Common Causes for Remote Invigilation Exam Re-Sits

Now that Remote Invigilation (RI) Exams have started, we are seeing some common violations that are causing candidates to be required to re-sit an exam at their expense. While some re-sits are caused by internet issues beyond the candidate's control, a large number could be prevented. Re-sits for these reasons cost you and the candidate time, money and frustration. Below are the most common exam violations for you to stress to your candidates prior to their RI exam.

- **System Check not completed**. Candidates receive a system check email 10 days before the exam and again 3 days before the exam if the system check has not yet been completed. It is critical this check is completed at least 48 hours before the exam so any technical issues can be resolved. Failure to complete the system check will very likely cause the candidate to not be able to sit the exam if they encounter issues on exam day.
- **Unable to verify exam conditions**. The room scan completed prior to launching the exam allows us to verify that exam conditions are in place. Candidates should take their time when completing this process. If the room scan is done too fast, we are unable to see the room and confirm exam conditions.
- **Candidate has pen and paper and takes notes.** Candidates are not allowed to have pen and paper on their desk during an exam or take any notes. Candidates may flag questions within the exam to identify questions to return to later.
- **Other people in the room**. Candidates must be alone in the room during the exam. We have seen numerous videos where candidates are sitting in a room with others violating exam conditions.
- **Wearing a watch**. Candidates are not allowed to wear a watch as we are unable to tell whether it is a smart watch or otherwise. A timer is provided within the exam along with reminders of the time remaining at 30, 15 and 5 minutes.

Finally, remind candidates that they may be one of many people taking an exam and the online chat support may occasionally be slow to respond. We ask that candidates have patience when contacting them. If the candidate starts on-time they should have enough time to resolve any questions and launch the exam within the time limit. Regardless of when they enter the exam, they will still have the full time to complete their exam.

The list of all exam violations and the video on exam room setup are available on Global Campus.