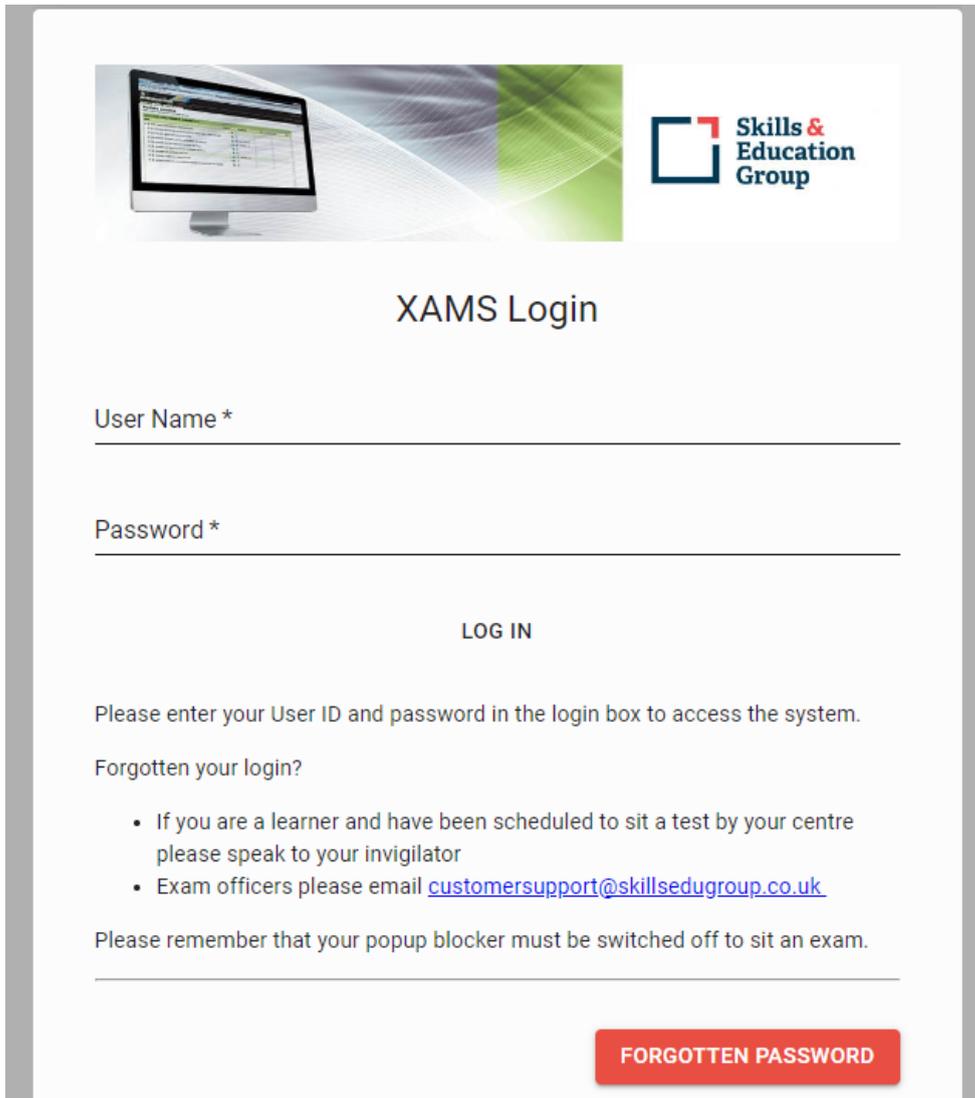


## Accessing a Proctored Examination – Learner Guide

1. Log in using your account details given to you by your training provider.  
<https://skillsandeducationgroup.xams.co.uk/>



The screenshot shows the XAMS Login page. At the top left, there is a banner image featuring a computer monitor displaying a website, with the Skills & Education Group logo to its right. Below the banner, the text "XAMS Login" is centered. There are two input fields: "User Name \*" and "Password \*", each with a horizontal line underneath. Below these fields is a "LOG IN" button. Underneath the button, there is a paragraph of text: "Please enter your User ID and password in the login box to access the system." followed by "Forgotten your login?". Below this is a bulleted list with two items: "If you are a learner and have been scheduled to sit a test by your centre please speak to your invigilator" and "Exam officers please email [customersupport@skillsedugroup.co.uk](mailto:customersupport@skillsedugroup.co.uk)". At the bottom, there is another paragraph: "Please remember that your popup blocker must be switched off to sit an exam." and a red button labeled "FORGOTTEN PASSWORD".

2. Read the presented guidance and tick to confirm both options before pressing 'Next'.

**Welcome SEG Learner1**

**If this is not your name, please contact your invigilator. You are now about to take an assessment: please read the guidance below and click next to continue.**

**You are under exam conditions even though you are using a computer to answer the test questions.**

- You must hand in any **unauthorised material** prior to beginning the test i.e. electrical devices including mobile phones and any food and drink.
- Follow any instructions given to you by the invigilator.
- If you have any problems with this computer during the test, you should speak to the invigilator.
- You must not use any software on this computer while taking your test.
- You may use **paper** provided by the invigilator to write down any rough work that helps you answer the test, but you must hand it in at the end of the test.
- You should attempt all questions.
- Make sure you know how to move between questions and how to answer them before you start the test.
- You may answer the questions in any order and you may change any of the answers before the end of the test.
- If you are not sure of an answer, go to the next question and come back to the one you were not sure about later.
- The time you have available to take this test will be shown on the top right hand side of the screen. When you enter the last 10 minutes of the test, the timer will change colour to warn you that you are running out of time.
- Once you have **completed** the test, click on the **finish** button and make sure you tell the **invigilator** that you have finished and that you would like to leave the room if allowed.

I confirm that my name is SEG Learner1 and my registration number is SEG Learner1

I have read and understood these instructions (please tick to continue)

NEXT →

3. Find the correct assessment and press 'Start'.

 **Your assessment schedule**


Thursday, February 10, 2022, 10:43:41 PM

---

Level 2 Introduction to Equine Anatomy and Physiology  
Completed - Thursday, February 10, 2022 11:44:36 AM

---

U0102 Recovery and Handling of Mobile Automotive Refrigerant (Non-Regulated)  
Completed - Thursday, February 10, 2022 11:56:20 AM

---

U0100 Service and Repair of Electric and Hybrid Vehicles  
Completed - Thursday, February 10, 2022 12:44:07 PM

---

A6002-01 Level 1 Award in Automotive Studies (Form 01)  
Completed - Thursday, February 10, 2022 2:10:49 PM

---

A6002-01 Level 1 Award in Automotive Studies (Form 02)  
Completed - Thursday, February 10, 2022 2:26:13 PM

---

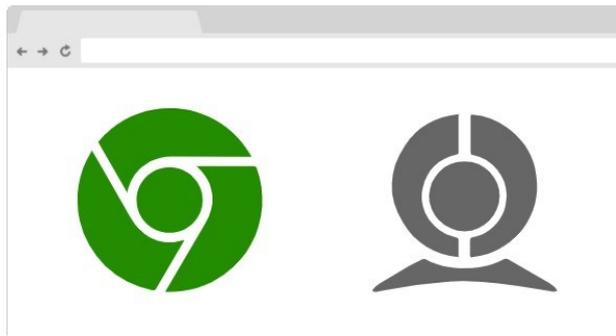
Dec 2021 Series R1 (Road Haulage) MCQ  
Thursday, February 10, 2022 10:33:00 PM

START →

4. You may now be presented with a message asking you to install a plugin/extension for your web browser (Chrome, Edge, Safari etc.). Please confirm and allow this plugin/extension to install as this will allow the proctoring software to work.

### Proctorio *Chrome Extension*

This course requires you to install an extension into your browser.



- 1 Use Google Chrome.  
done.
- 2 Install Proctorio Chrome Extension.  
[click here](#)
- 3 Done!

**Proctorio Inc.**  
Scottsdale, Arizona.  
Privacy and Cookies  
Terms of Service  
Copyright © 2013-2017 Proctorio inc.

5. The next screen has some 'Before you begin' instructions. Please read these and follow any on-screen instructions. You may see 'User actions required' at the bottom of the screen. Any instruction within this box must be completed to allow the process to progress to the next stage.

## Before you Begin

This exam will be proctored. Here are a few things to know before you begin.



**We will tell you when we start and stop recording.**



**Your institution can access the data collected and will control who sees it.**



**Decisions are made by your exam admin, not us.**

Proctorio d.o.o. complies with [GDPR](#), [FERPA](#), and other regulations. Read our [Privacy Policy](#).  
Your data will be securely stored in **London, England** for 1 year before being deleted.



### What's recorded during the exam

camera feed • audio • computer screen • exam environment • websites visited • location • identity document



### What's restricted during the exam

no exam re-entry • one monitor • full-screen mode • no new tabs • no clipboard • no printing • no downloads • no right-clicking •



### 24/7 support available during the exam

Click the Proctorio browser extension icon to chat with an agent within seconds.

### Accessibility options:

[Enable high visibility mode.](#)

[Learn more about Proctorio's approach to Accessibility.](#)

### User action required before you continue. Please do the following:

Close all other browser tabs and windows. (2 tabs and 1 window still open). [click here](#) to do this for me.

Multiple display screens detected. Please disable all but **one** monitor. [Need help?](#)

6. Once you have completed all the instructions/actions you will be presented with a 'continue' button. Please press this button to proceed to the next stage.

**Just a heads up...**

It looks like your computer is pretty busy right now.

You can still proceed with your exam, but we recommend that you close all open tabs and any applications you have running in the background and try again.

---

You need to complete the required user actions explained above before you can continue.

**Continue**

7. Once you have passed the above screen, please do not plug any additional monitors back in or open any web browsers. This will cause the exam session to end, and you will be logged out.

BY PLUGGING IN ADDITIONAL MONITOR(S)

YOUR EXAM HAS ENDED AND YOU HAVE BEEN LOGGED OUT



8. The system will now carry out a diagnostic test, which could take a couple of minutes.

## System Diagnostics Test

The system diagnostics test will only take a moment



Webcam



Microphone

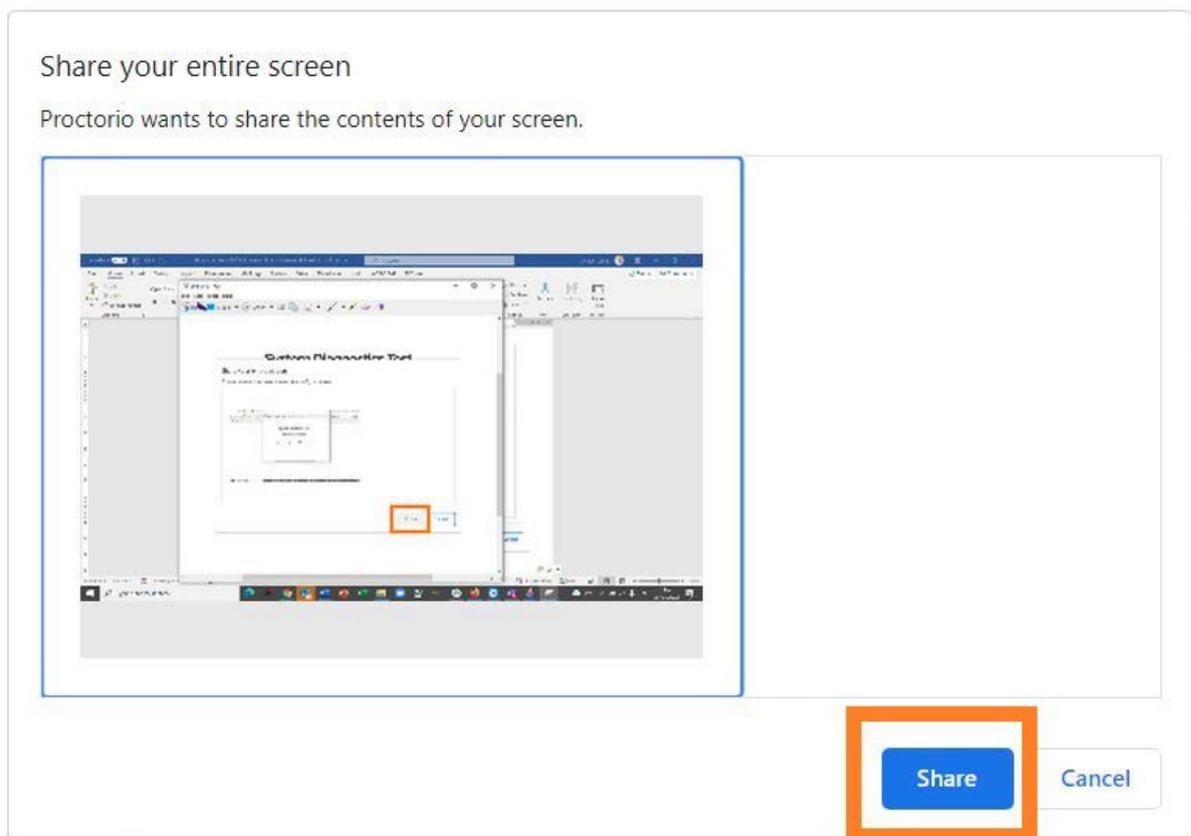


Connection



Desktop

9. Please follow any instructions you are presented with throughout this process, such as sharing your screen (you will need to select your screen before the 'Share' button will become active).



10. The system will now check that your webcam is active. If you can't see yourself in the on-screen picture, please click the link 'Don't see yourself above?' and follow the instructions. Please click 'Next' if you can see yourself.

## System Diagnostics Test

Initial system checks passed



Your exam is about to begin.

-  Use Restroom.
-  Get water.
-  Get comfy.
-  Get ready.

[Don't see yourself above? Click Here.](#)

|| Proctorio is sharing your screen.
Stop sharing
Hide

Next >

11. You will now be asked to hold your photographic ID up to the camera and align it within the green box. Providing the identification is in the green box and has a photo of you on it the system will scan it automatically.

## Identification Card

Show a photo ID to the camera within the area indicated. This will be used to validate your identity. If this is unsuccessful a link will appear. Simply click the link to manually scan a photo of your ID.



Your card will be scanned automatically.

[Having trouble? Read This Article](#)  
[Don't see yourself above? Click Here.](#)

⚠ Flip Horizontally?

|| Proctorio is sharing your screen.
Stop sharing
Hide

12. Once the image of your ID has been captured you will be asked to confirm it or you will get an option to re-take the picture of the ID. Once you are happy with the ID image please press 'Next'.

## Identification Card

By clicking next, you agree the image of the identification card displayed can be used to verify your identity.



[Having trouble? Read This Article](#)

|| Proctorio is sharing your screen. [Stop sharing](#) [Hide](#)

[Re-take](#)

[Next »](#)

13. You will now be asked to carry out a camera test. You will be asked to smile and the camera/webcam will take a number of pictures of you.

## Webcam Image Test

We are taking 5 sample pictures, please look directly into the webcam and smile!



14. You will now be presented with an information screen to let you know you will be asked to carry out a room scan before your exam begins. Please read the information and click 'I understand' to continue.

## Room Scan

your camera will be used to scan your test environment.



Your institution requires you to scan your environment. The request for a scan will include specific instructions about what area to scan. You can find more details [here](#). The scan may include a 360 view of the entire area, a view of the ceiling or floor, a view of the area under your desk, a view of the items on your desk, or some combination of these things. If there are items in any of these areas that you do not want to be recorded, please take a moment now to cover them or remove those items, or move to a different area.

Sometimes this can be tricky, especially when using a built-in webcam. Before moving on, we recommend you visit the [help center article](#).

I understand >

15. You will now be asked to sign the exam agreement on-screen. This can be done by using the keyboard or your mouse. If you want to use the keyboard please click the 'Sign with keyboard' button. Once you are happy with your signature please press 'accept' to continue.

## Please sign the exam agreement below



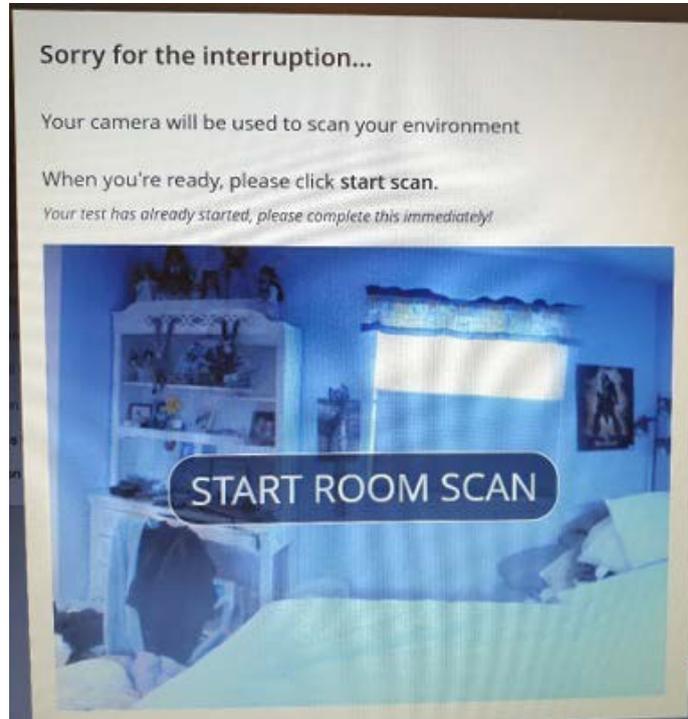
*By clicking "I agree" I represent and warrant that I, John Jenkins, am the person whose name is associated with the login used in this assessment system. I further certify that I am the person whose name appears on the identification presented and that said identification is legible in the image shown. I understand the prohibited actions and code of conduct as described in the applicable policy of this Institution. If over the age of 18, I acknowledge that I have read and agree to the [Terms of Service](#), and to the [Privacy Policy](#). If under the age of 18, I understand that when my parent or legal guardian provided consent to the Institution for my access to the Services, they consented to the same terms and privacy policy. If I or my parent or legal guardian have any questions, we will contact Proctorio before clicking "I agree" or otherwise using the Services. If I am under 18, I understand that my parent must sign the agreement below and that by signing, my parent or legal guardian is providing express consent to access the Services, which includes the collection of my information as described in the privacy policy. Sign the agreement below to begin the exam.*

Sign with keyboard



Clear John Jenkins Accept

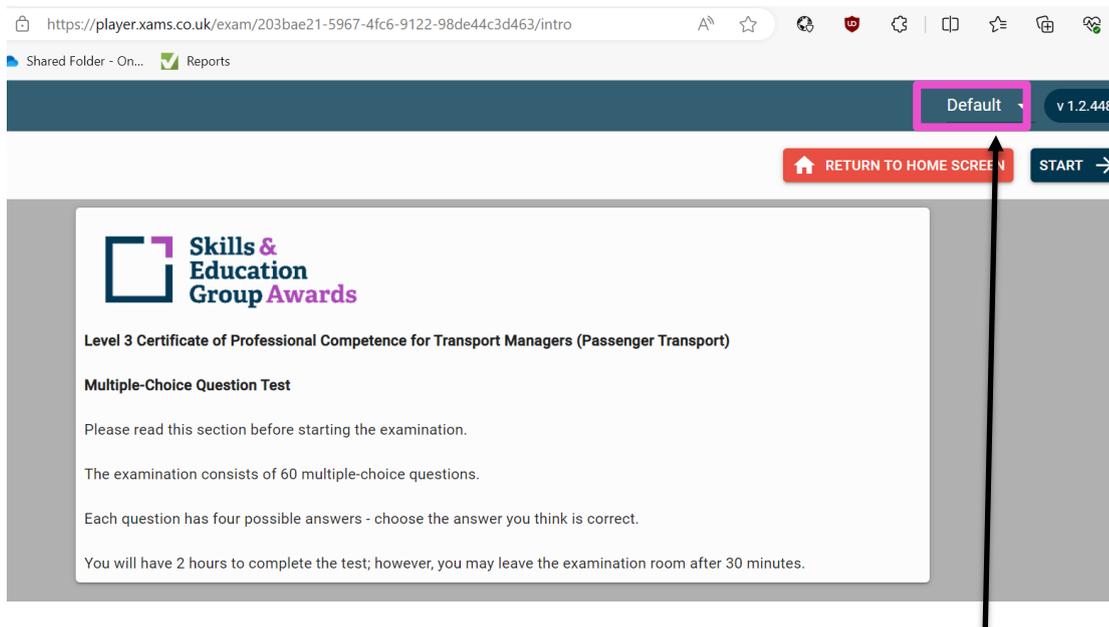
16. The exam platform will now initialise the exam and you will be prompted to complete a room scan.



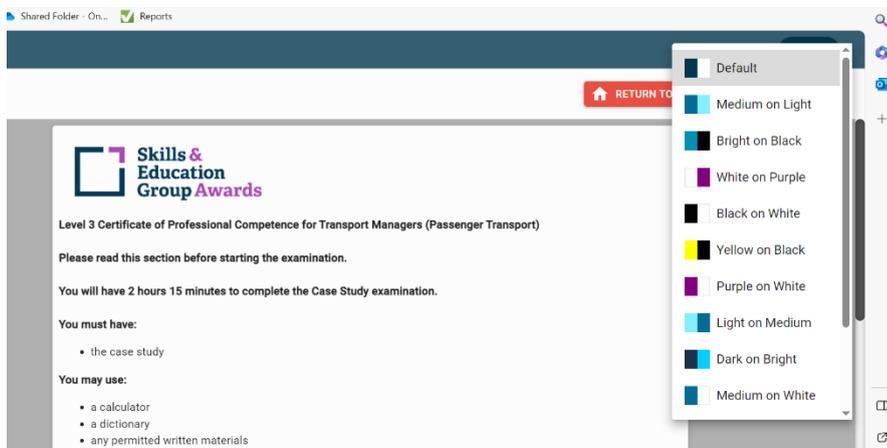
17. Once you press 'Start room scan' you will need to slowly rotate your camera (laptop or webcam) 360 degrees to capture the complete room. Once you have completed the 360 degree scan a message will appear stating 'I'm done, continue'. Please click this message to begin your online exam.



18. Once the software extension has installed, you will see this screen:

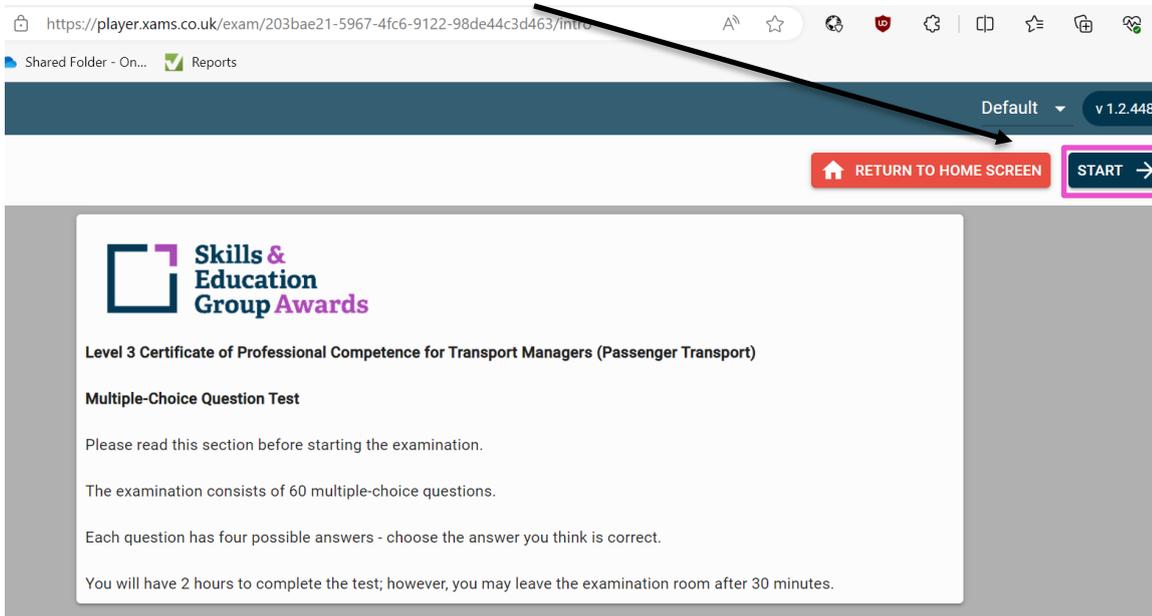


19. To change the background colours on your screen, click the "default" button in the menu bar. This will open a dropdown menu, from which you can select a suitable screen colour combination.

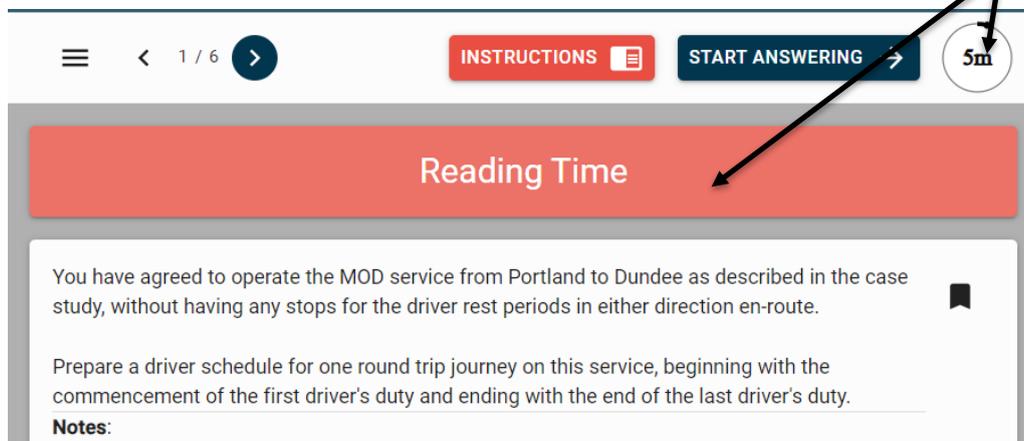


20. You can access the "default" button throughout the duration of the examination to change the screen settings.

21. Once you are happy with the set up, read the instructions and check that this is the correct exam, then click on "start".

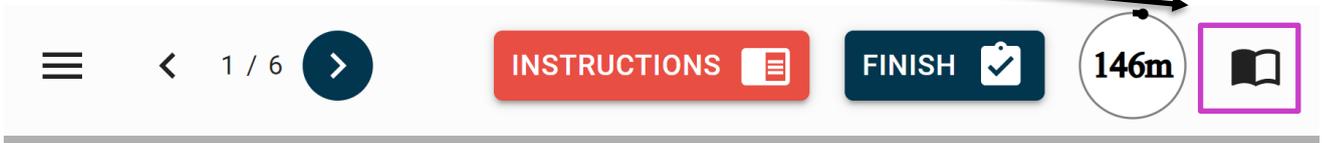


22. If you are allowed any Reading Time, this will be indicated here:

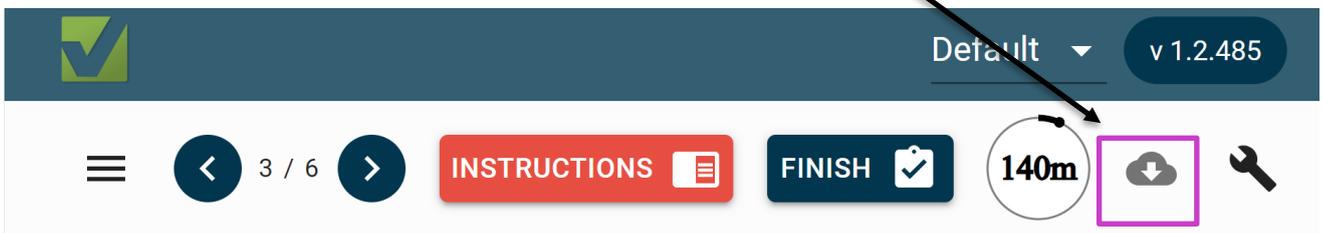


Once the Reading Time has finished, you will be able to start answering the questions. If you do not need the Reading Time, you may click the "Start Answering" button and this will end the reading time and allow you to start entering your answers.

23. You will still be able to access the reading materials once the reading time is finished by clicking on the book icon:

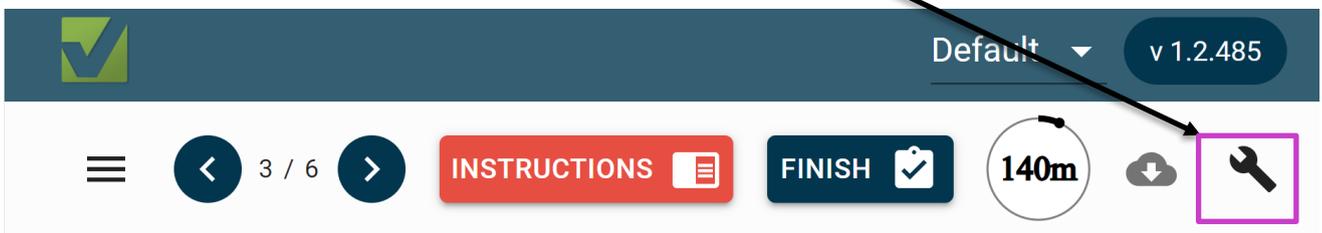


24. For some questions, there may be a specific part of the reading material that you need. This will be available via the "download" icon:



This icon will make the document available for you in a new tab, you can then close the tab when you have finished. The document can be accessed at any time via the "download" icon.

25. The exam may also give you access to a space for your notes and working out, and a calculator. To access these, click the "tool" icon:

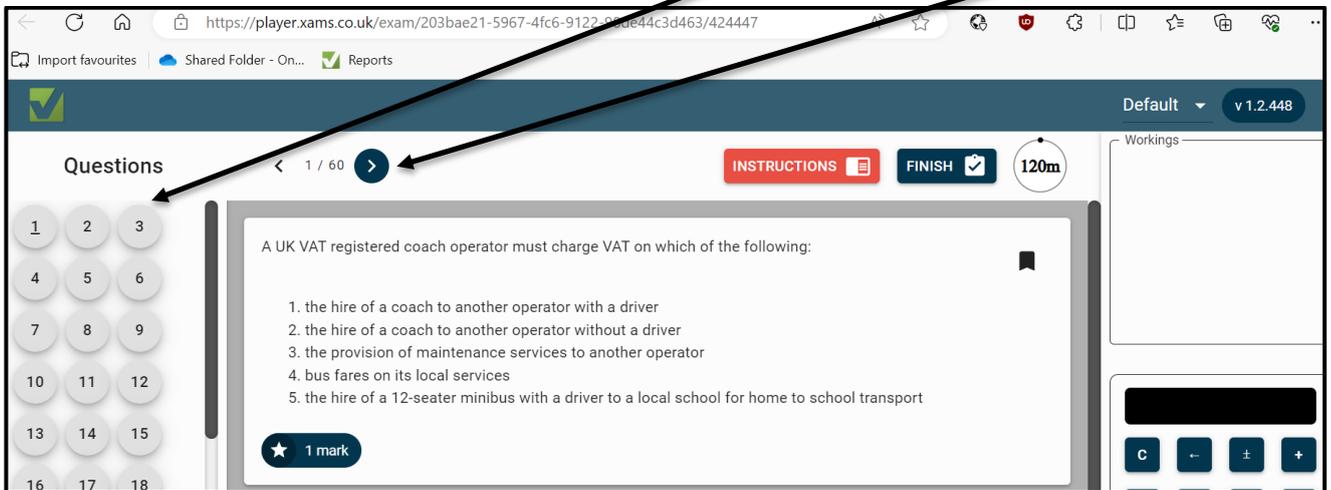


To remove the working box and calculator, simply click the icon again.

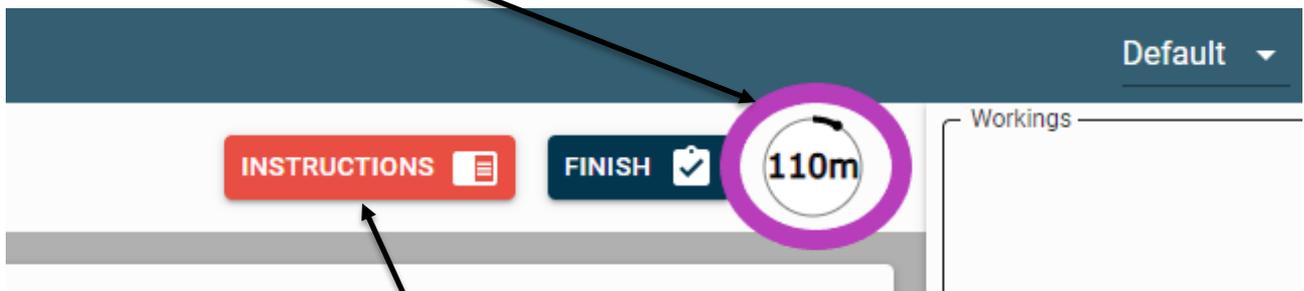
26. Once you have clicked the start button, you will enter the examination and the timer will start to count down.



27. The exam will start at Question 1, but you can use the side buttons or the next button to navigate through the questions.



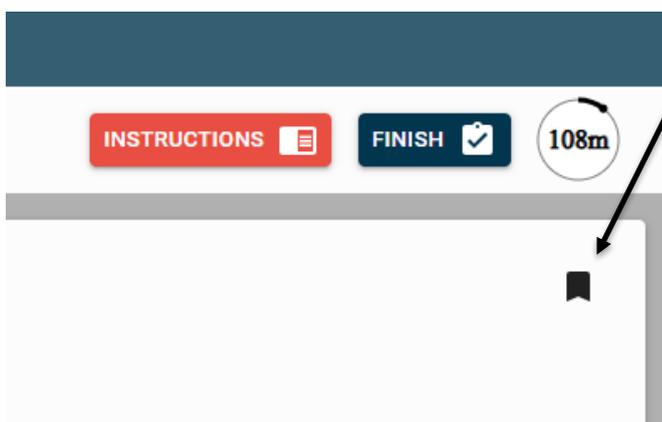
28. The timer will count down, showing how many minutes you have until the end of the exam.



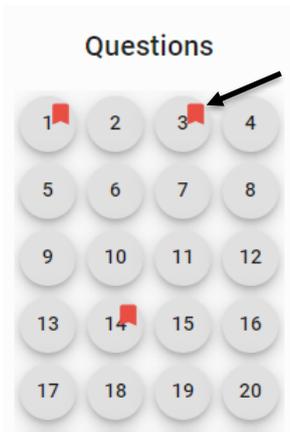
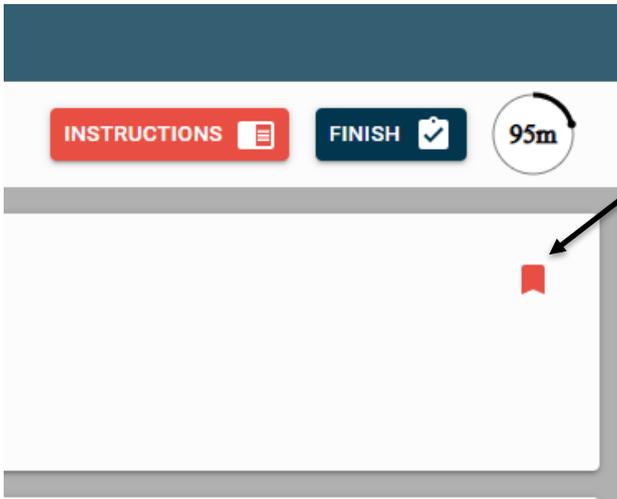
29. You can return to the Instruction page here.

30. If you wish to skip a question and come back to it later, the system will allow you to use a "bookmark" function to show which questions you have marked for return.

31. For each question, you will see a "bookmark" function:



32.If you click on this, you will see the icon turn from blue to red:



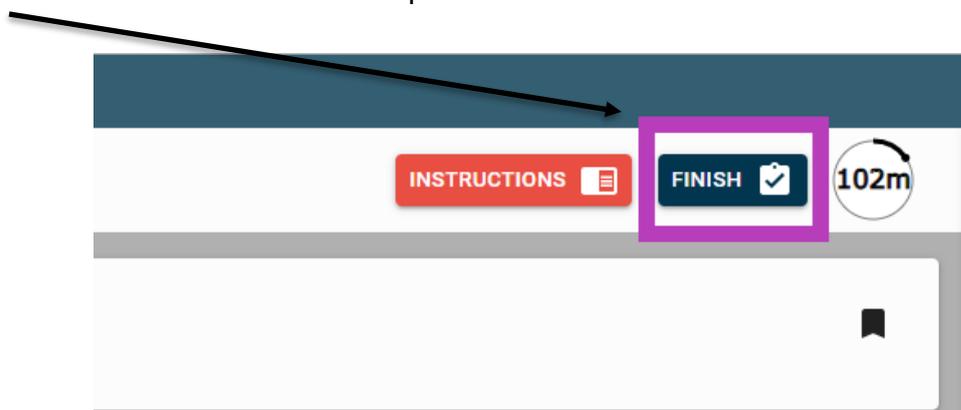
33. As well as this, you will be able to see a red bookmark icon on the question buttons.

34. Each bookmarked question is highlighted with a red "bookmark" icon, reminding you to revisit that/those questions.

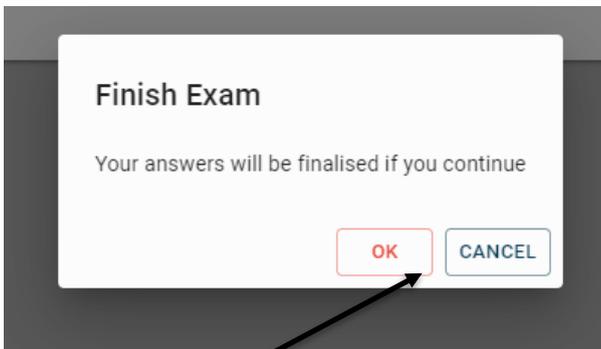
35. To remove the bookmark, simply click the bookmark icon in the question text.

36. You can use these buttons to navigate through the questions until you have finished your examination.

37.When you are happy that you have completed the assessment, you **must** click on the "Finish" button at the top of the screen:

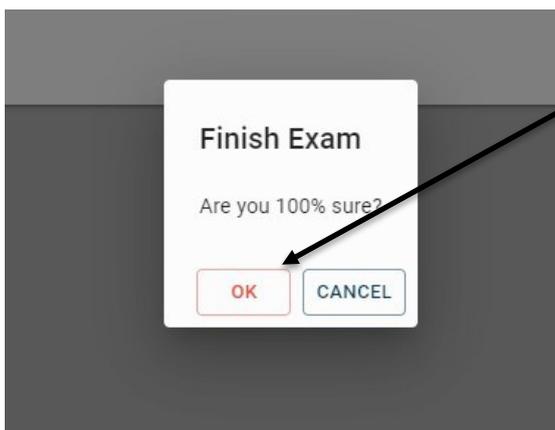


38. Clicking "finish" will bring up the following dialogue box:



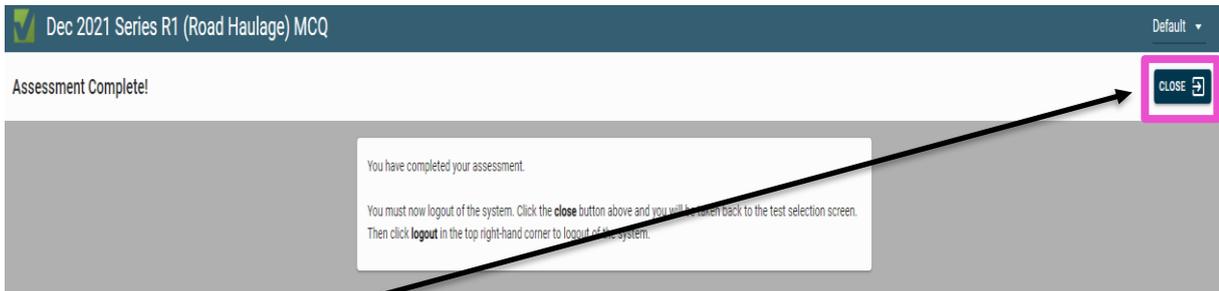
39. If you are happy that you have finished and want to submit your answers, click the OK button.

40. And just to check that you haven't clicked "Finish" by accident, you will then see the following screen:



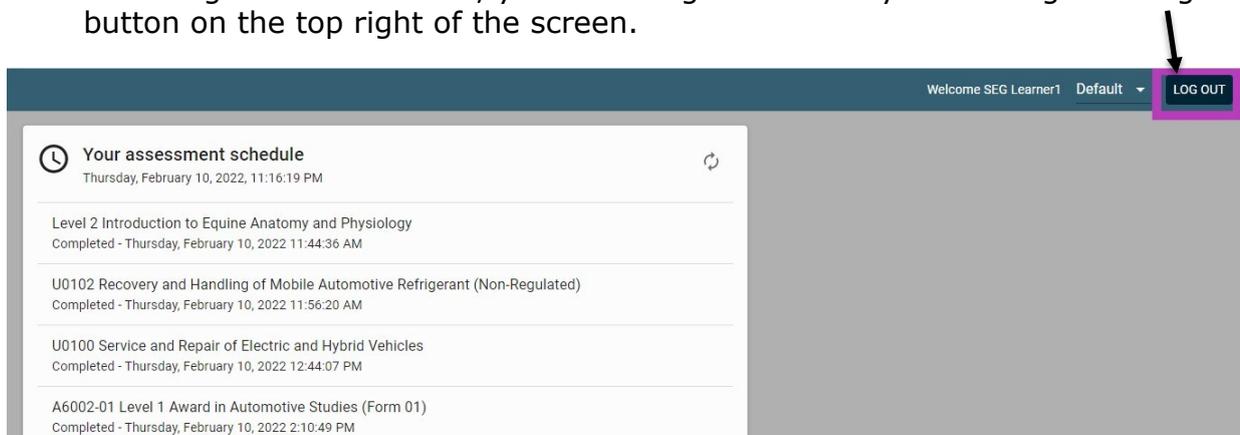
41. If you have finished, now click "OK" again.

42. You will then get an assessment completed confirmation screen:



43. Click "close" at the top right of the screen.

44. Following the confirmation, you **must** log out of the system using the "Log out" button on the top right of the screen.



**If you do not log out, there is a danger that your assessment will not be sent to us for marking.**

Thank you.