

VTCT Skills guidance to centres on preparing learners for proctored exams

November 2024

Please note, changes to the previously published version of this document are highlighted in yellow.

It is the responsibility of the centre to ensure that all learners and their employers (where applicable) are fully prepared for the proctored Functional Skills exams (remote invigilation), prior to the assessment taking place.

Centres must:

- Ensure all learners are fully prepared for their VTCT Skills Functional Skills exams prior to booking them. This should include the completion of VTCT Skills online practice papers, so that learners can familiarise themselves with the XAMS (exam) platform and 'maths functionality tool' on our website before sitting their 'live' exam
- Ensure learners have been booked onto the correct exam and their VTCT Skills learner number is included on the booking form
- Advise learners they must read the 'ProctorExam and XAMS Guidance for Functional Skills learners' and 'Functional Skills Remote Proctoring FAQs' prior to the exam date
- Check that learners have received an email from ProctorExam (the VTCT Skills invigilation platform), 72 hours before the learner's exam start time. This email will ask the learner to complete a series of checks on the computer/laptop they intend to sit their exam on, this should be carried out at least 24 hours before the learner's exam. If the learner has not received this email, it is the responsibility of the centre to inform VTCT Skills 24 hours before the learner's exam
- Ensure learners have the most up to date version of Google Chrome on the computer/laptop being used for the exam, so that the ProctorExam's screen sharing extension will work
- Check learners have a strong internet connection in the location they plan to take the exam. In order to sit a proctored exam, learners will need a minimum of 2.0 Mbit/s upload speed, 10 Mbit/s download speed and ping under 25 ms. If the learner's internet speed does not meet these requirements, the learner should not be entered for a proctored exam.
- Inform learners that the computer/laptop they are using must have a camera, microphone and speaker, as these are essential for remote invigilation to take place. Learners will be required to show the Proctor the room. Phone cameras are not permitted.
- Ask learners to check that there is no security or screen sharing restrictions on the computer/laptop the exam is to be taken on, before the day of the exam. This is not something VTCT Skills or ProctorExam can support with during the exam.
- Ensure the learner is aware the exam must not take place in a public place or communal area. Learners must not be disturbed for the duration of the exam, they must remain in exam conditions at all times.

- Ensure learners are aware they should be in the room alone, as exam conditions must be adhered to at all times
- Learners must be ready to start their exam promptly at the time given. If the exam is not started within 15 minutes of the confirmed time, it will automatically be void and will have to be rescheduled. The fee is still chargeable
- Ensure learners get the best experience using the exam platform, they should have the Google Chrome zoom level set at 80%
- Inform your learners that the Proctor will not be able to assist them with the assessment tasks in the exam. There is a technical support function and a proctor chat function where support is available should any issues arise, but the Proctor will not be able to support learners with understanding questions, or how to complete tasks
- Ensure all learners completing a Reformed Functional Skills Maths Level 1 or 2 exam are aware that **scientific calculators are not permitted**; learners are encouraged to use the calculator provided on screen as this will automatically record their workings out in the 'workings' box.