

Instructions for conducting AAT computer-based assessments (CBAs)

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Document properties

Version	8.4
Owner/author	Products and Services (Awarding Body)
Supersedes when issued	All previous versions
Date of issue	September 2025
Review date	12 months
Circulation	aat.org.uk/assessments/training-providers/delivering
Format for circulation	Electronic (PDF)
Classification	UNRESTRICTED

Change control

Version no.	Page	Changes made	Date
7.0	Multiple	Document updated to reference Q2022 assessments and the ATLAS Cloud and PSI Bridge secure browser software	August 2022
8.0	Multiple	Removal of reference to AQ2016 qualifications Enhanced guidance around use of bilingual dictionaries	November 2023
8.1	9	Updated guidance regarding ATLAS Cloud login details in section 6.2	September 2024
	11	Update to ID requirements in section 6.5	
8.2	13	Added guidance regarding KNWA open book assessments	September 2024
8.3	10 Multiple	Update to ID requirements in section 6.5.3 and 6.5.4 Team name and email update – from Customer Support to Partner Support	March 2025
8.4	7/8 8 13	Desk spacing guidance in section 6.1 Scheduling guidance in section 6.3 Guidance on unlocking an assessment in section 6.10	September 2025

Associated regulations and policies

ATLAS Cloud scheduling and invigilation guide

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1. Introduction

- 1.1. This document is designed to inform and assist Assessment Centre staff in administering AAT's computer-based assessments. It covers the main requirements for the appointing of key staff and details their responsibilities regarding the administration and support of AAT assessments and the assessment platform.
- 1.2. The information contained within this document is applicable to:
 - Qualifications 2022 (Q2022) and End Point Assessment (EPA) computer-based assessments that are administered via ATLAS Cloud TCA and delivered via the PSI Bridge Secure Browser.
 - EPA professional discussions that are administered and delivered via SEPA.
- 1.3. For the purpose of this document, computer-based assessments include all live assessments that are hosted at AAT approved assessment centres and are sat under controlled conditions. Practice assessments and Recognition of Prior Learning (RPL) assessments do not have to be sat under controlled conditions, however guidance in this document is still relevant for these assessment types.
- 1.4. The document details the operational responsibilities of Assessment Centre staff before, during and after an assessment sitting. It includes, but is not limited to, important information pertaining to pre-assessment checks of the assessment room and candidates, reasonable adjustments, Invigilator announcements, troubleshooting guides, timer notifications, submission of incident report forms and malpractice.
- 1.5. The information within this guidance document must be read, understood, and adhered to by all staff who are involved with AAT's assessments.

2. Scope and applicability

- 2.1. This user guide applies to all assessment centres involved in the administration of AAT's assessments. A failure to follow the guidance contained within this document, when required, may result in investigation and action being taken in line with *AAT's Malpractice / Maladministration policy* which can be found on the [Quality Assurance resources webpage \(aat.org.uk/support/quality-assurance/resources\)](http://aat.org.uk/support/quality-assurance/resources).

3. Purpose and objectives

- 3.1. The purpose of this document is to give AAT approved assessment centre staff guidance and knowledge on the administration of AAT's assessments.

4. Terms and definitions

- 4.1. **Assessment Centre** – any location where an assessment is taking place. This includes Training Providers, Assessment Venues and End Point Assessment centres. However, where specific requirements relate to the Training Provider, Assessment Venue or End Point Assessment centre, they will be mentioned by specific name.
- 4.2. **CBAs** – Computer based assessments.
- 4.3. **RPL** – Recognition of Prior Learning.
- 4.4. **EPA** – End Point Assessment.
- 4.5. **ATLAS Cloud TCA** – AAT's assessment administration platform
- 4.6. **PSI Bridge Secure Browser** – AAT's assessment delivery platform
- 4.7. **Candidate** is used throughout the document to mean both conventional students and apprentices (when referring to EPAs).

5. Roles and responsibilities

- 5.1. Every approved Assessment Centre is required to have at least one dedicated person in each of the following roles:

- Computer-based assessment (CBA) Administrator
- Invigilator
- CBA Technical Contact.

Specific responsibilities associated to the above three roles are stated in the sub-sections below and must be read, understood, and adhered to in full.

5.1.1. CBA Administrators

The CBA Administrator is responsible for the assessment environment and the scheduling and conduct of assessments.

The Assessment Centre must appoint a CBA Administrator who will be responsible for:

- scheduling practice and live assessments
- assessment security
- assessment supervision
- the assessment environment
- the overall conduct of the assessment.

CBA Administrators are also responsible for appointing suitably qualified and experienced people to act as Invigilators. For every assessment session, there must be at least one CBA Administrator and one Invigilator. These cannot be the same person.

CBA Administrators must be familiar with the *ATLAS Cloud scheduling and invigilation guide*, so that they can effectively and efficiently manage all aspects of the assessment software relevant to the scheduling and conducting of the assessment(s).

The *ATLAS Cloud scheduling and invigilation guide* can be found on the [ATLAS Cloud support page](http://aat.org.uk/assessments/training-providers/delivering) (aat.org.uk/assessments/training-providers/delivering).

The CBA Administrator must advise teaching staff and candidates what the Assessment Centre's procedures are for scheduling an assessment (practice and live) and how much advanced notice is required.

The CBA Administrator is responsible for briefing Invigilators and for ensuring that they are familiar with the appropriate procedures governing the conduct of assessments.

The CBA Administrator is not permitted to perform the role of the Invigilator or CBA Technical Contact.

5.1.2. Invigilators

The Invigilator's role is to ensure the integrity and conduct of the assessment process and to provide immediate and effective support to candidates for any live assessment issue.

Invigilators perform a key role in upholding the integrity of the assessment process. They are responsible for the proper conduct of the assessment and for supervising AAT assessments. They must be familiar with, and have access to, the CBA support resources and troubleshooting guides on the ATLAS Cloud support page (see section 5.1.1) for the assessments that they are invigilating, as part of their training and during the invigilation of live assessments.

Although the Assessment Centre does have discretion to decide who is appropriate to undertake this role, anyone with a potential conflict of interest must not be allowed to act as an invigilator. People with a conflict of interest include, but are not limited to:

- candidates and relatives / family members of any AAT candidate.
- tutors who have been involved in preparing candidates for any of the units that are being assessed. For synoptic assessments, this includes any unit at the level being assessed.

Invigilators may not perform any other responsibilities whilst invigilating an assessment sitting, such as acting as a reader or a scribe for an assessment, as part of a candidate's reasonable adjustment.

The Assessment Centre is expected to make a judgement as to whether a potential invigilator or scribe / reader has a conflict of interest for any other scenario not listed above.

An invigilator must always be present within the assessment room. However, Assessment Centres may use computer technology, for example CCTV, to support the monitoring of candidates.

If there is only one invigilator, he or she must be able to summon assistance quickly and easily, without disturbing candidates or leaving the assessment room, to ensure that the monitoring of the assessment is uninterrupted.

The Invigilator is not permitted to perform the role of the CBA Administrator or CBA Technical Contact.

There must be always at least one invigilator for every 20 candidates.

5.1.3. CBA Technical Contacts

The CBA Technical Contact is responsible for the centre's ICT equipment, including the centres network and configurations, and providing immediate and capable technical support.

CBA Technical Contacts are responsible for ensuring that the assessment software is installed on each PC used by candidates for live and practice assessments. They are also required to ensure that each PC meets the minimum and supporting technical requirements to run AAT assessments and that these are regularly checked following any local changes to PC settings, or tested following any updates to the assessment platform, prior to any sittings. This role must also be able to troubleshoot any technical issues, before, during or after any assessments take place.

The minimum and supporting specifications for PC setup can be found in the *PSI Bridge Secure Browser minimum specifications and installation guide (Qualifications 2022)* on the [ATLAS Cloud support page](#).

CBA Administrators and Invigilators must have access to IT support, via the CBA Technical Contact, for the installation of the required assessment software (based on the standard being delivered) and upgrades and to deal with any complications that may arise with the Assessment Centre's system.

The CBA Technical Contact must also have access to the troubleshooting guides available from ATLAS Cloud CBA Support Page (see above), during live assessments, to support the Invigilator in resolving any technical issues that may occur.

6. Pre-assessment checks

6.1. Assessment environment

The assessment area and equipment must be checked in advance of the assessment to ensure they meet required standards for the assessment.

The design and layout of the assessment area and equipment must include:

- a stable workstation for each candidate with sufficient space for the candidate to work.
 - As far as possible, each workstation should be isolated by a minimum space of 1.25 metres, measured from the nearest outer edge of one screen to the next, unless the monitors are positioned back to back or separated by dividers or protected by privacy screens. Where it is not possible to achieve this, the principal objective is to ensure that no candidate's work can be overseen by others. Appropriate steps must be taken to ensure that this can be achieved.
- an adjustable chair for each candidate.
- freedom from glare that might prevent a candidate from seeing what is on the screen.
- workstations positioned (or protected using privacy filters) so that any candidate's screen cannot easily be read by any other candidate.

- ventilation to cope with the heat generated by equipment.

The arrangement of workstations and the position of the invigilator's desk must facilitate detection of any unauthorised activity by candidates, for example communication with others or use of unauthorised reference material. Assessment rooms must also have at least one silent clock that is easily visible to all candidates, which must be checked to ensure that it is showing the correct time prior to any assessment sitting.

PCs used for live assessments should not be connected via a shared drive.

6.2. Accessing ATLAS Cloud TCA for assessment administration

ATLAS Cloud must be accessed using the latest version of Chrome.

Enter the following URL to access the login screen of ATLAS Cloud: <https://aat.psionline.com/>

User accounts must not be shared, and each user should ensure they have their own accounts and unique log-in and that these details are kept secure. Additional user accounts for invigilators can be created by contacting AAT.

6.3. Scheduling assessments

All candidates must be registered with AAT before they can be scheduled to sit AAT assessments. Candidates are strongly advised to sit a practice assessment to familiarise themselves with the relevant assessment software, format, and environment, before being scheduled for a live assessment.

Candidates may sit their assessments at a venue that is unconnected to their Training Provider, providing the venue has been approved by AAT to deliver the assessments. Assessment Venues can schedule externally assessed assessments, but Training Providers must schedule any internally assessed assessments.

Before scheduling a student, you should ask what their preferred delivery method is – taking the assessment at your centre, or sitting via remote invigilation. If sitting via remote invigilation, we strongly advise that the practice RI assessment is scheduled with each live RI schedule.

6.3.1. Scheduling via ATLAS Cloud

Computer-based assessments and RPLs, as well as the computer-based assessment components of the EPA qualifications, are scheduled via ATLAS Cloud TCA (please ensure that you are accessing ATLAS Cloud via the latest version of Chrome). For guidance on how to schedule an assessment, please refer to the *ATLAS Cloud scheduling and invigilation guide* on the [ATLAS Cloud support page](#). There is also an instructional video called *How to schedule and invigilate in ATLAS Cloud* on this webpage.

All assessments scheduled within ATLAS Cloud can be accessed within the test session for the day that they have been scheduled for and invigilated from there.

6.3.2. EPA professional discussion component scheduling via SEPA

Portfolio reflective components of the End Point Assessment qualifications are scheduled and sat on the [SEPA \(smartepa.co.uk/\)](#) platform. For guidance on how to schedule these

assessments, please refer to the SEPA guidance document found in the resources section of the platform.

6.4. Before the assessment

Before the start of every assessment session, it is important that the instructions for Invigilators are understood by all Invigilators and that all pre-assessment checks have been carried out.

Prior to the start of the assessment the CBA Administrator and Invigilators must ensure that:

- the room and equipment meet the assessment requirements.
- they are familiar with the assessment instructions.
- they are familiar with the ATLAS Cloud assessment platform and associated user guide and CBA support webpage (see section 5.1.1).
- they are familiar with the CBA support resources and troubleshooting guides, located on the ATLAS Cloud CBA support page (see section 5.1.1 and also section 10).
- they carry out checks of the photographic proof of identity (see **Proof of Identity** section below) which each candidate must provide, and are fully satisfied as to the identity of each candidate.
- they complete attendance records.
- any Reasonable Adjustment requests are made (see **Reasonable adjustments for candidates with particular assessment requirements** section below).
- candidates are familiar with, and can operate, the assessment platform.
- before entering the examination room, candidates do not have in their possession any study notes, revision materials, textbooks, or any of the excluded items listed in this document (see **Candidate equipment** section below). These materials must be placed out of the reach of candidates.
- blank rough paper, which can easily be identified as being handed out by the Assessment Centre, is available in the assessment room (candidates are not permitted to bring their own rough paper or start using the rough paper before the start of the assessment).
- all mobile devices are switched off, packed away, and placed out of the reach of candidates (see **Candidate equipment** section below).
- candidates do not have access the internet or email for the duration of the assessment. This includes any potential technological / web enabled sources of information such as, but not limited to, iPods, mobile phones, MP3 / 4 players, smart / digital watches which have a data storage device.
- any permitted equipment, such as pens, pencils, erasers, and calculators are checked, and either stored in a transparent pencil case or placed on the candidate's desk.
- any required tax unit reference material print out, approved as part of a Reasonable Adjustment, has been printed and given to the candidate, where required and approved in advance. Only the CBA Administrator or Invigilator can print and circulate these documents for use in the assessment room.
- Candidates have their ATLAS Cloud account login details.
- they inform candidates that they are now subject to the rules of the assessment and read out, or make available to review and sign prior to entering the exam room, the Invigilator's announcement (Appendix 1).
- they are fully aware of the duration of the assessment.

If candidates have any unauthorised material in an assessment (whether or not they intend to use it), this may be considered as malpractice.

Note: If any candidate is absent for the assessment or is present but makes no attempt to open the assessment, the candidate's assessment should be voided in ATLAS Cloud. This includes where scheduling errors have been made by the CBA Administrator. Assessment Centres will not be invoiced for an assessment if the assessment has not moved into a Running state.

Assessment centres are expected to have sufficient and thorough checks and processes in place to ensure that candidates do not enter the examination room with any of the prohibited items listed in this document. This may be considered as malpractice in the same way as having any other unauthorised items.

6.5. Proof of identity

6.5.1. All candidates are required to provide a current and valid, official form of photographic identification that contains their legal name, as registered with AAT, before they are permitted to take an assessment. Acceptable forms of photo ID include, but are not limited to a current:

- valid (signed) full UK or country of origin passport (including an Irish Passport Card).
- valid (signed) national identity (ID) card.
- valid European Economic Area (EEA) member state ID card.
- full or provisional UK/EU photocard driving licence or Blue Badge.
- residency permit issued by the Home Office.
- valid CitizenCard (accompanied by a credit/debit card as proof of signature).
- identity card bearing the Proof of Age Standards Scheme hologram (a PASS card)
- local travel cards or other government issued documents (for specific examples, see: www.electoralcommission.org.uk/voting-and-elections/voter-id/accepted-forms-photo-id)

6.5.2. The period of validity for photographic ID should be within 10 years, based on how long a passport remains valid for. However, if the ID is valid but the photo is no longer a true likeness of the person, a more up to date current and valid photo ID will be required.

6.5.3. If a physical copy of the photo ID cannot be provided, a photocopy or digital image (such as a photo on a mobile phone) can be accepted, as long as it is legible and meets the above criteria.

6.5.4. If you employ any additional checks on photo IDs which prevent some forms of non-physical copies from being provided, such as checking again immediately prior to entering the exam room, it is your responsibility to notify students ahead of attendance of the requirements of your centre and the implications of not meeting them.

6.5.5. If a candidate is taking the assessment at a Training Provider at which they are registered, and has none of the above forms of identify, the candidate may sit the assessment at the Training Provider's discretion, providing at least two members of staff at the Training Provider can confirm the candidate's identity with confidence. Where this happens, it must be recorded with a declaration signed by both members of staff.

6.5.6. If a candidate is sitting at an assessment centre that is not their registered Training Provider and do not have an acceptable form of valid photo ID, they may still be permitted to take the assessment as long as they can produce a valid photo ID which can be verified by their registered Training Provider. In this scenario, the candidate's registered Training Provider must either email the assessment centre directly to confirm that they have verified the candidate's ID, or they must provide the candidate with an email or confirmation on letter-headed paper, which can be presented to the assessment centre alongside the ID.

6.5.7. If the candidate's registered name is different to that on the identity document, the candidate must present a marriage or deed poll certificate (or national equivalent for the country in which the candidate is sitting the assessment).

6.5.8. For any of the above, a clear and legible photocopy can be presented only if it is accompanied by an official letter, issued in the last 12 months from a solicitor/the Home Office or any other relevant party, stating where the original documents are and confirming the candidate's identity.

6.5.9. No other forms of identification will be accepted.

6.6. Candidate equipment

Candidates may bring with them pens, pencils, erasers, and calculators. No other equipment is allowed. Within the assessment room, these must either be placed on the candidate's desk or stored in a transparent case. All equipment, including the transparent case, must be checked, and approved by the Assessment Centre prior to the start of the assessment and must be visible to the invigilator(s) throughout the assessment.

Candidates are permitted to use a scientific calculator.

Calculators **must not** be used if they:

- emit audible tones
- can print
- allow text, dictionaries, or mathematical formulas to be stored and retrieved
- can communicate with other devices or the internet
- are functions of a personal organiser or any digital device
- can be used as language translators
- can be designed or adapted to offer:
 - symbolic algebra manipulation
 - symbolic differentiation or integration

The following items are **not** permitted:

- mobile phones
- any form of watch
- dictionaries
 - bilingual dictionaries may be used as part of a pre-arranged reasonable adjustment requirement – see section 6.8.
- computers other than those being used for the assessment
- memory sticks
- study text, revision cards, course notes

- books and papers
- headphones, headsets – the use of ear plugs are permitted to drown out external noise, as long as they cannot connect to a device.
- any other form of digital, electronic, recording, programmable or technological / web enabled equipment, including but not limited to:
 - tablets
 - Dictaphones
 - smart watches
 - cameras in any form, including wearable devices.
 - iPods
 - mobile phones
 - MP3 / 4 players.

CBA Administrators / Invigilators must add to this list any other restrictions in accordance with their centre policies, such as those applying to smoking, eating, and drinking, especially where these have a bearing on the security of the assessment, or the suitability of the assessment environment.

6.7. Seating plan

Assessment centres must have a seating plan for all live assessment sessions that they host. This is to help allocate appropriate workstations and PCs to candidates, based on the requirements of the assessment and any accessibility needs of the candidate. It is also required to aid any malpractice investigation that may occur. A seating plan will always be requested from the assessment centre as part of any malpractice investigation that AAT conduct and should be kept for up to six months along with any other assessment record, such as the attendance list.

6.8. Reasonable adjustments for candidates with particular assessment requirements

For candidates with particular assessment requirements, reference should be made to the *Guidance on the Application of Reasonable Adjustments and Special Consideration in AAT Assessments*, which sets out special access arrangements. Further information is available on AAT's [Reasonable adjustments and special consideration webpage](http://aat.org.uk/assessments/students/preparing/reasonable-adjustments-special-consideration) (aat.org.uk/assessments/students/preparing/reasonable-adjustments-special-consideration).

All reasonable adjustment requests must be submitted to AAT prior to the start of the assessment.

If there is a non-technical issue affecting a candidate during or directly before an assessment, for example illness, traumatic event or bereavement, a *Special Consideration request form* must be completed and emailed to partner.support@aat.org.uk, along with supporting evidence, by the end of the next working day after the assessment. This form can be retrieved from the above webpage and within the guidance document.

A candidate may require assistance, such as the use of a reader or a scribe, during their assessment as part of their reasonable adjustment. The Assessment Centre has the discretion to decide who is appropriate to undertake this role. However, anyone with a potential conflict of interest must not be allowed to assist the candidate. People with a conflict of interest include, but are not limited to:

- candidates and relatives / family members of any AAT candidate.
- tutors who have been involved in preparing candidates for any of the units that are being assessed. For synoptic assessments, this includes any unit at the level being assessed.
- anyone acting as a CBA Administrator, CBA Technical Contact and / or Invigilator for that assessment sitting.

6.9. Invigilator announcement

The Invigilator announcement must be notified to all candidates prior to the start of every assessment session. These announcements vary depending on the style of assessment.

This can either be:

- read aloud to all candidates within the assessment room.
- provided in printed form for candidates to read and sign prior to entering the exam room, to verify their understanding.

Appendix 1 contains these instructions, along with specific instructions for standard assessments.

6.10. Unlocking an assessment

Assessments taking place at an assessment centre must first be unlocked by the invigilator within the test session in ATLAS Cloud, before a candidate can launch it. You must only unlock assessments for students who are in attendance. Do not unlock the assessment of anyone who is not present in the exam room.

7. During the assessment

7.1. Accessing the assessment software

AAT's computer-based assessments are accessed via the PSI Bridge Secure Browser, which must be installed on each computer used to run assessments. This application **must not be loaded directly**. Instead, the candidate is required to login to their ATLAS Cloud account via the latest version of Chrome and select the assessment, which will then automatically launch the secure browser.

RPLs will open, once launched by the candidate, within the same Chrome tab that is used to log in to ATLAS Cloud.

Candidate responses to assessment tasks must be their own unaided work.

An Invigilator must always be present within the assessment room and must supervise candidates throughout the whole assessment. Invigilators must give their whole attention to the proper conduct of the assessment and must not undertake any other activities whilst invigilating.

7.2. Knowledge Assessment (KNWA) sittings on the EPA Level 3 v1.2 qualification

The KNWA assessment is an open book sitting which allows apprentices to bring in learning materials to support their assessment. You are responsible for ensuring that invigilators are aware of this rule for this assessment only, so that these apprentices can be supported appropriately.

It is also good practice to seat apprentices taking the KNWA assessment away from other test takers. This will reduce the risk of the materials being seen and potentially used by other test takers whilst sitting their assessments and avoid potential malpractice.

We also recommend that any other test takers in the same session and room are advised that the KNWA test takers are permitted to use learning materials during their assessment – this will avoid any potential confusion or questions. This assessment is not available to sit via remote invigilation.

7.3. Late arrivals

Assessment centres should, if at all feasible, try to accommodate any candidates who arrive late for their assessment, providing this is reasonable and does not disrupt other candidates. For example, this may include reading the invigilator instructions to the late arriving candidate(s) before they enter the examination room or, where possible, hosting them in another examination room. Assessment centres should keep a record of any late arriving candidates and, if applicable, the reason for denying them entry to the assessment.

7.4. Live assessment issues

Before the assessment starts, the Invigilator must inform the candidate(s) that if they experience any issue, they should make the Invigilator aware of this immediately – see Invigilator Announcement in Appendix 1.

This will allow the Invigilator to resolve any local issues, request the assistance of the CBA Technical Contact, or contact AAT to request support for any issues that could potentially disadvantage a candidate (s) during their assessment.

Technical help for any hardware and software problems must be available throughout the assessment. For guidance on common troubleshooting areas, see the ATLAS Cloud CBA support page (see section 5.1.1).

An incident report must be submitted by the end of the next working day for any live technical or non-technical issue that could potentially delay, disrupt, or disadvantage a candidate. Examples of this include, but are not limited to, suspected content error, screen freezing, power cut, building evacuation and mobile phone ringing. See *When to submit an incident report* in section 8.4.

You must not take photos or videos of assessment content to support your incident report submission.

7.5. Breaks during assessment

It is recommended that for assessments over 1.5 hours, candidates are permitted to take a break. Invigilators must agree the timing and duration of the break in advance of the

assessment and inform candidates before starting the test. Candidates must be supervised throughout the break. The duration of the supervised break should generally not exceed 15 minutes.

Candidates who are allowed to leave the examination room temporarily must be supervised by an appropriate member of staff – refer back to the conflict of interest section in 5.1.2. Assessments should be paused while candidates have a break.

All candidates in the assessment room must adhere to agreed breaks at the same time.

Where additional breaks are required as part of a reasonable adjustment, please refer to section 9.3.4 of the *Guidance on the application of Reasonable Adjustments and Special Consideration in AAT assessments*.

7.6. Emergencies and incidents

If an emergency occurs during the assessment, for example a fire alarm or bomb threat, the assessment room must be evacuated in accordance with the instructions of the appropriate authority.

The Invigilator must pause the assessment(s) within ATLAS Cloud TCA before leaving the assessment room unless the severity of the incident prevents this. If you are unable to pause the assessment, you must inform AAT at the earliest opportunity, and by the end of the next working day at the latest.

The invigilator, or another member of staff should collect the attendance register in order to ensure all candidates are present once evacuated.

Candidates must be supervised whilst they are out of the room and reminded that they remain under assessment conditions. Before restarting the session, the Invigilator is advised to allow candidates approximately five minutes to compose themselves. The session may be restarted with no loss of time unless it was not possible to immediately pause the assessment(s).

All incidents, such as technical problems, fire alarms etc. must be recorded in an incident report by the centre, which must be emailed to partner.support@aat.org.uk by the end of the next working day after the assessment. The incident report form can be accessed from the ATLAS Cloud CBA support page (see section 5.1.1).

If AAT's investigation of the incident confirms that, through no fault of their own, candidates have been unfairly disadvantaged, AAT will take this into account when their performance in the assessment is reviewed, typically via the application of a small mark adjustment – see section 10 of the *Guidance on the Application of Reasonable Adjustments and Special Consideration in AAT assessments* which can be found on the [Reasonable Adjustments and Special Consideration webpage](http://aat.org.uk/assessments/students/preparing/reasonable-adjustments-special-consideration) (aat.org.uk/assessments/students/preparing/reasonable-adjustments-special-consideration).

Invigilators must be familiar with the **Add Time** functionality within the TCA Test Session before the assessment. This feature is described within the *Atlas Cloud Scheduling and Invigilation guide*.

Invigilators must report all unplanned uses of the 'add time' feature to AAT as part of an incident report (guidance on planned usage of applying extra time to an assessment is

covered in the *Guidance on the Application of Reasonable Adjustments and Special Consideration in AAT assessments*).

It should be noted that the consideration of incidents during the assessment, or other extenuating circumstances, does not automatically guarantee a pass or grade increase for the assessment. Any assessment where extra time has been added to account for a temporary disruption, or where the associated incident report has been submitted late may not be eligible for a mark adjustment.

8. End of the assessment

8.1. Timer remaining notifications

Invigilators must be familiar with the time allocation of assessments (see within the test session in ATLAS Cloud TCA).

Candidates will receive onscreen notifications of the time remaining at 30, 15 and 5 minutes before the end of the assessment within their assessment. These show by the assessment clock.

Where possible, Invigilators must announce the time remaining for the assessment, as a minimum at:

- 15 minutes before the end of the assessment; and
- 5 minutes before the end of the assessment.

The time remaining announcements are based on the full duration of the assessment, from the time the Invigilator unlocks the assessment. However, candidates are advised to manage their own time to ensure they allow themselves sufficient time to answer and review all questions before the assessment finishes.

Candidates **should not** rely solely on the Invigilator's time remaining announcements, as some candidates will spend longer reading the Introduction page or complete the assessment in less time and will therefore not benefit from the announcements.

All assessments will close automatically at the end of the allocated time or when a candidate clicks **Submit Assessment** and confirms the submission details within the pop-up box.

8.2. Assessment submission

Within the test session screen of ATLAS Cloud TCA, Invigilators must ensure that the candidates' assessments have moved into a **Completed** state at the end of the assessment. For further information on what to do if an assessment does not upload, refer to the troubleshooting guide on the [ATLAS Cloud support page](#).

8.3. Collecting rough paper and any tax unit reference material print outs

Once a candidate has finished their assessment and notified the Invigilator, the Invigilator must collect any rough paper and / or printed copies of tax unit reference material (where permitted as part of a reasonable adjustment), given to the candidate at the start of the

assessment. The candidate must not be allowed to leave the assessment room with these, and they must be securely destroyed.

8.4. When to submit an incident report

An incident report must be submitted for any live technical or non-technical issue that delays, disrupts, or disadvantages a candidate immediately before or during their assessment. Examples of this include, but are not limited to, suspected content error, screen freezing, power cut, building evacuation and mobile phone ringing.

For an occasion where a candidate has identified an issue which has disrupted them, or the invigilator has come across an issue, an incident report form must be submitted. Incident report forms can be accessed from the ATLAS Cloud CBA support page (see section 5.1.1).

The incident report must be completed with as much information as possible related to the incident, including, where applicable, the candidate(s) information, assessment(s), specific task(s) affected, what the error was, how it was identified, and what steps were taken to resolve it. All incident reports must be sent to partner.support@aat.org.uk, along with any relevant supporting documents, **by the end of the next working day after the assessment**.

If appropriate, also complete a *Special consideration request form*. The process and forms for reasonable adjustments and special consideration can be found on the dedicated [Reasonable Adjustments and Special Consideration webpage](#).

8.5. Securing the examination room

AAT strongly recommend that assessment rooms are locked when assessments are not taking place, and that the computers used for AAT assessments are password-protected.

It is also recommended that assessment centres change computer passwords periodically to further mitigate the risk of security breaches.

8.6. Results

Assessment results are published online on via [MyAAT \(aat.org.uk/login\)](https://www.aat.org.uk/login).

For candidates, these are accessed within the *Your Assessment Results* service, and for Training Providers and EPA centres, these are accessed within the *Centre Assessment Results* service. Assessment Venues do not have access to candidate result data.

For further information on result release timescales for different assessment types, please visit the [assessment results release webpage \(aat.org.uk/assessments/students/results/release-dates\)](https://www.aat.org.uk/assessments/students/results/release-dates).

Competent/Achieved results are also shown on the *Statements of Achievement* service, via MyAAT.

8.7. Restrictions on re-sitting assessments

Once a candidate has taken an assessment, whether they are successful or not, they will be restricted from re-sitting the assessment again until the result has been released.

For End Point Assessment qualifications, units cannot be resat once achieved, unless the completion rules for the qualification are not met.

9. Malpractice and irregularities

- 9.1. AAT's *Malpractice / Maladministration policy and guidance* can be found on the [Quality assurance resources webpage](http://aat.org.uk/support/quality-assurance/resources) (aat.org.uk/support/quality-assurance/resources).

Malpractice must not be tolerated in any circumstances. If Assessment Centre staff observe any form of malpractice, such as cheating, collusion, use of electronic devices during an assessment, any behaviour that is inappropriate under assessment conditions, or any instances of malpractice in line with AAT's *Malpractice / Maladministration policy and guidance* and / or the Assessment Centre's internal policy, they must take immediate steps to remove the candidates and / or staff committing malpractice from the assessment room, and inform the CBA Administrator and AAT.

All instances of malpractice and / or cheating must be reported to AAT. Any malpractice and / or cheating of any kind will be taken seriously and investigated in line with AAT's malpractice policy. Any proven malpractice and / or cheating will be dealt with severely.

- 9.2. Candidates or staff must not print, share, or copy assessment material, assessment content or responses, this includes, but is not limited to:

- Taking photos, videos, or screenshots of live assessment material (under any circumstances).
- Storing live assessment material and candidate evidence that has been saved to the PC during the assessment.
- Sending, forwarding, or replying to emails which contains live assessment material.
- Circulating any live assessment material outside of the assessment room.
- Circulating any live assessment material within the assessment room that is not permitted for use during the assessment.

Unauthorised printing or sharing of assessment material by members of staff or candidates will be treated as malpractice. Assessment material must be kept securely and treated as confidential.

- 9.3. AAT will investigate all incidents of malpractice. Any proven cases of malpractice could lead to sanctions, withdrawal of approval status, results being declared null and void or expulsion from AAT. The Invigilator must note the time and nature of any incidents and email full details to aatquality.assurance@aat.org.uk the same day as the assessment.
- 9.4. An incident report form can be accessed from the ATLAS Cloud CBA support page (see section 5.1.1). Please also refer to AAT's *Malpractice / Maladministration policy and guidance*, which includes procedures for dealing with suspected malpractice.
- 9.5. Assessment records, such as seating plans and attendance registers, may be required to aid a malpractice investigation. They should be retained by assessment centres for up to six months. AAT reserves the right to charge Assessment Centres for development and other

costs incurred by AAT in replacing live assessment materials that have been compromised, as a result of any breach in the security of materials, and which can be attributed to the actions of the Assessment Centre, or candidates associated with these organisations.

9.6. **AAT reserves the right to charge Assessment Centres for development and other costs incurred by AAT in replacing live assessment materials that have been compromised, as a result of any breach in the security of materials, and which can be attributed to the actions of the Assessment Centre, or candidates associated with these organisations.**

10. Troubleshooting live assessment issues

- 10.1. For assessments being sat via ATLAS Cloud, the *ATLAS Cloud troubleshooting guide* can be found on the [ATLAS Cloud support page](#).
- 10.2. **Invigilators must be aware of the information contained within the troubleshooting guide on the CBA support page, prior to invigilating assessments. Invigilators and CBA Technical Contacts must have quick and easy access to the guide and CBA support page during live assessments.**

Appendix 1: Invigilator's instructions and announcement for computer-based assessments (CBAs)

As an Invigilator, you must be aware of the general instructions for the conduct of assessments and the pre-assessment checks that are detailed throughout this document.

The following Invigilator announcement must be read out before the start of the assessment or given to the candidate to read and sign prior to entering the assessment room.

Please allow approximately 10 minutes to read this out, prior to the start of the assessment.

Any information in *italic* is specific to certain assessments. Please advise the candidates to listen carefully to the following instructions:

If candidates have any unauthorised material in an assessment (whether or not they intend to use it), this may be considered as malpractice.

All candidates have been provided with an ATLAS Cloud account which they must login to so that they can access and open the assessment.

After launching the assessment in the secure browser, you must check and confirm that your details on screen are correct and accept the Terms and Conditions before you can start the assessment.

Once you enter the assessment, you must:

- read all instructions carefully on the introduction page and throughout the assessment.
- note the duration of the assessment, stated on the introduction page.
- manage your time during the assessment.

Your assessment timer will not start until you click 'Start Assessment' on the Introduction page.

If you require any blank paper, you must request this now from the Invigilator before the start of your assessment.

Any blank paper that is distributed before or during the assessment **must not** be taken out of the assessment room. The Invigilator will collect these materials after you finish your assessment and before you leave the assessment room.

Any permitted equipment, such as pens, pencils, erasers and permitted calculators must be stored in a transparent pencil case or placed on your desk. These must be checked and approved by Assessment Centre staff prior to the start of the assessment and must be visible to the invigilator(s) throughout the assessment.

You are permitted to use a scientific calculator. However, calculators **must not** be used if they:

- emit audible tones
- can print

- allow text, dictionaries, or mathematical formulas to be stored and retrieved
- can communicate with other devices or the internet
- are functions of a personal organiser, watch or mobile phone.
- can be used as language translators
- can be designed or adapted to offer:
 - symbolic algebra manipulation
 - symbolic differentiation or integration

The following items are **not** permitted:

- mobile phones
- any form of watch
- dictionaries
 - bilingual dictionaries may be used as part of a pre-arranged reasonable adjustment requirement.
- computers other than those being used for the assessment
- memory sticks
- study text, revision cards, course notes
- books and papers
- headphones, headsets
- any other form of digital, electronic, recording, programmable or technological / web enabled equipment, including, but not limited to tablets, Dictaphones, cameras, iPods, mobile phones, MP3 / 4 players

Talking is **not** allowed inside the assessment room.

(CBA Administrators / Invigilators must add in here any other restrictions in accordance with their centre policies, such as those applying to smoking, eating, and drinking, especially where these have a bearing on the security of the assessment, may disrupt candidates, or may advantage or disadvantage candidates).

All instances of malpractice and/or cheating will be reported to AAT. Any malpractice and/or cheating of any kind will be taken seriously and investigated in line with AAT's malpractice policy. Any proven malpractice and/or cheating will be dealt with severely.

You can view how much time you have remaining via the assessment clock within the assessment platform. The clock shows on every task page and must be used to help you manage your time during the assessment.

Where possible, the Invigilator will notify you when there are 15 minutes and 5 minutes of the assessment remaining, based on the point at which the assessment is unlocked. However, this may not be possible during mixed assessment sessions, therefore all candidates **must** manage their own time and not solely rely on the Invigilator's announcement.

If you require the attention of the Invigilator at any time you must raise your hand.

If you need to leave the room during the assessment, you will only be allowed to do so under supervision. When leaving the room, you must do so in an orderly and quiet manner so as not to disturb other candidates.

If you experience any technical or non-technical issues during your assessment that disrupt you, you must notify the Invigilator immediately. This will allow the Invigilator to resolve any issues or request additional assistance.

Candidates are not allowed to print, make copies of, or store the assessment or any of its content onto the PC or any other device, unless this has been specifically stated in the requirements of the assessment.

During the assessment, you must not obtain, or try to obtain, help from another candidate. You must not help or attempt to help another candidate. If you need help, please raise your hand to speak to the Invigilator.

Any candidate caught with notes or books, copying from, or talking to other candidates, using banned electronic devices, cheating in any way, or committing any act that is considered malpractice will be immediately removed from the assessment room and reported to AAT. All reported cases will be treated and investigated as malpractice and can result in sanctions or penalties, such as making results null and void, and banning candidates from taking other assessments for a specific period of time.

If you believe you have witnessed any malpractice by another candidate then you are required to report this, in confidence, to an Invigilator immediately who will investigate and report to AAT.

I will now make your assessment accessible to you.

You may begin as soon as the assessment is on screen.

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