



TLM REMOTE INVIGILATION: LEARNER GUIDE

THE LEARNING MACHINE



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INTRODUCTION

This guide outlines the procedures and requirements for learners taking assessments via **TLM Remote Invigilation**. Remote invigilation allows you to complete your assessment at a location of your choice while ensuring the integrity of the examination process.

TLM primarily uses **Marking Tree Proctoring software** for invigilation. However, where necessary, alternative pre-agreed proctoring solutions may be used, ensuring they meet our security standards. This guide should be read alongside the **TLM Online Invigilation Policy** to ensure compliance with assessment regulations.

KEY REQUIREMENTS

To participate in remote invigilation, you must meet the following requirements:

- **Device:** A desktop or laptop computer with a webcam and microphone (mobile devices are not permitted unless explicitly approved).
- **Internet:** A stable internet connection to support continuous monitoring.
- **Browser:** Latest version of a modern Web Browser (example Chrome, Edge, Firefox)
- **Environment:** A quiet, private, well-lit room free from distractions or unauthorised materials.
- **Identification:** A valid form of photographic ID (e.g., student card, employee ID badge) must be shown before starting the exam.
- **Approved Software:** Marking Tree Proctoring software (or pre-agreed alternative).

You are encouraged to complete a **system compatibility check** before your scheduled assessment to ensure that your setup meets these requirements.

BEFORE THE ASSESSMENT

To prepare for your assessment, you should:

- Read this guide and ensure you understand the rules.
- Ensure your room meets the **assessment environment standards** (no notes, books, or other individuals present).
- Check your device and internet connection at least **30 minutes before the assessment**.
- Log in at the designated time and follow the authentication steps, including ID verification and room sweep

Failure to comply with these requirements may result in disqualification or a delay in receiving your results.

DURING THE ASSESSMENT

Exam Conditions

While taking your remote invigilated assessment, you must:

- Remain visible on camera at all times.
- Keep your microphone turned on and ensure clear audio.
- Follow any on-screen instructions provided by the invigilation system.
- Refrain from communicating with others or using unauthorised devices/materials.
- Avoid leaving your seat or looking away from the screen for extended periods.
- Ensure your assessment environment remains **quiet and undisturbed**.

Prohibited Actions

Engaging in any of the following actions may result in **malpractice investigations**:

- Using external devices (phones, tablets, second screens, smartwatches, etc.).
- Browsing other websites or applications during the assessment.
- Attempting to communicate with other individuals.
- Covering or disabling the webcam/microphone.
- Leaving the examination area without prior approval.

TLM uses **AI monitoring and human review** to detect potential malpractice. Any flagged behaviour will be reviewed before your results are released.

AFTER THE ASSESSMENT

Once your assessment is complete:

- Your session recording will be reviewed to ensure compliance with invigilation policies.
- If your session is flagged for potential malpractice, an investigation may take place.
- Your results will be released according to the **TLM Online Invigilation Policy**.

If you experience any technical difficulties during the assessment, you should **report them immediately** to your centre.

APPEALS & COMPLAINTS

If you believe there was an issue with your remote invigilation session, you have the right to appeal. Appeals and complaints must be submitted within five working days of your assessment.



You should include:

- Your full name and candidate number.
- The date and time of your assessment.
- A description of the issue encountered.

For full details on the appeal process, refer to the TLM Online Invigilation Policy.