



Pearson Remote Invigilation Service (RIS)

Parent/Guardian Agreement 2025-2026

By harnessing innovative new technology, Pearson are delighted to offer students the opportunity to sit their Pearson Edexcel International GCSE and International A Level exams in their chosen home environment.

In order for your child/student to be granted access to the service, you are required to agree to the information provided in this document and the Remote Invigilation Service Terms of Use.

For each remotely invigilated examination Pearson will provide:

- the opportunity for practice and familiarisation ahead of the high-stakes exams.
- access to the secure online exam environment for the student to sit the exam and an online invigilator

This agreement serves to outline your responsibilities as a parent/guardian and seeks to ensure your student's exams run as smoothly as possible.

Equipment and Technology Requirements

By signing your student up to sit remotely invigilated exams, you agree to the following terms and conditions.

You will ensure your student has access to the following:

- a **clear workspace**, free from unauthorised items
- a **stable internet connection**
- a **laptop or PC** with working webcam, speakers, and microphone. Laptop or PC must be connected to power to ensure the device battery will remain for the duration of the exam
- a working printer with sufficient ink and paper to print a complete exam answer booklet. The printer should be in the same room in which the exam is being sat. It is your responsibility to test the printer and ensure a sufficient supply of paper and ink before each exam
- Laptops and PCs must have an appropriate **PDF reader installed** and be able to download and print PDF files. Please also set the device to **auto-reconnect** to the internet in case the connection drops during an examination.
- a **second (fully charged) mobile device with the ProctorExam app installed**. This will be used during the pre-exam set-up and will need to be positioned to show the student's exam environment during the exam

- **Microsoft Lens, a similar scanning app downloaded to your mobile device or physical scanning device** to enable completed exams to be scanned and uploaded to the Assessment Player
- in addition to the laptop and mobile device, you will need a (fully charged) **backup device to record the exam**. This device must have enough storage space to store a recording locally. **Please note this is a requirement for each remotely invigilated exam** - if connection is lost during an exam, we may need you to send us the recording and a student's grade could be negatively impacted if you are unable to provide the recording. This device must be set to Do Not Disturb
- a **large (A4) envelope** to store a completed exam paper (one per exam).

Other requirements

Students will also require:

- a quiet and private environment where they can sit their exams without interruption
Note: a communal space is not an acceptable environment
- a **parent or guardian to support the student as appropriate before and after the exam**. This person must be available for the duration of the exam
- the parent or guardian must supervise any breaks requiring students to leave the exam room, such as a toilet breaks.
Exam conditions must be maintained at all times and parents/guardians must ensure that there is no access to unauthorised materials
- you must be on hand to supervise any internet loss and contact the support number as instructed, should this happen.

Please note that whilst you must be available to support at the beginning (during the pre-exam set-up) and end of an exam (when scanning and uploading), **you must not be in the room once the exam time has started**.

Keeping your child safe

All Pearson remote invigilators are carefully screened and specially trained. Invigilators will be able to see and hear students during an exam, but students will not be able to see and hear them.

All communication between students and invigilators will take place via a chat box in a secure and recorded environment. Invigilators will not be able to contact students outside of exam sessions.

All remotely invigilated exams are recorded and stored for safeguarding and quality purposes. If you have any concerns about your child's safety, please let your school know immediately.

Pre-exam familiarisation

On exam days, we expect students to be able to use the remote exam platform confidently. It is therefore critical that students complete our pre-exam familiarisation activities before their high-stake exams start. These activities run through setting up an exam from beginning to end, meaning they can review their own exam space and equipment before their first exam.

In addition to the familiarisation exercises, candidates will have ongoing access to the onscreen testplayer sandbox (an environment which imitates the live testing site), ensuring they know how their exams will be presented to them.

It is your responsibility to ensure your student completes sufficient exam familiarisation.

Pearson will closely monitor all pre-exam familiarisation activities - should we identify that a student has not sufficiently engaged with them, we will require them to complete paid familiarisation. We reserve the right to remove exam entries if familiarisation is not completed – please note a refund will not be provided.

For more information about familiarisation opportunities and when they will be available, please contact your school/centre directly.

Authorised and unauthorised Items

The following items are **authorised** and allowed to be present during an exam.

- A glass or clear water bottle with all labels removed
- Pen and paper for rough work; the paper must be blank and both sides shown to the invigilator during set-up at the start of the exam
- Specified materials needed for each exam, which will be confirmed in advance of each exam.

Unauthorised items are anything which is not allowed to be present during the exam. This is not an exhaustive list but purely for illustrative purposes.

- Classroom work
- Textbooks and/or notes
- Electronic devices
- Headphones/EarPods
- Food
- Watches / smart watches
- Calculators – unless authorised for the exam being taken*
- Posters/visual imagery or reference materials on the walls of the exam room that could assist the student
- Word processors (unless part of a student's usual way of working) - if your child uses a word processor, please note that onscreen/online grammar or spelling assistance tools, such as Grammarly, must be disabled or switched off before and during the exam for all subjects and qualifications
- More than one screen is not permitted

***Graphical calculators**

For exams that allow the use of a calculator, if students are wishing to use a graphical calculator (capable of plotting graphs, solving equations, and performing advanced mathematical calculations), rather than a scientific calculator, invigilators will ask students to put their graphical calculator into **exam mode** in view of them on camera.

Exam mode locks down prohibited functions such as any storage facility. Invigilators will need to see students putting their calculator into exam mode, giving us confidence that students have not stored material prior to the exam.

It is your responsibility to ensure that your student knows how to put their graphical calculator into exam mode to enable them to do this in view of the camera for their invigilator on exam days. **If a student is unable to show their invigilator that they have put their graphical calculator into exam mode, the invigilator will ask the student to remove the calculator from the room and the student would need to use a scientific or standard calculator instead.**

Mobile Device

- You must ensure that the student has installed the ProctorExam app before exams start.
- Ensure the mobile device is fully charged and in a stable position to allow the invigilator to have clear visibility of the student, their PC/laptop, keyboard, mouse, and whole desk.
- If the invigilator is not happy with the position of the student's second device, they will ask them to reposition it. The device must be put on 'flight mode' and 'silent mode' and have wi-fi enabled.

Backup Device

A backup device is needed in case of any connection outages that could result in the invigilator not having visibility of a student completing their exam. If the invigilator loses connection, you will be contacted to request that you send your backup device recording to ensure exam conditions were met throughout. Please keep the following in mind:

- the backup device must be fully charged (or plugged in)
- this device does not require access to the internet to record the assessment locally
- you must ensure the device has enough storage space available to store a recording (a backup recording will be required for each exam)
- the device should be placed approximately 3 metres from the PC/laptop where the assessment will be sat – this ensures the recording has a wide coverage of the room
- this device must be put on silent mode for the duration of the exam.

Note: if the recording from the backup device is requested and you are unable to provide it, this may affect the student's grade for the affected exam.

Technical Issues

- If a student loses connection to the internet or there is a complete loss of power, they must call for the support of their parent/guardian to alert them to the issue.
- The student must always remain in view of the backup recording device.
- You must ensure that students remain in exam conditions and continue to complete their examination. We will request access to the exam session recordings where connectivity issues or power issues occur.
- Using the Customer Service contact number provided (+442039805656) you must ensure **immediate** contact is made with our support team.

Parent/Guardian Responsibilities

I have read the guidelines and policies contained in this document, and agree to the following statements:

- ✓ I understand my responsibilities and have the technology and equipment needed for my child to complete their exams at home.
- ✓ I understand the importance of pre-exam familiarisation and I agree to ensure my child engages with this activity in advance of exams starting.
- ✓ I acknowledge it is my responsibility to check that the school/centre has entered my child/student for the correct examinations prior to the entry deadline.
- ✓ I understand that if my child does not engage in system familiarisation, Pearson reserves the right to remove my child's exam entries, without a refund, and I will be responsible for sourcing an alternative exam centre.
- ✓ I understand that my child needs to have access to a quiet, private space, which will be uninterrupted by other people in the home when an exam is in progress.
- ✓ I understand that someone (over the age of 18) must always remain in the house in case of an emergency and to help the student before and after the exam (and if the student needs a toilet or rest break).
- ✓ I understand that someone must be on hand to supervise any internet loss.
- ✓ I understand that I need to be contactable if Pearson/our invigilator loses sight of a student during an exam and are unable to support them. I will provide an emergency telephone number and email address for these purposes and monitor these during my child's examinations. **NB: All data provided is managed in accordance with Pearson's data protection policies and only used for this purpose by the Remote Invigilation Service team.**
- ✓ I understand which items are authorised for use during an exam and I am aware of unauthorised items. I acknowledge responsibility for ensuring that my child does not have access to unauthorised items, devices or the internet after the published start time of an examination, or during toilet or rest breaks.
- ✓ I understand that if my student has a graphical calculator, they must know how to put it into exam mode in front of the invigilator. If they are unable to do so, the invigilator will instruct the student to remove the calculator from the room and use a scientific or standard calculator instead.
- ✓ I understand the need for a second mobile device and a backup device, and I agree to sending the backup recording to Pearson if requested.
- ✓ I understand that unless otherwise communicated in writing, all examinations via the Remote Invigilation Service start at the UK published start times and this is when my child/student should login to begin their exam setup.
- ✓ I understand that if the assessment player indicates a different start times or "window" to what has been communicated for any reason, I should verify the correct start time with the school/centre prior to the examination.

- ✓ I understand that if my student does not login at the start time for their exam, they may be refused entry in accordance with the JCQ Regulations.
- ✓ I have read and understood the **Remote Invigilation Service Terms of Use V3** (accompanying this document) and acknowledge responsibility for ensuring my student/child, and any parent/guardian supporting the candidate, acts in accordance with these terms at all times while using the service and interacting with Invigilators and the support team.

Your agreement to these terms should please be confirmed to your school/centre prior to the deadline provided by them.

If your contact or location information changes between now and the start of the examination series, please inform your school/centre to ensure we have the correct details for your child/student.