

Remote Proctoring in ABRSM Online Music Theory exams

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1. Introduction and overview

- 1.1 The purpose of this document is to provide information about the record and review proctoring of ABRSM's Online Music Theory exams
- 1.2 ABRSM works in partnership with PSI, an organisation specialising in providing assessment solutions for over 70 years
- 1.3 ABRSM uses PSI's ATLAS cloud platform and RPNOW Record and Review Proctoring to deliver and administer its Online Music Theory exams in a remote and secure way. This allows for greater flexibility in taking an assessments whilst maintaining the integrity of the qualification

2. Our Responsibility

- 2.1 As a regulated awarding organisation, ABRSM must ensure that our remote exams are conducted under the required conditions, regardless of location. No candidate should be able to gain unfair advantage for any reason

3. What is Record and Review Proctoring?

- 3.1 ABRSM's Online Music Theory exams are delivered through PSI's Atlas Cloud test delivery platform using their RPNOW secure browser. Every exam is recorded using this platform so that it can be reviewed before results are issued
- 3.2 The RPNOW platform records the following:
 - 3.2.1 Desktop (including any applications you open)
 - 3.2.2 Webcam (any activity in the exam room)
 - 3.2.3 Microphone (any sounds in the room)
- 3.3 The programme prevents certain keystroke combinations (copy, paste, print screen etc.). It does not have access to any of the files on your computer but it does detect what processes are running to prevent unauthorised applications being used during an exam
- 3.4 Candidates can only use one monitor for the exam – dual monitors will be detected by the RPNOW Record and Review programme and will need to be disconnected before the exam can begin
- 3.5 Recorded videos will be reviewed by a registered and highly trained PSI proctor who flags potential infringements throughout the exam to ABRSM. These include, but are not limited to:
 - 3.5.1 Inadequate room scans not clearly showing the exam environment
 - 3.5.2 Use of any unauthorised materials in the exam room (including mobile phones, cameras, other electronic devices, personal recording devices or anything with a representation of a piano keyboard on it)
 - 3.5.3 Any communication between the candidate and another person during the exam
 - 3.5.4 More than one toilet break or any absence from the exam for longer than 5 minutes unless prior permission has been given from ABRSM
- 3.6 Any concerns raised by the PSI exam proctors will be investigated by ABRSM
- 3.7 ABRSM reviews and investigates potential exam infringements in line with the [Malpractice and Maladministration Policy](#) ahead of releasing results

4. What happens to the recording after the exam?

- 4.1 PSI stores all videos securely for a period of 90 days following the exam. After this date they are deleted

- 4.2 Select ABRSM staff will be able to view the videos in order to investigate and review any potential exam regulation infringement or conduct any routine monitoring for quality purposes
- 4.3 Any member of ABRSM or PSI staff who requires access to candidate videos is signed up to their company's [safeguarding policy](#)

5. Who are the Proctors?

- 5.1 Proctors essentially act as invigilators (as you would expect in a live face-to-face exam) so that we can ensure every exam is taken under exam conditions and in accordance with our regulations and requirements
- 5.2 All PSI proctors are highly trained, receiving 160 hours of upfront training on both the proctoring process and technology and review process with daily feedback from senior proctors, and their management team
- 5.3 All PSI proctors need to have passed the PSI Proctor Certification exam before they are appointed to the proctor team
- 5.4 PSI continually monitor the team of proctors to ensure the best and most accurate results possible. ABRSM feeds into this review process where appropriate to ensure we are confident of the effectiveness of this process
- 5.5 Proctors will focus on ABRSM's specific exam policy throughout their review of our Online Music Theory exams
- 5.6 Proctors' work is subject to regular senior review to ensure consistency and accuracy throughout the review process

6. Can I view the video?

- 6.1 Exam recordings are only used for the following purposes
 - 6.1.1 Review of the conduct of the exam along with the exam environment (including checking for infringement of exam regulations)
 - 6.1.2 Malpractice or safeguarding investigations
- 6.2 ABRSM will not release the content of any exam recording unless we are required to do so as part of a malpractice or safeguarding investigation
- 6.3 Any content from the exam recording can only be shared in specific circumstances with the candidate or their parents (if the candidate is under 18 or a vulnerable adult). This is shared through a secure filed transfer to provide additional security in line with safeguarding guidelines

7. Safeguarding

- 7.1 All proctors sign up to ABRSM's and PSI's Safeguarding policy and background checks are carried out including, but not limited to:
 - 7.1.1 ID Verification and Address check
 - 7.1.2 DBS Check (or local equivalent)
- 7.2 For further information please see the following policies:
 - 7.2.1 ABRSM's Safeguarding Policy, Procedure and Code of Practice
 - 7.2.2 Online Safeguarding Policy Statement

8. Further information

- 8.1 Please use the following contact details for any further information required:
theory@abrsm.ac.uk