



Things you need to know before sitting your English or maths exam

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Please make sure you read [ProctorExam and XAMS Guidance for Functional Skills learners'](#) document but here is a summary of things you need to know before sitting your English or maths exam.

You will receive emails from these two companies, both of which you need to be able to sit your exam: ProctorExam and XAMS.

Please look out for them in your email junk box in case they end up in there instead of your inbox.

You need both ProctorExam and XAMS open for the whole duration of your exam.

Things you need to complete your exam:

- **A laptop or computer**

- **Google Chrome as your web browser:**

This is for the 'plug-in' needed to share your screen which is only compatible with a laptop or desktop computer.

This means that you cannot take your exam on a mobile device or tablet.

- **A webcam:**

Your proctor (invigilator) needs to be able to see you and your surroundings clearly, at all times. During the set-up process, you will see what your webcam is sharing and then you can make any necessary adjustments to your exam location, prior to sitting your exam.

- **A microphone:**

Your proctor will need to be able to hear what is going on within your exam location. During the set-up process, you will be asked to speak into the microphone to ensure ProctorExam can hear you.

- **A speaker:**

One of the requirements within ProctorExam is that you use a speaker. During the set-up process, you will be asked if you can hear a jingle to ensure your speaker is working.

- **A steady internet connection**

In order to sit a proctored exam, you will need a minimum of 2.0 Mbit/s upload speed, 10 Mbit/s download speed and ping under 25 ms. If your internet does not meet these requirements, the proctor will be unable to share the exam keycode with you and your exam will need to be rescheduled. You can check your internet speed [here](#).

Please try to limit other user's access to the same internet connection during the duration of your exam. This will help ensure you have the best possible internet connection.

- **Google Chrome:**

There is no installation of unnecessary software required for your computer to take your exam via ProctorExam. However, you will need the most up to date version of **Google Chrome** so that you can run ProctorExam's screen sharing extension.

- **Photo ID:**

Your proctor will need to identify you. Skillsfirst will accept one of the following forms of photographic ID as evidence of verification:

- A valid passport
- A signed UK photo card / driving license
- Employee ID card

If ID cannot be authenticated before your exam starts, you will not be able to proceed with the exam.

Things you must avoid (failure to stick to this may result in your exam being invalid):

- **Other people:**

You must be the only person taking the exam. You must be the only person in the room that you take the exam in.

- **Additional devices**

You are not allowed to use any additional devices. This includes second screens, mobile devices, tablets or Smart watches.

- **Any exceptions to the above must be agreed between Skillsfirst and Parenta before the date of the assessment in line with Skillsfirst's 'Reasonable Adjustment policy'.**

- **Headphones**

Your proctor needs to be able to hear what you are hearing in order for the exam to be valid, therefore headphones are not permitted.

- **To talk (or sing)**

Any talking or singing will be marked as suspicious behaviour. Please ensure that you are in a quiet environment and refrain from speaking aloud.

- **Comfort breaks**

You will need to remain within the camera frame at all times during your exam. Comfort breaks are not permitted during the exam.

- **Other items on your computer/laptop**

You must only have access to ProctorExam and XAMS on your computer/laptop during the exam. You are not permitted to access any other websites or open other tabs during your exam. This will be seen as a breach of exam rules and your exam could be invalid.

What you need to do when you receive an email from ProctorExam

- You will receive an automated email from ProctorExam **48 hours before your exam date**. The email will ask you to complete a series of checks on the computer/laptop you intend to sit your exam on.
- This is to ensure the laptop/computer meets the requirements of the onscreen exam.
- These checks must be carried out at least 24 hours before your exam is scheduled to take place.
- If you have not received the email 48 hours before, please contact your assessor and email exams@parenta.com, no later than 24 hours before your exam, to give them time to contact Skillsfirst for you.
- The email contains three steps which you must follow – but don't worry, these are clear and take you through each part, step-by-step. You will see this in more detail in the document '[ProctorExam and XAMS Guidance for Functional Skills learners](#)' document.

Remember - Google Chrome must be installed on your machine



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