TestReach

Protocol Document for Remote Invigilated Exams

Council of Europe

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Candidate Exam Checklist for Remote Invigilated Exams

Please ensure that you read this document thoroughly. It is your responsibility to ensure you understand, are familiar with and adhere to the regulations and protocols herein. Failure to comply with any of the procedures outlined in this document may result in your exam being terminated / results not being issued.

1. Computer requirements:

   o Laptop / computer with 4GB of RAM (no Chrome books, tablets, Surface Pro or touch screen devices)
   o A Windows v7.0+ or Mac10.8+ operating systems
   o Intel Core i3 (or equivalent) and 4GB of free RAM
   o A working webcam that can be used to scan the room, microphone and speakers
   o Internet connectivity with continuous internet speed of a minimum of 2.0 Mbps

   If you're <u>using a Mac</u>, please ensure screen recording is enabled for the TestReach application before exam day:
   1) Quit the TestReach app (you may need to use Command + Option + Esc and select Force Quit).
   2) Go to Apple Menu > System Settings/Preferences > Privacy & Security > Screen Recording.
   3) Toggle TestReach on. If prompted, click Quit & Reopen.
   4) If the toggle is greyed out, click the lock icon (bottom left) and enter your password.

   For more information, please see here: [Control access to screen and system audio recording on Mac – Apple Support (UK)](#)

   If you are unsure on the steps above or need more assistance, please contact TestReach Support.

2. It is strongly recommended to use a computer/laptop with a big screen to facilitate reading the text. Please note however that you cannot have a second monitor on your desk or within reach.

3. We advise against using a work computer/laptop as the TestReach application may be blocked by any security constraints in place. If you do intend to use a work computer/laptop, please download the application in plenty of time as you may need support from your IT department. For Council of Europe staff members sitting the tests, please note that you are not allowed to use your work computer/laptop (the TestReach application will be blocked), nor should you sit the tests on Council of Europe premises.

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4. Before your exam please ensure that you have downloaded the TestReach application (as per your enrolment email).

5. Make sure that you have completed the Test Tutorial.

6. You must ensure that you have your TestReach user information with you – user ID and password.

7. Do not forget your signed Photo ID –passport, national ID card or driving license only.

8. You must not be interrupted throughout your exam. Please make sure your room / space is private and well lit.

9. You will be asked to scan the room for a 360° view using your monitor / webcam.

10. Ensure that your computer area is free of all clutter and unauthorised materials.

11. Your mobile phone should be turned off and put out of reach once you are connected with your supervisor.

12. If you are in a room with others sitting your exams please ensure that you have headphones in order to hear the supervisor.

13. The only authorised items allowed on your desk for this exam are pen/pencil, blank paper, water / drinks and eventually other resources mentioned in your invitation letter, which must be shown to the camera.

14. You may not move around the test site – i.e. no wandering around the room. You need to remain in the webcam viewing area at all times.

15. Ensure that you do not block the webcam for any reason.

16. No smart watches are allowed. You will be asked to show your wrists to the supervisor.

17. Comfort breaks may be allowed during the exam or between the different papers. Please follow the instructions provided in the invitation letter and communicated by the Supervisor.

18. Please behave in a suitable manner towards the Supervisor, comply with any procedural requests, and respond to all validation questions.

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19. Please make sure to close all other programs on your computer and deactivate all possible notifications.

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*Note: If you encounter any difficulties logging on for your exam please contact:

+353 (1) 699 1385 or send a message via this website page:

https://www.testreach.com/candidate-support.html

The support team is available Mondays to Fridays from 10h00 to 18h30 (French time)

If you suspect there might be a generalised problem, please consult:

https://status.testreach.com

where you can get updated information on any system incidents

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Validation Protocol for Candidates

Introduction

The below information describes the validation protocol and the steps that trained invigilators will take to verify the identity of the candidate and to ensure that the candidate's test environment is secure – this is for your information and to know what to expect.

Prior to Exam

- Candidates will receive an email with login details from TestReach with the subject "TestReach New Account". If you cannot find this email, please check your spam folder. Please ensure that you have your user ID and password with you on the day of your exam.
- Please make sure not to include any spaces when copying and pasting your auto-generated password. Once you have created your own password, please check and make sure your login process works before the day of exam.
- All candidates are advised to take the "Test Tutorial", which guides you through taking an exam on TestReach. We suggest that you go through this tutorial by clicking "Enter" so that you can familiarise yourself with the exam canvas. You can use this tutorial multiple times and your answers will not be recorded.
- All supervised online exams need to be confirmed several days in advance. A separate e-mail from TestReach will be sent to candidates, asking for this final confirmation on the TestReach platform.
- Candidates are advised to be in their chosen exam location 20 to 30 minutes before their scheduled exam start time in order to login, enter exam and go through the system checks. Fifteen minutes before the exam, the "connect" option will activate, and candidates can click on this to commence the pre-validation process.

Note: Candidates will be permitted to commence the exam up to 30 minutes after the scheduled start time. They will however not be given additional exam time to make up for the delayed start. If a candidate has not connected within 30 minutes, their session will time out and they will not be able to do the exam.

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Day of Exam:

- o Ensure that you arrive in your venue 20-30 min before your exam start time.
- o Login into TestReach using your User ID and Password.
- o You are advised <u>not</u> to reset your password (via the 'forgot password' button) on the exam day.

It is advised that all candidates enter exam 15 minutes before start time in order to allow the candidate to go through pre-validation process with their Supervisor.

- o Select "Connect to Supervisor". Please note that the connection to the Supervisor may not be immediate but that the Supervisor is aware that you are ready to start your exam.
- o Once you are connected, Supervisor can immediately see: the candidate's desktop / screen, a 'chat box' for any Instant messages between the supervisor and candidate and a live audio / video of the candidate via webcam.
- o Supervisor will advise candidate of pre-validation process before they begin their exam via audio.

> **If you encounter any difficulties logging on for your exam, please call**
> **+353 (1) 699 1385**

Authentication / Validation Process

There is a list of steps taken to verify a candidate's identification and secondly that the testing area is secure.

a.   The supervisor will ask you to show your photo ID to the camera. This ID should either be an in - date passport, national ID card or driving license.

b.   The candidate will be asked to pan their monitor / camera around the room to get a 360° view – the supervisor will need to make sure that the candidate pans the whole area. This is to ensure that:
- o There is no second monitor / computer visible in the room
- o Any phone visible has been put out of reach
- o There are no notes / wall boards with information on them

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c.   The candidate will also be asked to scan their desk (including any shelves under the desk) – this is to make sure that there are no phones, books, post-its etc. nearby. The test area should be clear, except for blank paper, pen/pencil, water/drink and other resources, if specified in the invitation letter.

d.   If the supervisor observes any unauthorised items, they will request that the candidate removes them from the testing area.

Sample Infringement Guidelines

Minor Infringements

A Minor Infringement is one that is deemed a low-level exception. Minor Infringements may not compromise the test and can be rectified immediately however all minor infringements are logged.

- o   Leaning out of view of the camera.
- o   Blocking the computer camera.
- o   Commencing hand movements that could be interpreted as sign language.
- o   Glancing at other areas of the room that the supervisor cannot see (in this instance, prior to raising an infringement, the supervisor will query the candidate and ask the candidate to pan the room and in particular the area(s) to check).
- o   Behaving in an unsuitable manner to the supervisor.

Major Infringements

A Major Infringement is one that is deemed a medium level exception. One that does not compromise the test and one that is rectified quite quickly with the candidate during the test.

- o   Accessing (or trying to access) another site / document when online.
- o   Referring to any material – if there are no resources allowed.
- o   Not removing objects that are deemed interactive such as smart watches.
- o   Not agreeing or responding to the validation questions asked by the Supervisor.

Blocker Infringements

A Blocker Infringement is one that is deemed a high-level exception. One that compromises the test and causes the test to be terminated. Supervisors will warn the candidates in advance.

- o   Leaving the test centre area for ANY reason.
- o   Communication of any sort with a third party.
- o   Mobile phones are not to be used in the testing area at all once the exam has commenced.

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Actions taken if an infringement occurs:

- o There is an actions' log available to the supervisor which will log any infringement made (including any notes written by the supervisor) and be timed and dated automatically.
- o If the supervisor notices any suspicious activity, he/she will update the actions' log to indicate that an exception has occurred and detail the activity in question.
- o A recording of the exam will also be taken to provide supporting evidence.

Encountered Technical Issues

Should you experience any technical issues in the course of the exam you must immediately bring it to the attention of your Supervisor.

If you consider that the issue was not resolved via this contact with your supervisor and that it compromised the test, you must inform the Council of Europe and TestReach by sending an e-mail to recruitment@coe.int and support@testreach.com **within ten calendar days after the exam** in order to enable us to verify the circumstances you refer to.

Please note that any complaint concerning technical issues lodged outside the ten calendar day time limit cannot be taken into account.

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Privacy Policy for online assessments administered by TestReach on behalf of the Council of Europe

The present privacy policy explains how the Council of Europe and TestReach use the personal data collected from you when you undergo an online assessment procedure. The online assessment is administered by TestReach on behalf of the Council of Europe and may consist of a test, exam, quiz, survey, or other kind of assessment considered appropriate by the Council of Europe for the purposes of the competitive recruitment procedure for which you applied.

Who are we?

The Council of Europe is the "data controller" with respect to any assessment-related personal data, it has the decision-making power concerning the data processing concerned.

TestReach is a company based in Dublin, Ireland. It has developed a cloud-based solution used to create, deliver and mark any type of assessment. With regard to the processing of personal data within the framework of the online assessment, TestReach is the "data processor", which means it processes personal data on behalf of the Council of Europe.

For any personal data that TestReach collects through its websites and software and uses for the purposes related to provision of its service, independently of the assessments performed for the Council of Europe, TestReach is the "data controller".

The data we collect

Prior to and during your taking an online assessment administered by TestReach, the Council of Europe may collect, receive or store - using TestReach services - personal information that you provided, which notably includes your name, contact details, date and place of birth.

Online assessment uses remote invigilation, a method by which formal exams are supervised over the web. TestReach will record a video taken by your own computer webcam of you sitting the assessment. TestReach will also ask you to show your photo-ID to the camera for identification purposes at the beginning of recording the video. TestReach does not take photographs of candidates or of their identification documents during the invigilation process.

Should you contact TestReach with support or troubleshooting questions, it may ask you to provide personal information for identification purposes.

When you are taking an assessment using TestReach software, the TestReach Desktop Application, it automatically records user access and activity data within the system (for instance, when you logged in, when you logged out, when you answered a question, when you paused, etc).

TestReach also records information about the computer and technology you use to take the assessment. This includes, in particular, your IP address, information about the type and version of your browser, your operating system, installed drivers and external devices connected to your computer, details of other computer processes running, RAM (random-access memory) and CPU (central processing unit) usage statistics.

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The TestReach Desktop Application uses cookies to remember your login details. In particular, TestReach keeps records of the preferred language, username, user ID and organisation ID of the last user that logged in so as to make the next login quicker, as you will only need to type the password. Information kept in the cookies expires with the HTTP Session, which is configured to last 24 hours.

How we use your personal data

(1) Assessment-related data

The Council of Europe will use the information collected for the exclusive purpose of processing your application for the job vacancy you applied for.

TestReach may process your personal data for authentication purposes and to record your activity on the computer during the online assessment. The video recording of the assessment has the sole purpose of ensuring the integrity of the assessment process.

Upon instructions of the Council of Europe, TestReach may collect and score your responses and derive an assessment score. In this connection, the Council of Europe may use the data collected to generate reports about your results.

(2) Data related to provision of service

TestReach may collect and use your personal data for the following purposes:

- to provide you with a better user experience and to help make the assessment experience more effective, in particular, by ensuring smooth installation and running of the TestReach Desktop Application;

- for maintenance and improvement of its products and services, including the TestReach Desktop Application;

- when you contact TestReach with support or troubleshooting questions, for identification purposes, to correspond with you regarding the issue and to improve your support experience.

TestReach ensures a similar level of protection to the above data as to assessment-related data.

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Data storage

All video data is held on TestReach systems for a period of 6 weeks following the online assessment, after which it is deleted, unless particular needs require it be held for a longer period, for example, in the case of an appeal process.

The information about the computer and technology you use to take the assessment which served the purposes of audit trail of the assessment is securely stored in TestReach database for the duration of the contract between the Council of Europe and TestReach, or until the Council of Europe specifically instructs TestReach to delete it.

The information used by TestReach with a view to improve its services and technology is stored in a form that does not permit identification.

Data sharing and transfer

The Council of Europe and TestReach will not disclose your personal data to third parties without your consent unless under a duty to disclose or share your personal data in order to comply with a legal obligation or to protect your security or security of other persons. Where your data is shared with third parties, we will seek to share the minimum amount necessary.

With the consent of the Council of Europe, TestReach may disclose your personal data to a third party in connection with a sale, merger, liquidation, receivership or transfer of all or substantially all of the assets of TestReach provided that the third party agrees to adhere to the terms of the Privacy Policy and provided that the third party only uses your personal data for the purposes for which you provided it to TestReach. You will be informed in advance should such disclosure be envisaged and have a possibility to object to the transfer of your personal data.

Assessment-related data on TestReach is stored and processed on servers based within the EU and TestReach does not transmit information to servers in any locations outside of the EU.

Data security

The Council of Europe and TestReach have put in place measures to protect the security of your information, including appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In particular, the data you provide to us is protected using modern encryption, intrusion prevention, and account access techniques.

Furthermore, TestReach is ISO 27001 certified, a quality standard relating to information security management, which covers not only IT systems, but also procedures on the manual handling of data by members of staff. Being ISO 27001 certified, TestReach applies very rigorous standards to the handling and storage of personal information, as well as to any data in general. In addition, access to your personal information will only be given to those employees, agents or contractors who need to work on your recruitment process and are bound by strict confidentiality rules.

We have put in place procedures to deal with any suspected data security breach and will notify you of any breach which could seriously interfere with your rights.

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Legal basis for using your data

We process your personal data on the basis of the Council of Europe's legal instruments and its internal rules. We have to process personal data for recruitment purposes to ensure that the Council of Europe has qualified personnel in order to perform its tasks and activities.

Your rights

You have the right to:

- ✓ request **access to your personal information** held by us;

- ✓ request that we **correct incomplete or inaccurate personal information** that we hold about you;

- ✓ request we **delete or remove your personal information** when there is no valid reason for us to keep it;

- ✓ **object to the processing of your personal information** on specific grounds relating to your situation.

If you want to exercise the above rights, or for any queries, concerns, or requests you may have in connection with the way your data is collected and used, please contact the Council of Europe by:

- 🖉 sending an email to **recruitment@coe.int**

- 🖉 sending a request by post to **Recruitment and Employment Management Division / Directorate of Human Resources / Council of Europe / F-67075 Strasbourg Cedex / France**

- 🖉 sending an email to the Council of Europe's Data Protection Officer at **dpo@coe.int**

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