

Open Awards Remote Invigilation Service

Terms and Conditions

1 Price

1.1 The cost for Open Awards to provide a remote invigilation service can be found in the current pricing information on our website. This is in addition to the normal learner registration fee. If your Provider uses purchase order numbers, you must email finance@openawards.org.uk when you schedule the assessment.

2 Booking

2.1 By scheduling a learner for assessment in the XAMs platform and selecting the “Open Awards Invigilated” option, your Provider has opted for Open Awards to provide a remote invigilation service for that learner.

2.2 To use the Open Awards Remote Invigilation service the selection above **must** be made **at least** five (5) working days before the assessment. The exception is Functional Skills Speaking, Listening and Communicating (SLC) when the selection **must** be made **at least** 10 working days before the assessment.

2.3 It is the Provider’s responsibility to ensure that parents/ guardians/ carers of young adults or vulnerable learners give informed consent that the learner’s contact details will be shared with Open Awards for the purpose of assessment.

2.4 Providers should ensure they take into account the timescales set out within the current version of Open Awards’ Reasonable Adjustments and Special Considerations Policy and Procedures when requesting a reasonable adjustment prior to scheduling a remotely invigilated assessment.

3 Cancellation charges

3.1 Cancelling an assessment with less than five (5) working days’ notice prior to the assessment date will result in 100% of the full remote invigilation charge.

3.2 Cancellations more than five (5) working days prior to the assessment will incur a £15 cancellation fee.

3.3 Non-attendance of assessment by the learner for any reason whatsoever is deemed to be a cancellation without notice and payment from the Provider is due in full. ‘Non-attendance’ is deemed to occur when the learner has failed to attend within 15 minutes of the scheduled assessment start time.

3.4 For cancellations of an assessment or failure to complete for reasons not related to the Provider or learner the remote invigilation fee will not be chargeable. The Provider **must** report any issues in writing to Open Awards within one (1) working day of the assessment by emailing customerservice@openawards.org.uk.

3.5 In the event of failure to proceed with or complete the assessment for reasons related to the Provider or learner (e.g., failure to present the appropriate identification for learner authentication or failure to establish controlled conditions) the remote invigilation fee is due in full.

3.6 Open Awards may have to cancel the assessment in exceptional circumstances. In this event, Open Awards will take all reasonable steps to mitigate any adverse effect on the learner and will work to re-schedule an assessment as soon as mutually convenient. No additional fees for re-scheduling will be chargeable.

4 Rescheduling an Assessment

4.1 An assessment undertaken using Open Awards remote invigilation service can be re-scheduled at least five (5) working days in advance of assessment by cancelling and re-scheduling; at least 10 working days in the case of Functional Skills SLC assessments. You must inform Open Awards by emailing customerservice@openawards.org.uk. A £15 re-scheduling administration fee will apply unless condition 3.6 applies.

Version	Date	Change(s) made	Section(s)	Publication source(s)
V1.0	Feb 2021	New		Website, Portal
V1.1	Jan 2024	Terminology change from centre to provider. Clarification of 'non-attendance' Amendment to FSQ SLC assessment timescales.	All	Website, Portal