TestReach

Protocol Document for Remote Invigilated Tests

Council of Europe

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Table of Contents

Candidate Test Checklist for Remote Invigilated Tests 2

Validation Protocol for Candidates 5

Introduction 5

Prior to Test 5

Day of Test: 6

Authentication / Validation Process 6

Sample Infringement Guidelines 7

Encountered Technical Issues 8

Candidate Test Checklist for Remote Invigilated Tests

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 test being terminated / results not being issued.

1. Computer requirements:

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

If you're using a Mac, please ensure screen recording is enabled for the TestReach application before test 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.

4. Before your test 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 test. 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 tests please ensure that you have headphones in order to hear the supervisor.

13. The only authorised items allowed on your desk for this test 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 test or between the different tests. 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.

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

***Note: If you encounter any difficulties logging on for your test 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

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 Test

- 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 test.
- 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 test.
- All candidates are advised to take the "Test Tutorial", which guides you through taking a test on TestReach. We suggest that you go through this tutorial by clicking "Enter" so that you can familiarise yourself with the test canvas. You can use this tutorial multiple times and your answers will not be recorded.
- All supervised online tests need to be confirmed several days in advance. A separate email from TestReach will be sent to candidates, asking for this final confirmation on the TestReach platform.
- Candidates are advised to be in their chosen test location 20 to 30 minutes before their scheduled test start time in order to login, enter test and go through the system checks. Fifteen minutes before the test, 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 test up to 30 minutes after the scheduled start time. They will however not be given additional test 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 test.

Day of Test:

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

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

- 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 test.
- 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.
- Supervisor will advise candidate of pre-validation process before they begin their test via audio.

If you encounter any difficulties logging on for your test, 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:
   - There is no second monitor / computer visible in the room
   - Any phone visible has been put out of reach
   - There are no notes / wall boards with information on them

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.

- Leaning out of view of the camera.
- Blocking the computer camera.
- Commencing hand movements that could be interpreted as sign language.
- 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).
- 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.

- Accessing (or trying to access) another site / document when online.
- Referring to any material – if there are no resources allowed.
- Not removing objects that are deemed interactive such as smart watches.
- 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.

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

Actions taken if an infringement occurs:

- 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.
- 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.
- A recording of the test will also be taken to provide supporting evidence.

Encountered Technical Issues

Should you experience any technical issues in the course of the test 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 email to talents@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.