Company User Guide for ECS Online Assessments

This user guide is for companies and organisations that have met the requirements to hold an ECS Remote Invigilation assessment licence so they can provide ECS assessments to their directly employed staff.

NOTE - To take the assessment delegates must:
- **Be in a room on their own and not disturbed**
- **Have a current Photo ID with them**
- **Pay full attention at all times and respond to all attention prompts without delay**

This guide includes the following:

Please read ALL instructions before an assessment is setup and taken

Remote Invigilation User Guide

Introduction

The Electrotechnical Certification Scheme (ECS) Remote Invigilation assessment system allows ECS assessments to be delivered by licenced assessment venues to their staff directly on demand under company supervision.

When an ECS HS&E assessment has been passed the delegates record is updated with the result and is made available for ECS card applications in MyECS and the ECS Employer Portal.

Each Licensed Organisation must have a License Manager who takes responsibility for the administration of the assessment system under the licence.

Assessments taken under the Remote Invigilation system must be setup and overseen by the License Manager.

It is possible to make an ECS card application before the ECS HS&E assessment is taken. The application is simply held until the HS&E assessment has been successfully passed.

For more information please see www.ecscard.org.uk/RIS

Licence

Under the terms of the licence the licensed organisation is allowed to deliver the ECS assessments to the organisations employed staff listed on the ECS Employer Portal.

The licence does not allow an organisation to offer "Open Access" assessments to anyone not engaged directly with the licenced companies business operation.

The license manager must ensure the security of the ECS assessment system and all requirements of the scheme are fully met.

Support

Support for the Licence Manager is available from the JIB by email: guidance.portal@ecscard.org.uk or Phone: 01322 661 622.

There is also a help section available once logged in to the system.

Equipment

The ECS assessment system requires a suitable laptop or desk top computer for the assessments with a working internet connection.

Computers should be running a minimum of Windows 7 or Mac OS X 10.8 with the latest version of either Google Chrome or MS Edge. The browser must have he webcam enabled and allow redirects for the assessment system to work.

Details of the minimum equipment specification are listed in the "IT Supported Systems" document available in the policies and documents section located in the footer of the ECS card website www.ecscard.org.uk

Data Protection

Personal data obtained by the JIB in relation to individuals is processed in accordance with current data protection legislation as updated, extended and modified from time to time and in line with the General Data Protection Regulations 2018 (GDPR). Details of the JIB's Privacy Policy are available from the JIB website (www.jib.org.uk) or on request from the Data Protection Officer at dataprotectionofficer@jib.org.uk.

Payment for Assessments

All fees are due at the time of purchase and must be paid in full to the JIB. This payment may be undertaken by the company purchasing exam credits which are held on account or by using a credit or debit card at the time an assessment is setup. Exam credits do not have an expiry and are available until converted to an assessment.

Remote Invigilation User Guide

Setting up the ECS HS&E System

For the ECS assessment system to work correctly, the following must have been set up BEFORE it is used:

- The company must set up the assessment for the delegate.
- Only staff that are listed on the ECS Employer Portal can have the assessment setup for them.
- A suitable place to take the assessment must be provided by the company where the delegate will not be disturbed.
- Credit MUST be purchased. Sufficient credits are required on the system to create assessments and to create a retest if needed. Receipts and copy invoices are available in the 'accounts' tab.
- A remittance advice must be sent to JIB accounts with the invoice number and company details when paying by BACS to ensure that the credit is allocated correctly.
- The web browser must have JavaScript enabled to function correctly. To check this the "Computer Test" links can be used (available from the Help section) to verify the system is setup correctly.

Remote Invigilation User Guide

Access Information for companies with direct access to the ECS Assessment System

If your company already has access to the ECS assessment system then you will need to request that the remote invigilation service is turned on for you.

Once the additional remote invigilation service is turned on the VENUE MANAGER will be able to setup remote invigilated assessment using the remote invigilation as the invigilator for the assessment.

Access Information from the ECS Employer Portal

If you have signed up for the remote invigilation service via the ECS Employer Portal the primary user and users they give permissions to will see an additional menu item for ECS Assessments.

In-Company Online ECS Assessment Access

A login for the online ECS assessment system has been created for your company.

This service allows your company to provide minored assessments to your directly employed staff that you have registered to your ECS Employer Portal account.

g your login please follow this link **https://venue.ecstest.org/**

1. Click 'ECS Assessments'

2. A popup box will appear with your login details. This can be used to set up ECS assessments for company employees.

CLOSE

Go to https://venue.ecstest.org/

Enter the username and password provided by the Employer Portal system and click 'login'.

Venue Login

Username

[   ]

Password

[   ]

Login

Remote Invigilation User Guide

The landing page gives access to accounts, setting up assessments and the results once the assessment is completed.

Purchasing Exam Credits

Before an assessment can be set, exam credits must be purchased. Credits will remain on the system until they are used to create an assessment.

To purchase Credits on the system

1. Click 'Accounts'

Accounts	Exam List	Create Exams	Change Password	Help
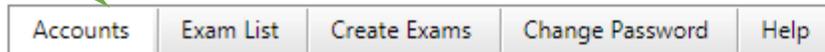
You have 6 test credits available, to purchase further credits click here.

Test Credit Balance: 6

Purchase Credits

Pre Paid Exam Payments

Payment #	Your Ref #	Valid Payment	Total Ex	Total Inc	Payment Type	# Credits	Created On	Pro-Forma	Receipt
35691		Y	0.00	0.00	Alternative	20	11-12-2020		

2. Click 'Purchase Credits'

Purchasing Exam Credits

Purchase Credits on the system

3. Enter the number of credits to purchase

Please enter the number of Test Credits that you would like to purchas

4. Click 'Calculate'

Number of Credits	*	2	Calculate

Test Credit Purchase Price (ex. VAT) — 40.00

Total ex Vat: — 80.00

Total Inc Vat: — 96.00

Note: Fields with a * are mandatory.

Purchase Credits

When you pay online, you will be transferred to a secure site hosted by WorldPay,

The WorldPay site is protected by a 128-bit security certificate from Versign.

For further information, please see the WorldPay website - www.worldpay.co.uk.

**5. If you are purchasing less than 10 assessments you will need to pay via a Debit or Credit Card.
Click 'Purchase Credits' You will be transferred to the secure WorldPay website to enter your payment information**

Purchasing Exam Credits

If a block of more than 10 (or more) credits is being purchased, then the system will allow a BACS payment option. This will raise an invoice and once payment has been received the credit will be added to the account typically within 5 working days.

6. If you are purchasing 10 or more credits you are able to pay by a 'Bank Transfer' if you prefer.
You will need to select 'Bank Transfer' in the payment type box and enter a Reference/Purchase Order number
(you will need to enter something in this box even if its just the date)

7. Click 'Purchase Credits' and a pro-forma invoice will be emailed to you.

Please enter the number of Test Credits that you would like to purchase

Number of Credits	*	10	Calculate
Test Credit Purchase Price (ex. VAT)		40.00	
Total ex Vat:		400.00	
		480.00	
Payment Type:	*	Bank Transfer	
Payment Reference / Purchase Order #:	*		

Note: The process for Bank Transfers is as follows

- Confirm the number of credits to purchase above and use the 'Purchase
- A Pro-Forma invoice will be sent to your accounts contact (Delta Doo)
- Once the 480.00 has been reconciled, 10 credits will be ass

Note: Fields with a * are mandatory.

[Purchase Credits]

When you pay online, you will be transferred to a secure site hosted by WorldPay, a well-known intermediary created to safeguard and process credit card information.

The WorldPay site is protected by a 128-bit security certificate from Versign.

For further information, please see the WorldPay website - www.worldpay.co.uk.

Purchasing Exam Credits

- Once you click the 'Purchase Credit' button you will see the message below confirming the order.
- Ensure you use the same payment reference/purchase order on the remittance advice that is emailed to the JIB accounts department – accounts@jib.org.uk
- You will receive an email with your pro-forma invoice. Pro-forma invoices and receipts (once a pro-forma invoice is paid) are available under the accounts tab.

Setting up an Assessment

electrotechnical certification scheme

Once exam credits have been purchased they are transferred to the ECS assessment required.
You will need the delegates name, national insurance number, date of birth and email address to set up an assessment.

1. Click ''Create Exams' tab

| Accounts | Exam List | Create Exams | Change Password | Help |

You have 6 test credits avail... ck here.

Current Credit Balance: 6

Exam Type * ECS HS&E Assessment - Electrical

2. Select Exam Type.

NOTE: Only Employees with an email address set can be selected. Use the 'Add Email' link to add an email address for an em...

	First Name	Last Name	NI Number	Card Number	Email
☐					
☐	D				
☐	T				
☐	A				
☐	A				
☐	F				
☐					
☐	M				

Create Tests For Selected

3. If you are using the Employer Portal system, select the employee for the assessment being setup. Note: Only staff listed on the Employer Portal will be available

Note: The exam type cannot be changed once the exam has been created

4. Click to create tests

If you are setting up a remote invigilated assessment using the company ECS Assessment system then you must select the "proctored" invigilation type before exam type is selected and then enter your delegates details manually.

Invigilation Type * ⦿ By Invigilator
                     ○ Proctored

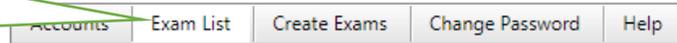Exam Type * ECS HS&E Assessment - Electrical

Invigilator * Select the Invigilator

Number of Exams 5

Adding a New Photograph

Before an assessment can be taken a new photograph must be added to the test record.

1. Click 'Exam List'

| Accounts | Exam List | Create Exams | Change Password | Help |

You have 6 test credits available, to purchase further credits click here.

- Missing Photo
- Today
- Outstanding
- Completed
- Search

2. Click 'missing Photo'

3 Exams Found

| Search / Refresh | Clear Search |

- Export

| Export All Tests Listed Below | Export Selected - Delegate List | Email Selected - Exam Login Details |

3. Click 'Capture Photo' for the test record to have the photo added

☐	Invigilator ID	Exam Code	First Name	Last Name	Employer Reference	ExamLink	Exam Type	Start Time	Score	Result		
☐	YABED5650-262662	YABF1220262662	Andy	Reakes		Photo Required	FireAndEmergencyLighting				Show Detail	Capture Photo Chrome
☐	YABED5650-262661	YABE1220262661	Roger	Horne		Photo Required	Electrical				Show Detail	Capture Photo Chrome
☐	YABED5650-262492	YABE1220262492	Adam	Blue		Photo Required	Electrical				Show Detail	Capture Photo Chrome

Adding a New Photograph

View the delegates photo ID and then either use your computer webcam to take the delegates photo or upload an photo you have on file.
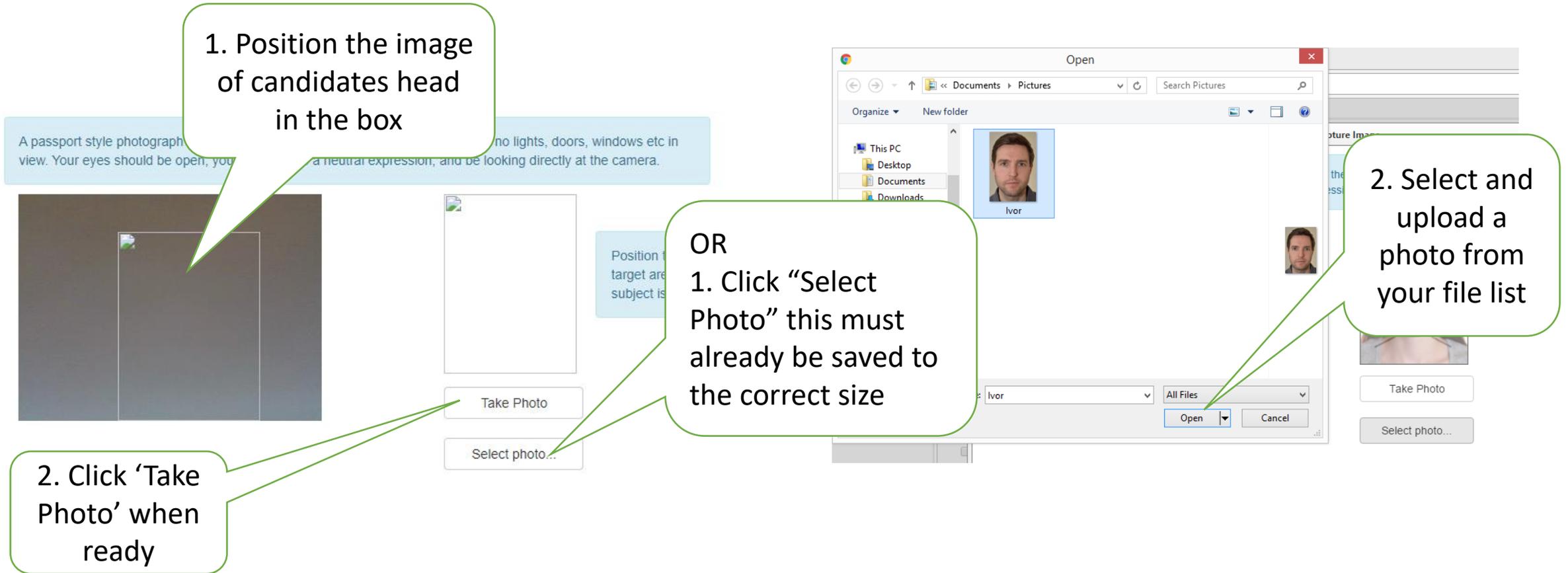
1. Position the image of candidates head in the box

A passport style photograph... no lights, doors, windows etc in view. Your eyes should be open, ... a neutral expression, and be looking directly at the camera.

Position t... target are... subject is...

Take Photo

Select photo...

2. Click 'Take Photo' when ready

OR
1. Click "Select Photo" this must already be saved to the correct size

2. Select and upload a photo from your file list

Open

Documents ▸ Pictures

Search Pictures

Organize ▾   New folder

This PC
  Desktop
  Documents
  Downloads

Ivor

Ivor

All Files

Open   Cancel

Take Photo

Select photo...

Adding a New Photograph

Once the picture is uploaded, select the type of photo ID you have reviewed for the delegate

...rt style photograph is required with a plain background, there should be no lights, doors, windows etc in ...es should be open, you should have a neutral expression, and be looking directly at the camera.

I hearby confirm that this is a true and recent photo which conforms to the requirements of the ECS Scheme. I also understand that problems with this photo may delay processing.

Photo ID Type:
- ○ Drivers Licence
- ○ Passport
- ○ Existing ECS Card
- ○ Other Photo ID

Then either click "Finalize and Save" to complete the process

Finalize and Save

<< try again

or click "try again" to change the photograph

The picture taken must be a Passport style photograph
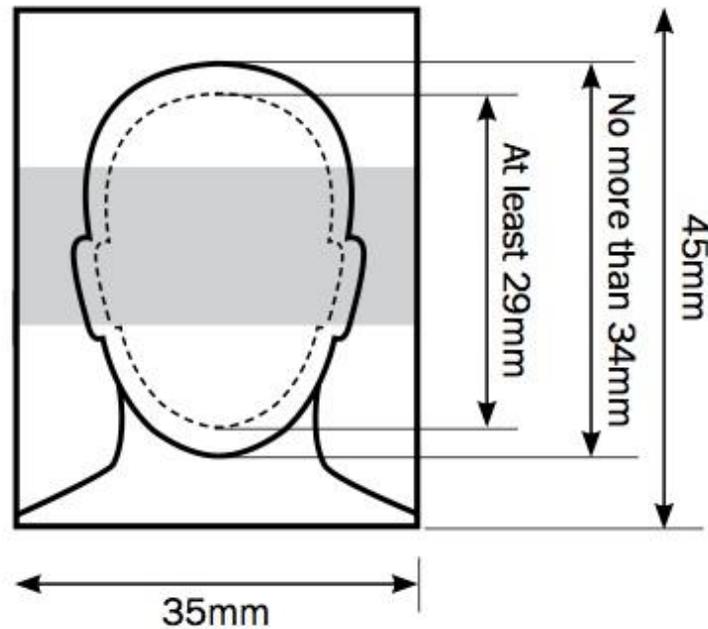
Adding a New Photograph

Same requirements as a standard colour passport type photograph

Taken recently

Taken against a plain background with the delegate facing forward and looking at the camera

Framed as a close-up of the head and shoulders, be clear and in sharp focus and not in shadow

There should be an obvious difference between the face and the background

Avoid bright or fluorescent clothing

The picture is to show a neutral expression with the mouth closed and the eyes open and clearly visible

The photograph must show the full head and be of the delegate on their own

Delegate Details Email
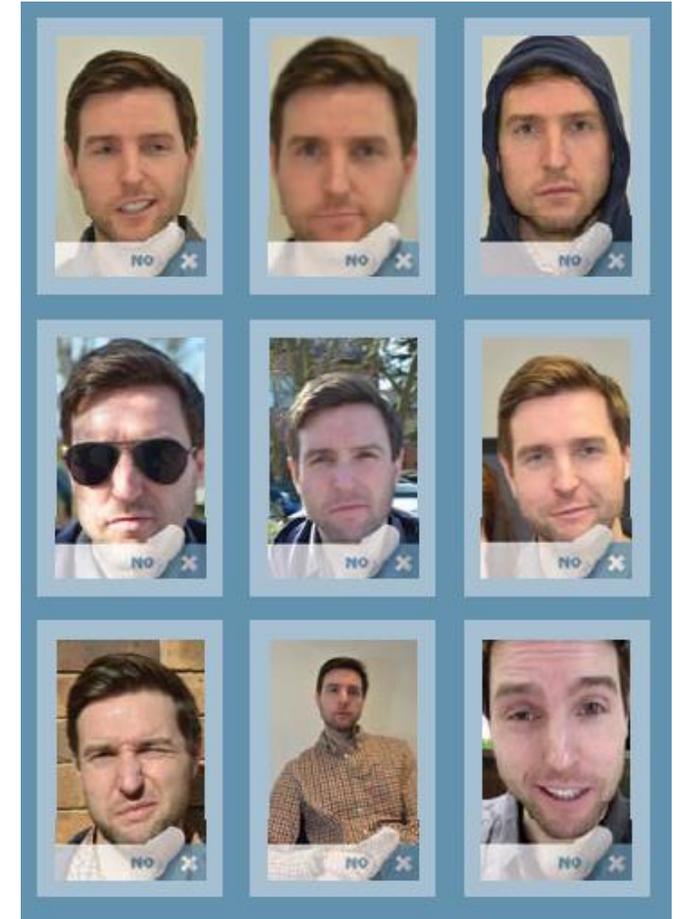
Sending the delegate the login details of an assessment.

| Venue Detail | Accounts | Invigilators | Invigilator Training | Exam List | Create Exams | Change Password | Help |

You have 12 test credits available, to purchase further credits click here.

1. Click 'Exam List'

○ Missing Photo
○ Today
● Outstanding
○ Completed
○ Search

2. Click 'Outstanding'

5. Click 'Email selected…' to send the login details to the delegate.

18 Exams Found

3. Click 'Search / Refresh'

Search / Refresh   Clear Search

○ Move Tests to Another Invigilator
● Export
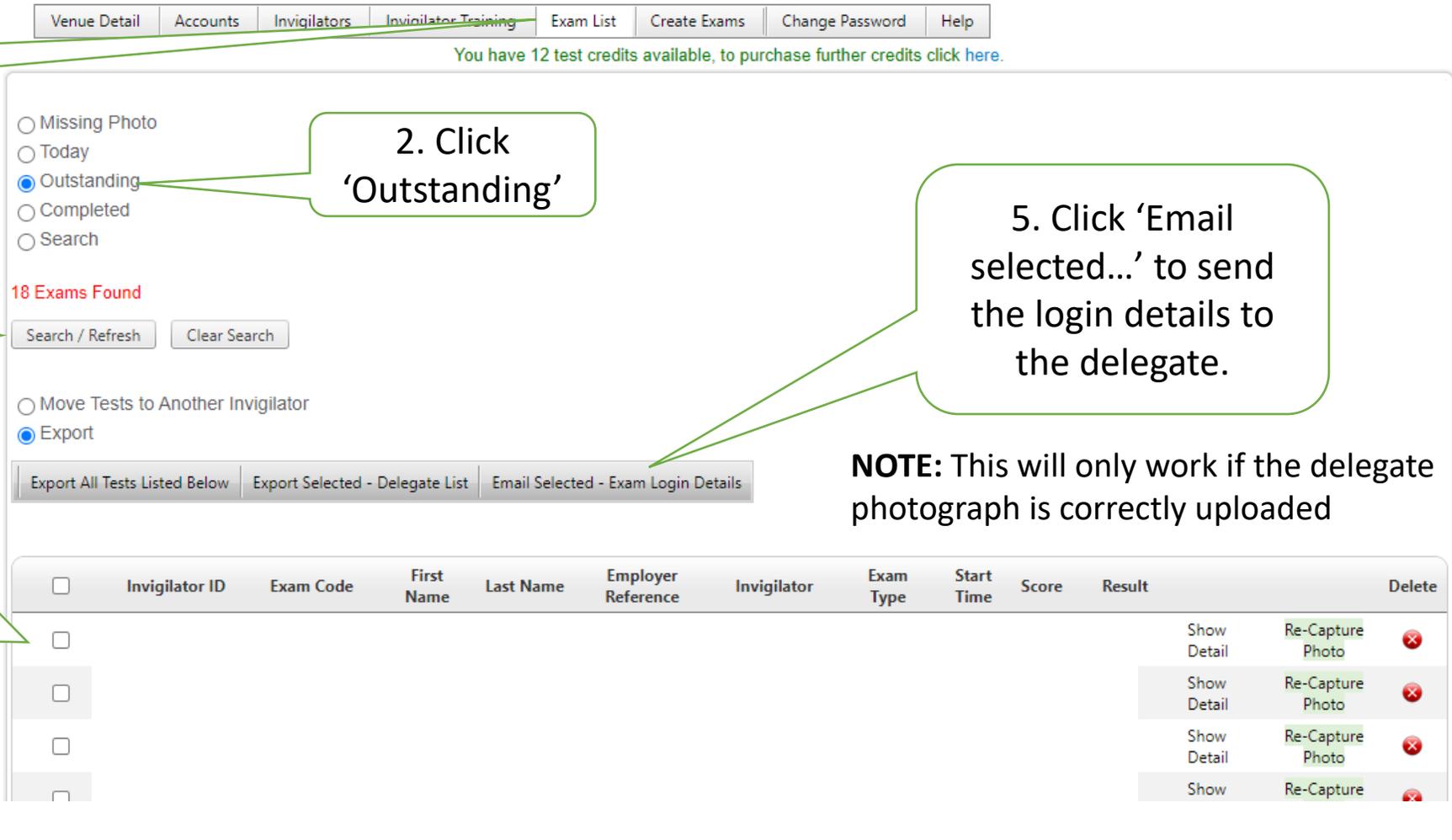
4. Select the delegate/s that are to be notified of their assessment login

Export All Tests Listed Below   Export Selected - Delegate List   Email Selected - Exam Login Details

NOTE: This will only work if the delegate photograph is correctly uploaded

☐	Invigilator ID	Exam Code	First Name	Last Name	Employer Reference	Invigilator	Exam Type	Start Time	Score	Result		Delete
☐										Show Detail	Re-Capture Photo	❌
☐										Show Detail	Re-Capture Photo	❌
☐										Show Detail	Re-Capture Photo	❌
☐										Show	Re-Capture	❌

Warning

The delegate will be monitored while they are using the ECS assessment Remote Invigilation system.

The delegate must:
- Not communicate with anyone during the assessment
- Ensure their computer is placed on a flat stable surface
- Not at any time move out of view of the webcam, their full attention MUST be on the computer screen and their face visible at all times
- Have a plain background behind them
- Not have any other computing devices around them
- Not have access to any reference material, including electronic devices that could retrieve reference material
- Not have any other person in the room with them
- Not leave or move out the browser window they are using or go to another browser window or tab with their mouse at any time for any reason

Administering the assessment

Changing delegate taking the assessment

When using the remote invigilation system it is not possible to re-allocate an assessment to another delegate.

The assessment must be deleted and a new assessment setup for the new delegate.

Deleting the assessment in the remote invigilation system will replace the test credit so that it is available to create a new assessment.

This can only be done if the assessment has <u>NOT</u> been started.

Important NOTE:

<u>Do NOT change the assessment details to different person.</u>

Click on 'Delete' for the assessment you no longer need and set up a new one for the new delegate.

Preparing the assessment

Go to https://examproct.ecstest.org

The delegate needs to enter their Invigilator ID and Exam Code and click 'login'.

Remember the delegate will be monitored while they are using the ECS assessment Remote Invigilation system.

Note: The correct webcam <u>MUST</u> be selected and "redirects" permitted in the web browser being used for the assessment to work correctly.
Your own IT support will need to help you if the assessment does not work.

Exam Login

Invigilator ID

Exam Code

Login

Preparing the assessment

1. After logging in the delegate must fill in their personal contact details

2. The invigilator must make changes to the name or NI number if needed

3. The email address provided is where the result letter will be sent after the assessment

Exam Type: Electrical

Title: *	Mr	Contact Number: *	01322 661622
First Name *	Test	Address Line 1 *	Unit 2 Whiteoak Square
Last Name *	User	Address Line 2	London Road
NI Number *	AA111111A	Address Line 3	
DOB *	01/01/2000	Town *	Swanley
Personal Email *	test.user@somedomain.co.uk	County	
Business E...		Post Code *	BR8 7AH
Nationality			
Ethnic Origins			

☐ * I confirm that all information provided above is true and accurate.

☐ * By continui... gree to the JIB securely storing your personal informa... purposes of an ECS application.

Please Note:
Your details must be correct **before** you start this test.
Once you click Start your details are locked and cannot be changed.

4. Before the delegate can start the test they must:
A. Confirm their details are correct
B. Agree to their details being held for ECS card applications

NOTE: Attention prompts will appear throughout the assessment. These must ALL be responded to by clicking on them as soon as they appear.
Failing to respond to any attention prompt will mean failing the assessment.
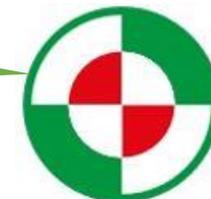
Preparing the assessment

Clicking "save" takes the delegate to the remote invigilation verification screen.

The delegates photo ID is needed to complete this part of the verification process.

The delegate must follow the instructions and make sure that they are always in full view of the webcam.

Before we start the assessment we will verify your identification.

Please make sure that you are sitting centrally in front of your webcam.

This picture shows the position you need to appear to the webcam.
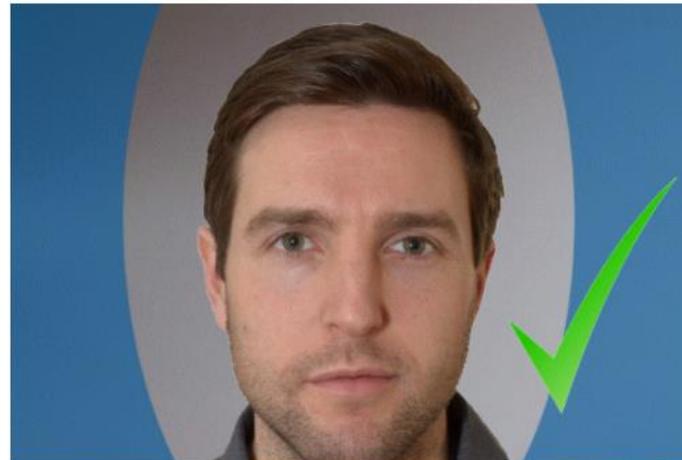
We will now take a picture of you using to ensure you are the person we are expecting.

Important – Please NOTE:

There is sometimes a 30 second delay between the delegate confirming their details and the next screen.

If for some reason the assessment does not load after a short time then please refer to the "Problems" page.

Problems

- ## In some cases the assessment may not proceed at this point

- The problem will be with the security settings on your local machine.

- The web browser being used must allow access to the web cam and allow redirects. There may also be something in the firewall or virus software that need to be changed to allow the system to work correctly.

- Some larger companies have their security settings tied down tightly which prevents the system working.

- There is some basic guidance that can be found at the bottom of the webpage www.ecscard.org.uk/onlineassessment (this link is provided in the email the delegate gets with their login details).

Taking the assessment

After the validation process is completed the "start test" button needs to be clicked

Once the test is started no further changes can be made to the delegates details.
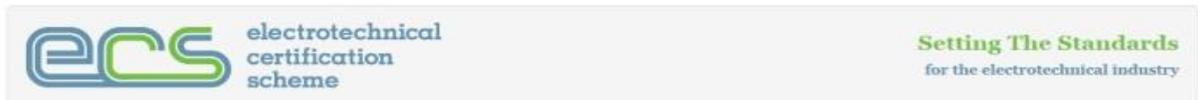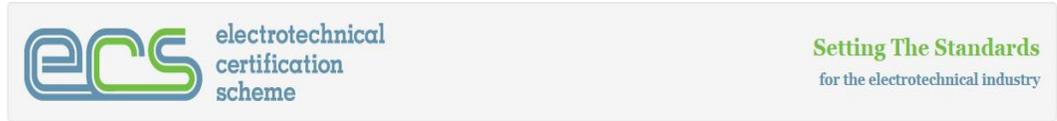
Each question is displayed in turn
The number and time remaining are displayed in the question header

Don't forget to click on ALL those attention prompts as soon as they appear

Taking the assessment

The last question has a warning that the summary page will be the next screen

The summary screen allows all the questions in the assessment to be reviewed.
Simply double click the question to edit it and click save to continue

Taking the assessment

When the delegate has completed their review of their assessment the "finish" button must be clicked

Once the "finish" button is clicked <u>the assessment is locked</u>

- no more changes can be made

The assessment is automatically stopped when the full time has elapsed. To mark the assessment the finish button must be clicked.

Taking the assessment

Before the assessment is marked an additional confirmation to finish is needed so the assessment cannot be 'accidently' finished

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for the electrotechnical industry

Time Left:- 23:13

Are you sure you wish to finish the test?

Select 'Confirm - Finish' to finish or Cancel to continue to review your answers.

Confirm - Finish   Cancel

If there is no result issued then it may be either that the assessment has been selected for moderation or the delegate has not finished the assessment correctly so it can be marked.

The delegate will need to log back in and click to finish the assessment so it can be marked.

If the login does not work then the assessment will be reviewed in the moderation process.

See the next page for more details.

The result

When the assessment is completed:

If the remote invigilation system is satisfied that everything the delegate has done complies with the monitoring requirements the test result will be displayed.

If the remote invigilation system has detected any unusual activity in the way the assessment was taken the result will be held until the exam performance has been personally reviewed by a moderator.

Moderation may take 3 to 4 working days. The exam result will then be notified to the delegate by email.

No other feedback will be provided apart from in the exam result letter.

If there are no issues with the assessment the result and feedback screen is given to the delegate. The result is automatically emailed to the delegate

After the assessment

If the assessment has been passed the delegate result and details of the exam taken can be seen in the "Exam List" under "completed" assessments

A copy of the delegate result letter is available in the delegates record 24hrs after the assessment has been marked
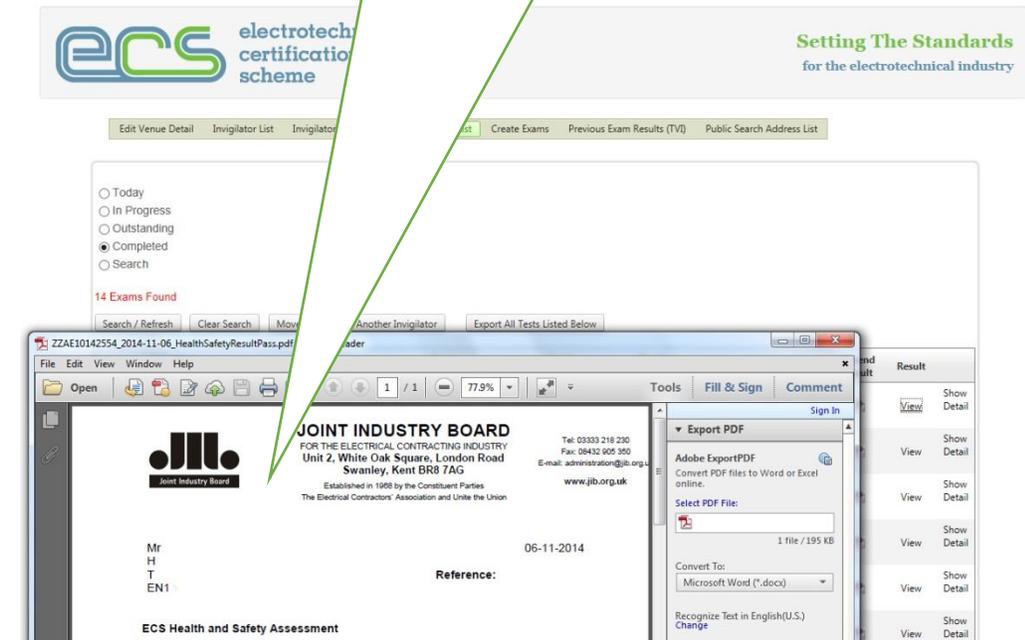
Remember

To setup a assessment go to: **https://www.ecstest.org**
To take an assessment go to: **https://examproct.ecstest.org**

The delegate MUST stay in full view of the webcam throughput their assessment

The delegate must have their photo ID with them to take the assessment

The assessment must be taken with employer supervision

Make sure the correct website address/s are being used

An ECS card needs to be ordered separately from taking the assessment

The delegate must have their full attention on the assessment at all times

Failing to respond to any attention prompt will mean failing the assessment

The delegate MUST NOT leave the assessment browser window throughout their assessment

Make sure the correct webcam is selected **BEFORE** the delegate logs in.

Your web browser has the latest version/ updates installed
(Chrome or Edge preferred)
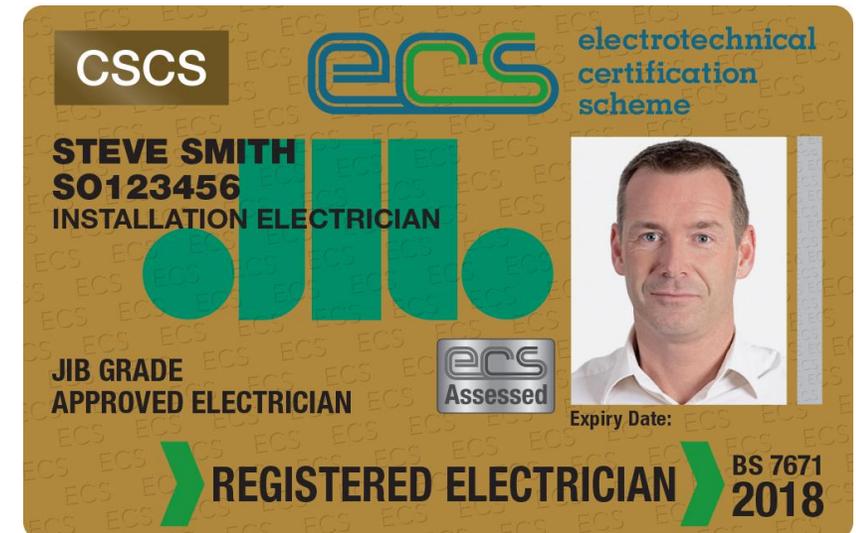
What the Delegate Sees

The following images are a copy of what the delegate sees before they take their assessment.

Please make sure your delegates follow all instructions, have their Photo ID (Passport or UK Photo driving licence) with them and respond to ALL attention prompts quickly. The delegate should be using the latest Chrome or Edge web browser and have the correct webcam selected.

1. Start
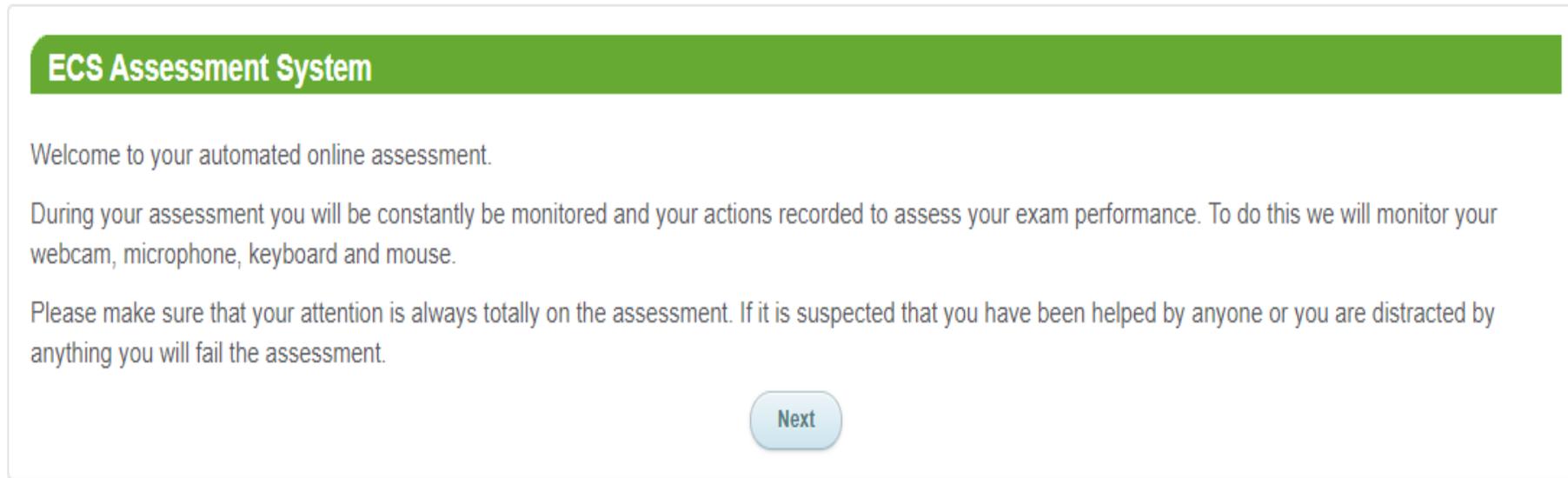
ECS Assessment System

Welcome to your automated online assessment.

During your assessment you will be constantly be monitored and your actions recorded to assess your exam performance. To do this we will monitor your webcam, microphone, keyboard and mouse.

Please make sure that your attention is always totally on the assessment. If it is suspected that you have been helped by anyone or you are distracted by anything you will fail the assessment.

Next

2. Environment Settings

The Room Around You

Before you carry on, take a moment to make sure that you are ready for the assessment and that you are sitting in a safe environment using a desktop or laptop computer on stable work station or desk.

You must make sure that you:

- Do not have any other computing devices around you
- Do not have access to any reference material, including electronic devices that could retrieve reference material
- Do not have any other computer screens connected to your computer
- Do not leave or move out the current browser window or go to another browser tab at any time for any reason
- Do not have any other person in the room with you
- Do not move out of view of the webcam at any time

All these things will be monitored and will result in an automatic failure of your assessment.

Only continue once you have made sure that you are ready and can comply with everything in the list above.

Next

3. Attention Information

Are you paying attention?

Throughout your activity when you see one of these targets:

You are required to click on it immediately as soon as it appears on the screen.

This is part of our behavioural monitoring to ensure that your focus is always and only on the current activity. If you fail to click on these when they appear it will be flagged to a moderator and may result in failure of your assessment.

Next

4. Photo ID Reminder

Your Photo ID

There will now be a series of screens for you to make sure your details are correct and for us to check your identity.

You must make sure that these details are correct before you start your assessment as they cannot be changed once you have started the assessment.

Make sure you have your current Photo ID (**such as a passport or photo driving licence**) with you before you click the next button.

Next

After this ID reminder the systems then asks the delegate to confirm their details and confirm that they are correct (see page 24).

NOTE: Attention prompts will appear throughout the assessment.
These must be responded to by clicking on them as soon as they appear.
Failing to respond to an attention prompt will mean failing the assessment.

The Electrotechnical JIB — Setting employment standards

electrotechnical certification scheme

5. Assessment Conditions Reminder

Assessment Conditions

You are about to start the assessment process.

You must:-

- Have your Photo ID (Passport or Photo Driving Licence) with you
- Be in a room on your own
- Not communicate with anyone during your assessment
- Pay attention at all times
- Make sure your face is clearly seen in the webcam
- Have a plain background
- Make sure your computer is placed on a stable flat surface
- Keep looking at the screen at all times

You must treat this assessment as if you are in an exam room with an invigilator.

Remember you are now being monitored.

Click the NEXT button below to continue …

Next >

Important – Please NOTE:

There is sometimes a 30 second delay between the delegate confirming their details and this next screen.

Please wait for the system to load.

If there is a problem with your security settings then the assessment will not continue byond this point
SEE PAGE 8

6. Instructions Webcam Position

This must be for the whole assessment.

The system prompts the delegate to have their picture taken.

The instructions must be followed and the position in front of the webcam maintained.

7. ID Verification

The system asks for your Photo ID to be presented to the webcam. You must make sure that the photo ID fills the box and is clearly visible. You can retake the photo ID image if you need to.

Note: The delegate ID will appear reversed initially. This is because of the way all webcams function.

The image will be corrected once the image has been captured and the delegate confirms that it is correct to be used.

8. The Assessment

Your Assessment

Your assessment will start when you click the button below.

Each question will be displayed to you, simply select the answer that you think is correct and click next.

You will be able to review your answers before you complete the assessment.

Click the NEXT button below to continue ...

Next >

Please see pages 5 to 12 for details about taking the assessment.

9. After the Assessment

Check Image

We will now take a photograph of you before you finish.

The system will now verify your identity, please make sure that you are sitting centrally in front of your webcam.

Click the NEXT button below to continue ...

Next >

A validation photograph is taken at the end of the assessment. The procedure for this is the same as before.

9. Assessment finish

Thank you

Your assessment is now finished and you are no longer being monitored by our systems.

One of two things will now happen:

Either you will be taken to the feedback screen that will give you your assessment result and you will be sent a confirmation email.

Or, if your assessment has been selected for moderation, your assessment will be reviewed, your result will then be sent to you by email. This process can take up to 3 working days to complete.

Please remember to log into your MyECS account to keep your personal details up to date and check your result is showing on your account.

Thank you for taking your assessment with us.

www.ecscard.org.uk

Click the NEXT button below to continue …

Next >

Important – Please NOTE:

If there are no issues with the assessment the score and feedback will be provided to the delegate on the next screen.

If the test system has picked up an issue with the way the assessment has been taken then the assessment will be referred for moderation.
This assessment may take a few days to be reviewed.
The only feedback in this case will be the information provided in result letter.