

# FAQ's for Saras Launch

## 1. Can remote invigilation still take place as the learner will be on their own device?

As part of our move to the Saras platform, a Record and Review remote invigilation service will be available which allows learners to sit assessments remotely - this will replace provision for centres to remotely invigilate assessments for their own learners. As part of the Record and Review service, learners and their desktops will be recorded for the duration of the assessment. The recordings will be reviewed by VTCT following assessment submission to ensure the assessment has been conducted in-line with VTCT guidelines, following which results will then be made available.

Please note that for the purpose of the soft launch, there will be no additional fees for assessment taken via remote invigilation. However, further details including any charges for this service will be communicated ahead of the full launch.

## 2. Will paper based option still be available and do centres need to schedule them through SARA's?

Yes, and yes. From a customer perspective very little will change functionally, except all activity will be managed through Saras.

## 3. Are there audio options for reading questions and is it compatible with read write software?

The system is compatible with JAWS/NVDA screen readers to provide the audio option for reading questions. In terms of writing/dictation software, unfortunately this isn't something that is supported.

## 4. Does every device that an exam is taken on, individually have to add SARA'S software added?

Yes, every device used for examinations will need the Lockdown browser installed. Our suppliers are currently working on a solution to enable a 'silent installation', this will ensure that bigger centres can ask their IT managers to install the software on all computers at once instead of each device independently.

## 5. How can we print invigilation paperwork?

Saras will implement a login sheet similar to the XAMs system. The main difference is that the password will not be included on the login sheet and will only be known to the learner, enhancing security.

## 6. Can we change bookings once they are made?

It is possible to amend a schedule, either to add or remove learners or adjust times as required

## 7. Will there be a designated exam support number to call if things go wrong during a live exam?

We have created a designated support inbox [sarasenquiries@vtctskills.org.uk](mailto:sarasenquiries@vtctskills.org.uk) for any enquiries relating to the soft launch. For urgent enquiries please call our customer support line who will be able to provide immediately support.

## 8. Can exams be scheduled for a group of learners for multiple exams in one go?

Yes, using the batch feature within Saras you can schedule a cohort of learners against a unit.

## 9. Are Chromebooks supported with the lockdown browser?

To protect the security and integrity of our assessments, all assessments will be delivered via the Respondus locked down browser, which is different from the secure exam browser used to deliver functional skills assessments.

Whilst the Respondus locked down browser is compatible with Chromebooks, we are currently working with our supplier to fully assess the level of compatibility both from technical and functional perspectives.