



# **Candidate Guidelines Online Exams with live Invigilation**

## **A step-by-step Guide on how to take a LanguageCert Online Exam**

**Windows**

**July 2023**

**Version 9.0**

**Public**

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## Document Revision History

Version	Date	Description of Change
<b>9.0</b>	<b>31/07/2023</b>	Updates in sections: 2. System Requirements, 3. Exam Preparation and 5. Exam Shield Installation
<b>8.0</b>	<b>13/01/2023</b>	Updates in paragraph 2 System Requirements
<b>7.0</b>	<b>14/11/2022</b>	Minor updates in paragraphs 2 System Requirements and 4 Security Requirements
<b>6.0</b>	<b>14/09/2022</b>	Updates in paragraphs 2 System Requirements and 5 Exam Shield Installation
<b>5.0</b>	<b>13/06/2022</b>	The description of 'Check system' is added in paragraph 5
<b>4.0</b>	<b>03/02/2022</b>	Minor update in paragraph 5
<b>3.0</b>	<b>28/01/2022</b>	1 <sup>st</sup> revision in 2022
<b>2.0</b>	<b>29/11/2021</b>	Updates in paragraph 5
<b>1.8</b>	<b>01/03/2021</b>	2 <sup>nd</sup> revision in 2021
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<b>1.6</b>	<b>20/11/2020</b>	Minor updates in paragraph 2
<b>1.5</b>	<b>28/08/2020</b>	Revision 2020
<b>1.4</b>	<b>25/11/2019</b>	2 <sup>nd</sup> revision in 2019
<b>1.3</b>	<b>17/07/2019</b>	Minor updates in paragraph 3
<b>1.2</b>	<b>17/06/2019</b>	Minor content corrections
<b>1.1</b>	<b>13/05/2019</b>	Revision after Pilot version
<b>1.0</b>	<b>13/03/2019</b>	Initial version-Pilot

## About LanguageCert

LanguageCert is an Ofqual recognised Awarding Organisation responsible for the development and award of language qualifications. LanguageCert's mission is to offer high quality language qualifications that are truly fit-for-purpose for the markets/candidates they serve.

LanguageCert International ESOL Qualifications (Entry level, Level 1, Level 2, and Level 3, corresponding to CEFR levels A1 to C2) are regulated by Ofqual.

## 1 Introduction

This document provides you with important information regarding preparing for and taking an Online Proctored exam. Please ensure you read the information thoroughly **before** your exam day. If you require any clarifications and/or support, please contact our Customer Service Team at [customerservice@peoplecert.org](mailto:customerservice@peoplecert.org)

## 2 System Requirements

**Ensure that your computer meets the following system requirements:**

- Windows® 11, Windows® 10 (Windows 10S and Windows 11S is not supported) - Windows® 8.1, Windows® 8 are not supported as of 7th of February 2023
- Dual-core 2.4GHz CPU or faster with 4GB of RAM (minimum).
- Microsoft Edge webview2 runtime, minimum version 92.0.902.55
- WebView2 is necessary for all LanguageCert Speaking Exams. ExamShield will prompt you to get the **WebView2 Evergreen Bootstrapper**.
- Active Full-Time/Broadband internet connection of at least 4Mbps.
- 16-bit monitor (at least 15") with screen resolution 1024 x 768 or higher.
- Keyboard and mouse or another pointing device (keyboard set to the language of the exam).
- A web camera (embedded or external – no mobile phone). Make sure you can rotate your camera, a 360 degree movement, when asked by the Proctor.
- **A wired headset (headphones with a built-in microphone) is mandatory for all LanguageCert exams**

**Getting your machine ready for your online exam and preventing any technical issues.**

- **Do** come with a machine that has the following specification or higher:
  - Windows® 11, Windows® 10 (Windows 10S and Windows 11S is not supported) - Windows® 8.1, Windows® 8 are not supported as of 7th of February 2023
  - Dual-core **2.4GHz CPU** or faster with **4GB** of RAM
- Unless your IT department can help you with this before your exam and **be available to assist as needed on the day of your exam:**
  - **Do not** use a work machine. Many work machines have restrictions that are likely to affect your exam performance.
  - **Do not** take your exam at work or elsewhere on a work machine **or personal machine if you are using your office network** and your office network requires a firewall or VPN to use your machine.
- **Do** contact us up to 72 hours before your exam if your machine does not meet the above requirements. We will reschedule your exam for free to give you more time.
- **Do** download, install, and run ExamShield **in the room where you will take your exam** at least 24 hours before your exam.
- **Do** understand that if the machine you use does not meet the above requirements, we may need to close the exam session before it begins and reschedule with a fee.

- **Do** feel reassured that we have live technical support for you 24/7/365 if there are **any unrelated technical issues** for you during your exam session.
- **Do** re-read [The 5 Steps to Success](#) to help you make sure you have everything ready for your online exam and are good to go!

### 3 Exam Preparation

#### Your Identification Document (ID):

Please ensure that the identification document you used for registration matches the one you will present on the day of your online exam. Your proctor will verify your ID during the exam, so it is important to have a valid and approved ID. If the first and last names on your ID do not exactly match the name you used for registration, you will not be allowed to take the exam, and no refund will be provided.

Please make sure your ID is valid and acceptable for the exam day. Failure to present a valid and acceptable ID or name mismatch may result in disqualification from the exam, with no refund offered. However, you will have the option to re-book the exam using the standard booking process.

Your ID must meet the following criteria:

- Be current and valid – ID containing dates that have expired are not allowed.
- Be an original, not a photocopy.
- Include a recognisable photo of you.
- Match the information you gave when you booked your online exam.
- Be a government-issued national/state/province identity card that is recognised by the country in which you are a citizen or permanent resident.
- Contain your full date of birth.
- Contain your First/Middle Name(s) and Last Name in English (Latin) characters<sup>1</sup>.

Please note that electronic IDs will not be accepted.

#### Candidate below 16 years old

Candidates below 16 years old must be supported by a Legal Guardian during the exam onboarding process. Please note: The Legal Guardian must provide their consent for the exam to be recorded, as per LanguageCert Privacy Policy and Terms of Use. They will also need to provide their ID, as per the ID requirements.

- If the ID document you are using to register for your online exam is an acceptable ID document but NOT written in English-language letters (Latin Characters), then as part of registering and booking your exam you must **pick the correct Proctor language to match your own native language** (\*When available). For example, if your native language is Chinese and you are using an ID document that is NOT written in English-language letters (Latin Characters) but instead, is written in Chinese characters, then you must select your 'Proctor's language' preference to Chinese as shown in the example below (\*\*Available for certain modules only). When booking your exam if the 'Proctor's language' or your language is not available as an option, you must:

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<sup>1</sup> ID documents not written in English-language (Latin Characters) will **only** be accepted if you have booked your exam selecting a Proctor in your native language. Please refer to [PeopleCert's ID Policy](#) for full detail.

- Upload on your profile **not less than 48 hours before your exam** an image of your ID document for validation to and send an email with your request to [customerservice@peoplecert.org](mailto:customerservice@peoplecert.org) and we will validate your ID document in accordance with our internal protocols.

*\*Proctor languages are available for a limited range of languages as shown in language options of the exam booking system.*

### **Before the exam, you must:**

- Ensure your mobile/cell-phone number, including country code, is completed in your Candidate Profile.
- Disable any Virtualization Software such as VMware, Virtual PC, Virtual Box or Sandbox during the exam. For exam security reasons, the ExamShield cannot run through any virtualization software. You should also close any applications that might affect the exam process, such as web browsers, chat, desktop, sharing and mail client applications.
- Ensure you have read, understood, and fully prepared your exam environment to meet the Security requirements described in **Section 4** of this document.
- Ensure you have read and followed the Exam Shield Instructions detailed in **Section 5** of this document. **Please note:**
  - If you are using a corporate device and/or do not have administration rights to the device, please consult your IT department **before** the installation of the ExamShield software.
  - If you experience difficulties in installing or executing ExamShield, please add ExamShield to your Antivirus and Firewall **whitelist** and repeat the installation steps. You should consult your Antivirus/Firewall vendor on how to do this. Kindly note that administration rights to the device will be required.
  - Corporate networks and/or VPN access may impact service delivery of the exam. You are advised to consult your IT department.
  - If you try to use an older version of ExamShield, that is already installed in your computer, an error will appear prompting you to update to the latest version.



## 4 Security Requirements

**When preparing for the exam, you must ensure:**

- You have the **same, valid** photo ID you used to register and book your exam.
- You have another form of photo ID available, in case additional ID verification is required.
- Your mobile/cell-phone remains switched on but is **set to silent**. The device must be placed out of reach, so you need to move away from your chair to access it.
- You do not have access to any **unauthorised items**, including unauthorised:
  - Notes, manuals, whiteboards etc.
  - Technology. This includes additional headset, headphones, microphone(s), screen(s), monitor(s), keyboard(s), camera(s), projector(s) or projected images/words.
- You are prepared to complete the exam on your own, without any assistance from a third party.
- The room you use to take your exam meets the following criteria:
  - There is only one doorway for access in and out of the room which is visible to camera throughout the exam.
  - The room is private, with no transparent walls (i.e. glass walls, indoor windows etc) and you can be sure you will be alone for the entire exam.
  - There is no background noise.
  - The walls and desk/tables(s) are clear of all unnecessary and/or unauthorised items (e.g., posters, post-it notes, papers and books).
    - Where note paper, or other resources are allowed, you can and should have this available on your desk for your exam onboarding. You must show these authorised items to the Proctor, on request, so they can ensure there is nothing on them that could provide an unfair advantage.
  - No screens are visible, other than the screen which is being used to take the exam.
  - There is adequate light to ensure the Proctor can see you clearly throughout the exam. Light should not be directed towards the webcam.
- The computer / laptop and technology you are using for your exam meet the following criteria:
  - Cameras are clear and free from obstruction.
  - You can rotate your webcam 360-degrees, low and high, to show **all areas of the room**, including under the desk, the desk surface and any other areas that may pose a risk to exam security.
  - There are no secondary monitors, smart accessories and/or devices connected or accessible.
  - There is a wired headset (headphones with a built-in microphone) connected for the onboarding, listening and speaking parts of the exam.
  - The screen and webcam are positioned so that you and the doorway of the room are fully visible to the Proctor through the webcam.
  - You are sat comfortably and can maintain the same position, in full view of the Proctor, throughout the exam.



## Security Checks

During the exam onboarding your Proctor will complete a range of security checks. The Proctor will not start the exam until they are satisfied exam regulations can be met. These may include (note, this is not an exhaustive list):

- Full verification of your identity, including taking of a Test Day photograph and showing your ID via the webcam.
- A full 360-degree scan of your room, including detailed views of under the desk and above/below/inside areas of the room that may pose a risk to exam security.
- Displaying of your computer monitor with your mobile/cell phone or a mirror.
- Requests to move or remove items that may pose a security risk.
- Candidate security checks such as:
  - A close-up view of your sleeves, eyeglasses, ears and/or hair. Please note that you may be asked to remove any scarf, hat, turban, kippah, hijab etc. If you require a female Proctor to carry out this security check, you must contact us via [customerservice@peoplecert.org](mailto:customerservice@peoplecert.org) **before** your exam day so that we can ensure a female Proctor is available.

Your Proctor may also repeat security checks during the exam as necessary. This may be because the Proctor has observed something that could compromise the security or integrity of the exam. You must comply with all security check requests in a reasonable and timely manner.

Your exam session will be recorded for quality and security purposes and these recordings are retained in line with our Privacy Policy which can be found here: <https://www.languagecert.org/en/about-us/legal/privacy-policy-and-terms-of-use>

### How we deal with non-compliance:

For minor non-compliance your Proctor will notify you of the infringement and immediate action required. If you do not take timely action, or there is a significant risk to the exam integrity, your exam will be suspended, and the session terminated. Your exam may also be sent for post-exam security review. Depending on the nature of the review and its outcomes there may be:

- A delay in the release of your results, pending satisfactory conclusion of the review.
- A requirement to re-sit the exam under the correct exam conditions.
- Annulment of exam results. Deactivation of your LanguageCert Profile.

The actions/sanctions applied following a post-exam security review will be proportionate to the non-compliance identified and in accordance with LanguageCert's Sanctions Policy. We will keep you informed of the progress and final outcomes of the review. Where review and investigation are required, these will be completed in accordance with our Malpractice and Maladministration Policy. Should a candidate disagree with the final outcome of a review and/or investigation, they can appeal LanguageCert's decision by following the process outlined in our Appeals Policy.

All LanguageCert Policies can be found on our website: <https://www.languagecert.org/en/about-us/legal/policies-and-procedures>

## 5 Exam Shield Installation

Up to 24 Hours prior to the

### Step 1: Install the ExamShield

- **Close** all applications running in your computer.
- **Disable** any Virtualization Software.

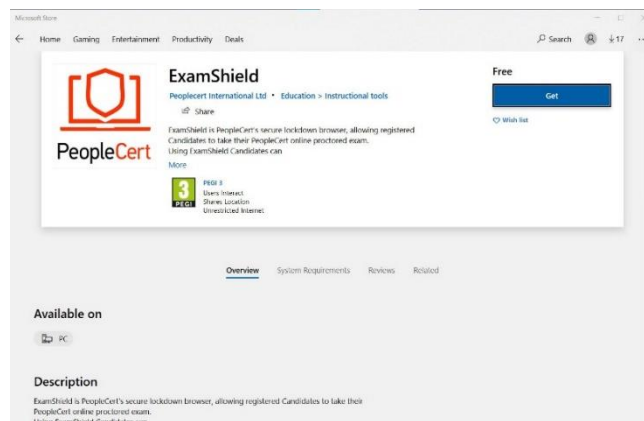
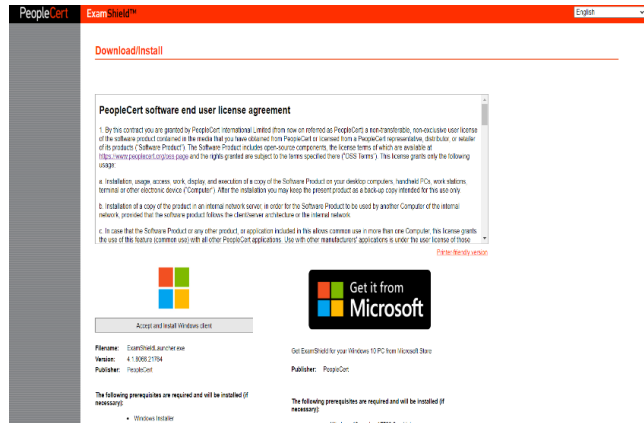
Click on the link included in the LanguageCert registration email and login to your LanguageCert profile.

On the overview tab, click to “Download” and select either “Microsoft Store” version or “Windows Client” version.

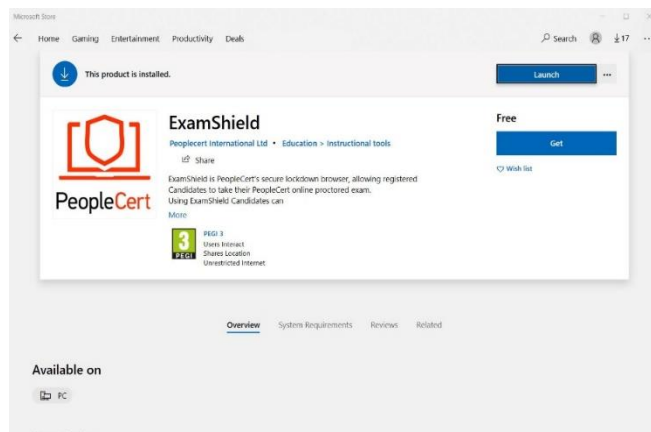
**Note:** If the “Download” option is not activated, make sure that you click on “Check in” first.

#### Option A: “Microsoft Store” version

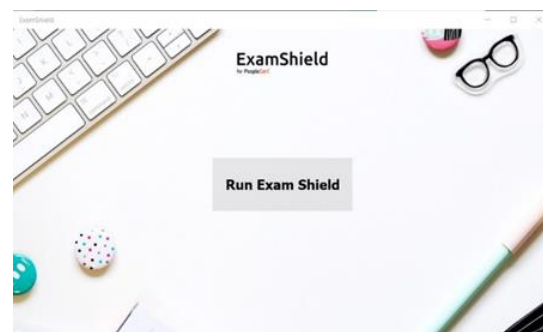
Click “Get” to download and install ExamShield



Click “Launch” to run ExamShield.



Click “Run ExamShield”

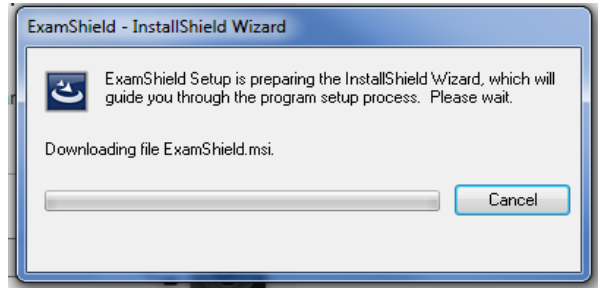


### Option B: "Windows Client" version

"Accept and Install Windows OS client" to set up the **ExamShield application**.

Click **ExamShieldLauncher.exe**. Save/Run The installation should start automatically and may take a few minutes to complete.

Once installation is completed, the ExamShield window will appear.



### Option A and Option B:

Please log in using the username and password of your LanguageCert profile.

If you used a Facebook, LinkedIn or Google sign-in to register to your profile, please click on the relevant icon to login.

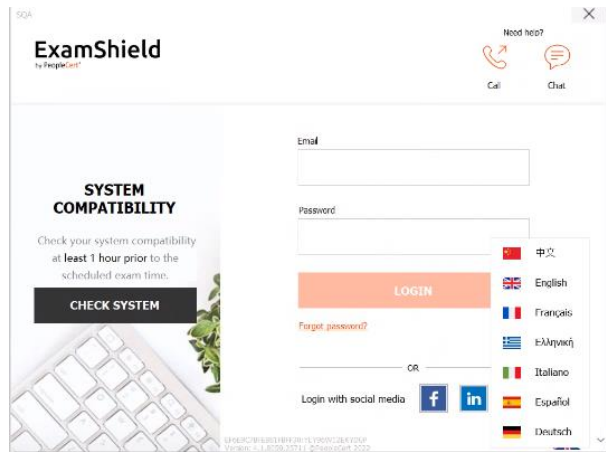
If you would like to run ExamShield in another language, please click on the flag in the bottom right corner of the screen.

You will see your closest scheduled exam and will need to proceed with the "Check System" and take the exam.

A countdown timer to your exam will appear under your exam credentials.

The "Call" button will re-direct you to the phone number that you can contact PeopleCert Customer Support on.

The "Chat" button will re-direct you to the chat that you can contact PeopleCert Customer Support on.



Click "**CHECK SYSTEM**" to confirm your system meets the Exam Shield requirements.

Do this at least 1 hour prior to the scheduled exam time, to avoid last minute technical issues.

Compatibility test consists of 4 parts which are:

- System integrity.
- Audio.
- Camera.
- Internet connection.

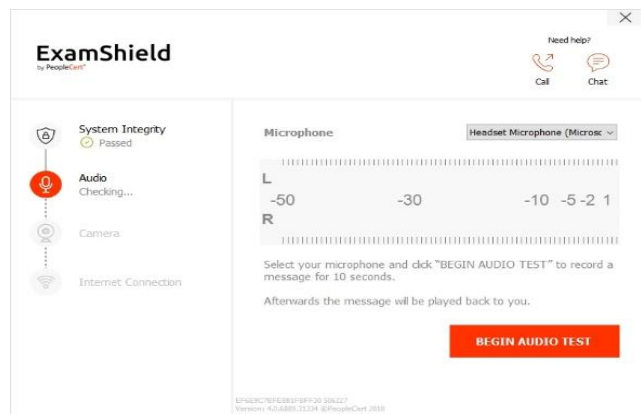
## System integrity

System Integrity checks the compliance of your Operating System with the ExamShield application requirements, such as the OS version and free disk space amongst others.

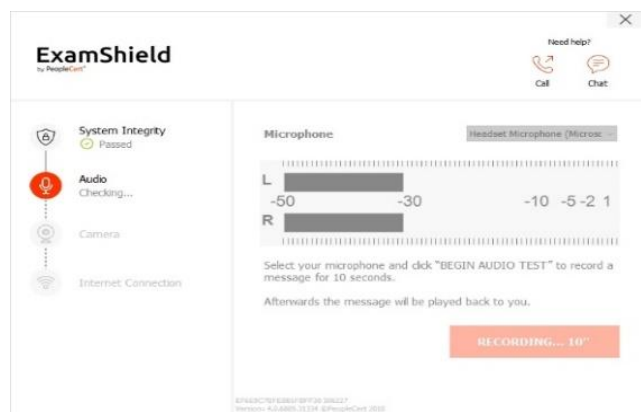


## Audio

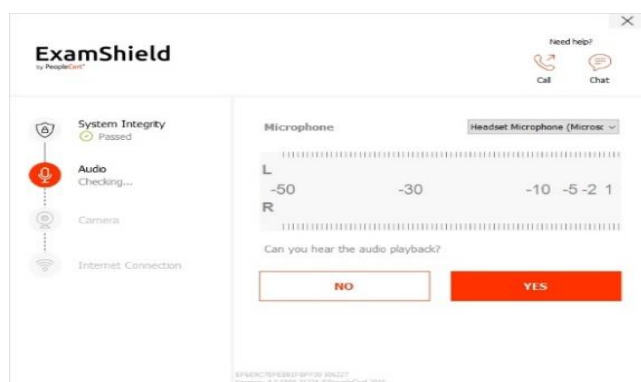
To check audio, select "BEGIN AUDIO TEST".



Your microphone will record for 10 seconds.

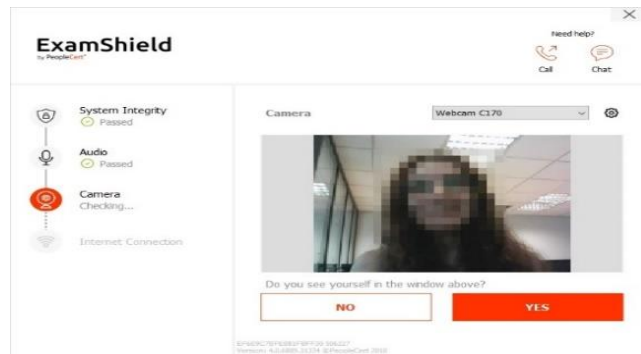


ExamShield will playback the recording. At the end of the 10" playback, if you can hear your voice clearly, select "YES" to proceed to the next checks. If not, select "NO" to run the audio test again.



## Camera

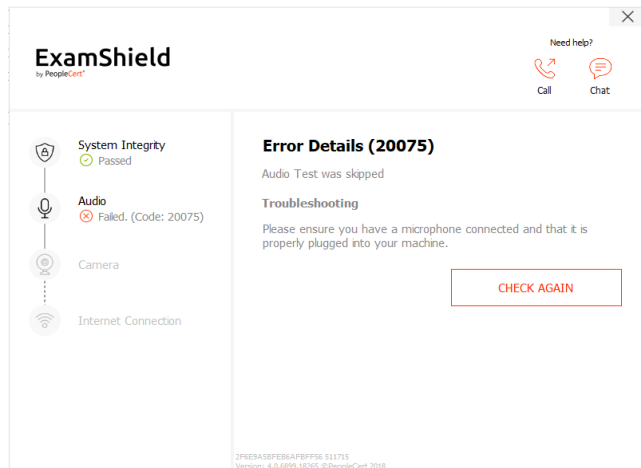
To check that your camera is functional, you will be asked to see if you can see yourself in a specific panel. You can edit the settings of your camera by selecting the relative button next to the Camera dropdown menu.



After completing each check, a message informs you whether the check has "Passed", "Failed", or provides you with a "Warning" notification.

In case of "Failed", detailed error information and possible workarounds will be provided.

Click "CHECK AGAIN" to retry.



In case of a "Warning" message click on the arrow on the right of the warning to view more details.

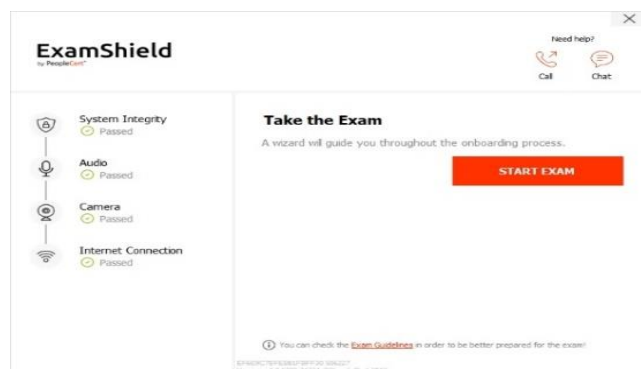
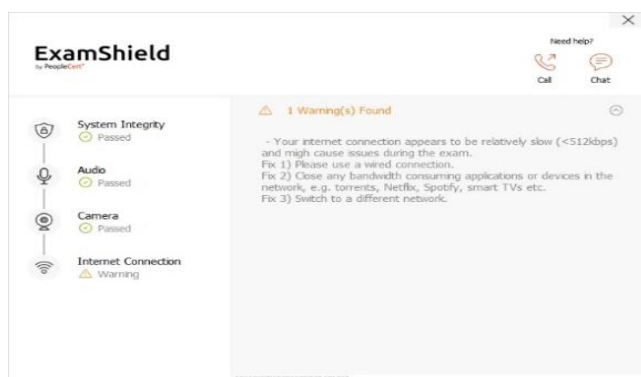
Please note that a "Warning" will not prevent you from taking the exam. It is a suggestion to ensure optimal exam experience.

## Internet Connection

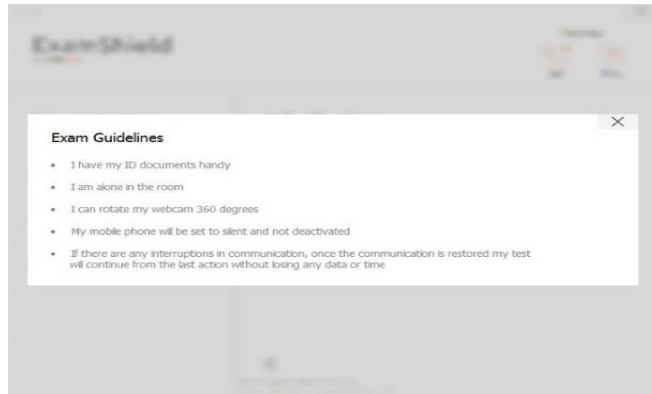
During the Internet Connection testing you will be asked to record a 10 second video and subsequently upload it.

After a successful check of each step, you will be able to click on the "START EXAM" button, if the scheduled exam start time is in less than 10 minutes.

Otherwise, you are suggested to terminate the application and launch it again 10 minutes prior to your scheduled exam time.



By clicking on **Exam guidelines** link on the bottom of the screen, you will be informed about all appropriate information to run your online Proctored exam.



## 10 Minutes prior to the exam

### Step 2: Log into ExamShield

**Login** using the username and password of your PeopleCert profile. If you used a Facebook, LinkedIn or Google sign-in to register your profile, please click on the relevant icon to login.

A pop-up message will notify you if any application needs to be closed to continue with the exam.

### Step 3: Self-onboarding

An intuitive wizard will guide you to connect to your Proctor and start your exam.

#### 1. Accept NDA

After reading the Non-Disclosure Agreement and Terms of Use, click on "Next" to accept them and proceed with the test.

Click on "End Exam" if you do not accept the terms and wish to end the test. You cannot continue with the test unless you accept the terms of use.

#### 2. Read exam instructions

Read the information carefully before you proceed to the next step. Make sure you scroll the bar down, to read the rest of the instructions.

### 3. View Exam Tutorial

A quick tutorial will help you familiarise with the exam environment. You will learn how to:

- ✓ Navigate questions.
- ✓ Flag a question.
- ✓ End an exam.
- ✓ Zoom in or zoom out.
- ✓ How to refresh and login in case of a network disconnection
- ✓ Communicate with your Proctor through chat.

To navigate through the tutorial, please use the orange arrows at the right and left side of the grey area.

### 4. Check exam rules

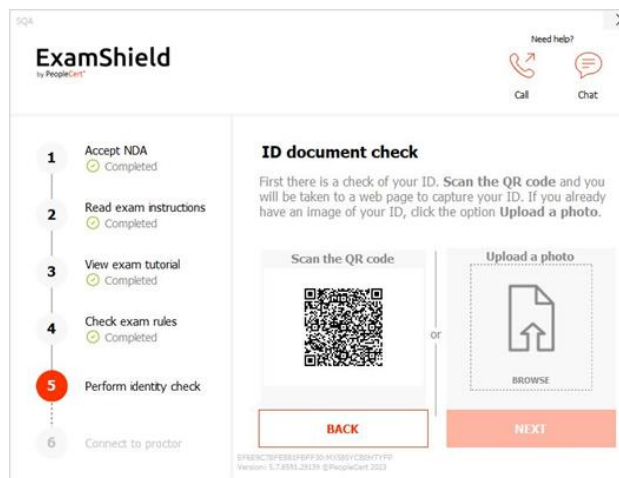
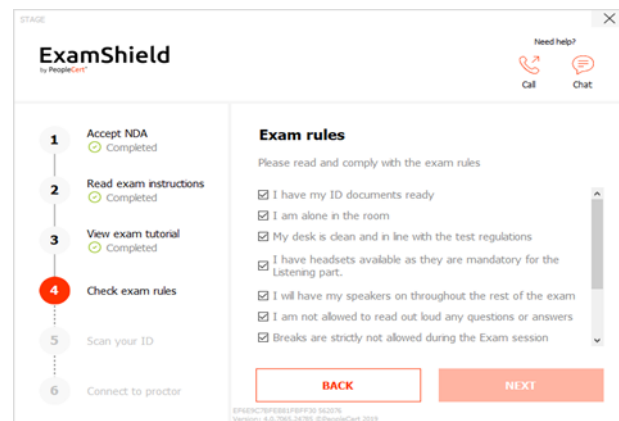
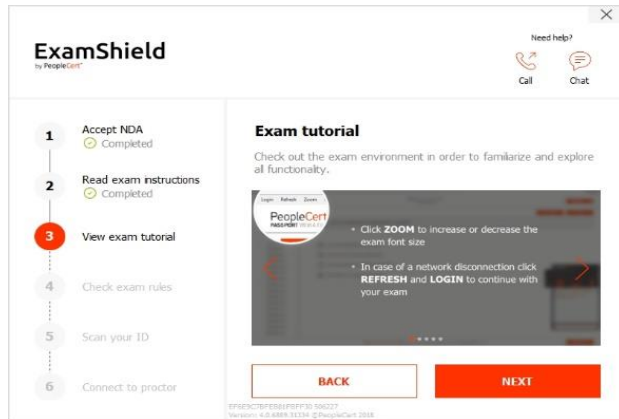
Check all the rules confirming that you have read and approved all of them (ensure you scroll down with the bar).

### 5. Scan your ID

Upload or take a picture of your ID Document so that PeopleCert can verify your personal information.

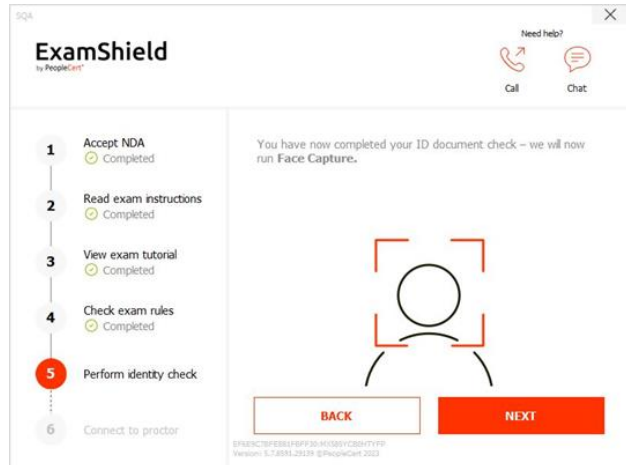
Select **"BROWSE"** to upload a picture of your ID. Or scan the qr code to initiate the process through your mobile device.

In case you prefer to capture your ID via your mobile phone – scan the qr code and follow the given instructions. Your device should be equipped with a functional camera and a qr code reader.

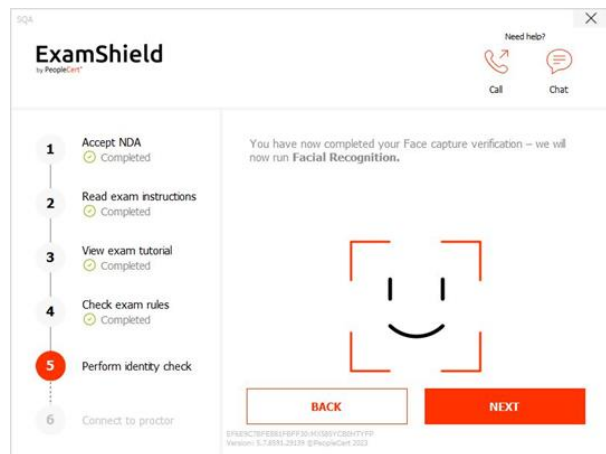




Once completed you will be prompted to perform a Face Capture.

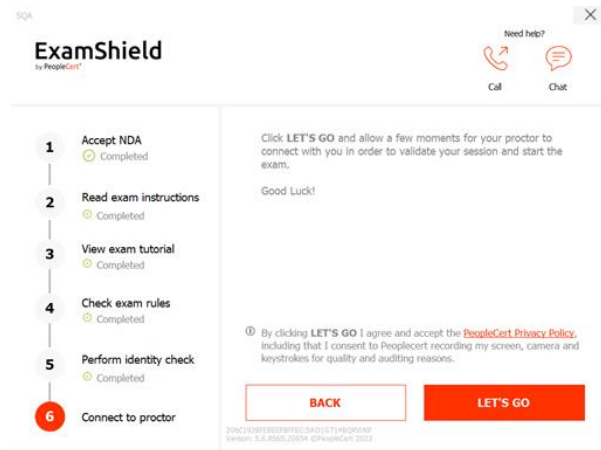


Lastly, you will be asked to go through the Facial Recognition process.



### 6. Connect to Proctor

Once you complete the above steps, click "LET'S GO" to connect with your Proctor.



Once logged in, the following control panel will open:

Many2Many control panel on the right, indicating you have successfully joined the session. You can minimise the control panel by clicking on the red arrow button.



#### **Step 4: Your online Proctor joins the session**

**Please Note:** For the Speaking exam, the Interlocutor will assume the role of the Proctor.

##### **You will be instructed to:**

- Check your audio and video performance.
- Complete the required security checks.
- Confirm your personal details. If any of the information is incorrect, please inform your online Proctor.
- Have your picture taken. This picture will appear on your Statement of Results, for universities and other stakeholders to confirm your identity.
- Your online Proctor will let you know **when you are set to begin your exam!**

Click Next to continue only when prompted by your Proctor.

##### **Please note:**

- An Online Proctor will be monitoring live the overall exam and be available throughout your exam session in case you need any help.
- You must have your microphone on throughout the session.
- In case of communication loss during the exam, the Online Proctor will stop the process. Once the connection is re-established, you will be able to continue your exam using your remaining exam time.

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