

NCUK

NCUK Assessment Platform
Requirements Guide for Students

Contents

1. Introduction	3
2. Computer (Desktop or Laptop) Hardware Requirements	4
3. Computer Operating System	4
4. Internet Browsers	4
5. Software and Security Tools	5
6. Internet/Broadband Connection	5
Appendix A Remote Proctoring	6
Appendix B Example Remote Proctoring Report	10

Amendment History

<i>Release Date</i>	<i>Version No.</i>	<i>Summary of Main Changes</i>	<i>Owner</i>
<i>Nov 20</i>	<i>V1</i>	<i>New document</i>	<i>Quality Assurance Manager</i>
<i>Nov 20</i>	<i>V1.1</i>	<i>Web link for the welcome website corrected</i>	<i>Quality Assurance Manager</i>

1. Introduction

The NCUK assessment platform is an internet based application that you will use to complete your NCUK coursework, tests and exams. This guide provides the **minimum** computer and internet requirements for you to access and use the platform, whether you are learning in your study centre or remotely e.g. at home. **Your study centre will help you to check that the IT equipment and internet service you have access to meets the minimum requirements.**

Your study centre will schedule at least one practice test to simulate (recreate) exam conditions. This practice test will provide a “live” check to ensure all IT equipment is set up correctly and that the internet service meets the minimum requirements needed to complete exams. It will also allow you to practice using the platform under exam conditions.

NCUK will publish past assessments so that you have further opportunities to practice using the platform.

Remote tests and exams

If your study centre is closed or needs to close because of Covid-19 restrictions, you will use the platform to take your NCUK exams remotely e.g. at home or in another suitable location. If your study centre has informed you that you will take your exams remotely, you **must** read and follow the additional instructions that are provided in Appendix A of this document. Your study centre will help you with this.

IT Support

To obtain help and support regarding technical problems that may arise when using the NCUK assessment platform, please visit www.ncuk.ac.uk/it-support for details of how to contact the NCUK IT support team.

Important: On the day of an NCUK test or exam

- If you experience a technical problem you must inform your study centre, **not** the NCUK IT support team. Your study centre will tell you who to contact and how to contact them.
- Your study centre will report the problem to NCUK and we will ensure that you are not disadvantaged by the technical problem.

2. Computer (Desktop or Laptop) Hardware Requirements

To use the NCUK assessment platform, your computer or laptop must meet the **minimum** hardware requirements detailed in the table below.

Processor	Intel Core i5 or equivalent
Memory	8Gb RAM (16Gb is highly recommended)
Storage	20Gb of available storage
Network Adaptor	Wired network connection with internet access is preferred to WiFi
Monitor	A 19.5" wide screen or 13" laptop screen with a resolution of 1024x768, although <u>it is highly recommended</u> that a 15" laptop screen or larger monitor with a resolution of 1280x1024 is used for the best experience
Sound	Soundcard, microphone and headphones <i>A headset with microphone/headphones is highly recommended in classrooms and shared exam locations</i>
Video	Webcam
Other equipment	Mouse and Keyboard

3. Computer Operating System

A computer or laptop with the below listed operating systems is compatible with and supported by the platform.

- Microsoft Windows: Version 10
- Macintosh (iOS): Versions 13.x, 12.x, 11.x, 10.x

Note: the NCUK assessment platform does not support any browser or Operating System (OS) from which support from the vendor has ceased.

4. Internet Browsers

It is *extremely important* that only supported browsers are used so that all materials, assessments, and course content/tools display properly and to avoid other errors.

Only the following web browser versions should be used when accessing the NCUK Assessment Platform and in all cases, it is recommended that the very latest edition is used:

- Google Chrome: Version 12 and above
- Mozilla Firefox: Version 52 and above
- Apple Macintosh Safari: Version 12 and above

No other web browsers, including Microsoft Internet Explorer and Opera, are compatible with the NCUK assessment platform.

Please use the following links to obtain the latest edition of the browser you will use with the NCUK assessment platform:

- Microsoft Windows Operating System
 - Google Chrome: [Click here to download](#)
 - Firefox: [Click here to download](#)
- Apple MacOS
 - Firefox: [Click here to download](#)
 - Google Chrome: [Click here to download](#)
 - Safari is preinstalled on all Apple computers and updates are automatic.

5. Software and Security Tools

The following software and security applications should be installed on your computer or laptop:

- Microsoft Office 2016 or above
- Adobe PDF reader updated to the latest version. *Note that other PDF readers may not be supported*
- An up to date anti-virus product

6. Internet Connection

To use the NCUK assessment platform remotely (e.g. at home), you will need a minimum average internet speed of:

- 2Mbps download
- 750 kbps upload.

Please note that a hard-wired ethernet connection may be better than WiFi in providing a more stable connection.

Your study centre will provide instructions on how to check the speed of your internet connection.

The following web addresses should be added to the list of trusted websites in your chosen browser. The instructions to do this are available on the Internet, search for the name of the browser + adding a trusted domain.

- <https://www.welcome2ncuk.com>
- <https://ncuk.itslearning.com>
- <https://mettl.com>

Appendix A Remote Proctoring

Important This appendix applies only where your study centre has told you that you will take your NCUK exams remotely e.g. at home or from another suitable location.

What is Remote Proctoring?

During NCUK exams¹ you will be monitored by a remote proctoring service to ensure that you do not cheat. The remote proctoring system uses video and sound capture via your computer to monitor your activity during the test or exam, and the system will provide a report to your study centre. Any suspicious activity highlighted in the report will be investigated by your study centre in accordance with the NCUK Academic Misconduct Policy (please refer to your Student Handbook for information about Academic Misconduct.). Appendix B provides an example of the types of activity that may be flagged in the report.

Your study centre will help you to ensure that your computer or laptop is set up to work with the remote proctoring system.

Please note that remote proctoring considerations are covered in the [NCUK Privacy Notice for Students](#)

What you will need to for to a remote proctored NCUK exam



Laptop or Desktop Computer

This **must** be the laptop or desktop computer that was used to complete the technical checks and study centre practice test(s).



Proof of ID

To confirm your identity, you must show a current valid government issued form of identification with your **photograph** and **name** e.g. passport, national identity card, driving licence, military identity card etc.

To protect your private information when you show your identification to the camera, make sure only your photograph and name are visible. You should cover up the other private information on your identification e.g. your date of birth and address.

You will not be permitted to take your exam without first confirming your identity.

Continues on next page

¹ This includes NCUK IFY End of Semester One Tests



Smartphone or Tablet

You might be required to use your smartphone, tablet's camera or an external plug-in webcam.



A stable internet connection

A stable internet connection with a minimum upload speed of 750 Kbps (be careful: this is not your download speed).

We strongly recommend you use an ethernet cable – not WiFi - to ensure a stable connection.

Note: your study centre will provide instructions for you to carry out tests on your IT equipment, including checking your internet speed.

How to setup your environment

The remote proctoring system will use video and sound capture via your computer. The remote proctoring system will make decisions based upon what it sees and hears. It is essential that you follow the instructions below to setup the environment where you will take your exam.



Your location/room is well lit

You must be clearly visible at all times.

Through the setup process, you will be able to see what your webcam is sharing. Make sure that lighting is sufficient and that there is no backlighting.



You are alone

You must be alone to take the exam, having someone else in the room is a serious violation.

Make sure to cover anything private in the room that you would not like to show such as pictures or private objects.

Continues on next page



Webcam is positioned right

For your webcam, we need to be able to see you and your surroundings well.

Check the video feeds which are shown on your screen as you start your exam, the system will guide you to ensure you are in the correct position. It will show you exactly what is recorded and how.

What you should avoid



No extra devices

By default, you are not allowed to use additional electronic devices such as second screens or phones/tablets. There are some exceptions:

- When a smartphone is required for its camera, this device is not forbidden.
- Certain tools, like calculators, are permitted in accordance with the exam instructions (your study centre will advise you about this).
- Things such as medical support devices or items may be used if necessary, but you must show this to the camera when prompted



No headphones

We need to be able to hear what you are hearing for the exam to be valid.



No talking (or singing)

Any noise and talking will be analysed for suspicious behaviour, so make sure that you are in a quiet environment and that you refrain from talking out loud.

Continues on next page



Leaving the Room

You will need to remain within the camera frame during the exam. The system will create a “red flag” in the remote proctoring report (see Appendix B) for investigation if you are not in the room. You may go to the toilet, but please be aware that this will create a red flag in the remote proctoring report which will be reviewed by your study centre.

Any suspicious activity will be investigated in accordance with the NCUK Academic Misconduct Policy (please refer to your Student Handbook for information about Academic Misconduct).

Appendix B Example Remote Proctoring Report

Below is an example of the type of report that is sent to your study centre by the remote proctoring service following the completion of an exam.

09:27	Started the exam with Section A
09:27	Student gave access to the following feeds: <ul style="list-style-type: none">- Camera- Microphone
09:36	Student face not visible
09:37	Student face partially visible
09:52	Mobile phone detected
09:52	Student looking away from the screen
10:11	Away from test window for 2 minutes
10:15	Additional person in the room
11:00	Finished the exam