

## e-Testing role matrix

This matrix makes a distinction between roles and people in the provision of e-testing, in order to recognise that a range of operational models is likely to exist within different organisations. It details the responsibilities inherent within each role, indicating the type and scale of activity to be undertaken, regardless of whether these are covered by one or more than one person within the organisation.

These roles and responsibilities match the recommended processes in the guide, and are reflected in the design and content of the relevant LLUK approved units for people involved in the delivery of e-assessment. A copy of these units can be found in section 6 of the “*e-Assessment – Guide to effective practice*”.

Each section of the matrix is headed by cross-references to relevant sections of the guide.

The references to learning outcomes and assessment criteria within the units appear in brackets at the end of entries for each role:

- ‘LO’ refers to learning outcome in the unit
- ‘Criteria’ refers to the assessment criteria in the unit.

**Note:** The roles and responsibilities covered in this matrix also assume that a senior manager within the organisation will be responsible for the development of an e-assessment strategy, and accountable for the successful implementation of the strategy.

## Key areas of responsibility

(see section 2 of the guide)

Coordination role	Administration role	Technical role	Learner support role	Invigilation role
<p>Implementation of the overall strategy and policies, with accountability for the operational running of the e-testing process within the centre(s) [LO 1]</p> <p>Working with senior management to ensure that sufficient and appropriate equipment and resources are available for e-testing to be effectively managed and conducted [LO 2]</p> <p>Assessment, monitoring and control of critical success factors related to running e-test sessions [LO 3]</p> <p>Allocation of staff to specific roles and responsibilities, and ensuring that these are understood by all staff; monitoring of the performance of staff involved in the e-testing process; and identification of staff development needs in relation to the e-testing process [LO 4]</p> <p>Evaluation of own and others' roles and performance in the e-testing process [LO 4]</p>	<p>Operational responsibility for setting up and maintaining designated aspects of the e-testing process, including problem resolution and checks to ensure that processes are followed [LO 1]</p> <p>Setting up the e-testing environment, and working effectively with learners and other staff connected with the e-testing process to ensure that it meets quality, e-test and learner requirements [LO 2, LO 3]</p> <p>In conjunction with other staff, assisting learners in their preparation for participating in an e-test [LO 4]</p> <p>Running e-test sessions, assisting invigilators and learners as appropriate, and liaising with other staff as required [LO 5, LO 6]</p> <p>Evaluation of own role and performance in the e-testing process [LO 7]</p>	<p>Operational responsibility for technical aspects of the e-testing process [LO 1]</p> <p>Providing technical support for setting up the e-test location, both at the centre and remotely, including the identification and use of appropriate equipment and applications to meet specific e-test and learner needs [LO 2]</p> <p>Ensuring that the environment and equipment is working correctly for e-test sessions, and providing timely technical support and first line problem resolution to staff, invigilators and learners as appropriate [LO 3]</p> <p>Evaluation of own role and performance in the e-testing process [LO 4]</p>	<p>Understanding the processes that are in place to prepare learners for e-testing [LO 1]</p> <p>Understanding the e-testing environment and equipment and how it can be adapted to meet learner needs [LO 2]</p> <p>Understanding what e-testing opportunities and support are available to learners, and identifying any specific needs to ensure that they are not disadvantaged by the e-testing process [LO 3]</p> <p>Using practice sessions to build learner readiness to take e-tests [LO 4]</p> <p>Ensuring learners are kept informed of relevant centre processes and e-testing regulations [LO 5]</p> <p>Evaluation of own role and performance in the e-testing process [LO 6]</p>	<p>Understanding of the quality standards and requirements of the awarding body for an approved e-testing environment [LO 1]</p> <p>Ensuring provision of appropriate support to learners during the e-test [LO 2]</p> <p>Invigilation of e-test sessions according to the requirements of the relevant awarding body [LO 3, LO 4]</p>

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## Generic tasks and responsibilities

(see section 2 and annexes A1, A2, A3, A4 and A5 of the guide)

### e-Testing processes and procedures

Coordination role	Administration role	Technical role	Learner support role	Invigilation role
<p>Agree operational processes and procedures with senior management to enable e-testing to be conducted to specified quality standards</p> <p>Implement agreed processes and procedures with other staff involved in the delivery of e-testing</p> <p>Identify critical success factors, and ensure that appropriate processes and measures are in place to enable these to be monitored and achieved, and any issues resolved in a timely fashion</p> <p>[Criteria: 1.1–1.3, 3.1–3.3]</p>	<p>Set up and maintain agreed operational processes and procedures to ensure that e-testing is conducted to specified quality standards</p> <p>[Criteria: 1.1–1.4, 3.2, 5.3, 5.4, 5.6]</p>	<p>Provide technical support for e-testing in line with processes set up at the centre, and taking account of awarding body requirements, agreed quality standards and learner needs</p> <p>[Criteria: 1.1–1.3]</p>	<p>Ensure own and learners' familiarity with the procedures and regulations for e-testing, and the technology and support available</p> <p>[Criteria: 1.1–1.4]</p>	<p>Check that learners are familiar with the procedures and regulations for the e-test, and have access to appropriate technical and other support</p> <p>[Criteria: 1.1, 3.6]</p>

## Liason

Coordination role	Administration role	Technical role	Learner support role	Invigilation role
<p>Liaise with awarding body and technical supplier, and with other staff to ensure that the centre continues to meet requirements for e-testing</p> <p>[Criterion 1.6]</p>	<p>Liaise with awarding body and other staff as required within the role</p> <p>Support other staff in the delivery of an effective service to learners</p> <p>[Criteria: 2.4, 3.3, 3.4, 5.5]</p>	<p>Liaise with awarding body and/or technical supplier's help desk as required, in order to provide technical help and troubleshooting</p> <p>Support other staff in the delivery of an effective service to learners</p> <p>[Criteria: 2.1–2.4, 3.4]</p>	<p>Liaise with other staff to ensure suitable opportunities and support are identified and provided for learners, and resolve/escalate issues that arise</p> <p>Support other staff as required, in order to provide an effective service to learners</p> <p>[Criteria: 1.2, 1.4, 3.4]</p>	<p>Liaise with awarding body and other staff as required, to ensure that e-test sessions are conducted effectively</p> <p>[Criteria: 1.1, 3.6, 4.3, 4.6]</p>

## Resources

Coordination role	Administration role	Technical role	Learner support role	Invigilation role
<p>Ensure availability of appropriately trained staff at each stage of the e-testing process, including timely access to appropriate technical support</p> <p>Work with senior management to agree required resources, and ensure that these are available and kept in good working order to meet e-testing needs</p> <p>Identify and allocate staff to specific roles and responsibilities, and ensure that these are understood by all staff; have a working understanding of what is involved in each role and any likely key issues</p> <p>Ensure availability of appropriately trained staff at each stage of the e-testing process</p> <p>[Criteria: 2.1–2.5]</p>	<p>Ensure that appropriate resources are made available in a timely fashion for learners undertaking e-testing, including any special requirements</p> <p>[Criteria: 2.4, 3.1–3.4, 4.4, 5.1]</p>	<p>Identify the appropriate hardware and software required to enable the centre to deliver the volume and type of e-testing being conducted</p> <p>Maintain the equipment in good working order</p> <p>[Criteria: 1.2, 2.1–2.4, 3.1]</p>	<p>Ensure that appropriate facilities, equipment and resources are made available for learners undertaking e-testing</p> <p>[Criteria: 1.2, 2.2–2.4]</p>	<p>Verify that the e-testing location and equipment meets the required assessment conditions and specific requirements of learners</p> <p>[Criteria: 1.1, 2.1, 3.5]</p>

## Problem solving

Coordination role	Administration role	Technical role	Learner support role	Invigilation role
<p>Ensure that agreed processes are followed and resolve any issues in conjunction with awarding bodies, technical suppliers and other staff as required</p> <p>[Criteria: 1.4, 3.3]</p>	<p>Deliver first line resolution of administrative issues related to the e-testing process. Report and/or escalate issues as necessary</p> <p>[Criteria: 1.4, 2.2, 3.4]</p>	<p>Deliver first line technical problem resolution, and report and/or escalate issues as necessary</p> <p>[Criteria: 1.3, 2.3, 3.1, 3.3e]</p>	<p>Resolve and/or escalate any issues that arise, liaising with other staff as appropriate</p> <p>[Criteria: 1.4, 3.4]</p>	<p>Raise any issues arising from checks made related to the e-test (for example the environment and assistive technology), and ensure that these are resolved and/or escalated as appropriate</p> <p>Report and document any emergencies, technical failures and irregularities, and ensure that these are resolved appropriately for the candidate</p> <p>[Criteria: 1.1, 3.5]</p>

## Learner support

Coordination role	Administration role	Technical role	Learner support role	Invigilation role
<p>Ensure that all staff are aware of their responsibilities related to learner support and e-testing and are providing appropriate assistance to learners</p> <p>[Criterion: 2.3]</p>	<p>In conjunction with other staff, ensure that learners have access to the appropriate information, support and resources to ensure that they are not disadvantaged by the e-testing process</p> <p>[Criteria: 2.2, 2.3, 3.2, 4.1–4.5, 5.2, 5.5]</p>	<p>Assist other staff in identifying the appropriate equipment and/or applications required to meet specific requirements of learners and tests</p> <p>Provide technical support to learners as required</p> <p>[Criteria: 2.1, 2.2, 3.2]</p>	<p>Provide learners with information and guidance relating to e-testing, including identifying suitable e-testing opportunities related to units and qualifications that meet their needs</p> <p>Ensure that learners have access to appropriate technical and other support, liaising with other staff as appropriate</p> <p>Ensure that learners know how to use any equipment or assistive technology</p>	<p>Ensure that candidates have been provided with any required assistive technology</p> <p>Ensure that support is given to candidates in line with e-test regulations</p> <p>[Criteria: 2.1, 2.2]</p>

			[Criteria: 1.2, 2.4, 3.3, 4.2, 5.1, 5.2]	
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## Staff development/skills

Coordination role	Administration role	Technical role	Learner support role	Invigilation role
<p>Understand the roles required for consistent, reliable delivery of the e-testing process</p> <p>Ensure that all roles are covered by designated staff</p> <p>Monitor effectiveness of individuals involved in the e-testing process</p> <p>Identify and resolve any issues, and provide or arrange for appropriate staff development to ensure capability to support the effective performance of roles within the e-testing process</p> <p>Evaluate own effectiveness in the role, and identify any training and development needs</p> <p>[Criteria: 2.1, 2.3, 4.1–4.3, 5.1–5.3]</p>	<p>Keep up to date with the centre's processes and procedures related to e-testing</p> <p>Perform agreed role and tasks in a timely fashion and to agreed quality standards</p> <p>Evaluate own effectiveness in the role, and identify any training and development needs</p> <p>[Criteria: 7.1–7.3]</p>	<p>Keep up to date with technical and general processes and procedures related to e-testing</p> <p>Perform agreed role and tasks in a timely fashion and to agreed quality standards</p> <p>Evaluate own effectiveness in the role, and identify any training and development needs</p> <p>[Criteria: 4.1–4.3]</p>	<p>Keep up to date with e-testing processes and requirements as they relate to the learner</p> <p>Evaluate own effectiveness in the role, and identify any training and development needs</p> <p>[Criteria: 6.1–6.3]</p>	<p>Keep up to date with centre processes relevant to the invigilation of e-tests and with awarding bodies' requirements related to e-testing</p> <p>Maintain a general understanding of the assistive technology approved by awarding bodies</p> <p>[Criteria: 1.1, 2.1, 2.2, 3.1, 3.3, 3.4, 4.4]</p>

## Tasks related to the e-testing environment

(see section 3.3, and annexes A4 and A5)

### General environment

Coordination role	Administration role	Technical role	Learner support role	Invigilation role
<p>Ensure that the general environment, facilities and equipment meet the criteria required for e-testing and that staff are aware of these</p> <p>[Criteria: 1.5, 2.1, 2.2, 2.4, 2.5]</p>	<p>Understand the general criteria for an e-testing environment and facilities, and make checks to ensure readiness prior to an e-testing session</p> <p>[Criteria: 2.1, 2.2]</p>	<p>Understand the general criteria for an e-testing environment and facilities</p> <p>Assist other staff to ensure readiness of the e-testing location and equipment prior to an e-testing session</p> <p>[Criteria: 2.1–2.4]</p>	<p>Understand the general criteria for an e-testing environment and facilities, and how this can be optimised to meet learner requirements</p> <p>[Criteria: 2.1–2.4]</p>	<p>Check that the e-test location meets the criteria required for e-testing prior to starting the test, and raise any issues with appropriate staff</p> <p>[Criterion: 1.1]</p>

### e-Testing equipment

Coordination role	Administration role	Technical role	Learner support role	Invigilation role
<p>Ensure that the centre has the right equipment to meet the criteria for an e-test centre, and that staff maintain the equipment so that it is available when required for a specific session</p> <p>[Criteria: 2.1–2.5]</p>	<p>Work with technical staff to identify what equipment is required for a specific e-test and learners, and to ensure that this is in place and working prior to the start of the e-test session</p> <p>[Criteria: 2.3, 2.4, 3.2–3.4]</p>	<p>Know what equipment the centre has, and ensure that it meets the criteria for an e-test centre, and is kept in good working order</p> <p>Liaise with admin staff to determine what equipment is required for a specific e-test or learner and ensure that this is in place prior to the start of the e-test session</p> <p>[Criteria: 1.2, 2.1–2.4]</p>	<p>Determine what equipment learners require for a specific e-test and whether they have any individual needs related to assistive technology</p> <p>Liaise with technical staff to ensure that equipment is in place and working prior to the start of the e-test session</p> <p>[Criteria: 2.4, 3.4]</p>	<p>Check that learners have the appropriate equipment for the e-test as well as any specific assistive technology</p> <p>[Criterion: 1.1]</p>

## Additional facilities and areas

Coordination role	Administration role	Technical role	Learner support role	Invigilation role
<p>Ensure that the centre has the required additional facilities and areas, and that these are available if the need arises</p> <p>[Criteria: 2.1, 2.2, 2.5]</p>	<p>Know the criteria for when additional facilities and e-test areas are required, and liaise as appropriate to ensure that these are set up and available if the need arises</p> <p>[Criteria: 3.1–3.4]</p>	<p>Assist other staff to identify when additional facilities and e-test areas are required, and set up if the need arises</p> <p>[Criterion: 2.2]</p>	<p>Know the criteria for when additional facilities and e-test areas may be required for learners, and liaise as appropriate to ensure that these are set up and available if the need arises</p> <p>[Criteria: 2.1–2.4, 3.4]</p>	<p>Check that any additional facilities or areas required for a specific test are available</p> <p>[Criterion: 1.1]</p>

## Security

Coordination role	Administration role	Technical role	Learner support role	Invigilation role
<p>Ensure that security arrangements and procedures related to the layout of the room, e-test content and candidate details are understood and adhered to</p> <p>[Criteria: 1.5, 2.1–2.5]</p>	<p>Ensure that positioning of workstations and invigilator's desk facilitates detection of any unauthorised activity</p> <p>Ensure that there are appropriate arrangements in place for keeping e-test content and candidate details secure</p> <p>[Criteria: 2.1, 5.3, 6.1]</p>	<p>Ensure that any security arrangements and procedures that involve the technology or equipment are adhered to</p> <p>[Criteria: 1.1, 2.4, 3.1]</p>	<p>Ensure that learners are aware of any security arrangements and procedures that apply to them</p> <p>[Criteria: 5.1, 5.2]</p>	<p>Understand the awarding body regulations relating to the secure conduct of e-test sessions</p> <p>Ensure that there is no unauthorised communication between candidates or access to unauthorised information</p> <p>Criteria: 3.1, 3.4, 4.6]</p>



## Process-related tasks and responsibilities

(see section 3 and annexes A3, A4 and A5 of the guide)

### e-Testing processes and procedures

(see section 3.4 of the guide)

Coordination role	Administration role	Technical role	Learner support role	Invigilation role
<p>Ensure that processes are in place and understood/followed by staff</p> <p>[Criterion: 1.3]</p>	<p>Identify/explain appropriate assessment opportunities for learners (including e-testing)</p> <p>Register learners with the appropriate awarding body</p> <p>Explain to learners what support is available at each stage of the assessment process, and identify any additional candidate needs</p> <p>Ensure that the e-testing location and equipment are prepared prior to the e-testing session</p> <p>Set up and run practice e-test sessions as required</p> <p>[Criteria: 1.4, 4.1–4.5]</p>	<p>Check and maintain hardware, software and communications equipment to ensure their capability to deliver a technically sound e-testing process</p> <p>Ensure that any required assistive technology, additional equipment and facilities are available and in working order prior to the start of e-testing sessions</p> <p>Check security features of the specific e-test</p> <p>Assist non-technical staff to ensure that the e-test location, equipment and materials are set up correctly</p> <p>[Criteria: 2.1–2.4, 3.1]</p>	<p>Assist learners in identifying any specific needs they may have, and ensure that they are provided with any appropriate assistive technology, and that they know how to use it</p> <p>Ensure that learners are at an adequate stage of readiness before they are entered for any e-test, unit or qualification</p> <p>Support learners in undertaking practice assessments in order to become familiar with the technology and applications to be used</p> <p>[Criteria: 3.1–3.4, 4.1, 4.2]</p>	

## Running e-test sessions

(see section 3.5 of the guide)

Coordination role	Administration role	Technical role	Learner support role	Invigilation role
<p>Ensure that processes are in place and understood/followed by staff</p> <p>[Criterion: 1.3]</p>	<p>Conduct final checks to ensure that the e-test location meets the required assessment conditions</p> <p>Ensure that all candidates have been registered and authenticated</p> <p>Check that any test-specific instructions have been followed</p> <p>Check that agreed assistive technology is in place</p> <p>Ensure that individual logon passwords for the candidate(s) have been obtained</p> <p>Ensure that any issues are resolved, working with other staff and bodies where necessary</p> <p>[Criteria: 1.4, 5.1–5.4]</p>	<p>Make final checks that the equipment needed for the e-test session is in place and meets the required assessment conditions, and e-test and learner requirements</p> <p>Provide technical advice and assistance, and resolve and/or escalate any technical issues that arise during the e-test session, working with other staff and bodies where necessary</p> <p>Working with other staff, awarding bodies and technical suppliers as necessary, ensure that any emergencies, technical failures and irregularities are dealt with appropriately, logged and reported</p> <p>[Criteria: 3.2–3.4]</p>	<p>Ensure that learners understand the regulations and procedures related to the conduct of e-tests</p> <p>[Criteria: 5.1, 5.2]</p>	<p>Conduct checks to ensure that the e-test location, equipment (including assistive technology) and materials have been set up correctly</p> <p>Check that candidates have been authenticated to take the e-test</p> <p>[Criteria: 1.1, 3.2]</p>

## Invigilation – running the e-test session

(see section 3.5 of the guide)

Coordination role	Administration role	Technical role	Learner support role	Invigilation role
<p>Ensure that processes are in place and understood/followed by staff</p> <p>Ensure that all staff are aware of their role in supporting learners and the invigilator in the effective running of e-test sessions</p> <p>Ensure that all staff are aware of the measures that need to be taken related to emergencies, technical failures and irregularities</p> <p>[Criteria: 1.3, 3.3, 3.4]</p>	<p>Support the invigilator and candidates as appropriate during the e-test session</p> <p>Ensure that any breaks are carried out safely and securely</p> <p>Working with other staff and awarding bodies as necessary, ensure that any emergencies, technical failures and irregularities are dealt with appropriately, logged and reported</p> <p>Close the e-test session in accordance with approved procedures</p> <p>[Criteria: 5.3, 5.5, 5.6]</p>	<p>Support other staff, invigilators and candidates appropriately during the e-test session</p> <p>Assist the closing of the e-test session if required, in accordance with approved procedures</p> <p>[Criteria: 3.2, 3.5]</p>		<p>Log on candidates and unlock the e-test</p> <p>Invigilate the e-test session according to the requirements of the awarding body</p> <p>Ensure that appropriate support is provided to candidates (if required)</p> <p>Ensure that any breaks are carried out safely and securely</p> <p>Ensure that any emergencies, technical failures and irregularities are dealt with appropriately, logged and reported</p> <p>Ensure that any other issues are resolved and/or escalated appropriately, including notification of the awarding body</p> <p>Supervise the logging-off/closing of the session in accordance with approved safety and security procedures</p> <p>[Criteria: 3.3–3.5, 4.3–4.6]</p>

## After the e-test session

(see section 3.6 of the guide)

Coordination role	Administration role	Technical role	Learner support role	Invigilation role
<p>Ensure that processes are in place and understood/followed by staff</p> <p>[Criterion: 1.3]</p>	<p>Transmit candidate details and responses in line with awarding body requirements</p> <p>Assist other staff by providing feedback on a specific e-test if required</p> <p>Ensure that any awarding body certificates are obtained</p> <p>[Criteria: 6.1, 6.2]</p>		<p>Provide timely and supportive feedback to candidates as required</p> <p>Ensure that candidates understand the process for obtaining awarding body certification, where relevant</p> <p>[Criteria: 4.3, 5.3]</p>	<p>Report any issues arising from the e-test session as appropriate</p> <p>[Criteria: 3.3, 3.5]</p>