TestReach

Remotely Invigilated Exams
Support Process and Incident Management

Introduction

- Due to the nature of conducting exams online, different issues can arise compared to those that would be encountered when doing an exam in person.

    - **Minor Issues**
        - Typically resolved very quickly, impact candidates at an individual level, or impact small numbers of candidates only.

    - **Major Issues**
        - Typically take longer to resolve and may impact a larger number of candidates.

    - **Critical Issue**
        - Typically impact most or all candidates. These types of issues are rare.

- This presentation will explore the different types of issues that may arise and how they are managed.

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Minor Issues and Incidents

Issues	Steps Followed	Included in Post-Exam Report
Candidate experiences poor internet connection during their exam.	- A candidate may have their exam 'resumed' up to a maximum of 3 times. After this they will be asked to contact their examining body for next steps. - Where an exam is resumed, TestReach retain the discretion to add time lost to their exam to make up for any disruption.	Yes
Candidate experiences an issue local to their device. Such as issues with their webcam, sound card, graphics card, firewalls etc.	- It is the candidate's responsibility to ensure their machine is in good working order. If the candidate's equipment fails on the exam day then there is limited troubleshooting steps that the support team can work through. - This encompasses that of work devices that have certain admin privileges/firewalls that neither Customer Support nor the candidate can disable. - Our Customer Support team will spend up to a maximum of 15 mins helping the candidate to resolve issues local to their device. - At this point, the Customer Support team will end the call advise the candidate to contact the examining body to discuss next steps. - This is to ensure that our Customer Support team have the required availability to provide a high level of support to all candidates taking an exam at that time.	Yes
Candidate is late for their exam or experiences issues that results in them being late for their exam.	- If a candidate contacts the Customer Support team within 30 mins of their exam start time, the Customer Support team will troubleshoot the issue to the best of their ability. - If a candidate calls after 30 mins, they will be advised to contact the examining body for next steps.	Yes

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Minor Issues and Incidents

Issues	Steps Followed	Included in Post-Exam Report
Candidate experiences a delay in connecting to an invigilator.	- Queues times of up to 15 mins are considered acceptable, however for most candidates the average queue time is < 5 minutes - If a candidate is experiencing delays of longer than 15 mins they should contact the TestReach Customer Support team as there may be a connection/device issue on the candidate's end, or they may have logged on too early.	Yes, if the candidate contacts our Customer Support Team.
Candidate reports an issue with the exam paper content.	- Candidates are told to continue with their exam. TestReach will contact the client's Key Decision Maker to advise on next steps. - The Key Decision Maker will confirm or deny if an error has been made with the paper and if they want to inform all candidates.	Yes
Candidate who has lost connection and been out of their exam for over an hour with no contact.	- If a candidate loses connection and has been 'resumed', the onus lies with the candidate to contact TestReach Customer Support as they operate as an inbound service. - As such, if no contact is made for an hour or more after a candidates exam is 'resumed', their exam will be submitted and they will be reverted back to the organisation.	Yes

Major Incidents

Issue	Steps Followed	Included in Post-Exam Report
An Internet provider outage that impacts multiple candidates.	• **status.testreach.com** will be updated and will continue to be updated as the incident is investigated. • Outbound messaging on the TestReach phone system will be updated to advise candidates to visit status.testreach.com for updates. • An automated email response to candidates raising support tickets via email will be set advising to visit status.testreach.com. • For an outage of up to 10 mins with candidates who are already in the exam, the application will continually attempt to reconnect the candidate and if internet connection is re-established, then the candidate will automatically resume their exam where they left off. • For outages longer than 10 minutes, then candidates exams will be 'resumed' by their invigilator. If the number of candidates impacted is large, a decision will be made with the Key Decision Maker on the continuation of the exams at that time.	Yes, the key decision maker will also be advised of the issue as soon as possible and will continue to be provided with updates
An Internet provider outage that impacts multiple RIs.	• **status.testreach.com** will be updated immediately and will continue to be updated as the incident is investigated. • Outbound messaging on the TestReach phone system will be updated to advise candidates to visit status.testreach.com for updates. • An automated email response to candidates raising support tickets via email will be set advising to visit status.testreach.com. • Candidates where capacity allows, will be re-routed to other unaffected RIs.	Yes, the key decision maker will also be advised of the issue as soon as possible and will continue to be provided with updates

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Critical Incident

Issue	Steps Followed	Included in Post-Exam Report
TestReach App Outage	**status.testreach.com** will be updated and continue to be updated as the incident is investigated. - Outbound messaging on the TestReach phone system will be updated to advise candidates to visit status.testreach.com for updates. - An automated email response to candidates raising support tickets via email will be set advising to visit status.testreach.com. - Our Incident Response Team will be mobilised within 10 mins of the incident occurring and will meet to create an Incident Response Plan. - The Key Decision Maker will be notified. - The Key Decision Maker should update internal messaging, if relevant. - A joint decision will be made on the continuation of the exam session depending on the severity and length of the outage.	Yes - the Key Decision Maker will also be advised of the issue as soon as possible and will continue to be provided with updates as the issue is investigated. TestReach will also provide a detailed Incident Report after the issue is resolved.

Best Practices

- Let's look at some best practices at each stage of your remotely invigilated exams.

  - **Pre Exam**

  - **Exam Day**

  - **Post Exam**

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Pre-Exam

- Clients are asked to provide TestReach with a nominated **Key Decision Maker(s)** for the date and time of each exam in advance. This person(s) is the point of contact on the day of the exam and must have sufficient authority to make decisions about exam continuity. They should have authority to:
  - Answer calls from TestReach
  - Make updates to messaging on the client's side
  - Confirm or deny last-minute reasonable adjustment requests
  - Allow late entry candidates
  - Correct paper errors

- Clients are asked to include a reference to the TestReach Status page at **status.testreach.com** in their communications to candidates as this page will be updated regularly in the event of any issues impacting large numbers of candidates.

- Candidates are encouraged to contact TestReach Customer Support in advance of their exam day if they have any queries concerning their scheduled start time, device requirements etc. This will ensure the candidate is fully prepared to take their exam on the day.

Exam Day

- TestReach Customer Support agents will be available take any candidate queries by phone, email or chatbot to ensure candidates have the support they need prior to and during their exam. The Invigilator will then be on hand once in the exam to answer any candidate technical queries.

- Our team endeavour to limit the duration of individual calls to 15 minutes. After this time if the candidate is still experiencing a long term issue and there is no certainty that they will be able to enter their exam in the exam time allotted, they will be asked to contact their examining body for next steps. This is to ensure that our Customer Support team are available to provide a high level of support to all candidates taking an exam.

- Late Entry: Candidates are permitted entry to their exam up to 30 minutes past their start time. This allows time for any exam day issues to be resolved. After this window, we may not be able to accommodate the candidate taking their exam.

- Candidates can join the queue to enter their exam 15 minutes before their scheduled start time. In total, this gives candidates a 45 minute window to enter their exam.

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Exam Day Tip Sheet

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Exam Day Tip Sheet

- Instructions given to candidates should include the steps for validation as well as the required ID and permitted resources
- Candidates should, in advance of their exam day, have completed their systems check *on the device they are sitting the exam on*
- Devices should meet the <u>minimum requirements</u>
- Candidates who know they will be late or run into issues with their device or connection before the exam should contact our CS team as soon as possible
- If a candidate contacts CS, they must ensure they are responding to and following instructions given by our agents
- Should a candidate be reverted to the organisation, they should not continue to contact TestReach to try and be rescheduled
- If a candidate experiences an issue within their exam, they should contact their invigilator verbally or via chat;
  - Should the invigilator be unavailable i.e. the connection has dropped/screen has frozen, the candidate should contact our CS team as soon as possible
  - The onus to resolve the candidate's issue is on the candidate; therefore, without any contact made to troubleshoot, our team cannot help
- Candidates should be fully aware that RIs have no information on exam content and will not be able to advise on question stems or exam paper structure, nor will they be able to change the exam paper once the candidate has begun.

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Exam Day Tip Sheet

Final checks before exam day for candidates:

- ❏ Is my ID permitted, valid/in date and to hand?
- ❏ Am I sitting at a desk/table that is clear of any unpermitted items?
- ❏ Have I any notes stuck to my surrounding area/device?
- ❏ Am I aware of the comfort break policy for this exam?
- ❏ Are headphones permitted for this exam?
- ❏ Have I contacted the examining body with any special requirements i.e. extra comfort breaks due to illness?
- ❏ Have I read and understood the validation steps provided?

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