Candidate RI Exam Checklist

The checklist below provides key steps to taking a successful RI exam. Please review and complete all items as you prepare to take your exam. If you have any issues or questions as you complete these tasks, please reach out to your Approved Programme Provider (APP) immediately. Your APP must provide a paper-based option for taking your exam. If after reviewing this document you determine you wish to take a paper-based exam, contact your APP immediately.

Please note that RI exams are only available in English. If you are a candidate in Mainland China or the UAE it is not possible at this time for you to take an RI exam due to technological restrictions. WSET will not be liable for any costs associated if you choose to take this exam or any RI retakes. Contact your Approved Program Provider immediately if you are in Mainland China or the UAE.

Good luck on your WSET Remotely Invigilated (RI) exam!

10 DAYS IN ADVANCE OF YOUR EXAM

☐ Personal laptops should be used whenever possible. If this is not possible, then prior to completing your system checks, please verify if you are taking your exam on a work laptop. If you are using a work laptop you may find that you are not able to use the platform due to settings and security applied by your IT.
Finally, please note that for the above reasons we cannot guarantee a successful testing experience if a work laptop is used.

☐ Complete your system check. This step is required. You will receive an email 10 days prior to your exam requesting you to complete your system check. Please perform this check immediately as it will identify if there are any issues with your devices prior to your exam. Failing to review and follow the Candidate Quick Guide included in the email, prior to completing the System Check, can cause your System Check to be unsuccessful. ***If you are using a Lenovo or a Mac there is specific guidance that must be followed in order for your webcam and screenshare to work properly.*** Note that Google Chrome is required to take your RI exam. Appendix A contains the technical requirements for your devices and a list of unsupported devices.

☐ Test your internet speed at www.fast.com. One of the most common reasons for re-sits is insufficient or unstable internet. You must have at least 1.5Mbit/s bandwidth to complete the exam. If your internet speed is weak, please sit as close to the internet connection point as possible and ask other nearby users to disconnect and refrain from Wi-Fi during your system check, then recheck your internet speed.

☐ Confirm that you have enabled pop-ups and re-directs. This step is critical for ensuring that you will receive error messages if your webcam or mobile device drops during your exam. Instructions for enabling pop-ups are included in the Candidate Quick Guide included with your System Check email.

☐ Verify the name on your System Check email matches the ID that you will present to the camera on Exam Day. If your ID does not match, contact your APP immediately to have it fixed. Your exam results will be delayed if your name does not exactly match the ID you present on Exam Day.

☐ Close the ProctorExam app after your system check so it does not continue to run in the background on your secondary device.

3 DAYS IN ADVANCE OF YOUR EXAM

☐ Confirm you have received your Exam email. You will receive an email **72 hours** prior to your exam with the link for your exam. You will not be able to enter the exam to begin setup until the time of your exam. The email will not confirm the date and time of your exam. Please contact your APP if you have any questions about the scheduled date and time. Note that the starting time of the exam listed is when you will begin the exam setup. The exam clock begins when setup is completed, and you enter the exam.

☐ Review the list of Exam Violations in Appendix B. You are responsible for ensuring your room setup is correct. Please review the list of Exam Violations prior to exam day. ***Violation of these rules may result in your exam being invalidated and require you to re-sit the exam at your expense.***

☐ Next, you will need to pre-plan your secondary device. You will need to know ahead of time to download the "Proctor Exam Remote Exams App", to whichever device you are using for your secondary device. We advise doing this prior to the exam. The Proctor Exam Remote Exam App" can be found within any platform store.

You will need to open the app on your secondary device and use it to scan the QR code on the screen of the computer that you are using for the exam.

By doing so, this will launch the "Proctor Exam Remote Exams App" on their secondary device, so you can begin your environment checks before sitting down to start your exam.

In addition, the secondary device will need to be positioned 3m/10 ft. to the side of you so that invigilators can view you on their primary device.

  Review the video on how to set up your room that is available [here](#). The following violations are the most common causes for re-sits:

- *Taking notes and/or referring to materials during the exam*
- *Wearing headphones. Please note that there is no audio in the exam questions.*
- *Other people in the room*
- *Using multiple monitors. If you have an additional monitor on your desk, please make sure to turn it off.*

☐ Review the [Screenshot Guide to RI Exam Setup](#). This guide shows the step-by-step process you will be asked to perform at the scheduled start time of your exam.

EXAM DAY

☐ Setup your room for the exam and clear your exam space.

☐ Prior to starting your exam, close out of all other programs other than Google Chrome.

☐Test your internet speed at www.fast.com even if you checked it during your system check. One of the most common reasons for re-sits is insufficient or unstable internet. You must have strong wi-fi to

complete the exam. If your internet speed is weak, please sit as close to the internet connection point as possible and ask other nearby users to disconnect and refrain from Wi-Fi during your exam then recheck your internet speed.

☐ At your stated exam time, start the Exam and perform the Exam Setup steps. Please make sure your ID can be seen clearly. You can retake the photo if needed. If your ID is not clear, your exam results may be delayed.

☐Take your time when showing your exam environment. Each step is critical and allows the RI reviewer to verify your exam conditions. Many disqualifications are caused by candidates skipping steps or performing them too quickly for the reviewer to confirm. **You will still have the full time for your exam even if you have an issue performing the setup steps.** Please see the next page about what to do if you have any issues during setup.

☐ Set up your Secondary Device. Make sure to set your secondary device on Airplane mode. Your secondary device should be set up 3m/ 10ft away from where you sit the exam and will need to clearly show you taking the exam from the side. Your secondary device must be placed in airplane mode as any alerts or notifications could stop the device from recording with no warning.

☐ Make sure you can see both your webcam view and secondary device view on the final page before launching the exam. *If you cannot see yourself in both pictures the reviewer cannot see you either.* If your secondary device view is black on the final page before launching the exam, the camera is facing the wrong direction.

☐ Start your exam. After the setup, you will be taken to a launch page for the exam. The keycode needed to enter the exam is on this page and located below the line in the middle of the page. Copy this code so you can paste it into the field on the next page. This code is not provided in your Exam email. **Do not close the open ProctorExam tab until you have completed your exam**. You should have two tabs open during your exam.

☐ During your exam, you will be able to flag answers to return to as well as strikethrough answers you have eliminated from consideration. To flag a question to return to later, select the Flag button at the bottom of the screen. To strikethrough an answer, right-click the desired response option.

☐ Finish your exam. Once you have pressed Finished Test, click to confirm you want to finish your test on the popup windows. After your exam has been submitted, you will still be recorded until you close out of ProctorExam. Select the "Finish Exam" button on the Launch page to stop recording and close the app on your secondary device.

HELP! I HAVE A PROBEM DURING SYSTEM CHECK OR ON EXAM DAY

☐ Contact the Online Support Chat. Online support is available to help throughout the exam setup and the exam. Please be patient when contacting online support as they are helping multiple candidates and responses may not be immediate. ***Note: Online support cannot view your screen. Your exam is not being live invigilated. If there is an issue with your setup, you will not be notified during the exam.***

☐   What if Online Support cannot help me? The online chat should be able to address your issue. However, if online support is not able to assist and the issue occurs before the exam, please contact your APP immediately to determine the next steps. If the issue occurs during the exam, please only contact your APP if you are unable to complete your exam. All other issues will be reviewed through the standard exam video review process.

☐   What if one of my devices fails during the exam? ProctorExam will notify you on the screen if a device has dropped and provide the necessary instructions to restart it. Please take the time to rescan the QR code, restart the application or restart the device to enable us to verify your exam.

☐   What happens if I lose my internet connection? If you lose your internet connection during the exam, once reconnected you will be able to enter back into the exam by clicking on the link in the exam email. You will be able to resume your exam where you stopped – you will not lose any exam time due to the lost connection. If you lose your internet connection your exam will be flagged by the invigilators and reviewed by WSET.

After your Exam

☐ You will receive your exam results from your APP. Your exam will be recorded and watched by a Professional Invigilator and any violations will be reported to WSET for review and action. The recording of you taking your exam will not be shared with your APP. A copy of the recording will be kept for 6 months. This is in line with our Privacy Policy which can be found in Appendix C and will only be reviewed for quality assurance processes. If you are dissatisfied with your result, please contact your APP immediately to begin a formal appeals application.

Appendix A – Remote Invigilation Devices

To sit a remotely invigilated exam it is required that the devices you intend to use meet the following technical requirements and are set up properly. You will need two devices as follows:

Device One (to take the exam):

Device	Requirement
Bandwidth	1.5Mbit/s. Tethering is not supported
Browser	**The latest version of Google Chrome**
Webcam	Maximum resolution of 1280 x 720
Screen Resolution	Recommended resolution 1440 x 900
Microphone	Required
Audio	Required
PC	Windows 8 or higher
Mac	Mac OS X and previous releases
Linux	64-bit Ubuntu 14.04+, Debian 8+, openSUSE 13.3+, or Fedora Linux 24+

Devices not supported for Device One:

Google Chromebooks, Android tablets (Nexus 7, etc.), iOS tablets (iPad, iPad mini, etc.), and Microsoft Surface Pro (and earlier versions).

Device Two (for recording the exam room):

Device	Requirement
Mobile Device	You will need a mobile device or tablet on which you will download the ProctorExam app. Instructions for downloading the app will be provided during the system check process
Android device specification	4.1 or higher
iOS (Apple) device	8.0 or higher

Devices not supported for Device Two:

Google Pixel Phones, Huwaei P30, & Samsung Galaxy A3 (2016)

Appendix B- Exam Violations

Please note that you must not commit any of the violations noted below. By taking a WSET remotely invigilated exam you are agreeing to the following:

Candidates agree to abide by the exam regulations. Failure to do so may render a candidate's results invalid and the candidate may have to resit the exam at their expense. WSET reserves the right to permanently exclude candidates found guilty of academic misconduct from WSET qualifications.

List of Exam Violations:

Highlighted violations are violations that candidates commit most often knowingly or unknowingly.

AREA	VIOLATION
BEHAVIOUR VIOLATIONS	Accessing other applications or webpages, such as Word/Excel/Google/Email, other than the Google Chrome pages needed for your exam.
	Referring to any material, in whatever form, other than the on-screen exam
	Using any electronic device e.g., tablet/smartwatch other than those needed for the exam
	Using multiple screens
	Attempting to record or reproduce the content of exam papers
	Taking notes during exam
	Leaving the room after the exam starts
	Other people seen or heard in the room
	Repetitive behavior such as looking at your wrists or hands for a prolonged period of continuous abnormal eye movements to a specific area away from the screen
	Talking
	Vaping/smoking during exam
	Wearing a watch of any kind or using any other audible alarms or prompts; clocks are permitted in your room
	Wearing sunglasses or smart glasses

	Wearing headphones or earplugs
EXAM ROOM SET UP VIOLATION	Notes, textbooks, or any visual aids that can be of assistance e.g., pictures, maps, service equipment in exam-taking environment
	Bottles or cases of wine, spirits, sake on display in the room
	The room is too dark
	Labeled bottles or alcoholic beverages (e.g. glass of wine) on the desk
TECH & SET UP VIOLATIONS	Unable to see full room scan
	Unable to see ear check
	Webcam on laptop angled up/face obscured
	Webcam drops during exam
	Secondary device video drops during exam
	Issues caused by the use of unsupported technology

Appendix C-
Remote Invigilation Privacy Policy

We, WSET, provide remote invigilation as a service via our supplier, BTL Group Limited. If we, WSET, offer you (candidate) a test/examination through the online invigilation platform that BTL provides (powered by ProctorExam) and if you choose to take such test/examination through the platform, you agree that you are being monitored over the Internet through your computer via your webcam and microphone during your exam session. Remote invigilation means that you will log on to a test platform through the internet to take your assessment and you will be monitored, sometimes in real time, during your entire assessment session so that your face, voice, desk and workspace will be captured and a recording will be made of these for the purposes of assessment security and the integrity of the assessment process. It is your responsibility to ensure that only you will be recorded during an online invigilation testing session and that no one else will be physically in the room where you are testing and that no one speaks to you during your testing sessions.

If you use the remote invigilation service to take assessments, BTL may also collect and record further information about you when you take the exam which is online invigilated, such as your name, email address, captured facial photo, captured ID photo/government issued ID, physical (visible) health data/condition (by virtue of video recording), racial/ethnic origin/religious beliefs (by virtue of video recording), IP address, browser agents, browser and operating system identifiers, screenshots of your PC, your exam setting (home, office etc), all recorded video streams (computer, webcam and mobile), name of the exam you are sitting and other assessment based data that may be collected, including information about browser version, appVersion, appName, product and appCodeName, video frame size, type and library used for encoding, framerate, jitter, packet loss and bandwith.

The video and audio recordings are standard test procedures for all awarding organisations' online invigilated tests and your video and audio recording will be used for purposes of identity verification, online observation, incident resolution such as fraud prevention, test security and for the integrity of the test and testing process.

All of the same personal data that BTL collect or receive as described above re Surpass applies for all awarding organisation's online invigilated tests. Prior to the start of your remote invigilated test you may be required to take a picture of yourself. The collection of such data is optional, but necessary if you choose to use the remote invigilation function. You understand that the audio and video recordings of your testing sessions, as well as photos, will be supplied in certain circumstances to us, the awarding organisation, to assist with the test management of your test.

BTL will retain your personal data no longer than is necessary for the purposes for which it is processed. The length of time for which BTL retain information may also depend on the specific retention periods set out by us, your awarding organisation, and applicable laws.

When you use the remote invigilation service, BTL use selected third party service ProctorExam that is hosted in in Germany (Frankfurt Region), to process your data on our behalf. As part of the provision of the service by BTL to us, your awarding organisation, you agree that some or all of the above personal data may be processed outside the UK and EEA. In such circumstances, and if you are based

in the UK or EU, we will, as required by GDPR, ensure that your privacy rights are protected by appropriate safeguards.

As part of the remote invigilation services you also agree to allow your personal data to be transferred by BTL to us, your awarding organisation, from whom you seek certification. We require your personal data so that tests can be correctly administered, and certification can be processed, granted and administered. For more information about how WSET, your awarding organisation, may collect and use your personal data we encourage you to review our full privacy policy.