : Invigilation of Live Examinations*). Follow the JCQ instructions for candidate(s) leaving the examination room.
    - **Resume** the examination (see *WJEC E-assessment Guide : Invigilation of Live Examinations*). Follow the JCQ instructions for candidate(s) returning to the examination room.

What should I do for a candidate who does not return to the examination room?

- When all other candidates have finished and have left the examination room, resume the paused examination, and press finish on the candidate's PC.
- Please contact WJEC on 029 2026 5328 to confirm this script has uploaded.
- Add a note to the exceptions list.

What should I do if I forgot to add extra time for a candidate?

- The invigilator must:
    - **Pause** the examination for the affected candidate (see *WJEC E-assessment Guide : Invigilation of Live Examinations*).
    - Close SecureClient on the affected candidate's computer. Do **NOT** press Finish.
    - Add extra time as required (see *WJEC E-assessment Guide : Invigilation of Live Examinations*).
    - Open SecureClient on the candidate's computer and re-enter the keycode.
    - **Resume** the examination (see *WJEC E-assessment Guide : Invigilation of Live Examinations*).

Emergencies
There seems to be a problem with how the software is working. What can I do?

- As advised by WJEC, the software system should be checked prior to sitting live examinations.
- However, below are a number of scenarios:
    - If the centre encounters difficulties with logging on to the system, please contact WJEC immediately on 029 2026 5328.
    - If, after logging on, the examination does not appear in the invigilation tab, please contact WJEC immediately on 029 2026 5328.
    - The live examinations will not appear in the marking tab after they have been completed. To check that WJEC has received all scripts, on the Invigilation tab, ensure a

green tick appears by each candidate who has sat the exam. If a candidate has sat an exam and there is a different icon, please contact WJEC immediately on 029 2026 5328.

What if something goes wrong with a candidate's computer during an examination?

- The invigilator should first pause the affected examination using SecureAssess, so that the candidate does not lose any time.
- Wait until the "Exam is paused " message shows on the candidate's screen. This may take up to 1 minute.
- Once the paused message is on the candidate's screen, close SecureClient. Either re-launch SecureClient or move the candidate to a back-up PC and enter the keycode.
  - If the examination does not pause, **do not** move the candidate to a different PC. Press Ctrl+Alt+B+L on the candidate PC to break out of SecureClient and re-enter the keycode on the same machine.
- If problems persist, move the candidate to the paper version to continue from where they left off (no need for the candidate to start from the beginning). It is at the centre's discretion whether a special consideration form is submitted for this candidate.

What happens if there is a failure of the network in the centre before the candidates have started an examination?

- This is very unlikely to happen if the centre adheres to the JCQ requirement of ensuring that all equipment used is fit for purpose.
- If time allows, your IT support should try and get the system up and running, even if it causes a slight delay in the start of the examination.
- If it seems unlikely that the system will be up and running in a reasonable amount of time then move your candidates to the paper version. Contact WJEC to confirm this move to paper.

What happens if there is a failure of the network in the centre after the candidates have started an examination?

- This is very unlikely to happen if the centre adheres to the JCQ requirement of ensuring that all equipment used is fit for purpose.
- If the PCs become disconnected from the network, the software is designed to handle this. It will store the responses on the PC until such time as communication is restored, so candidates can continue without disruption.
- If candidates are unable to continue on screen, move to the paper version to continue where they left off.
- If there is any doubt at this point, please move candidates to paper.
- Please contact WJEC on 029 2026 5328 with details of what happened and for the process of uploading these examinations if necessary.

What should I do if there is an emergency evacuation of the examination room such as a fire alarm?

- In such a case, the invigilator should pause all the examinations running in the room using SecureAssess. Please see *WJEC E-assessment Guide : Invigilation of Live Examinations* for further details.
- Once all examinations are paused, evacuate the room in accordance with your centre's policy and using the JCQ guidance regarding emergencies.

At the end of the examination

What do I need to do at the end of the examination?

- Ensure that each candidate has either pressed the 'Finish' button or, if their time has elapsed, the 'Close' button.
- Collect in any datasheets / formula sheets that were handed out.
- Collect in and **destroy** any scrap paper that was used by candidates.
- In the Invigilation tab check that a green tick is showing next to each candidate who sat the exam. Contact WJEC if any other icons show by candidates who sat the exam.
- Complete and return the exceptions list. Also return the technical report if candidates experienced issues with systems, software or equipment.
- If any paper versions of the examination were used, send these with the attendance register as normal.