ACCESSING AND COMPLETING ONLINE TRAINING AND ASSESSMENTS
INVIGILATOR USER GUIDE

HOW TO ACCESS YOUR USER ACCOUNT IN THE EXAMS OFFICE HUB

(**First time user**)

An invigilator user account will be created for you by your centre's exams officer who will then provide you with your login details.

Once you have your login details you will need to take the following steps for **first time** login:

- go to The Exams Office public website www.theexamsoffice.org

- from the Home page, clck on the **Invigilator Login** button at the top of the screen

- enter your login details (email address and password) and verify the **I'm not a robot** reCAPTCHA

- click **Login**

- read through the **Terms of Use**

- to agree to these terms, tick and click **Submit**

- you will then be taken to your **Dashboard**, where you are strongly advised to update your password to something more secure

- to update your password, click on your account (your) name (top right) and select **Edit**

- enter your new password in the **Update user password** and **Re-enter Password** fields

- click **Submit**

How to subsequently login to The Exams Office Hub

To access your account any time after your first time login, simply login from The Exams Office website using the **Invigilator Login** button or go directly to the Hub login screen here.

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HOW TO ACCESS ASSESSMENTS

To access the training and assessments available to you based on your user role:

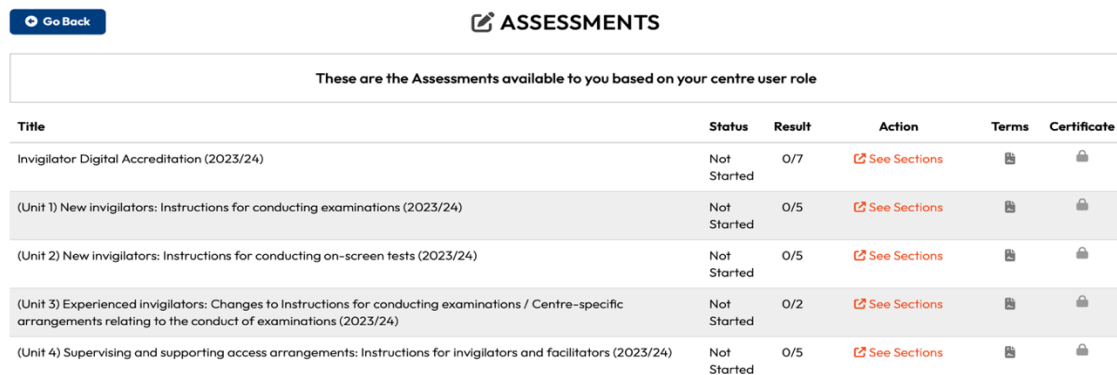- select **Assessments** from the Resources menu on the left-hand side of the screen
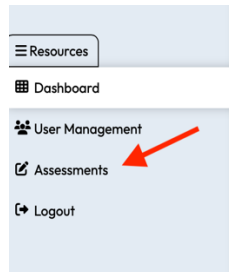
- click on **Register User for assessment** (this will only show the first time the assessment page is selected each academic year)

- you will then see the assessments available to you (these may differ from those shown in the below image depending on what has been set for you by your exams officer)

- you will then need to pick the assessment you need to undertake and select **See Sections** for this assessment

- read through the confirmation/declaration (this only appears when accessing the assessment for the first time)

- to confirm, tick and click **Submit** (if you are not able to agree to the terms, you will be unable to progress any further and should take up this issue with your exams officer)

  You will then see the sections that make up the unit you have selected.

To start to undertake a section:

- click **Schedule Test**

Schedule Test

This will show as scheduling for a few seconds (please wait whilst the test is being loaded and **do not** refresh).

- once loaded the status will show as **Scheduled** and you can click **Take Test**

Action

Take Test

This will then show status as **In Progress** and the test will then open in a separate window.

Once the test has opened you will see the section introduction (this does not apply to the *Invigilator Digital Accreditation* (IDA)*).

This is the training element of the section.

Take your time. Thoroughly read through all the information given, click on the hyperlinks to refer (in full) to the relevant part of the JCQ regulations (as detailed at the start of each section) for further detail. Follow any instructions shown in red (it would also be useful to make note of any centre-specific processes invigilators are advised to confirm with their exams officer).

At the end of the section your knowledge and understanding will be assessed (tested).

Links to **Training Videos** are also provided at the end of relevant sections. These are intended to further support your training and understanding.

When you have thoroughly read, absorbed, referred to the JCQ regulations and viewed the video(s), click **Start the Test**. This takes you to the assessment element of the section.

*(When completing sections of the IDA, you are immediately taken to the assessment (test) as there is no training element. The IDA is simply designed to further assess and measure the knowledge and understanding of trained/experienced invigilators.)

To complete the assessment:

- work through the questions in order, select **Next** when you are ready to move on to the next question

  (Again, take your time. If unsure of a question/answer, refer to the relevant JCQ regulation as shown in each question as a Reference)

- once a question has been answered the question number on the left will show in grey and your percentage **Progress** through the test will be shown in the bar at the top of the screen

- after all questions have been answered, your progress will show as 100% and the **Next** button will be greyed out

(If at any time you wish to go back to a question to review/change your answer(s) click the **Back** button to take you back to the relevant question or **Flag** a question you wish to return to)

- when you are satisfied with your answers, select **Finish Test**
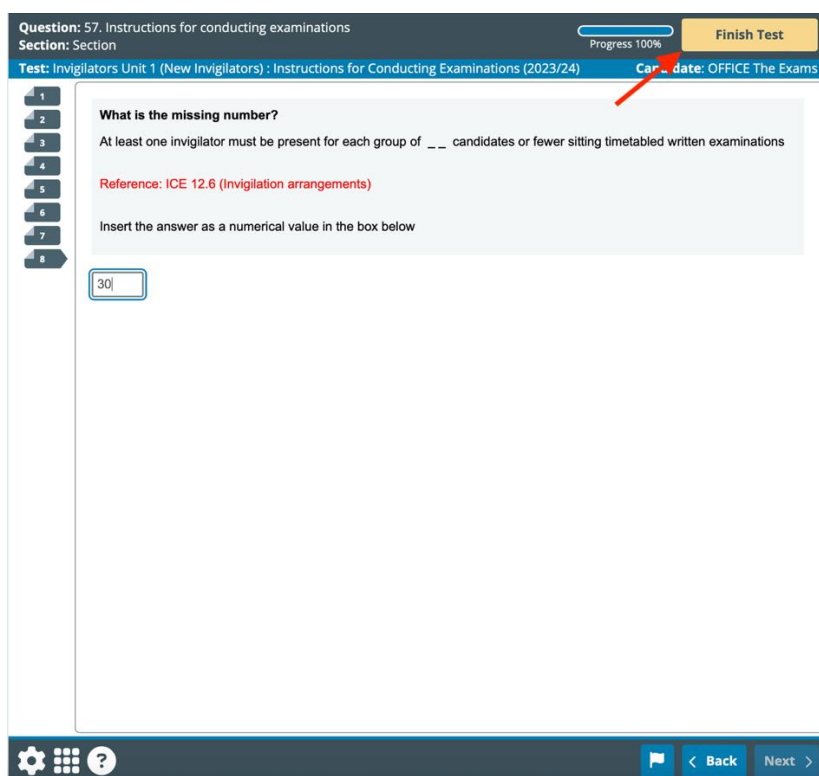
- an **Are You Sure?** alert then appears - if you are sure you do not want to further review your answers one last time, select **Finish**
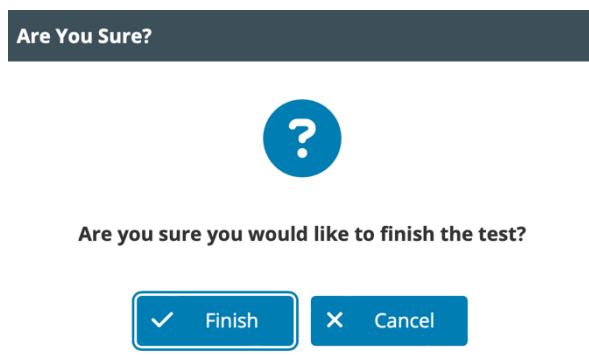
- a final **Confirm Finish** alert appears – if you are happy, select **Finish**
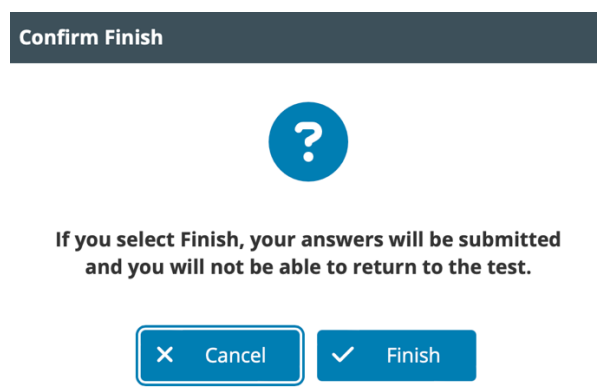
This test has now been completed and you should close the browser window.

You have completed this test.

You may now close the browser window.

HOW TO VIEW YOUR RESULT(S)

Once the window has been closed this will return you to the Assessments area.

- If successful in this section of the assessment your result will show as **Pass** and the status will show as **Completed** (The test for this section cannot be, and would have no reason to be, taken again this academic year)

#	Title	Mark / Failed Attempts					Type	Duration	Questions	Status	Action
1	(Section 1) Invigilation arrangements	8 / 8	📊	✓	Pass	2 ⌄	Untimed		8	COMPLETED	

- If unsuccessful your result will show as **Fail** and the status will show as **Incomplete** (The assessment can be attempted again, either immediately or on login at a later point, by clicking the **Schedule Test** button again)

- to view the questions answered (correctly or incorrectly) click on the **Graph** icon under the **Mark/Failed Attempts** column

#	Title	Mark / Failed Attempts				Type	Duration	Questions	Status	Action
1	(Section 1) Invigilation arrangements	5 / 8	📊	X	Fail	Untimed		8	INCOMPLETE	Schedule Test

Please note: although there is no limit on the number of attempts taken to successfully achieve an assessment, multiple re-attempts may indicate a significant lack of knowledge and understanding of the JCQ regulations. Users in this position are **strongly** advised to re-read and thoroughly absorb the information in the training element of the section prior to clicking to start the re-attempted test.

HOW TO ACCESS YOUR CERTIFICATE(S)

As soon as all sections within an assessment have been successfully achieved, the status of the assessment is shown as **Passed** and the certificate is issued.

Your exams officer may provide you with a copy. Your exams officer will also keep a copy on file for JCQ inspection purposes.

Alternatively, you can:

- select **Assessments** from the Resources menu

≡ Resources

▦ Dashboard

👥 User Management

✎ Assessments

➔ Logout
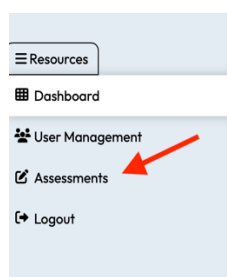
- click on the **Certificate** icon to view/download/export/print your certificate(s)

Title	Status	Result	Action	Certificate
Invigilator Digital Accreditation (2023/24)	Not Started	0/7	⬀ See Sections	🔒
(Unit 1) New invigilators: Instructions for conducting examinations (2023/24)	Passed	5/5	⬀ See Sections	📄
(Unit 2) New invigilators: Instructions for conducting on-screen tests (2023/24)	Not Started	0/5	⬀ See Sections	🔒
(Unit 3) Experienced invigilators: Changes to Instructions for conducting examinations / Centre-specific arrangements relating to the conduct of examinations (2023/24)	Not Started	0/2	⬀ See Sections	🔒
(Unit 4) Supervising and supporting access arrangements: Instructions for invigilators and facilitators (2023/24)	Not Started	0/5	⬀ See Sections	🔒