QA 6.2 e-Proctoring Policy

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QA6.2 e-Proctoring Policy

1.1 Policy Owner

The policy owner is the Academic Committee.

1.2 Purpose

e-Proctoring, similar to invigilating is a method to ensure academic integrity. It involves monitoring learner's behaviours during assessments taken virtually. The e-proctor is the person who conducts live monitoring of these virtual assessments.

The purpose of this policy is to ensure that Cenit College sets out the process and procedures to be followed during e-proctoring. This will ensure the academic integrity in the completion of assessments. Assessments that require e-proctoring include but are not limited to written and multiple-choice exams, skills tests and/or oral exams.

1.3 Scope

This policy applies to all QQI accredited programmes that require e-proctoring.

1.4 Definitions

e-proctoring involves the "systematic monitoring of student behaviour in real time during examinations administered electronically to verify the identity of the student, that the work completed is the student's own, and to ensure test conditions and academic integrity are maintained". (2021 Giller, Paul; E-Proctoring, in theory and Practice: A Review. Commissioned by QQI).

e-Proctor is an individual who conducts live monitoring of student behaviour during online assessments.

1.5 Policy Statement

Cenit College recognises the challenges in maintaining academic integrity while offering assessments online. This policy is designed to mitigate those challenges.

1.6 Responsibilities

The responsibilities are as follows:

- E-Proctors: Ensure they follow the e-proctor guidelines as set out in this policy.
- Learners: Learners must conform to the Cenit College guidelines when taking an e-proctored exam ''. Learners can review the guidelines in the '***Learner Handbook'***.

1.7 Criteria for the Selection of an e-proctor service provider

When selecting an e-proctor service provider Cenit College will follow the Cenit College Procurement policy.

1.8 Tutors' role in e-Proctoring

The tutors' responsibilities for e-proctoring rests with preparing the learners for an exam which will be e-proctored and addressing any of their concerns: They will:

1. Discuss the use of our e-proctoring service with the learners and direct them to the Learner Guidelines (as detailed in section 1.11).
2. Have an open dialogue with learners and respond to any privacy concerns students may have about remote e-proctoring.
3. Create an awareness and understanding of rooms scans.
4. Create a culture of academic integrity.

5. Tutors may assume the role of e-proctor where required.

1.9 Guidelines for e-Proctors.

The following guidelines apply for pre-exam e-proctoring.

1. The e-proctoring location must be secure and free from any noise and disruption.
2. The e-proctoring location must be comfortable with good lighting and seating.
3. The e-proctor must comply with the service guidelines provided by the vendor.
4. For ProtorExam the maximum number of participants is 13.
5. e-Proctors must be in situ and logged in at least 30 minutes before the exam commences.
6. e-Proctors must read the proctoring rules to the participants prior to the exam commencing and answer any participant questions.
7. For e-proctoring with our service provider, verification of learner identity is where government issued photo id is captured by the e-proctoring system along with a photo of the person taking the exam and the two are compared.
8. e-Proctors will start the exam on time and in the allotted time limit for the exam.

The following guidelines apply during e-proctoring.

1. Notwithstanding restrictions enforced through the online e-proctoring service, the e-proctor understands that learners are required at all times to comply with Cenit College's policies with respect to assessment malpractice (QA 6 Section 13).
2. The e-proctor will make an announcement 30 minutes and again 5 minutes before the end of the assessment.
3. Communication: Learners will have access to a 'live chat' function on the e-proctoring platform. Any queries or issues they have during the assessment (i.e. technical issues) can be posted there with the e-proctor responding immediately. Should Cenit College intervention be required for support, the e-proctor can contact the appropriate person. This must be logged in the comments section of the proctoring system for notification and review purposes.
4. Should any learner experience technical difficulties during submission, they must inform the e-proctor who then contacts the Exams officer who will approve an alternative submission option.
5. Submissions after the end of the assessment will not be accepted except in the case of technical difficulties as described above.

1.10 E-Proctoring Process

The e-proctoring process consists of the following stages:

- Creating an Exam
- Installing the e-Proctoring service and systems check
- Taking an assessment and learner identification
- Live e-proctoring session
- Reporting

Details of each stage of the e-proctoring process are outlined in the *e-Proctoring manual.*

1.11 Data and Privacy

A data privacy agreement must be in place between the e-proctor service and Cenit College prior to the commencement of the contract. Cenit College will inform the learners of any data collected via its Privacy policy which will contain the purpose for collection and the retention periods. Cenit College is

governed by *QA 8.2 Information Management Policy.* The Cenit College Privacy Policy is contained on the Cenit College website at the following link:

https://www.cenitcollege.ie/privacy-policy-cenit-college/

1.12 Learner Guidelines for taking an e-proctored exam.

Learners taking Cenit College e-proctored assessments must comply with the rules outlined in the Learner Handbook. Learners must check the checkbox in Moodle stating that they agree to abide by these rules before they can sit their assessment.

1.13 Monitoring

This policy will be monitored by the QA Manager through the annual QA audit.

Monitoring mechanisms include.

- e-Proctoring reports and
- Recordings

Learner Identification: Learners are not allowed to leave the room once the identification process has taken place. The e-Proctor always has full view of the participants. Identification files are saved and can be reviewed. The reports contain verification that learner identification has taken place for each learner.

1.14 Version Control

Version	Date	Description	Originator	Approved by
Version 1	21/11/2023	Approval of Policy	QA	Academic Committee
V1	28/03/2024	QQI Approval	QA	Academic Committee
V2	21/04/2025	Correction to typo on contents page	QA	Academic Committee