



Heriot-Watt University International Centre for Examinations

Hosting Heriot-Watt University Examinations *(Handbook for the main administrative contact)*

March 2019

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INTRODUCTION

Thank you for agreeing to host Heriot-Watt University examinations.

Examinations are a key element of assessment for the majority of students at Heriot-Watt University. As our local administrative contact you will be accountable to Heriot-Watt University for ensuring that the examinations run effectively and efficiently in accordance with the University's Regulations.

This handbook will provide you with enough detail to host our examinations in accordance with our rules and regulations. It is essential that you ensure that the University Regulations and Guidelines are enforced. If you do have any queries not covered in this handbook, please do not hesitate to contact a member of the International Centre for Examinations (see contact details below).

Please take time to read the handbook, regulations and guidelines issued.

Best wishes

Carol Burt

Head of Registry

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MAIN DUTIES SUMMARISED

- Providing a suitable examination venue, as described on page 7, 5.1 of the Off-Campus Examination Centre Instructions
- If you are running e-Assessment (computer based) examinations please ensure that the minimum specifications (Appendix 2, page 26) are met and that all set-up processes are completed in advance as instructed
- The appointment and conduct of invigilators (***An invigilator must be present at all times. For sessions with candidate numbers of 2 – 50 two invigilators or one invigilator and one assistant must be present, preferably one male and one female and then an additional invigilator for every further 50 candidates***)
- Ensure that the appointed invigilators have read the Heriot-Watt University Invigilators Handbook and that they follow the instructions. The Invigilators Handbook will be sent by email approximately two weeks before the exams. If you need this to be re-sent at any time, please email centres@ebs.hw.ac.uk
- The examinations must run in accordance to the Heriot-Watt University timetable and may only be changed if advised by a member of staff from Heriot-Watt University
- Responsibility for the receipt, safe-keeping and quick return of all examination material to Heriot-Watt University
- Issuing an invoice to the International Centre for Examinations to cover the cost of providing this service

Off-Campus Examination Centre Instructions

1. EXAMINATION CENTRES

- 1.1 The following instructions cover all examinations held off-campus. Use of an off-campus location, and associated arrangements for the administration and invigilation of examinations for, and on behalf of, Heriot-Watt University must be specifically authorised by the Senate of the University.

2. NOTIFICATION TO CANDIDATES OF CENTRES

- 2.1 Candidates are advised by the International Centre for Examinations (ICE) based in the Edinburgh Business School at Heriot-Watt University that examination arrangements will be confirmed one month prior to the date of the published examination diet. Off-Campus Examination Centres should therefore aim to complete arrangements in time to allow confirmation of details to candidates at least five weeks prior to the date of the first examination.

3. LOCAL CONTACT

- 3.1 The individual acting as the Local Contact within the Off-Campus Examination Centre will normally fall into one of the following categories:
- A British Council Official
 - A member of academic staff or Administrative Officer of at least five years standing
 - An Official of a recognised Examining Authority
 - A responsible individual with evidence of experience of dealing with rigorous examination security, processes and management.
- 3.2 The University may request written endorsement from a senior officer within the Off-Campus Examinations Centre in support of the person proposed as the Local Contact.
- 3.3 The individual appointed as the Local Contact will be accountable to Heriot-Watt University for the overall security of examination arrangements and for the appointment and conduct of Invigilators. With the express permission of the University, another individual may be nominated by the Local Contact to act on behalf of the Local Contact within the Off-Campus Examinations Centre.
- 3.4 The individual acting as the Local Contact (or approved nominee) will be responsible for the receipt, safe-keeping and return of Examination Question papers to Heriot-Watt University, and for ensuring adherence to Heriot-Watt University Regulations governing Examination Conduct and Invigilation.

4. INVIGILATORS

- 4.1 The Local Contact is responsible for the appointment of Invigilators to act on behalf of Heriot-Watt University and must provide an endorsement of such appointments, together with confirmation of personal details, to the International Centre for Examinations at Heriot-Watt University. ***(An invigilator must be present at all times. For sessions with candidate numbers of 2 – 50 two invigilators must be present, preferably one male and one female and then an additional invigilator for every further 50 candidates)***
- 4.2 Invigilators must be fully briefed on the requirements and importance of security issues. Invigilators would normally be:
 - British Council officials or their professional appointees
 - Retired or Active Members of Academic Staff
 - Any other responsible individual of standing in the community.
- 4.3 Invigilators must observe the Heriot-Watt Regulations in respect of examinations. A copy of the Invigilators Handbook must be provided to all Invigilators.

5. EXAMINATION VENUE

- 51. The Examination Venue must provide the following:
 - A quiet location, not immediately adjacent to, or in the vicinity of, a noisy thoroughfare or in any way subject to noise or movement which might cause disturbance to candidates
 - Temperature levels maintained and controlled at comfortable levels and with adequate lighting
 - A clock, accurately set and placed at the front of the venue, clearly visible by all candidates
 - Examinations desks for each candidate placed at a distance of at least one metre apart (lecture chairs with fold down rests for note-taking may not be used as an alternative to proper desks or tables)
 - Where possible, examinations of differing length should be conducted in separate rooms. However, if this is not possible, it is acceptable to run examinations of differing lengths in the same room as long as numbers of those taking shorter examinations are relatively small and a reasonable amount of space can be left in the room between the two groups. It is advisable to place the candidates sitting the shorter examination(s) nearest to the exit to avoid disturbing other candidates sitting longer examinations.
 - E-Assessment (computer) exams should be conducted in a separate room from Pen & Paper exams if the combined candidate number is greater than two.

6. DATA PROTECTION

In accordance with the UK Data Protection Act (1998), (the Regulation of the European Parliament and of the Council on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) and any corresponding or equivalent UK national laws or regulations, once in force and applicable, (together, “the DP Laws”), Heriot-Watt University and Edinburgh Business School are registered as Data Controllers for personal data they hold about students.

Heriot-Watt University and Edinburgh Business School need to ensure that the personal data they hold about students is processed in accordance with their Data Protection Policies, the DP Laws and other applicable laws. When Heriot-Watt University and Edinburgh Business School appoint external organisations to undertake work for them and contract with them to act as data processors on their behalf, they need to ensure that adequate safeguards are in place to protect the personal data that is transferred to such organisations. Examination Centres must therefore fulfil their obligations as Data Processors under DP Laws.

When Heriot-Watt University and Edinburgh Business School appoint external organisations to undertake work for them and contract with them to act as data processors on their behalf, they need to ensure that adequate safeguards are in place to protect the personal data that is transferred to such organisations.

Therefore, Examination Centres are required to confirm that all personal data received from the International Centre for Examinations, Edinburgh Business School, Heriot-Watt University, is processed under the conditions set out below.

1. The Examination Centre shall, in relation to personal data acquired for the purpose of hosting a Heriot-Watt University examination:
 - 1.1 Meet all instructions set by Heriot-Watt University regarding the processing and use of personal data provided by Heriot-Watt University.
 - 1.2 Ensure that personal data is disclosed only to individuals engaged to support examinations as is strictly necessary to run the examinations.
 - 1.3 Process the personal data only to the extent, and in such a manner, as is necessary for the performance of the Examination Centre’s obligations to Heriot-Watt University.
 - 1.4 Implement appropriate technical and organisational measures to protect the personal data against unauthorised or unlawful processing and against accidental loss, destruction, damage, alteration or disclosure, and to make available to Heriot-Watt University, upon request, a summary description of the measures.
 - 1.5 Take reasonable steps to ensure the reliability of any individuals who have access to the personal data.

- 1.6 Ensure that all personnel required to access the personal data are informed of the confidential nature of the personal data and comply with the obligations set out in the clauses above.
 - 1.7 Immediately notify Heriot-Watt University of:
 - 1.7.1 any accidental or unauthorised access to, or disclosure of, personal data;
 - 1.7.2 any legally binding request for disclosure of personal data;
 - 1.7.3 any legal requirement under any applicable law that would require the Data Processor to process the Personal Information otherwise than in accordance with the Processing Instructions; or
 - 1.7.4 any University instruction which infringes DP Laws.
 - 1.7.5 any request received directly from data subjects without responding to that request, unless it has been otherwise authorised to do so.
 - 1.8 Return to Heriot-Watt University all personal data transferred or confidentially destroy all such personal data and, on request, certify to Heriot-Watt University that it has done so.
 - 1.9 Comply with all applicable laws (including DP Laws) and any equivalent laws in the territory) in connection with data processing activities.
2. The Examination Centre shall not subcontract any of its data processing obligations performed on behalf of Heriot-Watt University.
 3. In this section 'data subject', 'personal data', 'processing', 'data controller' and 'data processor' shall have the same meanings as in the Data Protection Act (1998). Further information is available at:
<https://ico.org.uk/for-organisations/guide-to-data-protection/key-definitions/>

SECURITY OF EXAMINATION PAPERS

- 6.1 The following stationery and materials will be despatched by Heriot-Watt University using a courier service and will be sent to the Local Contacts or their nominees in Off-Campus Examinations Centre 2 weeks prior to the first exam:

For the Candidate:

Question Paper

Answer Books (*may be sealed within Question Paper*)

Attendance slip (*may be sealed within Question Paper*)

For the Invigilator:

Centre Sitting List and Examination Report Form for each examination

- 6.2 The package of examination material from Heriot-Watt University must be opened and contents checked immediately upon receipt. You will be provided with an Examination Material Checklist which should be completed and returned by email as soon as possible highlighting any discrepancies.
- 6.3 Examination Question papers must be stored in a safe and secure locked facility under the control of the Local Contact at all times both before and after each respective examination. Examination papers for different examinations will be sealed separately and must remain in the sealed packages to be opened in front of candidates at the start of their examinations. ICE must be notified immediately of any shortfall in Question papers and/or Answer books.
- 6.4 Local Contacts must ensure that any individual with access to the Examination Question papers is unknown to the candidates, other than in a professional capacity.
- 6.5 The content of the Examination Question papers must not be divulged to any individual prior to an examination. Unauthorised photocopying or reproduction of any part of the contents of examination question papers is strictly prohibited.
- 6.6 All examinations must take place on the specified dates and at the specified times as scheduled. No alteration to the schedule may be made under any circumstances.

7. DURING THE EXAMINATION

- 7.1 Please refer to the separate 'Notes for the Guidance of Invigilators for Off-Campus Examinations' in the Invigilators Handbook. It is the responsibility of the appointed Local Contact for the Off-Campus Examination Centre to ensure that the Heriot-Watt University Regulations on Conduct and Invigilation of examinations are strictly applied.

8. FOLLOWING THE EXAMINATION

- 8.1 All examination materials, including unused papers, Examination Report Forms and Centre Sitting Lists, handed over by the Invigilator to the Local Contact for secure storage, must be returned to the International Centre for Examinations at Heriot-Watt University as soon as possible following the last examination at the Off-Campus Examination Centre. Please email the shipment tracking number to Centres@ebs.hw.ac.uk once the exam material has been despatched. If the examinations run over two weeks please return the exam material on a weekly bases.
- 8.2 Where possible, arrangements should be made with couriers for the return of examination materials and such costs may be charged to the Edinburgh Business School at Heriot-Watt University.
- 8.3 Candidates being examined must not be asked to pay any Fees. Invoices for invigilation and administration fees should be submitted as soon as possible to Carol Burt, Head of Registry, International Centre for Examinations, Edinburgh Business School, Heriot-Watt University, Edinburgh, EH14 4AS, United Kingdom

PEN & PAPER EXAMINATION CENTRE PACK

The examination material will be sent approximately 2 weeks prior to the first exam by DHL courier, along with the following documents:

- **Examination Centre Checklist** (please use this document to check the contents of the package. Please look at the actual exam paper or envelope the exam paper is contained in and not just the Center Sitting List. Please confirm receipt of the exam material as soon as possible, highlighting any discrepancies by email centres@ebs.hw.ac.uk)
- **Attendance Slips** (to be completed by all candidates)
- **DHL Return Bag or FedEx Return Consignment Document & Bag**

In addition to the above the following information will be sent to you by email approximately 2 weeks prior to the first exam.

- **Invigilator handbook** (to be printed and supplied to the invigilators in advance of the exam date)
- **Conduct in Examination Notice** (to be printed and displayed prominently at the entrance to the examination room)
- **Examination Identity Form** (to be printed as needed and be completed by all candidates that do not have photographic ID)
- **Examination Incident Form** (to be printed as needed and be completed by the invigilator if any incidents occur during the examination)
- **DHL Email Ship Instructions and pdf**

PAYMENT INVOICING DETAILS

Please note that payment of all fees will be made by Heriot-Watt University **NOT** the candidate.

1. ADDRESSING OF INVOICE

Invoices must be in English and on letter headed paper, signed, dated and sent to:

Mrs Carol Burt
Head of Registry
International Centre of Examinations
Edinburgh Business School
Heriot-Watt University
Edinburgh EH14 4AS
United Kingdom
Email: carol.burt@ebs.hw.ac.uk

To ensure no delay in payment being made please try to make the invoice as clear as possible by including a detailed breakdown of the payment.

2. PAYMENT BY WIRE TRANSFER

Please see below for the possible combination of details we may require to make a successful payment by wire transfer directly into your nominated bank account:

Payee Name/Bank Account Holder
Bank Name
Bank Address
Bank Branch Sorting Code of Branch ID
Bank Account Number
ABA Number
Bank Swift Code
IBAN Number
Correspondent Bank Name
Correspondent Bank Address
Correspondent Bank SWIFT Code
Correspondent Bank Account Number
Payment Currency
Country
Amount to be paid

3. PAYMENT BY CHEQUE

Alternatively you can request payment to be made by cheque. We still require the invoice to be on your letter headed paper, signed and dated with the following information:

Payee Name
Postal Address
Payment Currency
Country
Amount to be Paid

RETURN OF EXAMINATION MATERIAL INSTRUCTIONS

1. WHAT TO RETURN

All used and unused Heriot-Watt University material for every examination must be returned:

- Question and Answer Booklets
- Attendance Slips
- Centre Sitting Lists
- Examiners Report Form

2. WHEN TO RETURN

Returns must be made weekly and as soon as possible following the last examination unless instructed otherwise.

3. HOW TO RETURN

DHL are our default return courier but if you have requested a FedEx return you will have been provided with a FedEx consignment document and despatch pouch.

FedEx International please contact your regional office and book the collection. Please use account number: **211142740**

You will be sent a DHL Email Ship pdf from Heriot-Watt University along with instructions for booking an online collection from DHL.

If you are returning more than one package please ensure that a copy of the consignment document is secured to all items. Please record your details on the consignment document in the appropriate section. Please also ensure that the contents are recorded correctly as **document** with **no commercial value** to avoid payment of any unnecessary duty.

If you are unable to use DHL or FedEx please use an alternative courier of your choice and provide us with the courier name and tracking number. Please add the cost of this onto your invoice.

You will appreciate the importance of Heriot-Watt University having the relevant details to allow parcels to be tracked in the unlikely event that they go astray. Please confirm despatch details by email to centres@ebs.hw.ac.uk

4. WHERE TO RETURN

Mrs Carol Burt, Head of Registry, Edinburgh Business School, Heriot-Watt University, Edinburgh, EH14 4AS, United Kingdom

REGULATION 9 (New) Assessments and Examinations - extracts

8. Conduct

- 8.2** In each examination venue there shall be at least one invigilator and there may be one or more examination assistants. The method of appointment of invigilators and examination assistants and their duties other than those stated below shall be as prescribed in paragraph 10 of this Regulation.
- 8.3** A candidate shall act in accordance with any instructions issued by an invigilator.
- 8.4** A candidate shall not be permitted to introduce printed or other material such as dictionaries including electronic dictionaries into the examination room except such as may be authorised by the Head of School. Mobile telephones and other electronic equipment shall be switched off and shall be deposited with other personal items in an area designated by an invigilator. Checks may be made of any material or equipment brought into the examination room.
- 8.5** Where a calculator is required for the completion of the examination, a student may use any basic scientific calculator, except the following: graphics calculator, programmable calculator and a calculator which features text storage or retrieval facilities
- 8.6** A candidate must bring his or her matriculation card to an examination and shall display it on the desk for the duration of the examination.
- 8.7** A candidate shall be admitted to the examination room not earlier than fifteen minutes before the start of the examination.
- 8.8** A candidate shall not normally bring food into the examination room but may be allowed to bring in a non-alcoholic beverage.
- 8.9** A candidate shall not be admitted to the examination room later than half an hour after the start of the examination except with the permission of an invigilator.
- 8.10** A candidate shall not leave the examination room earlier than one hour after the start of the examination except with the permission of the invigilator and shall not leave the examination room during the last thirty minutes of an examination. A candidate shall return all his/her examination scripts and, where appropriate, any papers or other materials and equipment belonging to the University.
- 8.11** A candidate who has to leave the examination room temporarily shall be accompanied by an invigilator or an examination assistant.
- 8.12** A candidate shall normally remain in his or her place whilst in attendance at a written examination except in circumstances provided for in paragraphs 8.10 or 8.11.
- 8.13** On the instruction of a Head of School or his or her nominee, absences from the examination room during the examination or late arrivals at and early departures from the examination room must be noted on a candidate's examination script by the invigilator.

- 8.14** A candidate may begin writing and shall stop writing on the instructions of an invigilator.
- 8.15** At the start of an examination a candidate shall receive an attendance card on which he or she shall immediately write his or her name, course, matriculation and seat number, the subject of the examination and the date and which he or she shall sign. A candidate who has completed an attendance card shall be deemed to have taken the examination and his or her answer-book shall be assessed accordingly.
- 8.16** A candidate shall write answers in the answer-books or other examination stationery provided. At the end of an examination a candidate as instructed by an invigilator shall return all answer-books together with any other material with which he or she has been supplied, or on which he or she has written or drawn during the examination.
- 8.17** The answer books completed by a candidate during an examination shall thereafter become the property of the University and shall not be released except in accordance with the due process of law.
- 8.18** When a candidate receives permission to leave the examination room he or she shall do so expeditiously and quietly.
- 8.19** A candidate may not communicate with, receive assistance from or copy from the paper of another candidate or use any other unfair means during an examination. When an examination irregularity occurs, a candidate shall hand over to the invigilator any unauthorised material and shall normally be permitted to continue with the examination.
- 8.20** A candidate may be required by an invigilator to withdraw from an examination for good cause. The invigilator shall as soon as possible report any such withdrawal to the Examinations Officer who will inform the appropriate Dean, the Head of the candidate's School or his or her Director of Studies and the Head of the School offering the module.
- 8.21** The answer-book of a candidate who has committed an examination irregularity or is required to withdraw shall be passed by the invigilator to the Examinations Officer who will forward this to the Head of School offering the module together with a note on the Examination Report Form explaining the circumstances of the withdrawal.
- 8.22** A candidate whose examination scripts are judged to be so illegible that assessment is impossible may be required to dictate them to a typist under supervision and at his or her own expense. A request from the examiners for such action shall require the approval of the Head of the School offering the module.
- 8.23** A candidate in any examination who wishes to type or dictate his or her answers may apply for permission to the Head of the School offering the class. Notwithstanding the provisions of paragraph 10.1 an amanuensis who is not a member of the academic staff may with the approval of the Head of School act as invigilator. The

candidate may be required to bear the cost of any special arrangement.

8.24 A candidate who disregards the procedures in this regulation concerning the introduction of printed or other material, electronic equipment, mobile telephones and calculators (other than those authorised by a Head of School) into an examination room, may be liable to disciplinary action.

10. Invigilation

10.2 There must be two invigilators, normally one male and one female, for sessions with 2 – 50 candidates, and an additional invigilator for every further 50 or part thereof.

10.3 For each examination the Examinations Officer shall ensure that there is available an adequate number of examination assistants who shall work under the direction of the invigilators. An examination assistant need not be a member of the academic staff of the University.

10.5 All invigilators and examination assistants must report to the examination room at least thirty minutes before the start of an examination. An Invigilator shall ensure that sufficient quantities of the examination paper, answer books and other materials necessary for the examination have been provided; such preparation shall be completed before any candidates are admitted to the examination room and at least fifteen minutes before the advertised start of the examination.

10.6 At the beginning of each examination an invigilator shall draw the attention of candidates to the rubric printed on the back page of the answer book which gives information to candidates on the conduct expected of them during the examination and the penalties for cheating, and shall give any other necessary instructions.

10.7 Not later than half an hour after the start of an examination an invigilator or examination assistant shall collect the attendance slips, shall check that all sections have been completed including seat number and shall compare them with the list of students eligible to take the examination. He or she shall record any discrepancies on the list and immediately following the examination report the matter to the Examinations Officer.

10.8 At the end of an examination an invigilator shall collect the answer books from each candidate together with any other material relevant to the examination on which a candidate has written or drawn during the examination.

10.9 For the duration of an examination an invigilator shall not be engaged in activities inconsistent with his or her duties as an invigilator and shall ensure that adequate patrolling of the venue takes place during the examination.

- 10.11** An invigilator shall not discuss an examination paper with a candidate individually but he or she may make a general announcement to all candidates in order to explain any typographical errors in or omissions from the examination paper or to convey other instructions from the examiners.
- 10.12** An invigilator shall ensure that all regulations relating to the conduct of examinations are observed.
- 10.13** An invigilator shall report any unusual incident or any apparent breach of the regulations on the prescribed form to the Academic Registry for onward delivery to the Head of the appropriate School immediately after the examination. The invigilator shall also report what action was taken as a result of the incident. The Head of School shall ensure that any required disciplinary action is taken forward. A copy of the report shall be given to the Examinations Officer.

E-Assessment Examinations

Please note that the section is only relevant if we have requested that you host our computer based examinations.

QUICK STEP BY STEP GUIDE TO SETTING UP YOUR CENTRE TO HOST OUR E-ASSESSMENT EXAMINATIONS

- Please note our candidates **must** be provided with a two button mouse as per the minimum specifications in Appendix 2, page 27.
- Two weeks before: Log into Okta Surpass to see Invigilate screen and check you have access
- One week before: Print Surpass Attendance Register and Keycode Slips for all exams
- One week before: Download SecureClient onto candidate computers or if already downloaded, open to check for updates
- One week before: using the keycodes, download all exams to the candidate computers and make the corresponding seating plan
- On day of exam, ensure that the chief invigilator is provided with:
 - Okta Surpass Login Details
 - Surpass Attendance Register
 - Keycode Slips
 - Centre Sitting List
 - Invigilator Handbook
 - **Paper copies of each exam**
 - Scrap paper for candidates

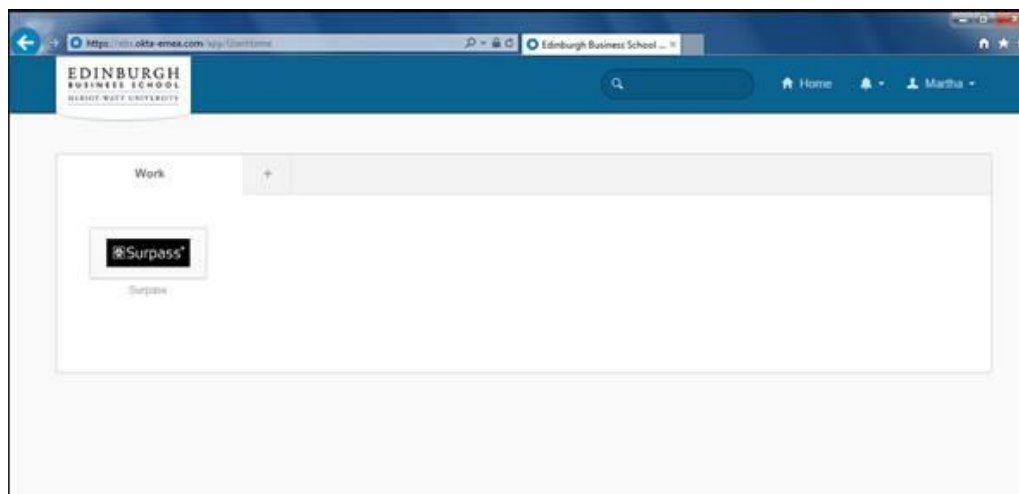
Okta Login Instructions for Access to Surpass

To log into OKTA Surpass please use the username and password you set up the last time you hosted our e-Assessment exams <https://ebs.okta-emea.com>

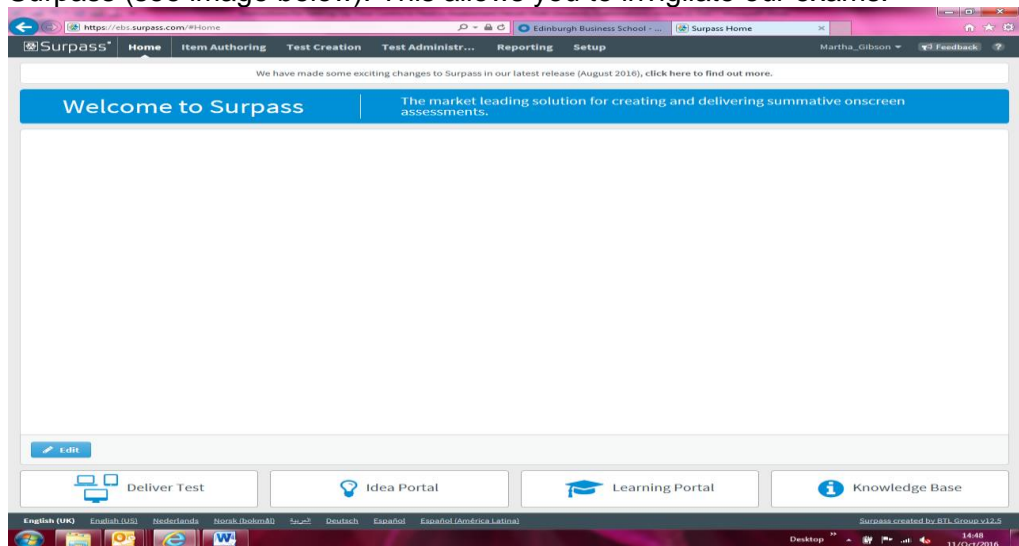
If this will be your first time running our e-Assessment (computer) exams you will receive an activation email containing you username for OKTA in due course. The activation email will ask you to create a password and an answer to a secret question. Please note that we can only use one email address, so if you would prefer to provide a generic email that more than one member of your staff can access, please do so.

Please make a note of your username, password and answer to secret question for future use.

Once you have set up your account you will be logged into the portal and presented with the following screen, you must click on the black Surpass box in order to complete the activation:



To access Surpass, click on the Surpass icon and you will see the homepage for Surpass (see image below). This allows you to invigilate our exams:



Approximately 1 Week Prior To Examinations

All instructions in this section are to be carried out by the Main Exam Administrator

You will need your **Username** and **Password** to log into **OKTA** every time in order to access **Surpass**: <https://ebs.okta-emea.com>

This process can be done in your office

- On **Surpass**, click on the '*Invigilate*' tab.
 - From the available list select all candidates required for the first scheduled exam by using the *Shift* or *CTRL* keys and select '*Print Invigilation Pack*' from the options on the bottom of your dashboard.
 - Select '*Create Invigilation Pack Using Selected Test*' (*do not use the wizard*)
 - The options to print **Attendance Register**, **Invigilation Report** and **Key Code Slips** will appear pre-populated. Please untick Invigilation Report and ensure only one key code per page is selected before hitting *Finish*. Examples of these documents can be found in **Appendix 3**
 - The print preview will open (possibly in a new tab) to allow you to view the pages before printing.
 - Once printed, close the print screen and repeat the process until you have all required paperwork for the week.

This process needs to be done at the Exam Venue

- There must be a computer for each candidate, a computer for the invigilator and a spare computer in the test room. Computers (hardware, software and bandwidth) must conform to the minimum specifications in **Appendix 2**.
- Check that all computers to be used for e-assessment exams are working correctly and are fully charged, (if applicable)
- Open each candidate computer and check that it has an up to date version of **SecureClient** downloaded
- Download **SecureClient** if not already there:
 - Click on the following link:
<https://tcntechnicalaudit.surpass.com/launchtest>
 - Under the 'Secure Delivery' section, click 'Download SecureClient (MSI)'
 - Click 'Run'
 - Follow the instructions
 - Once completed, a new icon will appear on the desktop
 - Double click on the icon to ensure SecureClient launches correctly

- Ensure that **Surpass** has been set as an exception on any anti-virus programmes running. Also ensure that there will be no software updates on the computers during exam week.
- You will have already set up your OKTA username and password to access Surpass. Can you please check that you can log in successfully on the invigilator computer at the Exam Venue

Downloading Exams onto Candidate Computers

- You now need to download the exams onto the candidate computers. Please note that it is possible to download the exams for the whole week at the same time i.e. if you have exams on Monday AM and Wednesday PM you can download them all now. Just remember to create a Seating Plan for each computer, candidate and exam to keep track of who will sit where:
 - Open **SecureClient**.
 - Enter the keycode allocated to the candidate and the desk, into the space provided on screen - **DO NOT CLICK OK**.
 - Click on 'Download exam to take later' and the exam will start downloading onto the computer.
 - Once downloaded, you can close the computer.
- As a contingency plan, you need to download all the keycodes onto the spare computer(s) in the test room. This is so that you can move a candidate on the day if there is an issue with their allocated computer.
- Ensure that the computer/desk numbers are noted against the candidate on the **Surpass Attendance Register** and the **Centre Sitting List**.
- Remember to create a seating plan with the computer/desk numbers for use on the day of the exam. Ensure that each computer has a number on it (a temporary post-it note is fine).

Exam Day Preparation

- Ensure the invigilator has the following:
 - **Paper copy of exam**
 - Scrap paper for candidates
 - Pens for candidates
 - Username and password for Surpass log in
 - Surpass Attendance Register
 - Keycode Slips
 - Centre Sitting List
 - Seating Plan

- Using the Seating Plan, place the appropriate keycode slip on each corresponding desk.

- Place a pen and one piece of scrap paper and the hard copy of the exam on each desk. The paper and hard copy of the exam should be treated as accountable stationery and must be collected at the end of the exam, not removed by the candidate.

- Start each computer and launch **SecureClient**.

Troubleshooting

I have set up my Okta Surpass account but I can't see the 'Invigilate' tab.	This is because we need to set your access level. Inform centres@ebs.hw.ac.uk that you have created your account so that the access level can be set up for you. When this is done, you need to log in again and the 'Invigilate' tab will be there.
I have forgotten my username.	You will have received your username (eg examcentre.EBS@ebsglobal.net) in the original Okta account creation email. If you cannot find it, contact helpdesk@ebs.hw.ac.uk
I have forgotten my password.	You can reset your password by clicking on 'Need help signing in?' A password reset link will be sent to the account holder's email address. This is a one-time link. DO NOT USE THE LINK AGAIN AFTER SUCCESSFULLY LOGGING IN.
I have tried logging in with my correct username and password but it keeps locking me out.	You may be using the link in the original Okta email you received. This is no longer valid and will result in you being locked out repeatedly. Use this link: https://ebs.okta-emea.com (save it as a Favourite so you can access it quickly) and try the username and password again. If this still doesn't work, contact helpdesk@ebs.hw.ac.uk
I have tried to reset my password but it's still not working.	Contact the IT-support email address for help: helpdesk@ebs.hw.ac.uk
I have forgotten the secret question to help me reset my password.	Contact the IT-support email address for help: helpdesk@ebs.hw.ac.uk
I want to print the invigilation pack but there are no candidates listed on the 'Invigilate' screen.	The invigilation packs will be available to print one week before the first scheduled exam. You will receive an email informing you that they are now available.
I don't have access to the test room until the day of the exam.	Keycodes must be entered in the week prior to the exam start date with a minimum of 48 hours before the first exam. This is to prevent problems on the day of the exam. If you cannot stick to this deadline, please inform centres@ebs.hw.ac.uk to discuss arrangements. PLEASE DO NOT WAIT UNTIL THE DAY OF THE EXAM TO DOWNLOAD THE KEYCODES.
I have opened SecureClient on the candidate computers to check it and it's not loading. It says 'Checking for Updates' but is taking longer than a few minutes.	Try closing it, shutting down the computer, restarting and opening SecureClient again. If it takes longer than 10 minutes to check for updates, you need to uninstall SecureClient and re-install it. See p.22 for installing SecureClient.
I am entering the keycodes to the candidate computers but it's not accepting the keycode.	Check you are entering the correct letters and numbers of the keycode. Check the internet connection is established on the PC. Wait a few minutes between each attempt. The code will be accepted eventually.
Can multiple keycodes be entered onto one computer at the same time?	Yes, you can enter as many keycodes to one candidate computer as required.
How many spare computers should I have?	You need a ratio of 1 spare computer per 8 candidates scheduled.
Do I need to put all the keycodes onto the spare computers?	Yes, this will save time and will avoid issues arising if you need to move a candidate during the exam.
How do I know which keycodes I have entered onto which candidate computers?	As you enter the keycodes to the candidate computers, complete a seating plan so the invigilator can direct candidates to the correct computer

<p>The candidate names on the Centre Sitting List are different from the Surpass Attendance Register.</p>	<p>The information on both lists should be the same. However, in the unlikely event that there are differences, the Surpass Attendance Register will be the most up to date information. However, the Centre Sitting List is the document that needs to be returned to Heriot-Watt University so please remember to record any changes before returning. Do not return the Surpass Attendance Register or keycode slips.</p>

Contact and help

Okta Surpass issues
 Centre set-up questions and issues

helpdesk@ebs.hw.ac.uk
centres@ebs.hw.ac.uk

Appendix 1 - Glossary

Okta Portal this is the security log in which is required to gain access to the Surpass software. To log-in, you must have the username supplied to you and the password which you set up when you received the Okta link by email. This is only for log in to the exam administrator and invigilator screen. You do not need it for log in to the candidate computers.

Surpass – the assessment platform used to deliver e-assessment exams.

SecureClient – the programme that locks down the computer before a Surpass exam can be taken. It ensures that no the programme, software or application can be accessed while the exam is running.

Surpass Attendance Register – this is a candidate list printed from Surpass which lists the candidates, their keycode and their PIN number. See Appendix 3 for an example of this.

Centre Sitting List – this is the list provided by Heriot-Watt University which lists each candidate with their photo and Student ID number. To run the e-assessment exam, you must also have the Surpass Attendance Register, which is generated from Surpass. The Centre Sitting List is emailed to the centre before the exam.

Keycode Slip – this is the unique e-assessment keycode given to candidates when ID checks are complete. A desk number should have been written on it. This is the keycode that a candidate will need to log into the exam. It is unique to the candidate, the exam and the day. It is not transferrable and is not to be kept by the candidate after the exam. An example of this is in Appendix 3.

Invigilator Screen – this is the screen that only the invigilator sees during the exam. This gives you all the information which is on the Attendance Register as well as the progress of each exam. It shows you if a candidate has finished, if their exam has been uploaded successfully and more information which is relevant to invigilating e-assessment.

Appendix 2 - Minimum Specifications

Hardware	Software	Bandwidth
<ul style="list-style-type: none"> • Processor 1.80GHz or faster x86-compatible processor <i>Please Note: For enhanced assessments containing BTL Office or other advanced question types, we recommend that Celeron processors are avoided.</i> • RAM 1GB • HDD Space 1GB of free space • Video Single display • Screen resolution of 1024x768 • Graphics card with at least 128 MB of memory • Two button mouse • Keyboard 	<ul style="list-style-type: none"> • Supported Operating Systems <ul style="list-style-type: none"> ○ Windows 7 (32bit or 64bit) ○ Windows 8.1 (32bit or 64bit) ○ Windows 10 (32bit or 64bit) • Microsoft .NET Framework 4.0 • Internet Explorer 9 to 11 <i>Please Note: Browser must be capable of displaying PDF documents, i.e. Adobe Reader must be installed.</i> • Adobe Flash Player 18 to 20.0.0.306 <i>This needs to be the ActiveX version of Flash, i.e. it needs to be installed from Internet Explorer.</i> • Microsoft .NET Framework 4.0 <i>Please note: There is no download for .NET Framework 2.0 or 3.5 for Windows 7, 8 or 8.1 (note .NET Framework 3.5 is backwards compatible with 2.0). Though this is included with later versions, it may not be automatically installed and may need to be enabled in the Control Panel. <i>Instructions on how to do this are available here</i></i> 	<ul style="list-style-type: none"> • A centre connection of 2Mbps or greater for every 30 candidate tests being sat at the same time is recommended to ensure candidates are not affected by connection issues during test delivery. • You are advised to download the test in advance if you do not want candidates to have to wait for the test to download at the start of the session. <i>Please note that the use of 3G cards may not guarantee a constant bandwidth and could therefore not meet the minimum requirements.</i>

Appendix 3 – Example of Surpass Attendance Register and Surpass Keycode Slip

Attendance Register

Centre Name: Demonstration Centre 1
 Centre Code: 123456
 Selected Date: 28/04/2015
 Selected Start Time: 00:00
 Selected End Time: 23:59
 Subject: Demonstration Subject 1
 Test: Demonstration Subject 1 Formative 01
 Language: English

	Name	Candidate ref.	DOB	Gender	Duration	Keycode	PIN	Present
1	EIGHT, Candidate	C8	06/01/1981	U	0	Q8PQG30V	3H8V8T	
2	FIVE, Candidate	C5	04/11/1980	U	0	CK44YY0V	3H8V8T	
3	NINE, Candidate	C9	23/03/1982	U	0	7PPBPK0V	3H8V8T	
4	ONE, Candidate	C1	06/02/1980	U	0	Y7D3YY0V	3H8V8T	
5	SEVEN, Candidate	C7	06/03/1980	U	0	TYWWWP0V	3H8V8T	
6	SIX, Candidate	C6	13/09/1981	U	0	CFBNHD0V	3H8V8T	
7	TEN, Candidate	C10	10/06/1980	U	0	F47XGF0V	3H8V8T	
8	THREE, Candidate	C3	09/10/1980	U	0	NQVQVH0V	3H8V8T	
9	TWO, Candidate	C2	02/07/1981	U	0	38DB8R0V	3H8V8T	

Declaration:

I confirm that the information provided is accurate.

Name: _____ Signature: _____

Test Keycode

Last Name: FIVE
 First Name: Candidate
 Date of birth: 04/11/1980
 Candidate Ref.: C5
 Centre Name: Demonstration Centre 1
 Centre Code: 123456
 Subject: Demonstration Subject 1
 Test: Demonstration Subject 1 Formative 01
 Date: 28/04/2015
 Start Time: 00:00
 End Time: 23:59
 Test Duration: 0
 Language: English
 Keycode: CK44YY0V