



## **MPQC Host Guidance MSSP**

### **Overview**

The MPQC Executive Committee were consulted with regards to allowing remote delivery for the MSSP course.

It was agreed by the committee that the MSSP could be delivered remotely but they requested the presence of a host in addition to the trainer whose duties would include:

- Registration of the candidates.
- Verification of the candidates.
- Dealing with technical and connectivity issues.
- Observation and invigilation.

### **Duties of the Host**

1. Prior to the course commencing it must be ensured that the host has a list of candidates who are attending the course and the following information:
  - Candidate Photo
  - Contact number for the candidate
  - Email address
2. The host must be in the virtual room at least 15 minutes before the scheduled start of the course.
3. At the start of the course the host should ensure that the candidate is in a quiet room with no distractions and has access to pen and paper. The candidate must set up the display from their webcam to ensure that the host has a clear view of the candidate and the assessment table. Mobile phones can not be used as a device to receive the training course.
4. The candidate will need access to a mobile phone that should be set to silent. The host will require the contact number for this phone.
5. The candidate must produce photo ID, on the day of the course , such as a driving licence, passport or SPA card. The host will verify the photo ID against the photo that was supplied by the candidate.
6. If there is any uncertainty to the identification of any candidate then that candidate should be asked to leave the course.



7. The host should explain the operation of the remote system, in full, to the candidates paying particular attention to:
  - Mute button – candidates should be on mute unless they wish to raise an issue, enter discussion, or ask a question.
  - Video button – the video should be on at all times whilst the trainer is presenting.
  - Chat function – this can be used so as not to interrupt the trainer.
8. During the presentation of the course the host should be vigilant and alert the trainer if a candidate is distracted or not paying attention.
9. The host should be on standby to help any candidate who is experiencing connectivity problems. If connectivity issues last longer than 20 minutes then the candidate will be asked to leave the course.

#### **Assessment** (Host and / or Trainer)

1. Check the candidate registration forms – does any candidate require reasonable adjustments (form MSSP33 Reasonable Adjustments).
2. Candidates should have access to the course assessment, and this should be confirmed prior to the start of the assessment.
3. Inform the candidates of the assessment guidelines:
  - Camera should be on at all times during the assessment.
  - Clear the desk of all notes.
  - Microphones should be muted.
  - No support from anyone else is allowed during the assessment.
  - Mobile phones should be on silent and out of reach.
  - The candidate is not allowed to leave the room.
4. Advise the candidates that they can open the link and start the assessment.
5. The host and trainer should be vigilant throughout the assessment.
6. Be on standby for connectivity issues.
7. If connectivity issues occur during the assessment that cannot be immediately rectified the candidate must be informed that they will have to resit the assessment.
8. Provide a countdown (10 minutes, 5 minutes, 1 minute).
9. Results of the assessment should be forwarded individually via the chat function.
10. Candidates are allowed one resit which must be an alternative assessment paper.