

LASER XAMS Preparation Guidance



Laser Learning Awards

LASER provides clear, practical guidance to support centres, instructors, and learners in conducting and completing online exams with confidence and integrity. This document provides candidates with the essential "dos and don'ts" to ensure that our online examinations are undertaken fairly, securely, and effectively, promoting a smooth experience for all candidates.





LASER makes sure:

- that quality standards are upheld in every online assessment.
- that centres and learners understand the expectations and best practices for online exams.

LASER staff:

- bring extensive expertise in supporting secure and equitable online assessment environments.
- work alongside centres to ensure online examinations maintain their integrity and value for learners continued academic progression.

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1. Introduction

Welcome to your online proctored examination. This guide provides all the necessary steps to ensure that you are fully prepared and equipped for a successful examination experience. Please follow the guidance and instructions carefully to maintain the exam's security and integrity.

You will need to have access to a suitable computer/laptop, a valid form of photo identification, and a quiet, well-lit environment in which to take the assessment. This document will walk you through setting up your space, verifying your equipment, and completing the mandatory system check prior to the examination. This system check is essential to confirm your setup and to familiarise you with the exam platform.

When it is time to begin your examination, this guide will help support you, ensuring that you are ready to focus and perform at your best.

2. What You Will Need to Have

2.1. A Laptop or Desktop

To sit the exams, you will need a laptop or a desktop computer, with a camera. Phones and tablets cannot be used and must be switched off/on silent and placed out of reach.



2.2. Photo ID

We need to identify you with your passport, ID card, or a driving licence photocard. When asked to hold it up to the camera, be sure to cover private info such as ID number and hold it steady. Ensure that your ID is close enough to the camera so that it is not blurry and is clearly legible.



2.3. Stable Internet Connection

A decent internet connection is required. We recommend a minimum of 2.0 Mbit/s upload, 10Mbit/s download, and ping under 25 ms.

You can check your internet speed [here](#).



3. How To Set Up Your Environment

3.1. Your Room Should Be Well Lit

You should always remain clearly visible on camera. During setup, you will be able to preview what your webcam is displaying. Ensure that the lighting is adequate, and you should avoid any backlighting that may cast you in shadow. If there is a window behind you, consider closing the curtains or blinds to prevent glare.



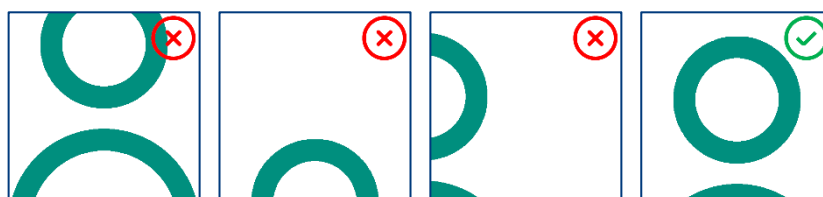
3.2. You Must Not Be in the Presence of Others

You must not be in the presence of others and not be in a public or shared space. Having someone else in the room with you is a serious violation and you will fail. Make sure to cover any irrelevant or confidential information you would not like to show such as pictures or private objects.



3.3. You Must Be Positioned Correctly

Your webcam must clearly show your entire face in the middle of the screen. The set-up instructions will help you to check exactly what is recorded and where you need to sit. Do not move your computer or camera after setting up. If using an external camera, you must adjust it if it shifts during the exam so that it is repositioned correctly. Your entire face must remain visible throughout the exam.



3.4. You Must Be Logged on Within the First 30 Minutes

You must log into your examination within the first 30 minutes of your examination session.



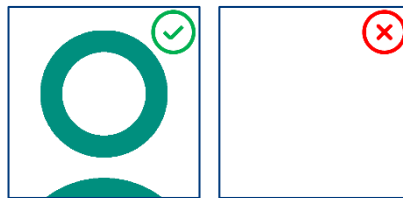
4. What You Must Avoid

This section highlights what you must avoid during your examination session. Failure to comply with these rules will result in your assessment being classified as a proctor fail.

These rules are enforced from the moment you log into the system, starting with ID verification, and remain in effect until you click "Finish" to conclude your exam.

4.1. You Must Not Move Out of the Camera Frame

You must remain within the camera frame throughout the whole session. If you move away from the camera frame, for example, if you get up to get a drink, this will be marked down as a proctor fail.



4.2. You Must Not Use Extra Devices or Have Access to Smart Devices

You are not allowed to use additional devices such as second screens¹ or phones/tablets. You must not have access to smart devices including, but not limited to, smart watches, Google Assist, Alexa, etc. These must all be switched off or put on silent and placed out of reach.



¹ If you do have a second screen, the system will not allow you to complete the system check or live assessment until the second screen is disconnected.

4.3. You Must Not Have Additional Items on Your Desk

You must not have any other items aside from your computer/laptop, mouse, keyboard, and ID on your desk. Food and drink, however, is permitted.



4.4. You Must Not Wear Headphones/Earpieces and Ears Must Be Visible

You must not wear headphones or an earpiece during the exam. We must also be able to see your ears throughout the exam to verify that you are not wearing earphones/an earpiece. Please ensure hair and head coverings do not obscure your ears. There is no audio related to the exam.



4.5. You Must Not Access Reference Materials

You must not access or use reference material including books, notes, or online resources during your exam. These must be placed out of reach and not on your desk.



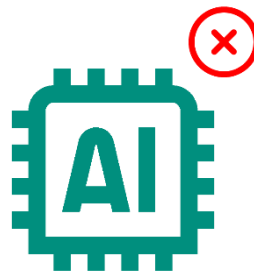
4.6. You Must Not Access Additional Websites, Tabs, Programmes or Apps

You are not allowed to open or access any other page, website, tab, programme, or app of any kind on your computer.



4.7. You Must Not Use AI Applications

You must not use AI Applications or any other automated tools during your exam.



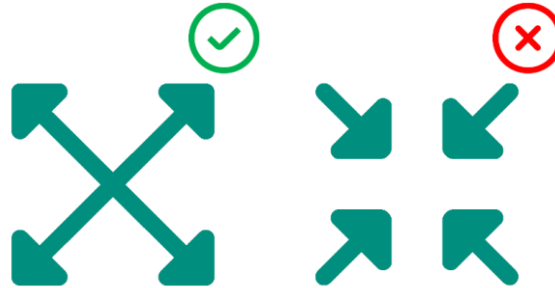
4.8. You Must Not Use Collaboration Tools

You must not use collaboration tools including, but not limited to, messaging apps and video conferencing apps such as Zoom and Teams during your exam.



4.9. You Must Not Leave Full Screen

You must not leave full screen/minimise the screen.



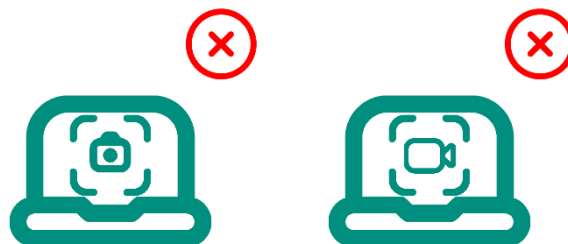
4.10. You Must Not Stop Sharing Your Screen

When you are in the exam, our proctors must be able to see your screen. Therefore, you must always share your screen.



4.11. You Must Not Take Screenshots or Recordings of Your Exam

You must not take screenshots or record your exam session.



4.12. You Must Not Take Notes

You must not take any notes in the exam.



4.13. You Must Refrain from Talking or Singing Where Possible

Our proctors understand that many candidates talk, sing or hum to themselves during an exam to help them with their thought process. Whilst this is permitted, if our proctors identify a second voice or if there is any indication that you might be conversing with someone off-camera, they will flag this as suspicious behaviour which may result in a proctor fail.



4.14. You Must Refrain from Looking Away from Your Screen

You must refrain from looking away from your screen for too long. Our proctors need to be assured that you are not reading/referring to unauthorised reference material offscreen. If you are looking offscreen for more than a few seconds, your exam may result in a proctor fail.



4.15. You Must Refrain from Using Functions and Shortcut Keys

You must refrain from using functions and shortcuts, including, but not limited to CTRL C, CTRL V, etc.



5. Mandatory System Check

Before your examination, you must complete a mandatory system check to ensure that your browser is set up correctly to complete the assessment.

Ensure that the mandatory system check is completed well in advance of your scheduled assessment time. For example, if your exam is set for 10:00, you must complete the system check by 09:59 at the latest. Failing to complete the check before the exam starts will prevent you from proceeding, and you will have to re-register to sit your exam at the next available opportunity.

5.1. Welcome Email

You will receive a welcome email from noreply@xams.co.uk once you are registered for the examination.

The email will tell you:

1. the examination that you have been registered for,
2. when the examination is, and
3. instructions on how to complete the system check, see the example below:

Hi <Candidate Name>

You have been scheduled to take the <Exam Name> on <Date and Time>. This assessment is proctored.

*Before you get the link to take this assessment, a **mandatory system check** is required. This will also give you an opportunity to familiarise yourself with the assessment platform.*

Click [here](#) to access this system check.

This will help to ensure everything before, during and after the exam goes according to plan and any issues can be identified before the exam starts.

After these checks have been completed you will receive another email with the link to access your assessment (this link will only work at the date and time stated above).

Reminder

Before you start the exam ensure:

- you have the correct ID ready
- your working space is clear and tidy
- the room is quiet, noises such as music or television are not permitted

During the exam ensure:

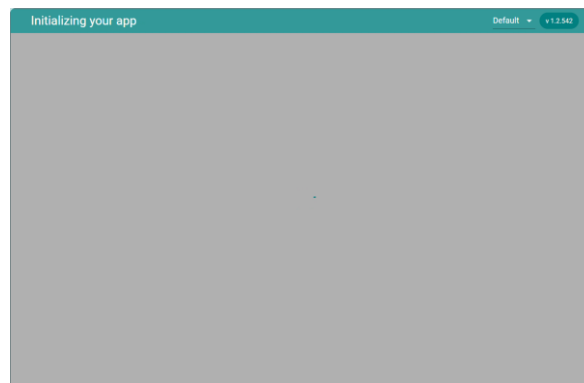
- you engage with the exam at all times
- you remain in view at all times
- you share your screen at all times

If you experience any issues completing this system check, we advise that you first try again using

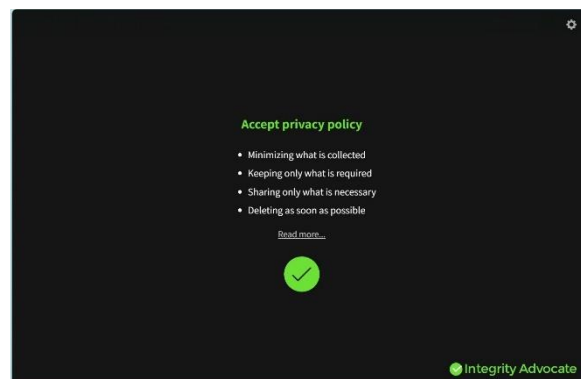
another device if possible. If you are still experiencing problems, please contact your exam centre as soon as possible.

5.2. System Check

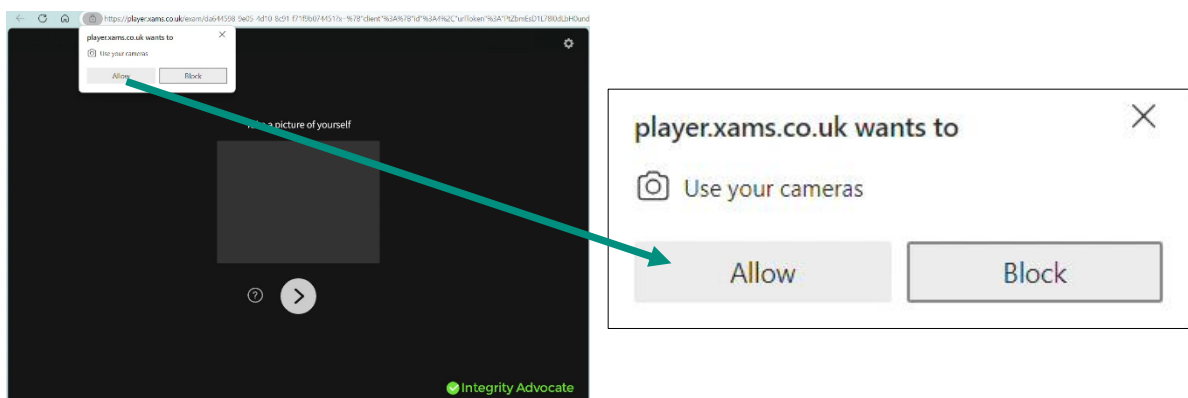
1. Click the link on the welcome email and you will initially be taken to a page that looks like this:



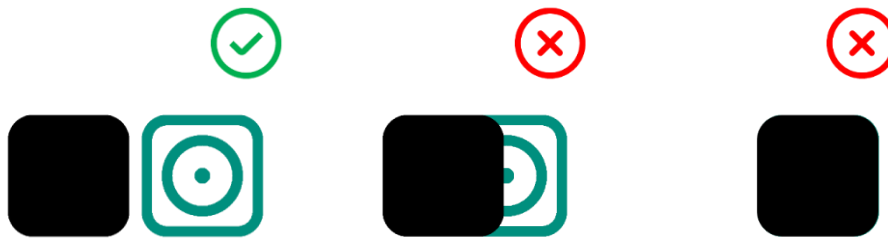
2. Read and accept the privacy terms:



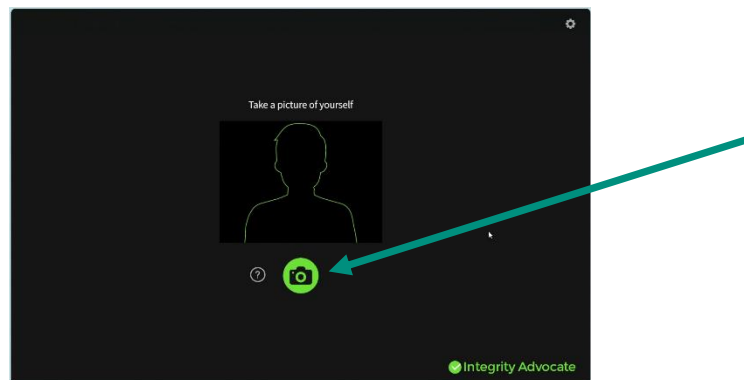
3. Allow the system to use your camera:



4. Ensure that your camera privacy shutter is fully open if you have one:



5. Align yourself with the outline and take your picture:



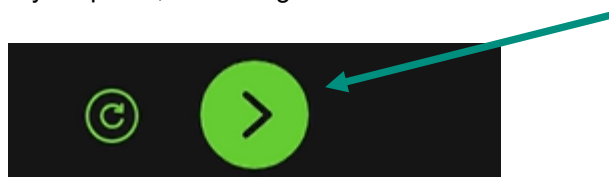
6. If the camera does not pick you up, check that your camera's privacy shutter is open if you have one. If the privacy shutter is open, click on the question mark on the screen to watch a video on how to permit the website to:

- Access your camera.
- Access your microphone.
- Enable pop-ups.

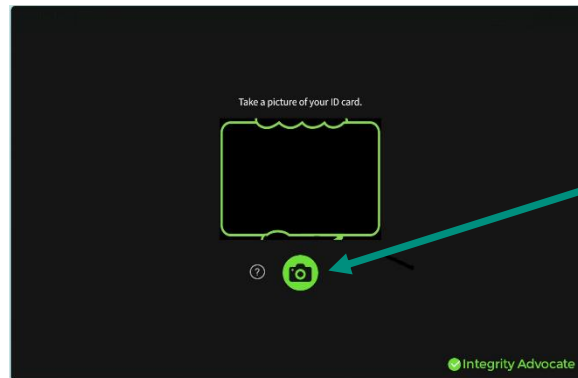
Alternatively, the instructions are here below:

1. Open "settings."
2. Go to "cookies and site permissions."
3. Click on "camera" and switch the toggle to permit access.
4. Click on "microphone" and switch the toggle to permit access.
5. Click on "pop-ups and redirects" and switch the toggle to permit access.

7. Once the system has taken your photo, click the green arrow to continue:

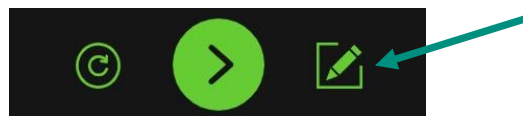


8. Take a photo of your ID card ensuring that it is within the outline, and is clear and legible:

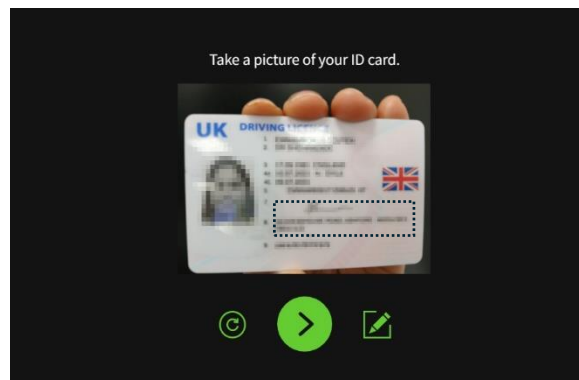


Your ID must display your picture, full name and date of birth. If there is any information that you do not wish to share with us, you can use the drawing tool to redact this information.

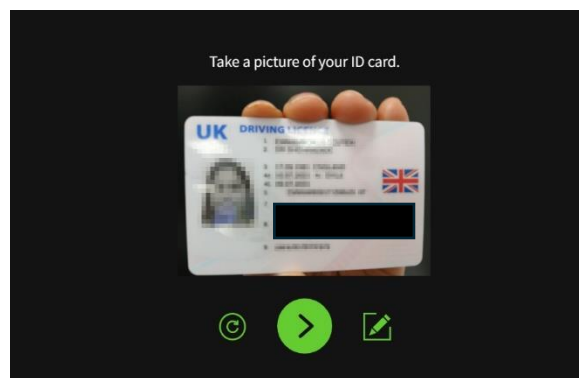
- i. Click the drawing tool:



- ii. Using your cursor, highlight the part(s) that you wish to redact by drawing a rectangle:



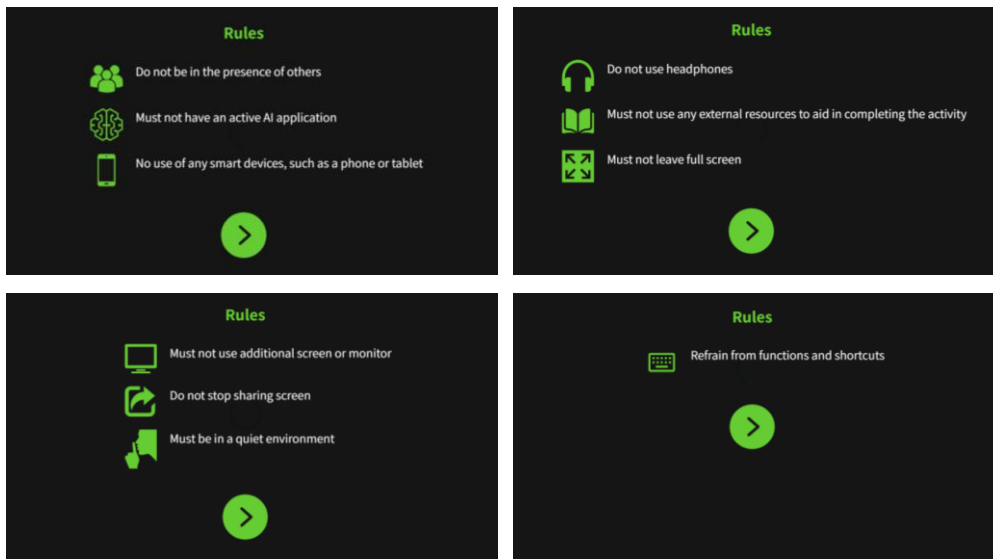
- iii. The section that you have highlighted will then be redacted:



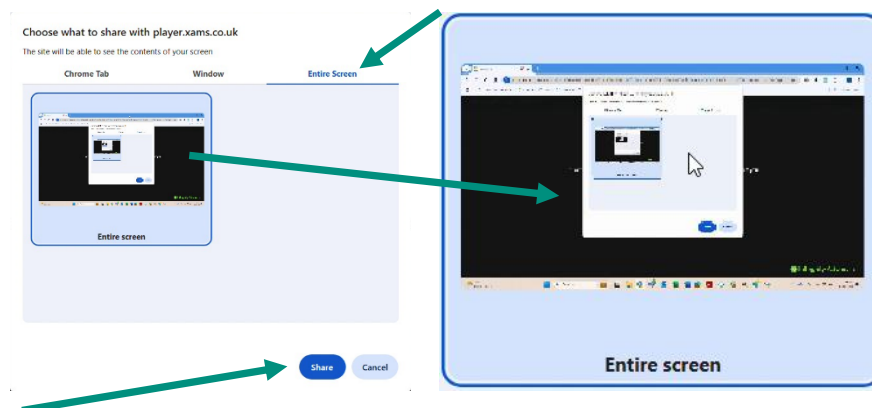
iv. If you have made a mistake, you can click the refresh button to repeat the process:



9. Read all the rules and click the green arrow to continue:²



10. Next, you will be required to allow the system to record your entire screen. Under the “Entire Screen” tab along the top, select “Entire Screen” from the options and click “Share”:

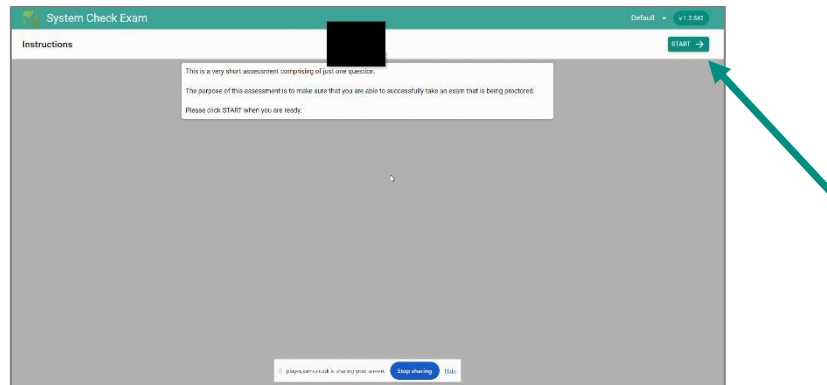


² These rules are correct at the time of publishing this document and may be subject to change.

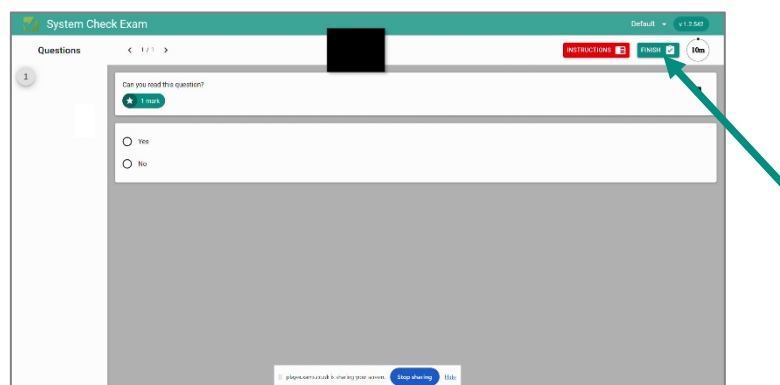
11. When you have shared your screen, you will be directed to System Check Exam.

This is similar to how the “live” exam will look..

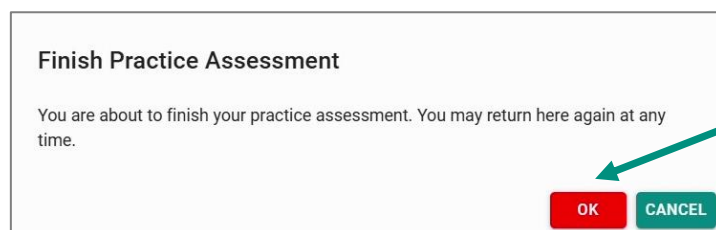
When you are ready to start the System Check Exam, click “start.”



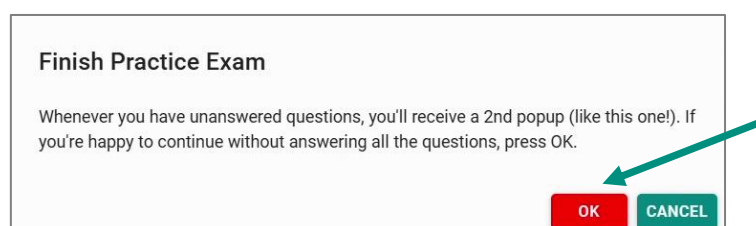
12. Answer the questions. When completed, click “finish.”



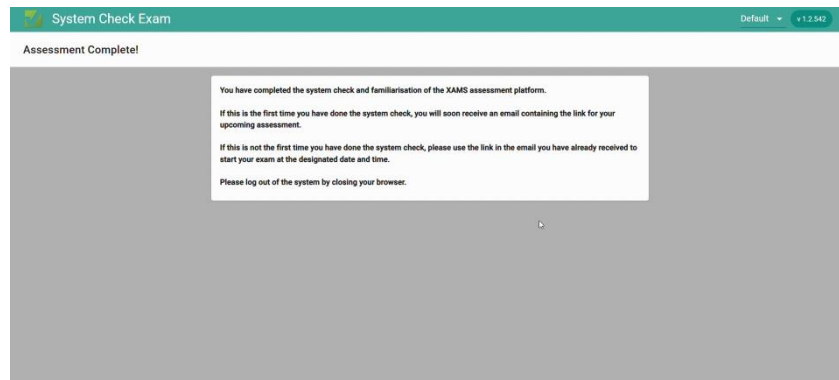
13. When you have finished, you will receive the following prompt. Click “OK” to continue:



14. You will then receive the following prompt. Click “OK” to continue:



15. You will then be taken to this screen. Once here you can close your browser:



16. Only when the system check is completed will you receive the joining instructions for the live examination.

6. Accessing the Live Examination

When you have completed the system check, you will receive joining instructions for the live examination.

Remember, you must have completed the system check before the start of your scheduled exam otherwise you will not be able to proceed.

6.1. Joining Instructions

You will receive a joining instruction email with the Exam Link from noreply@xams.co.uk.

The email will tell you:

1. what you need to know/have to hand before the examination,
2. what you need to know/have to hand during the examination, and
3. the link to the examination, (see the example below):

Hi <Candidate Name>

Thank you for completing the system checks.

Below you will find the link to your online proctored exam.

Reminder

Before you start the exam ensure:

- *you have the correct ID ready*
- *your working space is clear and tidy*
- *the room is quiet, noises such as music or television are not permitted*

During the exam ensure:

- *you engage with the exam at all times*
- *you remain in view at all times*
- *you share your screen at all times*

Link to exam - Click [here](#) to start your exam.

Exam name: <Exam Name>

Scheduled time of exam: <Date and Time>

Duration of exam: <XX minutes>

If you experience any issues completing your exam, please contact your exam centre.

6.2. Starting the Live Examination

When the examination session is due to begin, click the link in the joining instructions email, complete the Candidate and ID check processes and begin your assessment.

