

## Lantra Online Course – Proctored exams

Lantra’s online training and Proctored tests have been available since April 2020 and have proved a valuable asset in enabling Providers in continuing with their training.

Having had thousands of Learners complete Online courses with Proctored tests Lantra is providing additional help and information to our network of Providers in the rules of Proctored test.

Remember always refer to the Lantra user guides with Online courses and Proctor exams.

Below is a list of items to be aware of and how to best prepare your learners for Online delivery and Proctored exams

Description	Note	Action
Internet connection	Learners who undertake Proctor exams where the video or sounds does not get captured because of the quality of the Learner’s internet signal may find their test is disqualified.	<ul style="list-style-type: none"> <li>• Ensure the client/Learner understands the importance of having an appropriate internet connection.</li> <li>• Test with the learner prior to undertaking the course and exam</li> </ul>
Headphones or Earpods	If a learner wears earphones during an exam, this breaches the exam environment. Lantra will not be able to say that Learner is not receiving information on how to complete the exam. Unless a reasonable request for earphones has been made for exams, learners wearing earphones will have their tests automatically disqualified.	<ul style="list-style-type: none"> <li>• Make client/Learners aware headphones/earphones are not permitted in exam conditions</li> <li>• If the learner has submitted a request for headphones, this must be submitted to Lantra in advance and be accepted by Lantra prior to the delivery.</li> </ul>
Photo Identification	At the start of each online Proctored exam, the Learner must hold up a valid photo identity card to validate who they are. If this is not presented when instructed, the Learner’s exam will be disqualified	<ul style="list-style-type: none"> <li>• Ensure the learners undertaking Proctored exams have photo identity cards ready prior to delivery of the course. For example driver’s licence, passport or Lantra skills cards are acceptable.</li> </ul>
Learners Location	When a Learner is undertaking a Proctor exam they are still in exam conditions and therefore must be in a suitable place to undertake the exam. e.g. a quiet location free of distraction. The Learner must not leave the room during the exam.	<ul style="list-style-type: none"> <li>• Agree with the client/learner where they will be while they undertake the exam: is this suitable. Does it meet all the requirements set out by Lantra? If no, then alternative arrangements must be made.</li> </ul>

Learners interaction	The Learner should not interact with another person other than the Instructor in an exam. If a second voice or person is detected during the exam the test may be disqualified.	<ul style="list-style-type: none"> <li>Ensure the client/learner understand that wherever the learner is, they must comply with exam conditions.</li> </ul>
Phones and electronic devices	Learners must not use electronic devices during the exam. If they require reference material, this should either be a physical document or attached to the online exam for the Learner to refer to. Any use of an electronic device will automatically result in disqualification.	<ul style="list-style-type: none"> <li>Ensure client/learners understand that the red/pink book is attached to the online exam (when applicable) which can be accessed while they undertake the exam.</li> </ul>
Capturing the screen	If a Learner is detected taking a picture of the online exam using a phone or screen-grab they will automatically have their exam disqualified.	<ul style="list-style-type: none"> <li>Ensure client/learners understands this is a serious offence which will result in the learner being disqualified.</li> </ul>
Proctored Results	After a Learner has completed the exam, they will receive confirmation of their provisional result. The Provider manager will obtain the result between 2-3 working days.	<ul style="list-style-type: none"> <li>Until the Provider has received the results they should not confirm with the client/Learner as results possibly been disqualified.</li> </ul>
Reasonable Adjustments	If the learner has requested any additional help during the online course or Proctored exam, these need to be communicated and agreed with Lantra prior.	<ul style="list-style-type: none"> <li>The Provider must follow the correct Reasonable Adjustment process with the learner prior and communicate with Lantra.</li> </ul>

### **What happens if I have a Learner who has been Disqualified?**

If you find yourself being contacted by Lantra to confirm your Learner has been disqualified you need to ensure that you do the following

- Contact the Learner directly to inform them of the decision and the reason for the disqualification. If the Learner wishes to appeal, you can submit their request to Lantra.
- The Learner should not be issued a copy of the yellow sign off sheet until the Provider has accessed the results via Quartzweb.
  - If the Learner does have a yellow sign off sheet, this must be retrieved either from the Learner directly or their employer.
    - If you are unable to retrieve the yellow sign off sheet this must be reported to Lantra asap.

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