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Online Proctoring Manager Training
Syllabus

The goal of this training has two folds: First, it intends to help the managers of the exam/assessment proctoring processes in higher education institutions have a deep understanding about the effective, efficient, engaging and enduring proctoring implementations, and acquire skills to build and manage such an implementation. Second, the training also proposes to help the staff who take part in assessment proctoring processes understand the roles they can take and acquire associated competencies with these roles.

At the end of the training the participants, you, will be able to;

01 Evaluate the assessment proctoring implementations based on local and universal legal frameworks

  a. Security
  b. Privacy
  c. Global standards related to management and implementation of distance/online education
  d. Local legislations related to management and implementation of distance/online education
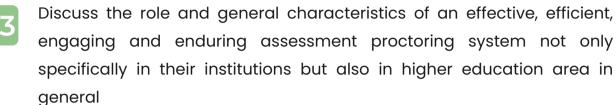
02 Demonstrate basic technology skills to be able to manage an assessment proctoring system

  a. Characteristics of a modern campus management systems
  b. Functions of learning management systems
  c. Standalone versus LMS integrated online exams systems
  d. Selection and effective setting procedures of proctoring systems

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03 Discuss the role and general characteristics of an effective, efficient, engaging and enduring assessment proctoring system not only specifically in their institutions but also in higher education area in general

   a. Main components of an effective proctoring system

   b. Roles and necessary skills required for each role

   c. Quality assurance processes

04 Manage and solve the conflict that may occur among different stakeholders (learners, teachers, managers, staff, etc.) of an assessment proctoring system

   a. Develop effective solutions to conflicts

   b. Working effectively with professors and instructors/teachers who approach online learning, online assessment and assessment proctoring critically

05 Develop and manage assessment proctoring projects efficiently having the risks in mind

   a. Managing projects

   b. Managing risks

06 Adapt an assessment proctoring system or implementation according to requirements of unexpected or future changes

07 Have a deep understanding about effective technology-based/ enhanced teaching and assessment

   a. Technology-based teaching and assessment

   b. Technology- enhanced teaching and assessment

   c. Effective proctoring

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08 Develop the needed soft skills:

a. Adapt themselves to changing work environment and context

b. Demonstrate assertive behavior

c. Make data driven decisions

d. Show no hesitation to take responsibility in varying situations

e. Communicate effectively in oral, written and visual forms

f. Work in teams effectively

g. Demonstrate effective negotiation skills

h. Develop practical and theory-based solutions to problems encountered

Structure and Implementation

The training consists of 8 modules and 1 wrap up section. Except 8th, all the modules require a guided study which means you should complete all the asynchronous activities and participate the synchronous session(s) in each module. All the asynchronous activities are in English including the final exam. So, you need English reading and listening abilities. However, the synchronous sessions will be in your local language. There will be at least one synchronous session in each module (week).

A facilitator will guide you during these modules. Each module is expected to be completed in a week (starts on Monday and ends on Friday, in general).

Each module consists of varying number of learning units (LU). Total 27 LU is available.

Each module starts with an introductory video and ends with a proctored "Module Test". Module Tests will not be accessed before the end of the week.

Each learning unit consists of introductory text, lecture videos, reading, supplementary readings, assignment and a quiz (all asynchronous activities).

At the end of the course (in wrap up section), there is a proctored the "End of

Training Exam" and a "End of Training Survey". Those who would like to get a "Certificate of Completion" (worth of 6 ECTS) need to take the exam and complete the survey. Of course, those who completed and get at least 70 in each module tests can take the Final Exam. Again, in order to pass the exam, you need to get at least 70 out of 100 from the exam. You may take the exam 3 times and the highest score will be considered as the final score. Each time you will receive a different set of questions.

Those who compete the first four modules may receive a certificate worth of 1 ECTS for every module. In order to get the certificate, you need to complete all the activities in a module and also get at least 70 out of 100 from the "Module Test". You may take the tests 3 times and the highest score will be considered as the final score. Each time you will receive a different set of questions.

You are expected to complete all the asynchronous activities including the quizzes, module tests and the final exam, and participate the synchronous sessions.

You may reach your facilitator via the virtual learning environment anytime you wish to.

Please be aware that communication with the facilitators will be in local languages, except Latvian participants who will take the training in English. In the modules, you may see that there are special areas for each country in the Reflection activities. Please share your reflections in the right area so that your facilitator can provide feedback. Those who would like to take the course only in English please use the Latvian area to share your reflections.

Also, there is a "trail exam - proctored" for you to see how proctoring will be working during the training and an opportunity to be ready in terms of technical requirement for proctoring. Please take this trail exam before you start the first module so that you can take the End of Module Tests without any technical problem. This trail exam has no effects on completion of the training. Please take note of the "Rules of conduct" for participation in the proctored examinations.

You will find them as **Annex 1** at the end of this document.

Please see the table below that shows modules and learning units and associated learning objectives.

	Module/Lead/ETCS		Learning Unit	Objective	Delivery Mode
1	Introduction to Technology Based/Enhanced Teaching (TB/ET) and Assessment	1.1	Technology Based vs Technology Enhanced Teaching and Learning	7a&b	Guided
		1.2	Assessment and Evaluation in TB/ET	7a&b	Guided
		1.3	Effective proctoring	7c	Guided
2	Role and Characteristics of Assessment Proctoring Systems	2.1	Main components	3a	Guided
		2.2	HR roles and competencies	3b	Guided
		2.3	Quality assurance	3c	Guided
3	Technological Infrastructure	3.1	Campus management systems	2a	Guided
		3.2	Learning management systems	2b	Guided
		3.3	Online assessment systems	2c	Guided
		3.4	Proctoring systems	2d	Guided
4	Legal Frameworks	4.1	Security in assessment proctoring	1a	Guided
		4.2	Privacy in assessment proctoring	1b	Guided

		4.3	Global standards	1c	Guided
		4.4	Local legislations	1d	Guided
5	Conflict Management	5.1	Conflict management	4a	Guided
		5.2	Critical faculties	4b	Guided
6	Project and Risk Management	6.1	Project management	5a	Guided
		6.2	Risk management	5b	Guided
7	Change Management	7	Change management	6	Guided
8	Personal and Social Skills	8.1	Adaptability and Flexibility	8a	Self
		8.2	Assertiveness	8b	Self
		8.3	Decision-making	8c	Self
		8.4	Sense of responsibility	8d	Self
		8.5	Effective communication	8e	Self
		8.6	Teamwork	8f	Self
		8.7	Negotiation	8g	Self
		8.8	Problem-solving	8h	Self
	Training Wrap-up (AU)		Evaluations	9	Self

Assessment

As indicated before, the assessment of the achievement in the training will be based on the activities you have to complete during each module as well as learning unit quizzes, module tests and final exam. Among those end of module tests and the final exam will be proctored.

Those who want to complete only one or more modules can complete and get a "Certificate of Attendance". In order to earn, you must complete all the activities and get at least 70 at the Module Test. Each of the first four modules worth 1 ECTS.

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Those who would like to complete the whole course and get a "Certificate of Completion" need to complete the all the activities, earn at least 70 at the Module Tests and as well as End of Training Final Exam. They also need to fill out the evaluation form.

Annex 1

01 Identification

For identification purposes, the identity card or passport must be able to be presented.

02 People in the room

The examination tasks must be solved independently. No other person may be in the room or connected by technical means (chat, e-mail, SMS, WhatsApp, etc.).

03 Movement in the room/leaving the room

Students are not allowed to stand up during the examination. The student may not leave the room for the duration of the examination (max. 70 minutes). Go to the toilet before the examination and have a drink ready.

04 Speaking during the exam

There must be no speaking. In particular, the questions and answers must not be read aloud.

05 Resources

Permitted aids must be on the desktop of the computer (see below for possible permitted aids). Avoid looking around the room. Permitted aids can be: calculator, whiteboard (digital scratch paper; will not be saved or assessed).

06 Workplace

The workstation must be empty except for the terminal from which the examination is taken. Permitted aids may only be located on the screen.

07 "Foreign" programmes and additional windows/tabs during the exam

All programmes, browsers, windows and tabs on the end device, except the Moodle learning platform, must be closed and remain closed during the examination.

08 Internet-enabled sources

All internet-enabled devices in the room (except the terminal from which the exam is taken) must be switched to flight mode.

09 Manipulation of records

The examinations are recorded. Attempts to manipulate this recording (e.g. by switching off the camera, the microphone or the full screen mode) will lead to the termination of the examination. The recordings will be randomly checked for attempted cheating even in the case of inconspicuous behaviour during the examination. Attempts to cheat that can be clearly detected in this way after an examination will also be assessed as a failed attempt

10 Deviations from the rules of conduct

If you deviate from the above rules, your test participation will be counted as a failed attempt.