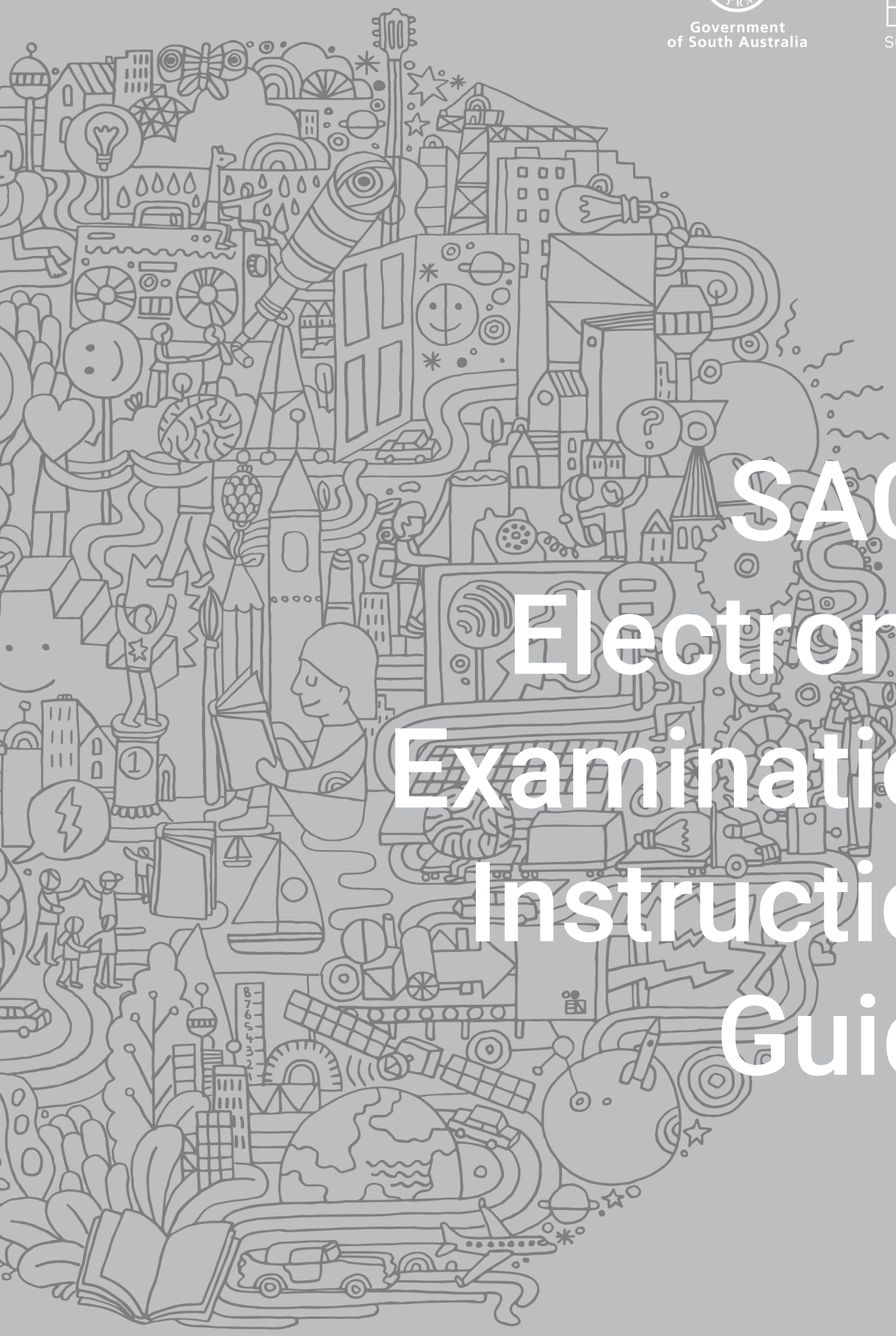
Government of South Australia

SACE BOARD SOUTH AUSTRALIA



SACE Electronic Examination Instruction Guide

Document audience

This guide consists of instructions, guidance, and information for

- Exam School Administrators to prepare for electronic examinations
- Exam Invigilators to monitor and supervise electronic examinations
- The Exam School Administrator, IT managers (if applicable) and Exam Invigilators to manage situations on the examination day.

Important contacts

School contacts:

Name of SACE coordinator:

IT manager:

School phone:

Principal:

SACE Board contacts

askSACE

Phone: 1300 322 920

Email: askSACE@sa.gov.au

Useful Web addresses

Exam Schools Administrator / Exam Invigilator Login: (Use Chrome and Safari browsers)
https://e-exams.sace.sa.edu.au/login
Please note that this link is only available in the lead up to any exam period

Student Access is through the SACE Exam Browser (SEB) installation package:
https://www.sace.sa.edu.au/coordinating/admin/exams/electronic/technical/browser

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Introduction

The SACE Board introduced electronic examinations in 2018 as part of the ongoing modernisation of the South Australian Certificate of Education (SACE), with the aim of delivering assessments that are more authentic, relevant, and reflective of contemporary learning environments. The success of the electronic examinations program relies on a strong partnership between the SACE Board and schools, working collaboratively to ensure students are well prepared and able to participate confidently in electronic examinations. Schools that demonstrate the necessary technical capability play a key role in delivering and supporting these assessments.

Maintaining the integrity, security, and fairness of examinations remains central to the electronic examinations program. The SACE Board works closely with schools to uphold high standards of academic integrity and to ensure all students have an equitable opportunity to demonstrate their learning. This is particularly important as emerging technologies, including generative artificial intelligence (AI), continue to evolve and present new opportunities and challenges for education. While students may use AI appropriately as part of their learning, the use of AI remains prohibited during examinations.

The security of electronic exams relies on a combination of secure technology, established academic integrity measures, and active invigilation of students. The SACE Exam Browser (SEB) undergoes regular, rigorous testing and updates to support the security and integrity of electronic examinations. Its security settings complement established academic integrity processes and active invigilation, creating multiple layers of protection that help maintain a secure and fair examination environment. Together, these measures ensure students and teachers are well prepared for exam day and equipped to respond appropriately to any unexpected circumstances.

Technical Requirements

Please refer to exam readiness toolkit for more information.

1. Device minimum technical requirements

Student devices are expected to meet the following minimum and recommended technical requirements to use our E-exams system:

2. School Access to the E-exams System

For the best user experience, the Exam School Administrator and Exam Invigilator can access the electronic examination system https://e-exams.sace.sa.edu.au/login using one of the following browsers: (Please note that this link is only available in the lead up to any exam period)

- Google Chrome
- Safari

3. Student Access to the E-exams System

Student Access is through the SACE Exam Browser (SEB) installation package:

https://www.sace.sa.edu.au/coordinating/admin/exams/electronic/technical/browser

Roles, Responsibilities and System Navigation

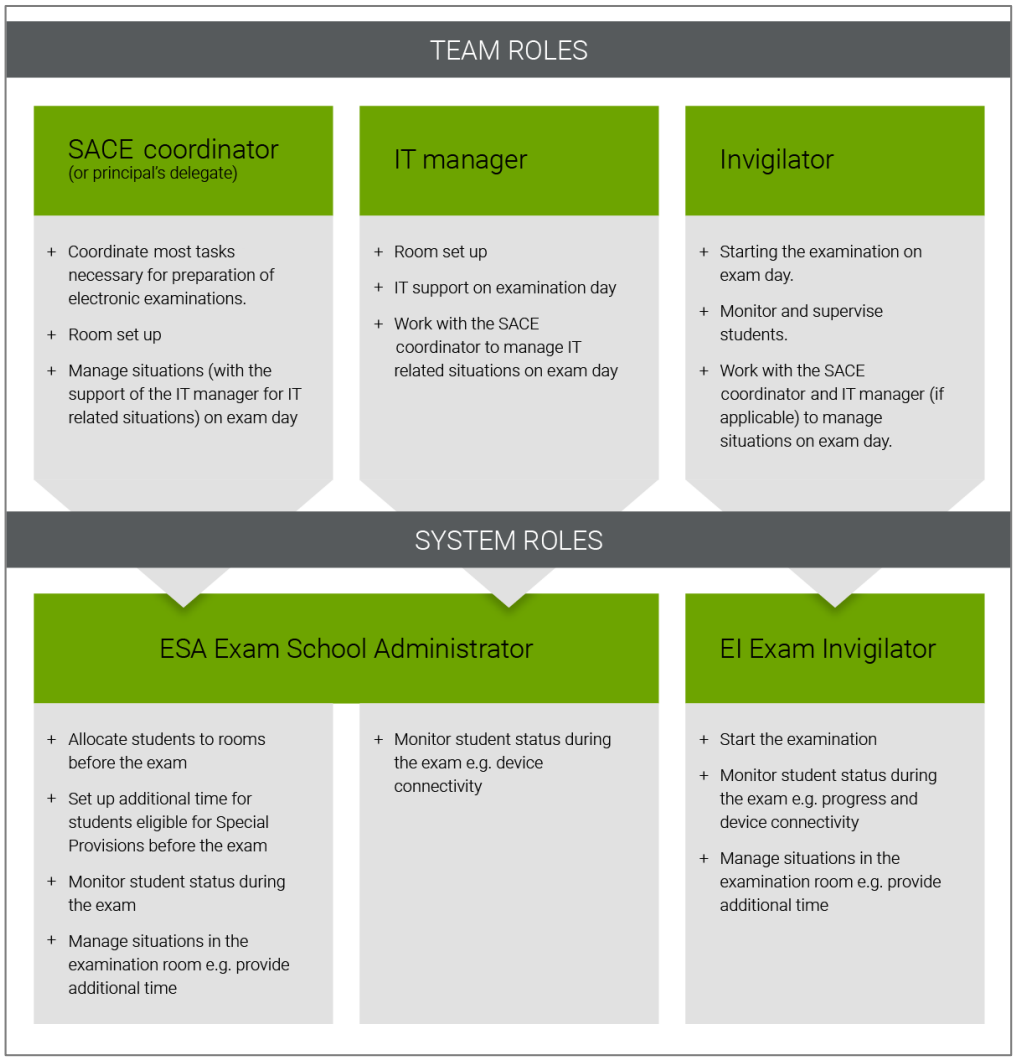
Schools and the SACE Board are partners in managing SACE examinations, whether these are paper-based or electronic examinations. The principal determines and appoints relevant school staff members to administer SACE examinations regardless of the format.

For electronic examinations, two roles have been created within the SACE electronic examination system:

- the Exam School Administrator (ESA)
- the Exam Invigilator (EI)

The staff in these roles will perform the tasks required to administer the electronic examination. The ESA and EI roles will supplement/support the existing roles of the SACE coordinator, IT manager, and Invigilator.

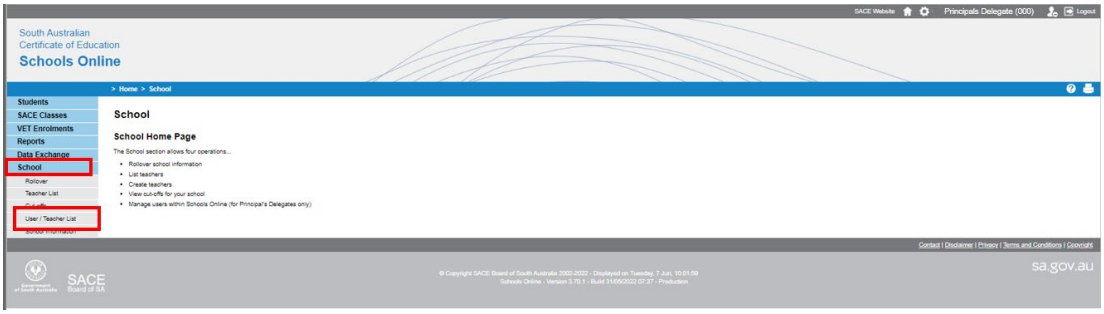
These roles are represented below. The number of people in these roles is expected to vary from school to school. A larger school may have multiple invigilators with an EI role. A smaller school may have a single staff member in each of the ESA and EI roles.



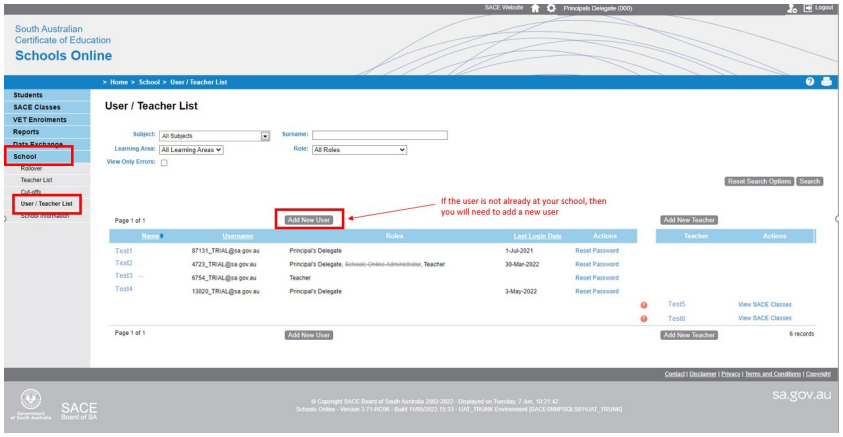
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1. Appoint to the role Exam School Administrator (ESA) and Exam Invigilator (EI)

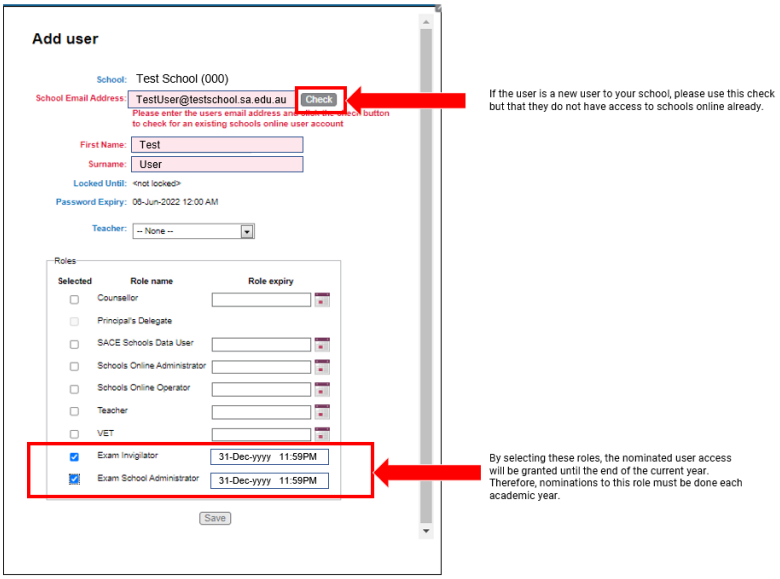
- The Exam School Administrator and Exam Invigilator roles are granted via Schools Online by the Principal's Delegate. Select 'School' and then 'User/Teacher List' in the Schools Online menu, see image below.



- Exam School Administrators and Exam Invigilators will be able to access the electronic examination system once the access window has been opened for an examination at their school. If the user is a new user, you will need to add a new user.



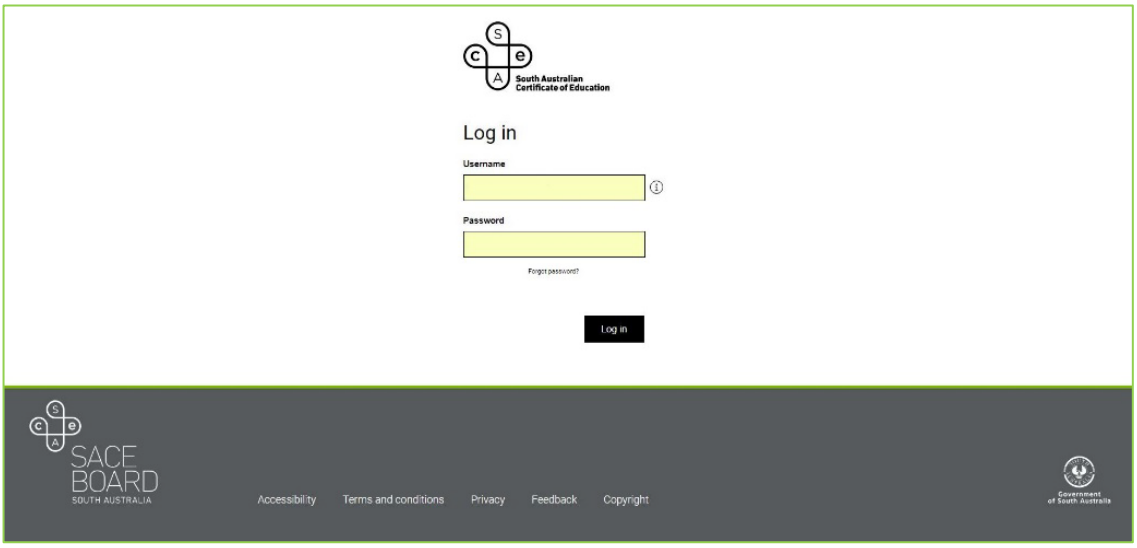
- Clicking on 'Add New User' the following screen will appear



2. Accessing the electronic examination system

- Login https://e-exams.sace.sa.edu.au/login. Please note that this link is only available in the lead up to any exam period
- The SACE 'Log in' screen (below) will open.
- Enter SACE 'Username' & 'Password'.

  Note: Log in details is the same as your Schools Online Username and Password. If you have forgotten your Password, select 'Forgot Password'.



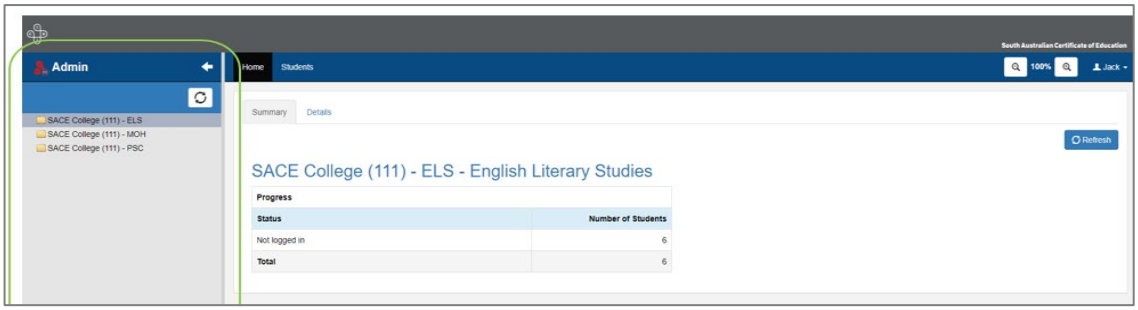
Note: Students will access the electronic examination system via the SACE Exam Browser (SEB).

3. Electronic Examination System Navigation

3.1. Subject selection in the navigation panel

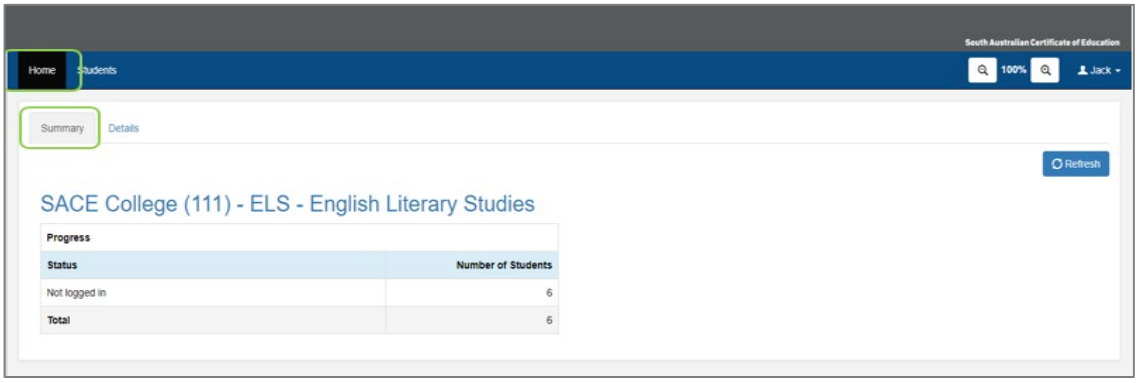
As an ESA or EI you will have access to all electronic examinations held at your school. Select a subject by clicking on the relevant subject folder listed in the left-hand side navigation panel.

Note: Once an examination has been completed it will no longer appear in the navigation pane and when there is only one subject left the folder structure will not display.



3.2. Home Page - Summary

- Displays the School and the name of the selected Electronic Examination.
- Progress Table - displays the status and total number of students (Prior to the examination only the status 'Not logged in' will display).



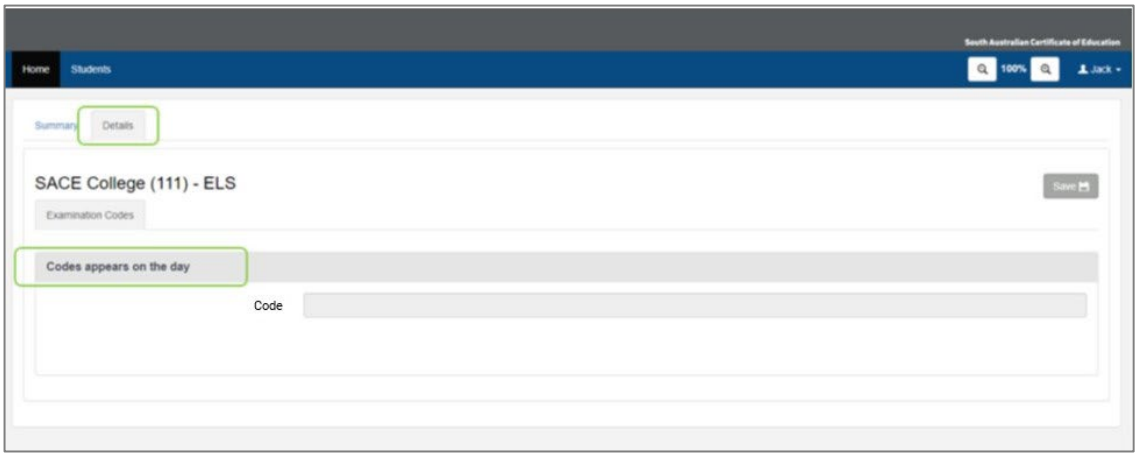
The status are as follows:

- Not logged in – prior to the examination all students should display as 'Not logged in'.
  Note: If a student doesn't sit the exam their status should remain 'Not logged in'.
- In Progress – currently sitting the examination.
- Completed – the student has finished and submitted the examination.
- Paused – in the case of special provision or a misadventure during the examination where their timer needs to be paused.
- Resumed – if the student has been Paused and then continued the examination.

Note: The Abandoned status is used by the SACE Board only and should not be used in schools.

3.3. Home Page – Details – Examination Start Code

- For the students to commence the examination the ESA/EI will need to provide students a start code. The Details tab on the Home page will provide schools with this information.
- For security reasons the code will not appear until the day of the examination.



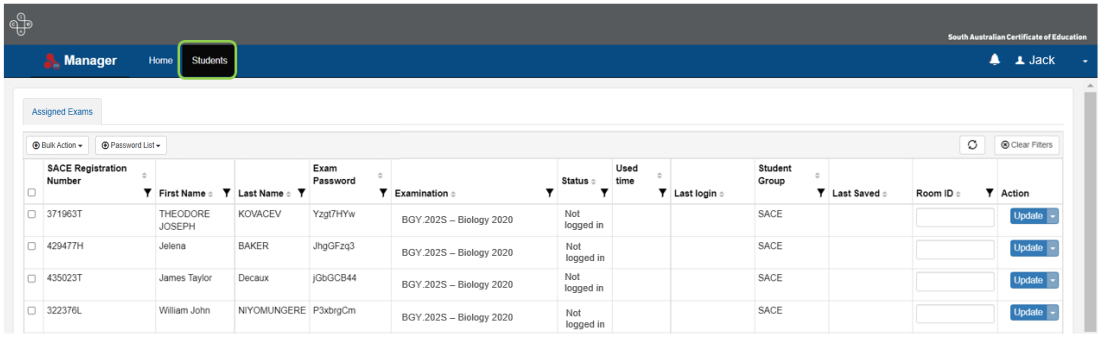
3.4. Students Tab

List of all the students enrolled for the Electronic Examination and displays:

- The student's SACE Registration Number
- The student's First Name
- The student's Last Name
- The student's exam password
- The name of the examination
- The status of the students' progress during the examination
- The Used time displays how many minutes of exam time the student has used.
- The student's Last login time
- Student Group - SACE
- Last Saved (the time the student's examination was last saved)
- Room ID – allows for students to be allocated to different rooms. This allows for filtering if there are multiple examination rooms used.

Different features of the Student's Tab include:

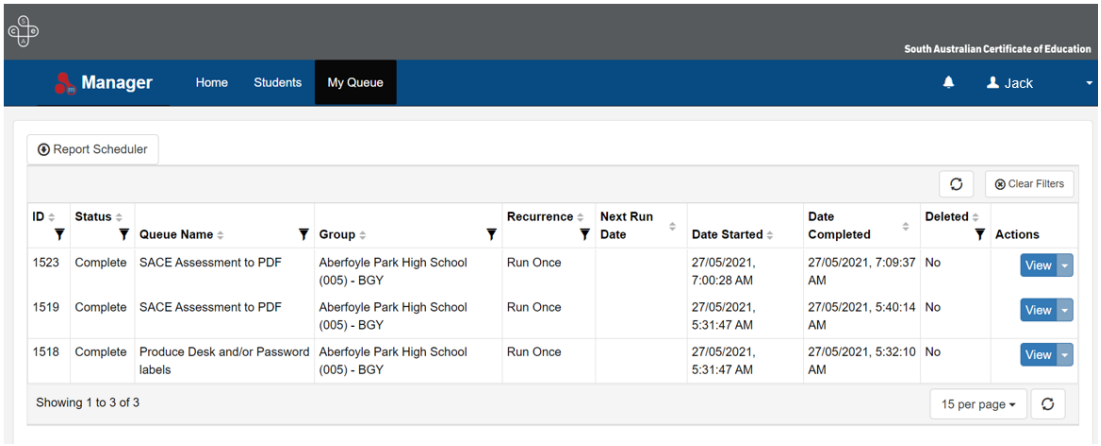
- The columns can be sorted in either A-Z / Z-A order if alphabetical, or low to high / high to low if numerical.
- Ability to filter columns.
- Ability to select and Bulk Update all selected students allocated time and Room ID
- Ability to Pause / Resume the status of one, or a group of students at the same time.



3.5. My Queue Tab

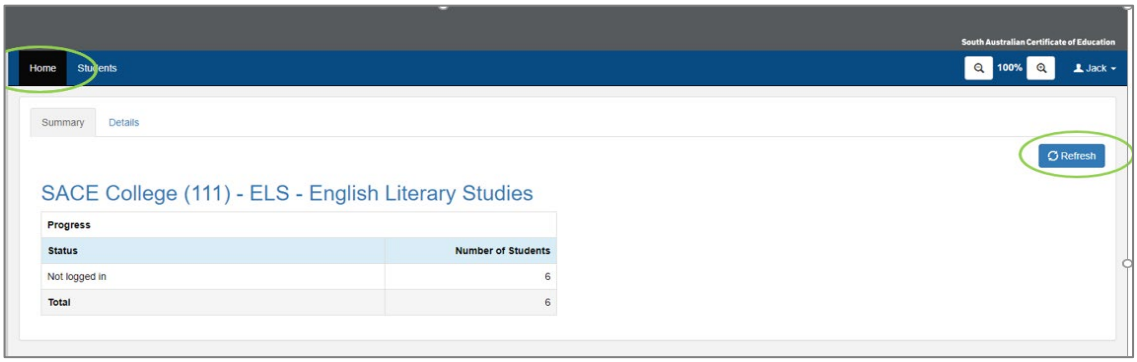
The **My Queue** tab provides the ESA the option to print student name labels and password labels in a pdf format. If **My Queue** is not available, contact your SACE Coordinator to check your access.

- **My Queue** is only available to the Examination School Administrator (ESA) role.

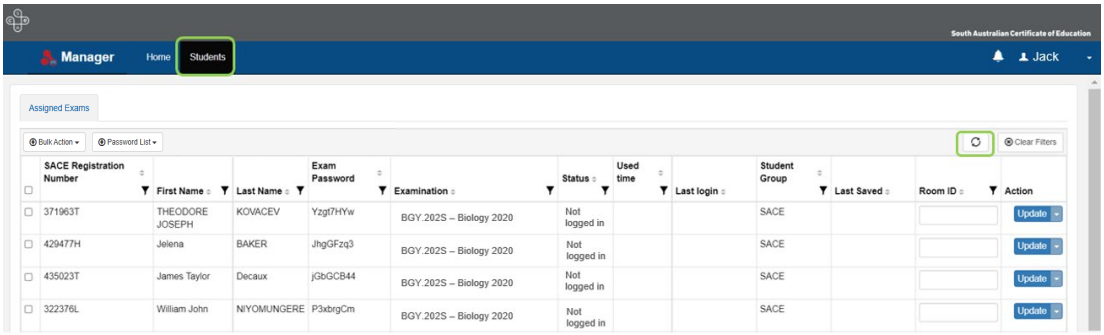


3.6. Refresh Buttons

The **Refresh** button in the Home Summary tab manually refreshes the 'Status' information displayed.



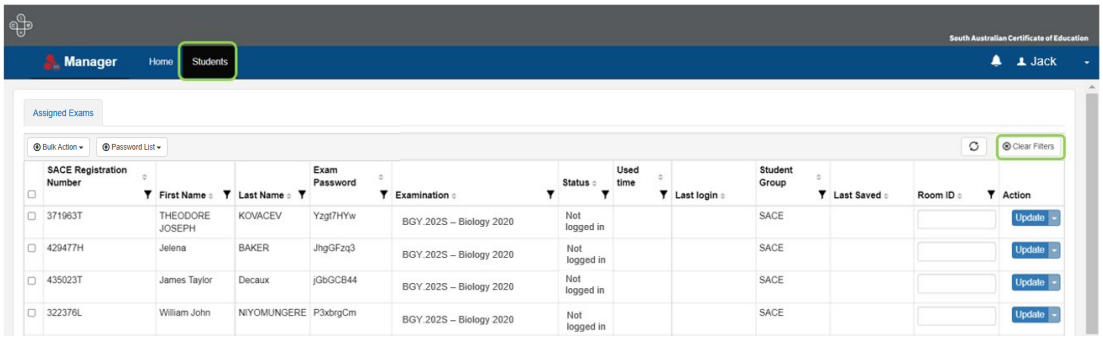
The **Refresh** icon within the Students Tab manually refreshes all Status, Used time, Last login and Last Saved information.



Note: if an action is undertaken by the user the system will automatically refresh all status information.

3.7. Clear Filters Button

The **Clear Filters** button within the Students Tab allows for any active filters to be cleared.



3.8. Logout

Click on your name in the top right-hand corner and select Logout.

Instructions for SACE coordinator for SACE electronic examinations

As the SACE coordinator you are part of the team that is responsible for ensuring students can sit their electronic examinations under the best possible conditions and are treated fairly. You are one of the public faces of SACE during the examination.

Instructions in this guide are designed to assist you in the fair and professional administration of these electronic examinations.

You have undertaken training in the electronic examination system and can manage the 'Students' page.

Please take this guide to each electronic examination as it contains essential information to which you will need to refer to.

1. Before the electronic examination

As the SACE coordinator, you are to do the following:

1.1. Grant Access

Grant access to the IT manager and other school staff who have responsibility for delivering electronic examinations access to the electronic examination system.

1.2. Organise Invigilators

Arrange invigilators who are capable of being involved in an electronic environment and grant them Examination Invigilation (EI) access to the electronic examination system. Invigilators must not invigilate any subject that they teach or mark.

1.3. Training

Ensure that staff in the ESA and EI roles have completed their training.

1.4. Room Selection, Setup, and IT support

Liaise closely with the IT manager on electronic examination room selection, set up, and examination day IT support.

1.5. EI and Room Numbers

Ensure the name of the EI and the Room numbers are published in the timetable.

1.6. Safe Storage of documents

Receive and keep safe all documents and materials sent for use in the examinations (see Information sheet 48 for guidelines on safe storage).

1.7. Device for EI

Ensure each examination room has a dedicated device/laptop for the EI to use.

1.8. Materials for EI

Ensure that each EI has the following materials:

- The 'SACE electronic examination instruction guide' (this guide).
- Instructions to be read to students (refer to specific subject **Day-by-day** instructions)
- Student name labels and student password labels
- Reference Materials (if required)
- Instructions for the administration of school and SACE Board approved special provisions (if any)
- Emergency contact details for contacting the ESA and the Principal or the Principal's Delegate during the examination.

1.9. Student Information

Instruct students to arrive at the examination venue in time to be admitted to the examination room at least 20 minutes before the scheduled start time for the examination, and to bring:

- Student examination attendance slip
- Charged device (if BYOD)
- Additional resources as appropriate, such as a dictionary and any requirements for students who have been granted special provisions.

2. Just prior to the electronic examination

Preparation of materials for electronic examinations is very similar to preparation of materials for written paper-based examination.

2.1. Reference Material (if applicable)

a. Reference materials will be packed in sealed transparent plastic with a cover sheet so they can be identified and the quantity can be confirmed.

b. Reference Materials must only be opened in the examination room, immediately before they are distributed to students.

   This procedure may be varied only when multiple rooms are used. In this case, you may open the package of Reference Materials in an examination room in time to distribute between multiple rooms.

2.2. Print student name labels and student password labels.

Ensure the student name labels and student password labels are printed and stored safely (see Information sheet 48 for guidelines on safe storage); refer to **1. Printing student name labels and student password labels** in the **Administering the electronic examination system** section.

2.3. Examination start code.

The examination start code will be given to students once they have finished reviewing the pre-examination instructions. The examination start code is the same code for all students. Students must enter this code to start their examination. The start code is made available on the day of the exam; refer to **3.3 Home Page – Details – Start Code** in the **Electronic Examination System Navigation** section.

2.4. Preparation of the electronic examination room(s)

- IT managers and SACE coordinators should liaise to determine which rooms will be used to administer the examination.
- The SACE coordinator and IT manager are to be available when preparing the electronic examination room.
- The technical and physical set-up of the examination room should be planned.
- Students must have sufficient working space to enable use of both the electronic device, the paper reference materials (if applicable) and for physical resources such as pens and dictionary.
- The SACE coordinator must decide how many candidates are to be supervised in each room.
- Students granted Special Provisions should be considered when determining the seating plan and may require separate examination rooms.
- Seating around hubs or the room perimeter may be more appropriate than seating students in rows.
- As a guide, all students must be seated in such a way that they cannot overlook the screen of another student. The edge of one student's screen must be at least 1.5 metres from the edge of the nearest screen. Examination centres/schools are not to install privacy screens between students' screens.
- Check that diagrams, maps, and other teaching aids have been placed out of sight of the students.
- Ensure that a whiteboard is available for the Examination code.
- Signs are placed outside and near the examination room advising that examinations are on and asking for cooperation and quiet.
- The evacuation route and assembly point for the room are known and shared.
- Ensure there is at least one EI in each examination room throughout the examination and while any student is in the room. The EI may be relieved from time to time if there is always at least one EI in the room.
- Each room used for the electronic examination requires a device for the EI.
- For device issues or breakdowns and as contingency for students not enrolled in the examination at that location, it is recommended that you have a minimum of 2 spare devices available for up to 20 students and 1 additional spare device per 10 additional students. Ensure devices have suitable power cord and access to power points in the examination room.
- School device Login information should be provided if the device requires the students to Log in before they access the SACE Exam Browser.
- Schools will need to consider health and safety issues around the seating, access to power, network, and cabling that may be required.
- Devices should be fully charged and virus-free.

2.5. Special provisions

- If a student cannot sit the electronic examination due to a Special Provision and Form 31 has been submitted to the SACE Board, the student will not appear in the 'Assigned Exams' tab list. For example students who require Assistive technology & separate Invigilation, a Paper Examination or use of a Word Processor.
- The SACE Board will provide an attendance roll and question booklets for students with approved Special Provisions to complete a Paper Examination.
- Ensure the information for SACE Board approved adjustments, together with any school approved special provisions, are given to the EI.
- Set up of adjustments for eligible students is done in the 'Students' page; refer to **2. Additional time** in the **Administering the electronic examination system** section.

2.6. Allocating electronic examination room (for multiple examination rooms)

You will only use this function if your school is conducting the electronic examination in two or more rooms; refer to **3. Updating a Room ID on the 'Assigned Exam' tab** in the **Administering the electronic examination system**

3. On Examination Day

The SACE coordinator, and your IT manager must be contactable throughout the examination to support the EI to manage issues.

3.1. Preparing students to enter the examination room

- Refer to the specific subject in the 'DAY-BY-DAY INSTRUCTIONS FOR WRITTEN EXAMINATIONS'

3.2. After the examination

By 5pm on the day of the examination

Report examination day situations

If any of your students' electronic examinations are disrupted for more than 10 minutes email the askSACE Team askSACE@sa.gov.au.

Ensure that Reference Materials (if applicable) are collected at the end of the examination.

Guest learner notification

If a student uses a guest learner log in, email the askSACE Team askSACE@sa.gov.au to provide student details (Student registration, first name, surname and the Guest Learner account used).

Special Provision

Prepare attendance roll and question booklets for students with approved Special Provisions to complete a paper examination. To be collected by a SACE Board courier.

3.3. Requests for consideration of a situation

Special provisions Misadventure / personal circumstances

Ensure that any applications to use the derived examination result Form 32 are completed after the examination and emailed to the askSACE Team askSACE@sa.gov.au

Keep a copy of each form that is to be sent to the SACE Board.

Breach of rules

Email Form 2 to the askSACE Team askSACE@sa.gov.au to report any breach of rules in an examination.

Keep a copy of each form that is to be sent to the SACE Board.

Instructions for Exam Invigilator (EI) for SACE electronic examinations

Refer to the specific subject **Day-by-day** instructions.

Administering the electronic examination system

1. Printing student name labels and student password labels

It is recommended student labels are printed and checked prior to the day of examination.

ESAs will be able to print student name labels and student password labels from the electronic examinations system in two different formats:

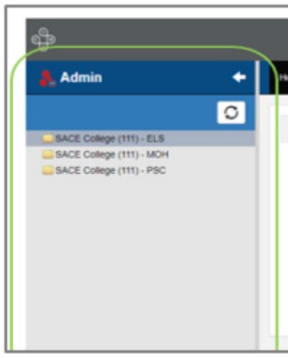
- pdf from the 'My Queue' page
- csv from the 'My Queue' page and 'Students' page

The pdf labels have been designed to print on the following label stock:

- Winc (14 labels per sheet) Re-order code: 49700006A (highly recommended)
- Avery (14 labels per sheet) Code: L17163

The csv file allows you to create your own labels for the electronic examination.

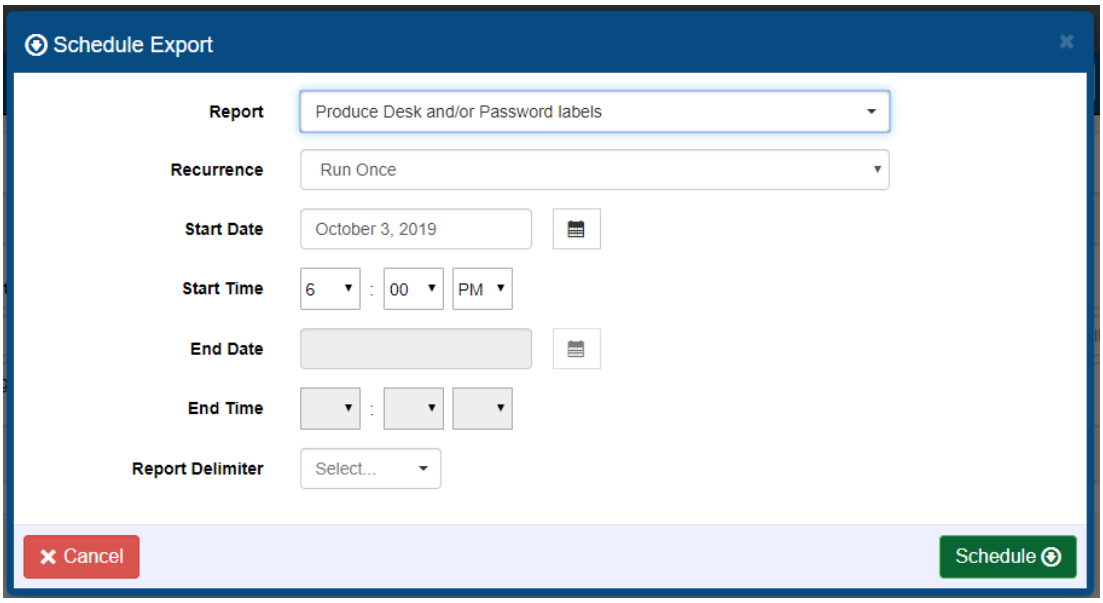
To extract the labels, select the subject from the navigation pane.



Select the 'My Queue' page and select 'Report Scheduler'.



Select Report 'Produce Desk and/or Password labels' and select 'Schedule'.

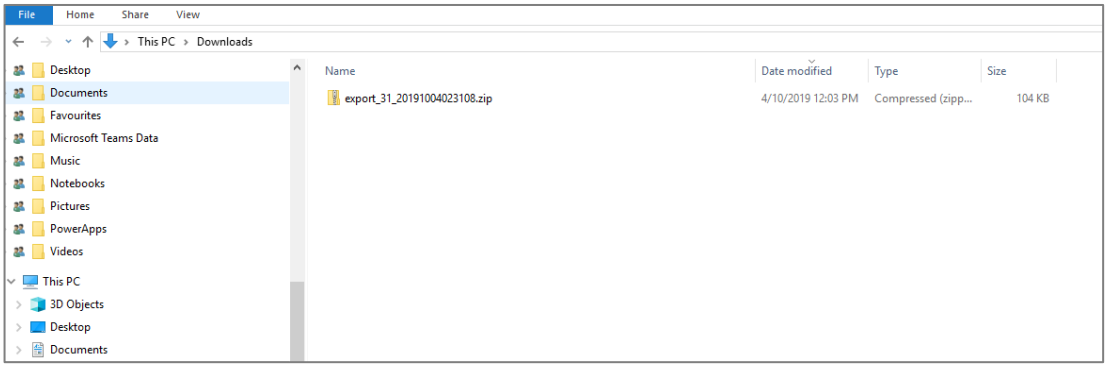


Note: ensure the report has completed before running a report for the next subject.

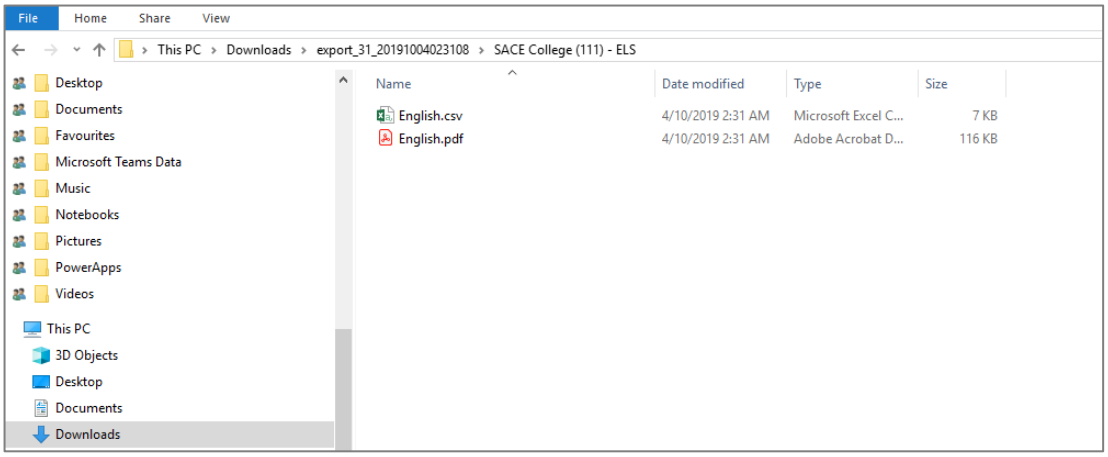
To download the file, select the refresh button – click the dropdown arrow next to the 'View' button and select 'Download File'.



The file will contain a csv file and pdf file. For printing on labels, we recommend you extract the zip file and open the pdf file with Adobe Reader.

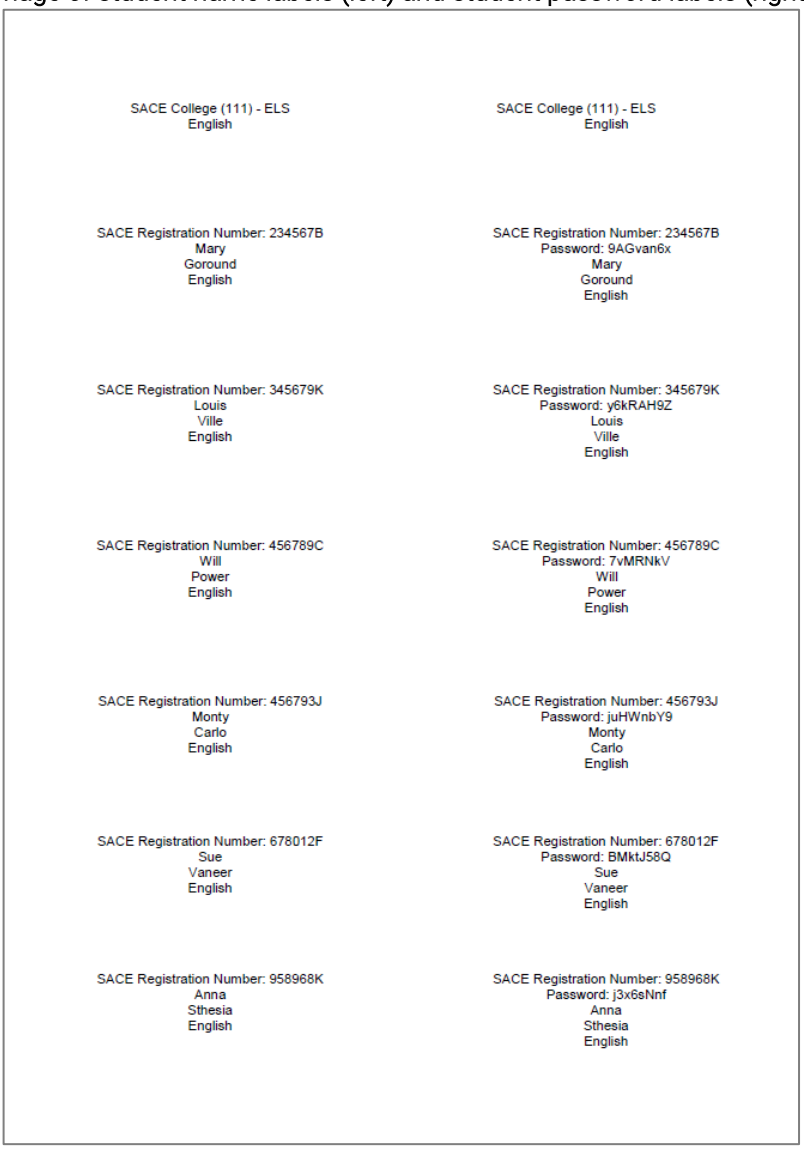


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Repeat these steps for all subjects.

Image of student name labels (left) and student password labels (right)



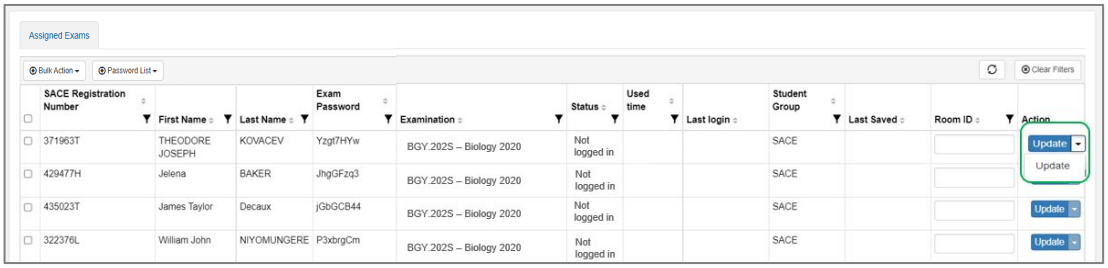
2. Additional Time

Extra time for a student can be added:

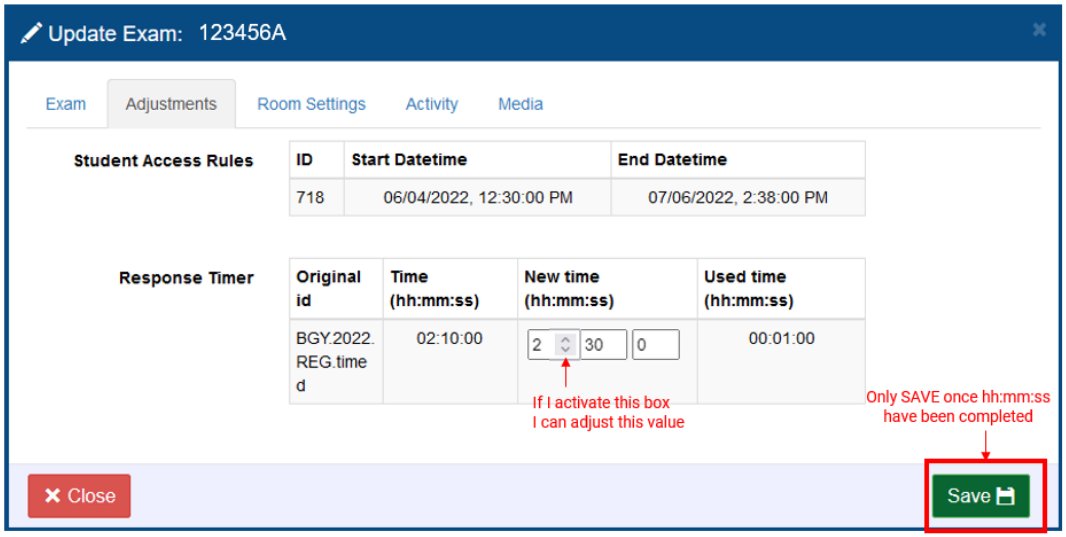
- Prior to the examination for special provisions students.
- During the examination (for students who have been awarded special provisions, or in the case of other breaks/interruptions such as emergency situations).

Additional time for a single student:

To add extra time for a student, select the 'Students' Tab on the Navigation Bar and click the 'Update' button on the right-hand side of the screen.



Select the 'Adjustments' tab and enter the additional time in the 'New time' field. The new time needs to be entered in the following format: hh:mm:ss. For example, if the length of the examination is 2:10:00 and you need to increase the examination time by 20 minutes, the new time that needs to be entered is 2:30:00 as shown below.

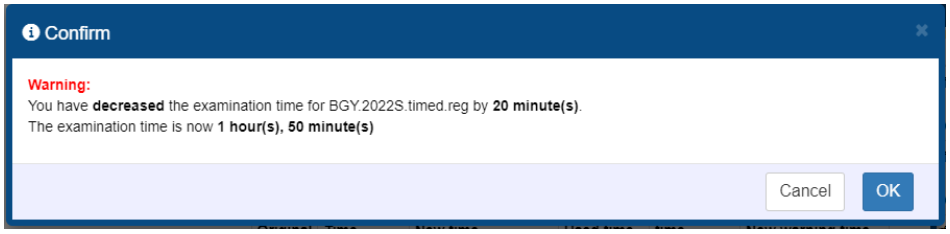


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Once updated and the changes saved, a further pop up is displayed to confirm the additional time.

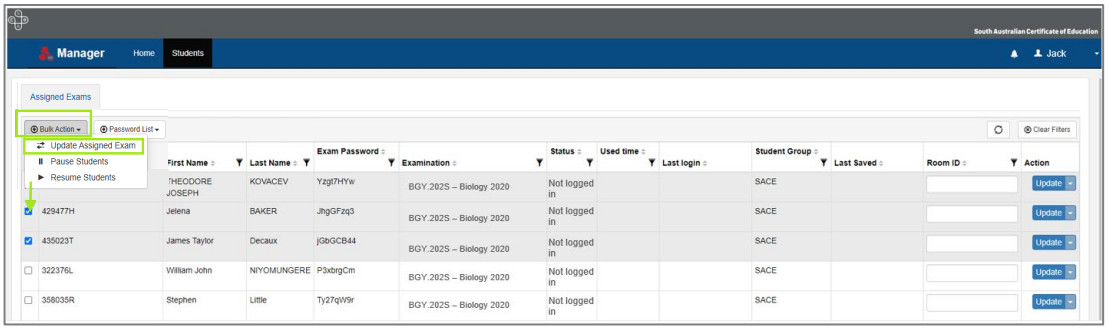


Note, if the timer has been inadvertently decreased. a confirmation will alert the ESA or EI that the time has been decreased. For example:

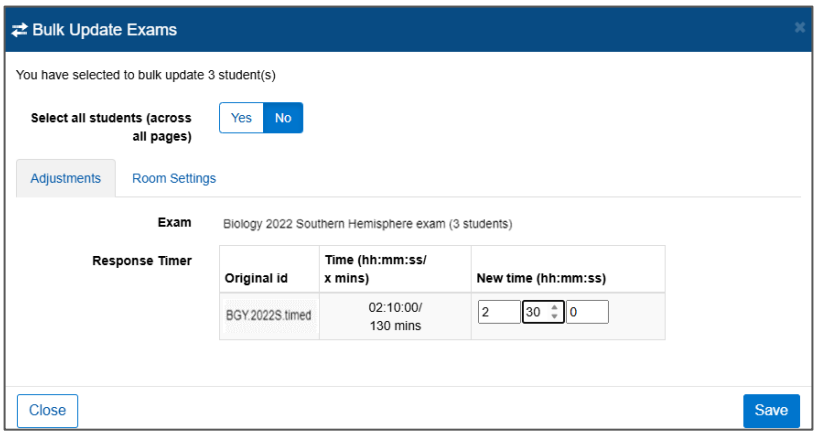


Additional time for multiple students:

To add extra time to multiple students, select the 'Students' menu option on the Navigation Bar and select each student that needs to be updated using the check-box next to the students SACE Registration Number, or check the box below the 'Bulk Action' dropdown menu to select all students. Then click 'Bulk Action' dropdown menu and select 'Update Assigned Exam' from the list.



In the Adjustments tab enter the additional time in the 'New time (min)' field and click 'Save'.



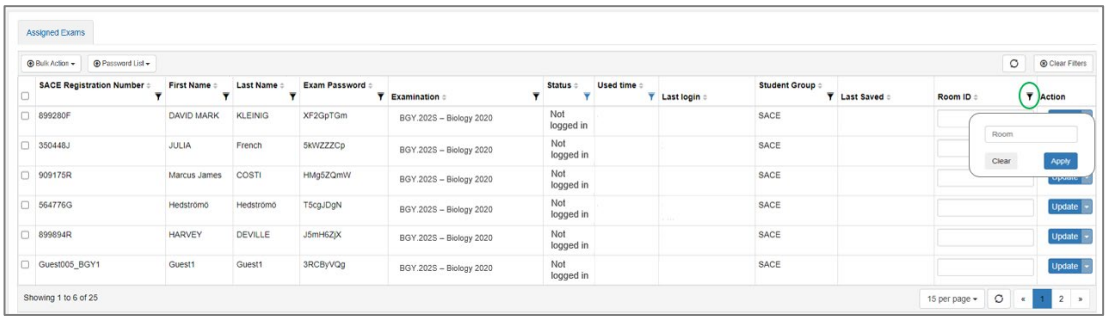
Once updated and the changes saved a further pop up is diplayed to confirm the action taken.



3. Updating Room ID on the 'Assigned Exam' tab

This function is only used by schools where the Electronic Examination will be conducted in 2 or more rooms.

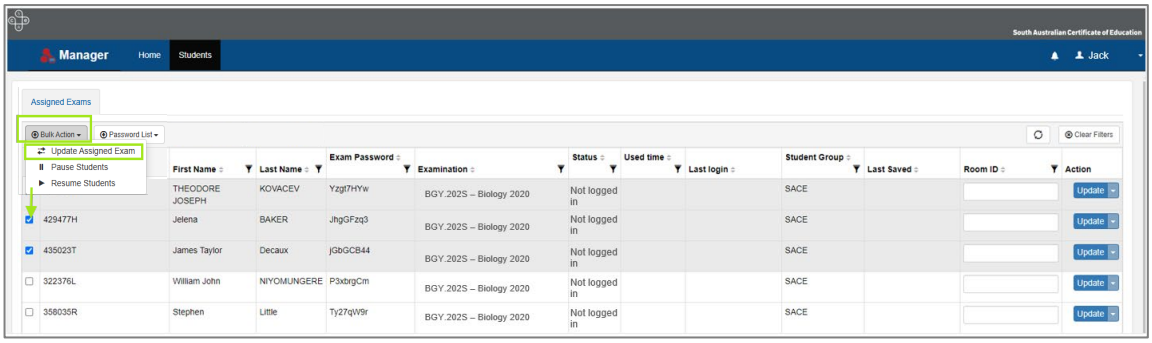
- Select the 'Students' Tab on the Navigation Bar.
- You can update the Room ID for a student by clicking the filter icon at the top of the 'Room ID' column and entering it into the search field in the pop-up box and clicking the 'Apply' button.
- The room number will now show in the 'Room ID' column.
- Tabbing away from the field or clicking into another student Room ID field will save the entry.



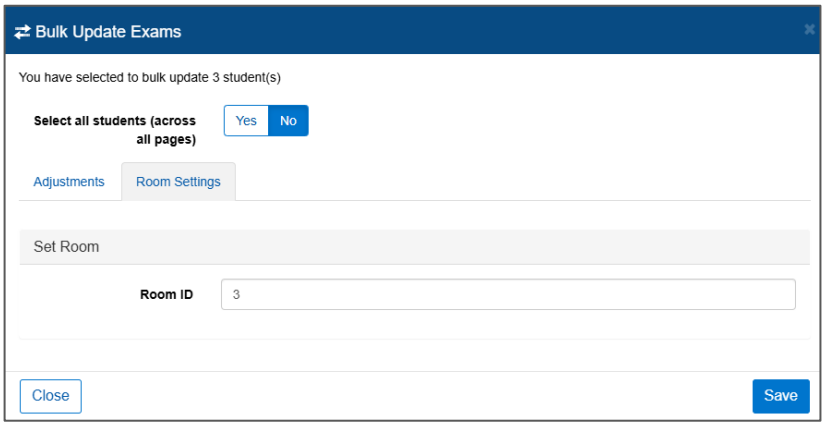
4. Updating Room ID via Bulk Update

The system allows users to Bulk update a group of student's Room ID

Select the 'Students' menu option on the Navigation Bar and select each student that needs to be updated using the check-box next to the students SACE Registration Number, or check the box below the 'Bulk Action' dropdown menu to select all students. Then click 'Bulk Action' dropdown menu and select 'Update Assigned Exam' from list.



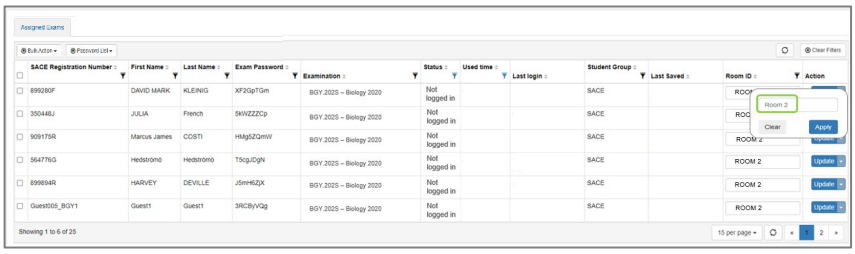
- On the Room Settings tab, select Yes for 'Select all student (across all pages)', enter the Room ID number and click 'Save'.



Filter option:

You can use the Filter option to list students allocated to a particular room.

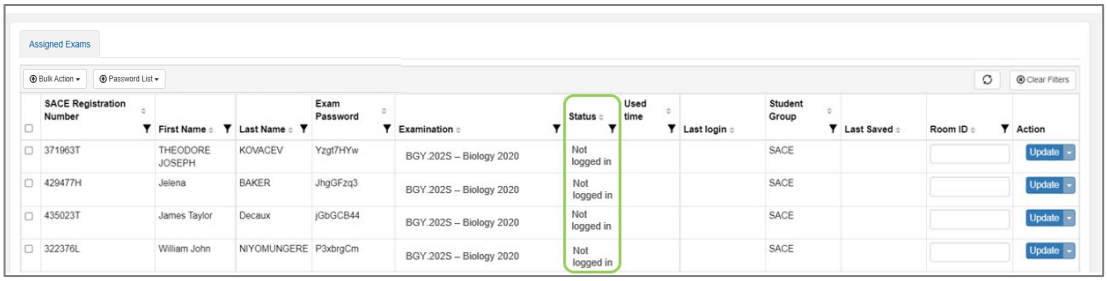
- For example: click on the filter icon at the top of the 'Room ID' column and enter '2' in the filter field for Room ID, click the 'Apply' button and the list displays only student assigned exams for which Room ID contain the number 2.



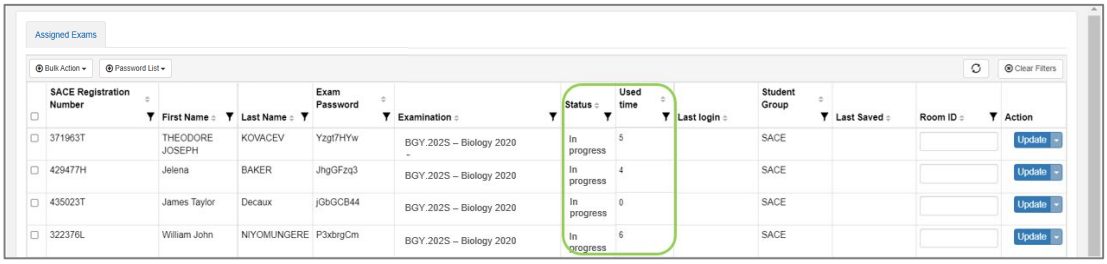
Note: If room names contain the same characters (e.g.: Room 1, Room 3), filter using the character that is different (i.e., 1 or 3).

5. Student examination statuses

At the start of the electronic examination all students will have the status of ***'Not Logged In'*** – which means that they have not yet accessed the examination.



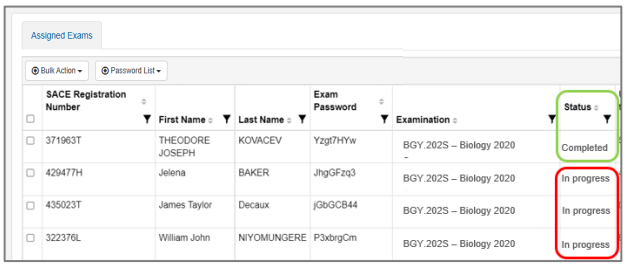
Once a student has logged in, their status will become ***'In Progress'***. Each minute the student has used is displayed in the used time column. Again, this column can be sorted and filtered to show individual progress of students.



Once a student has submitted their examination their status will update to become ***'Completed'***.

During an examination, the 'Status' of each student will change. The example below shows:

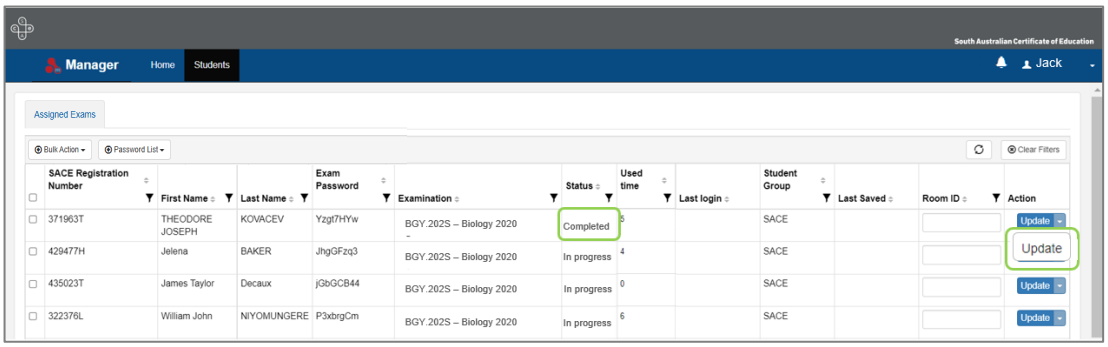
- one student has submitted their examination ***(Completed).***
- All other students are still working on the examination ***(In Progress).***



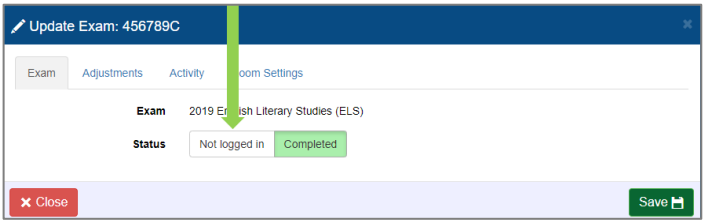
6. Changing a student's status

There may be occasions when you will need to use the 'Update' button on the 'Students' page to change a student's status. For example, a student accidently submits their examination, and their status appears as 'Completed'.

- Select the 'Update' button.

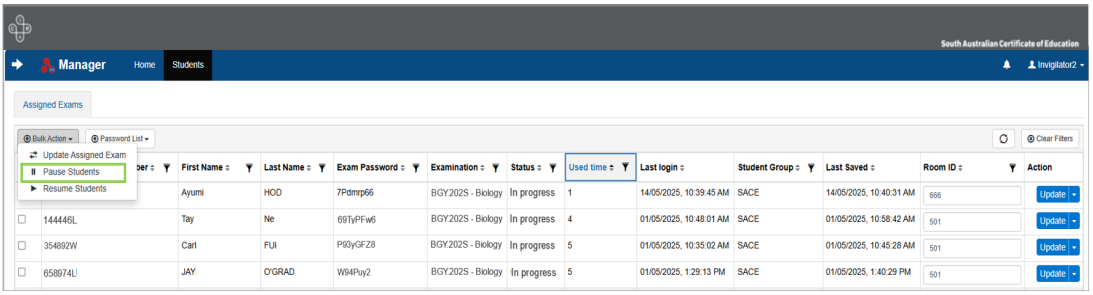


The status window will open allowing you to change the status to 'Not logged in' and then click 'Save'. The student will be able to login and continue their examination.

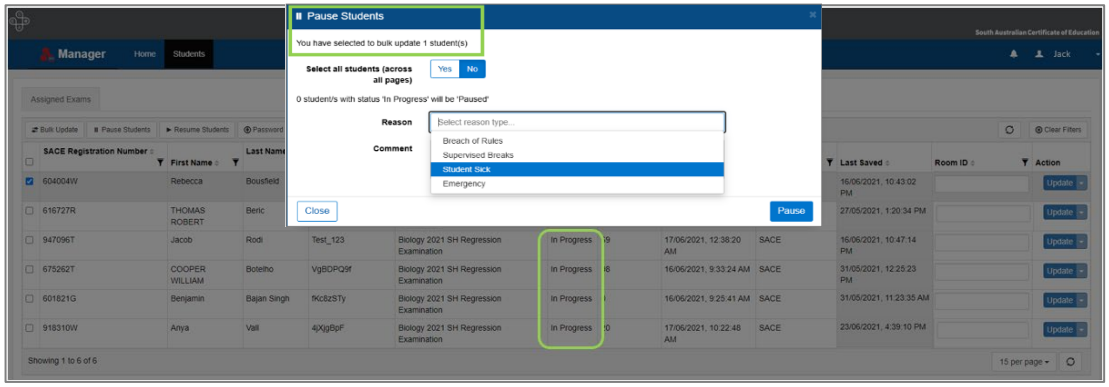


7. Pause and Resume students

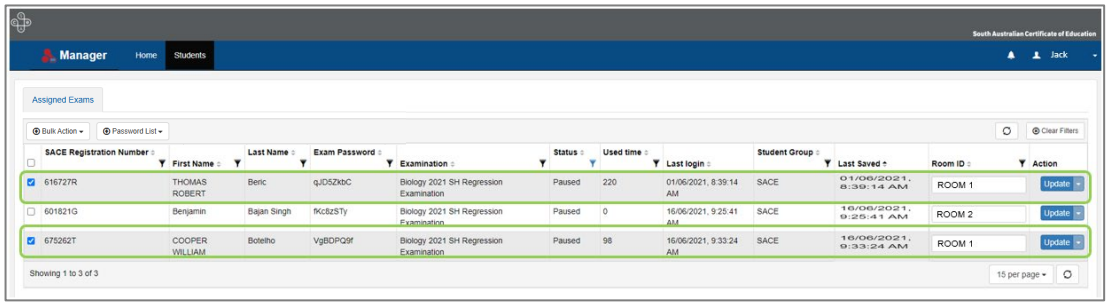
If there is a situation in the examination where a student or a group of students are affected by a special provision or misadventure it may be necessary to pause the examination. To pause students, click the 'Bulk Action' dropdown menu and select 'Pause Students' from the list.



Only students 'In Progress' will be Paused. Select the 'Reason' and add a 'Comment'.

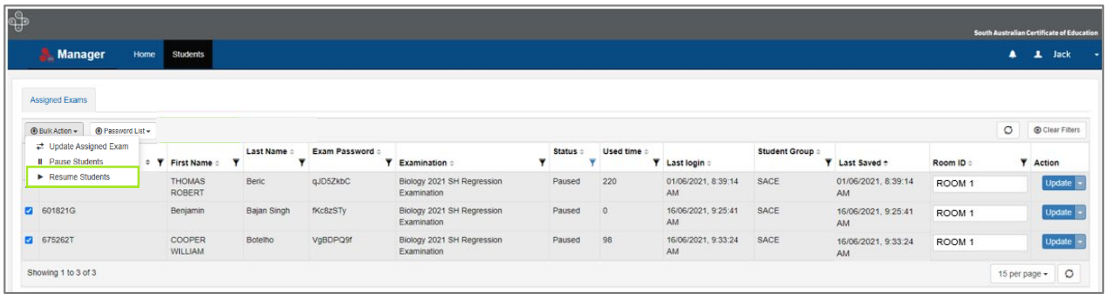


If only one room is affected by an incident, you will be able to filter on the Room ID column and select affected students using the select tick on left of the table.

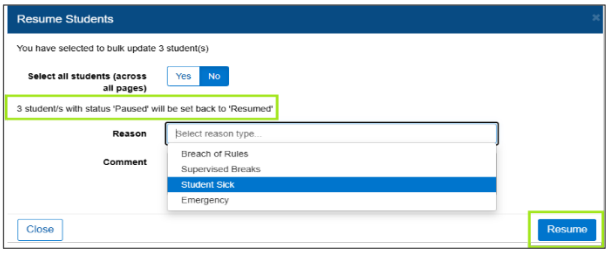


Students will be unable to continue with their examination until the Invigilator 'Resumes' the respective student or students.

Once the issue is resolved, all paused students can be resumed by clicking the 'Resume' button. To do this, open the 'Bulk Action' dropdown menu and select 'Resume Students' from the list.



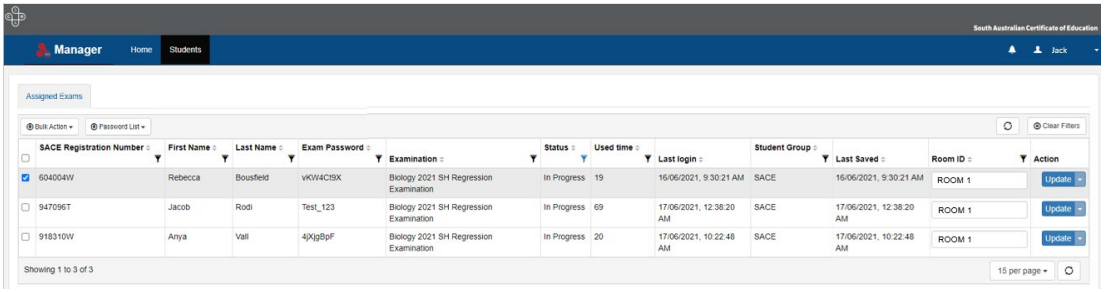
Select the 'Reason', add a Comment and click the 'Resume' button.



The status for these students will be 'Resumed'. Students will need to login to continue their examination.

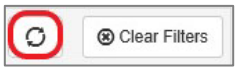
8. Highlighting a row

To assist with following a row across the screen for one student click anywhere in the row. The entire row will be highlighted:



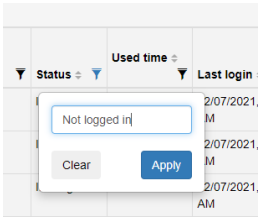
9. Refresh button (Students 'Assigned Exams' tab)

This button allows you to manually refresh the screen. You should do this very frequently so that you can see any changes to students' statuses.



10. Filters (Students 'Assigned Exams' tab)

Use the 'Filter' option available in most columns as required. For example, filter for a particular status:



- Click on the Filter icon in the 'Status' column heading
- Enter a status
- Click 'Apply'

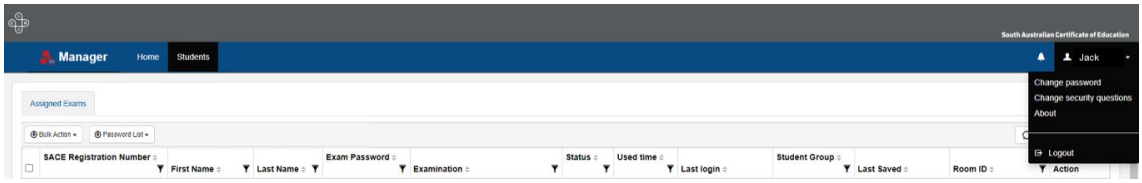
11. Clear filters button (Students 'Assigned Exams' tab)

This allows for any active filters to be cleared.



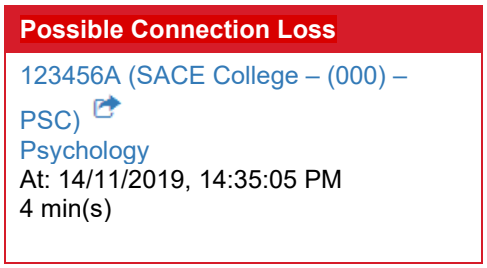
12. Logging out

To logout click on your name in the top right-hand corner and select Logout.



13. Possible Connection Loss notification

Student work in the Electronic Examination System is automatically saved every minute and when a student navigates to another page. If a student loses their internet connection and is not reconnected after 4 minutes the Invigilator will receive an instant Possible Connection Loss pop-up notification:



Notifications appear on the top right-hand side of the page below your login name. The number in the red circle over the 'envelope' icon indicates the number of instances that have been detected by the system:

A student will not be notified unless they navigate to a different page in the examination.

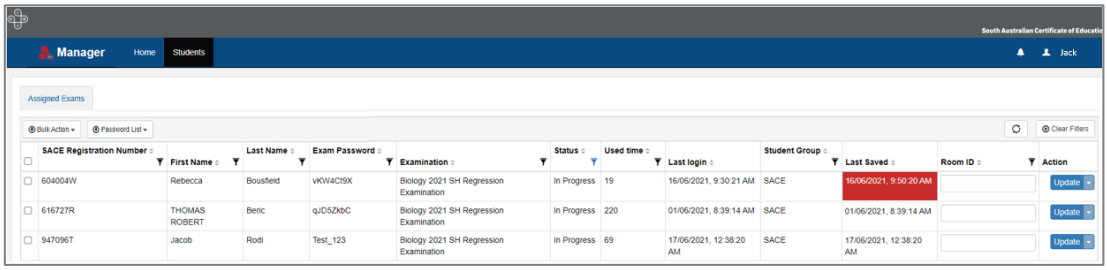
The 'Possible Connection Loss' notification provides information about the student who has lost connectivity, including the SACE Registration Number, Exam Centre, Exam Name, and the Date and Time the student has lost connection.

If there are multiple notifications, the most recent is shown at the top. Use the scroll bar to scroll down the list:



To hide the pop-up Notifications, click on the bell icon. The 'Notifications pane' will remain hidden unless a new Notification is added by the system, or you click on the bell icon to show the Notifications pane again.

In addition, if a possible loss of connection notification is detected, the 'Last Saved' cell in the students 'Assigned Exams' list is highlighted in red.



14. Possible Connection Interruption notification

When the students' connection is re-established, the Invigilator will receive a 'Brown' 'Possible Connection Interruption' notification. The 'Last Saved' column will be updated when the Invigilator next selects 'Refresh':

Possible Connection Interruption

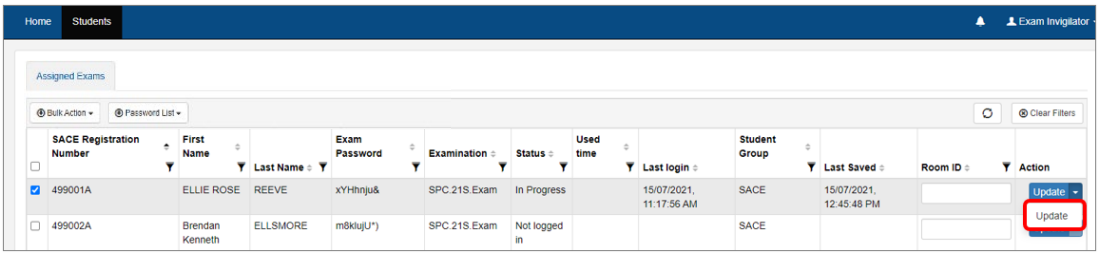
123456A (SACE College – (000) – PSC)

Psychology
At: 13/11/2019, 14:35:05 PM
Gained At: 13/11/2019, 14:37:01 PM
7 min(s)

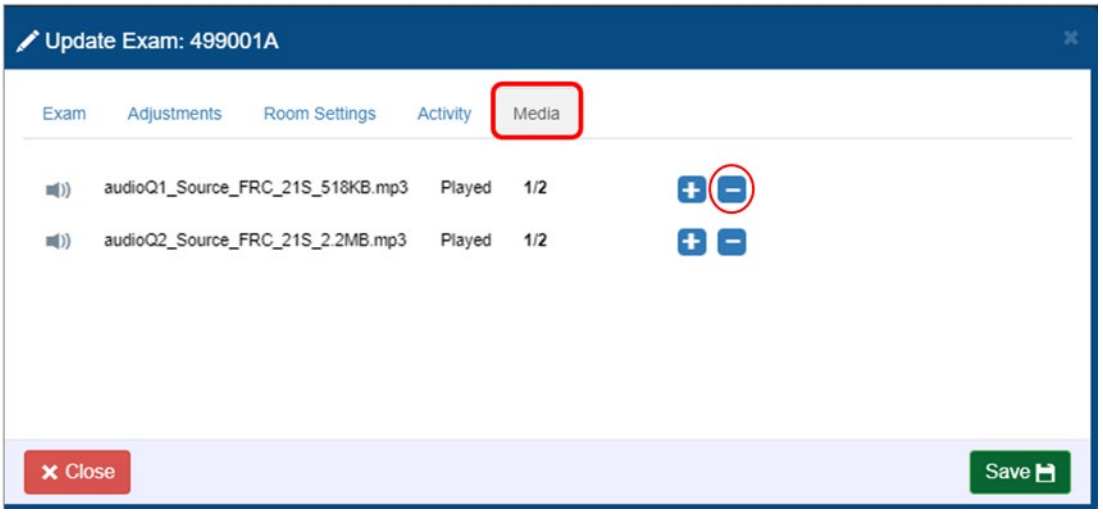
15. Media Tab for resetting audio play count

If a student experiences a technical difficulty or device failure during a language exam that results in the loss of an audio play, the Exam Invigilator can provide additional plays.

Find the relevant student on the 'Students' page. Click the 'Update' button



The 'Update Exam' screen appears. Select the 'Media' tab and click on the minus (-) button



This reduces the play count providing the student with additional audio plays. Click 'Save'

Managing situations on exam day

Protocols for dealing with a range of exam day situations are provided below. Most of the situations, such as late arrival of students, will continue to be managed by schools but now involve administration using the SACE Electronic Examination System.

Some new situations, such as device or network failure, will be less familiar to those administering examinations.

When managing any situation on exam day it is important that those involved are:

- Realistic - expect that a situation involving a student's device is likely to occur.
- Prepared - familiar with and prepared to implement the protocols.
- Calm – focussed on keeping calm to provide students with reassurance.
- Consultative and efficient – triage with colleagues to make decisions (when applicable). By triaging together, you will ensure that time is not wasted in managing the situation.

Where schools are unable to resolve an e-exam issue, please contact the SACE Board via askSACE to assist in troubleshooting of the issue on **1300 322 920.**

1. Device / Technical Scenarios

1.1. Student Device Fails

A student's device fails either on the day of the examination or during the examination (device freezes, flat battery etc.).

Student raises hand to contact the Exam Invigilator.

Exam Invigilator notes the time.

Exam Invigilator asks the student to try and reconnect.

Exam Invigilator immediately reassures the student that any work they completed on that device has been saved and that they will be provided with additional time to adjust and settle.

If needing to go to a second device, ensure the first device is shut down. Always make sure only one session is open.

If required, the Exam Invigilator contacts the SACE coordinator and IT manager.

If a technical solution can be implemented (device fixed, spare device provided):

- Exam Invigilator supervises students and ensures they do not communicate with each other while the technical solution is being implemented.
- Support the student to log in and check that their work has been saved.

  Note: The student's examination timer will pause at the time the device fails until the student has logged back in.
- Use the SACE Electronic Examination System to provide the student with additional time to readjust and settle. As a guide, the amount of additional time provided:
  - is determined by the invigilator or SACE coordinator
  - may vary depending on the situation, i.e., how unsettled is the student?
  - should provide the student with more than enough time to readjust and settle.
- The student receives a notification on their device that they have been provided with additional time and the countdown timer updates to reassure the student.

If a technical solution cannot be implemented and there are no spare devices:

- Schools will be required to submit Form 32 to apply for a derived result in the same way they do for paper examinations. No student will be disadvantaged in the event of a disruption to their examination experience.

After the examination by 5pm the SACE coordinator emails the askSACE Team askSACE@sa.gov.au to:

- Report any exam day situations that disrupted your students.

After the examination within 3 days the SACE coordinator emails the askSACE Team askSACE@sa.gov.au to:

- Submit Form 32 – Derived result (if applicable).

1.2. Student experiences unintended activation of an AI extension or application

A Student experiences unintended activation of an AI extension or application

Student raises hand to contact the Exam Invigilator.

The Exam Invigilator

- Immediately notes the time.
- Reassures the student not to worry.
- Advises them that they will be able to complete the examination.
- Advises they will be provided with additional time.

The Exam Invigilator contacts the SACE coordinator and IT manager. Exam Invigilator, SACE coordinator and IT manager briefly and discretely triage the problem.

If a technical solution **can** be implemented on the student's device:

- Exam Invigilator supervises students and ensures they do not communicate with each other while the technical solution is being implemented.
- Use the SACE Electronic Examination System to provide the student with additional time to readjust and settle. As a guide, the amount of additional time provided:
  - is determined by the invigilator or SACE coordinator.
  - may vary depending on the situation, i.e., how unsettled is the student.
  - should provide the student with more than enough time to readjust and settle.

If a technical solution **cannot** be implemented on the student's device:

The student should be provided a second device, ensure the first device is shut down. Always make sure only one session is open.

- Exam Invigilator supervises students and ensures they do not communicate with each other while the technical solution is being implemented.
- Support the student to log in and check that their work has been saved.
- Use the SACE Electronic Examination System to provide the student with additional time to readjust and settle. As a guide, the amount of additional time provided:
  - is determined by the invigilator or SACE coordinator.
  - may vary depending on the situation, i.e., how unsettled is the student?
  - should provide the student with more than enough time to readjust and settle.

The student receives a notification on their device that they have been provided with additional time and the countdown timer updates to reassure the student.

If a technical solution **cannot** be implemented on the student's device and there are **no spare devices**:

Students should **continue** using their current device.

If the student progress has been disrupted by this experience then the schools should to submit Form 32 to outline the misadventure that occurred. No student will be disadvantaged in the event of a disruption to their examination experience.

If the school believes that the student has gained an advantage and the evidence represents a breach of rules, they should complete and submit Form 2 to the SACE Board, along with any additional evidence. The SACE Board will then decide based on the evidence provided.

After the examination by 5pm the SACE coordinator emails the askSACE Team askSACE@sa.gov.au to:

- Report any exam day situations that disrupted your students.

After the examination within 3 days the SACE coordinator emails the askSACE Team askSACE@sa.gov.au to:

- Submit Form 32 – Derived result (if applicable).

1.3. Invigilator observes a student accessing AI extension or application

An Invigilator observer's activation of an AI extension or application

The Exam Invigilator

- Immediately notes the time and monitors the student's activity during the examination and occurrences of this activity.

If the student does not advise of this occurrences and if the school believes that the student has gained an advantage and the evidence represents a breach of rules, they should complete and submit Form 2 to the SACE Board, along with any additional evidence. The SACE Board will then decide based on the evidence provided.

After the examination by 5pm the SACE coordinator emails the askSACE Team askSACE@sa.gov.au to:

- Report any exam day situations that disrupted your students.

After the examination within 3 days the SACE coordinator emails the askSACE Team askSACE@sa.gov.au to:

- Submit Form 32 – Derived result (if applicable).

1.4. Power Outage / Internet Outage / SACE Exam Browser crashes / Wi-Fi connection lost

If there is a power/internet outage / SACE Exam Browser crashes / the Wi-Fi connection is lost for one or more students, the Exam Invigilator may receive a red connection loss alert in the 'last saved column' as they monitor the students' page.

Exam Invigilator notes the time.

When it becomes obvious that one or more students are impacted the Exam Invigilator should address the student/s with the following:

- reassure them to not worry,
- they will be provided with additional time,
- work has been saved up until the connection loss occurred,
- you have a record of when the connection loss occurred.
- if unable to regain connection with the current device this time will be considered when providing extra time.

Exam Invigilator contacts the SACE coordinator and IT manager (if required).

Exam Invigilator, SACE coordinator and IT manager briefly and discretely triage the problem.

If a technical solution can be implemented and the student can continue:

- Exam Invigilator supervises students and ensures they do not communicate with each other while the technical solution is being implemented.
- Support the student to log in and check that their work has been saved.

  Note: The student's examination timer will pause at the time the network/Wi-Fi/SEB fails until the student has logged back in.
- Use the SACE Electronic Examination System to provide the student with additional time to readjust and settle. As a guide, the amount of additional time provided:
  - is determined by the invigilator or SACE coordinator.
  - may vary depending on the situation, i.e., how unsettled is the student.
  - should provide the student with more than enough time to readjust and settle.
- The student receives a notification on their device that they have been provided with additional time and the countdown timer updates to reassure the student.

If a technical solution cannot be implemented:

- Schools will be required to submit Form 32 to apply for a derived result in the same way they do for paper examinations. No student will be disadvantaged in the event of a disruption to their examination experience.

After the examination by 5pm the SACE coordinator emails the askSACE Team askSACE@sa.gov.au to:

- Report any exam day situations that disrupted your students.

After the examination within 3 days the SACE coordinator emails the askSACE Team askSACE@sa.gov.au to:

- Submit Form 32 – Derived result (if applicable).

1.5. SACE Exam Browser not installed

Student arrives before the scheduled start time and doesn't have SACE Exam Browser installed.

The Exam Invigilator:

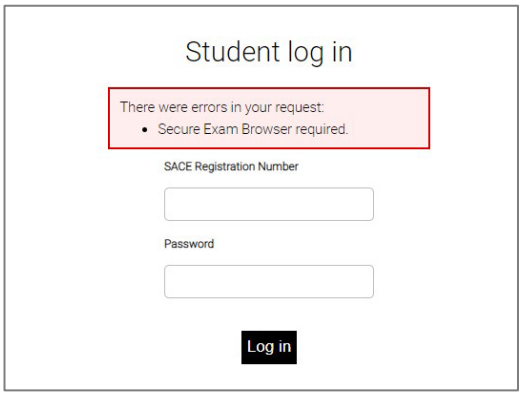
- Navigates to the SACE website, finds the SACE Exam Browser installation package and installs the SACE Exam Browser.
- Contacts the school IT manager to install if there is a problem installing the SACE Exam Browser i.e., the student doesn't have Administrator access on the device.

If the SACE Exam Browser **cannot** be installed:

- Move the student to one of the spare devices with SACE Exam Browser.

1.6. SACE Exam Browser old version installed

If an old version of the SACE Exam Browser is installed the following message will appear:



The Exam Invigilator:

- Navigates to the SACE website, finds the SACE Exam Browser installation package and installs the latest SACE Exam Browser.
- Contacts the school IT manager to install if there is a problem installing the SACE Exam Browser i.e., the student doesn't have Administrator access on the device.

If the SACE Exam Browser **cannot** be installed:

- Move the student to one of the spare devices with SACE Exam Browser.

1.7. Intermittent internet connectivity

The SACE Electronic Examination System is configured to save student's response every minute and when a student navigates to another page. The Exam Invigilator and Exam School Administrator will receive a Possible Connection Loss notification if the system has not saved a student's response after four minutes.

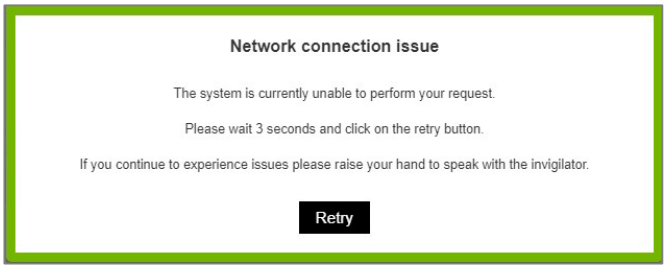
For further information about 'Possible Connection Loss' notifications see **Possible Connection Loss notifications** in the **Administering the electronic examination system** section above.

Exam Invigilator contacts the SACE coordinator and IT manager immediately.

The student is not contacted and allowed to continue working until internet connection is regained.

If the student attempts to navigate away from the question they are working on they will receive a 'Network connection issue' notification.

Note: The student's examination count down timer pauses when they receive a 'Network connection issue' notification.



Exam Invigilator, SACE coordinator and IT manager briefly and discretely triage the problem.

If a technical solution can be implemented and the student has not received a 'Network connection issue' notification and therefore has not been interrupted:

- No action required.

If a technical solution **can be** implemented and the student has a 'Network connection issue' notification on their screen:

- Exam Invigilator supervises students and ensures they do not communicate with each other while the technical solution is being implemented.
- Request that the student(s) selects the Retry button on the 'Network connection issue' notification (if reconnecting to their device).
- Request that the student(s) close the 'Network connection issue' notification (if moving to another device).
- Support the student to log in (if required) and check that their work has been saved.
- The student receives a notification on their device that they have been provided with additional time and the countdown timer updates to reassure the student.

- Use the SACE Electronic Examination System to provide the student with additional time to readjust and settle. As a guide, the amount of additional time provided:
    - is determined by the invigilator or SACE coordinator
    - may vary depending on the situation, i.e., how unsettled is the student.
    - should provide the student with more than enough time to readjust and settle.

If a technical solution cannot be implemented:

- Schools will be required to submit Form 32 to apply for a derived result in the same way they do for paper examinations. No student will be disadvantaged in the event of a disruption to their examination experience.

After the examination by 5pm the SACE coordinator emails the askSACE Team askSACE@sa.gov.au to:

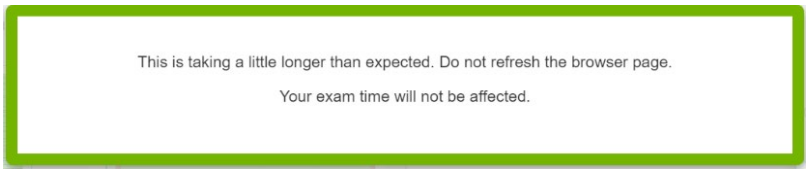
- Report any exam day situations that disrupted your students.

After the examination within 3 days the SACE coordinator emails the askSACE Team askSACE@sa.gov.au to:

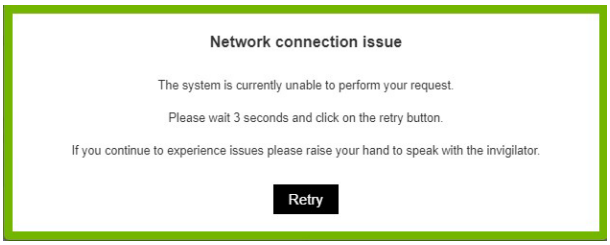
- Submit Form 32 – Derived result (if applicable).

1.8. Internet slowness

The student's screen will briefly display a 'Loading' animation when the student navigates between questions. Internet slowness may prolong the animation. They will receive a 'This is taking longer' pop-up message after 10 seconds:



After a further 20 seconds the following pop-up message may display:



Reassure the student that their examination countdown timer does not count down time when this happens.

When it becomes obvious the internet slowness is interrupting the student's examination the Exam Invigilator contacts the SACE coordinator and IT manager immediately.

Exam Invigilator, SACE coordinator and IT manager briefly and discretely triage the problem.

If a technical solution **can** be implemented:

- Exam Invigilator supervises students and ensures they do not communicate with each other while the technical solution is being implemented.

- Use the SACE Electronic Examination System to provide the student with additional time to readjust and settle. As a guide, the amount of additional time provided:
  - is determined by the invigilator or SACE coordinator.
  - may vary depending on the situation, i.e., how unsettled is the student.
  - should provide the student with more than enough time to readjust and settle.
- The student receives a notification on their device that they have been provided with additional time and the countdown timer updates to reassure the student.

After the examination by 5pm the SACE coordinator emails the askSACE Team askSACE@sa.gov.au to:

- Report any exam day situations that disrupted your students.

After the examination within 3 days the SACE coordinator emails the askSACE Team askSACE@sa.gov.au to:

- Submit Form 32 – Derived result (if applicable).

1.9. BYOD doesn't meet minimum technical requirements

Student arrives before the scheduled start time with a device that does not meet the minimum technical requirements.

Exam Invigilator contacts the school IT manager (if required) to source a spare device.

1.10. Disruption just prior to examination start time

If a disruption occurs before the students can log in at the scheduled examination start time, the school principal or delegate should contact the SACE Board (as soon as possible) to determine if the start time can be delayed.

1.11. SACE Electronic Examination whole of system failure

The SACE Electronic Examination System fails before or during the delivery of the electronic examination.

The SACE Board's incident management team will notify principals of schools, sectors, and media.

If the failure occurs **before or during** the delivery of the electronic examination:

- The SACE Board will initiate action based on a misadventure.

1.12. Student is unable to login

Student attempts several times to input username and password and is unable to login.

Note: The student account will not be locked out regardless of the number of login attempts.

Exam Invigilator/ IT manager:

- Check caps lock is off.
- Cross check SACE Registration Number and Exam Password with the student details provided on the 'Students' page of the Electronic Examination System.
- If the student still cannot login, provide the student with 'Guest Learner login' details.

The Exam Invigilator or SACE coordinator notes the student details (Student registration, first name, surname and the Guest Learner account used).

After the examination by 5pm the SACE coordinator emails the askSACE Team askSACE@sa.gov.au to:

- Provide the student details (Student registration, first name, surname and the Guest Learner account used) for any 'Guest Learner' accounts used.

1.13. Student experiences a technical issue during the audio play for Languages

Student experiences a technical issue during the audio play due to a technical issue i.e., network loss, hard device shut down and can't replay the audio file.

Note: The audio plays can only be heard twice as per the subject outline.

The Exam Invigilator:

- If needed, supports the student to log in to one of the 'spare' devices.
- Confirm with student the question number of the audio file to be reset.
- Request the student navigates to the 'Home' page.
- Use the SACE Electronic Examination System to adjust the played count as required; refer to the Media Tab for resetting audio play in the Administering the electronic examination system section.
- Use the SACE Electronic Examination System to provide the student with additional time to readjust and settle. As a guide, the amount of additional time provided:
    - is determined by the invigilator or SACE coordinator.
    - may vary depending on the situation, i.e., how unsettled is the student.
    - should provide the student with more than enough time to readjust and settle.
- The student receives a notification on their device that they have been provided with additional time and the countdown timer updates to reassure the student.

1.14. Blurry text (Windows 10)

If Text on a Windows 10 device appears blurry in SACE Exam Browser.

Student raises hand to contact the Exam Invigilator.

Exam Invigilator notes the time and reassures the student that if it can be fixed, they can be provided with additional time to make up for lost time.

Exam Invigilator contacts the SACE coordinator and IT manager immediately.

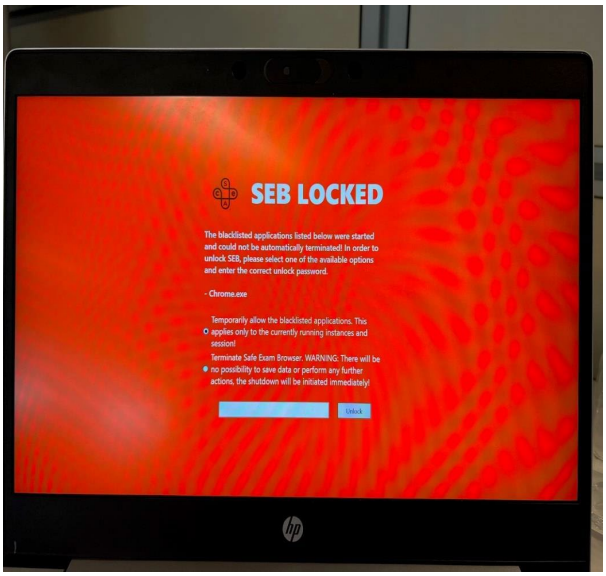
The IT manager exits the SACE Exam Browser and disables 'scaling on high-DPI settings' for the SACE Exam Browser application:

- Open File Explorer and navigate to C:\Program Files (x86)\Assessment Master\SafeExamBrowser.exe
- Right click on SafeExamBrowser.exe and select Properties.
- Go to the "Compatibility" tab and select (depending on the Windows version) select 'Override high DPI scaling behaviour' or 'Disable display scaling on high DPI settings' and click 'ok'.

Exam Invigilator:

- Calculates the amount of examination time lost.
- Provide students with additional time. Additional time should account for the time that passes from the moment the student raised their hand until they recommenced their examination plus some time that the Exam Invigilator decides is appropriate to help the students to readjust and settle.
- The student receives a notification on their device that they have been provided with additional time and the countdown timer updates to reassure the student.

1.15. SEB locked notification



If a student's device displays the SEB LOCKED notification above, the Invigilator will need to use the Exit Code provided in the communication sent to schools. If the Exit Code cannot be located, contact askSACE at the SACE Board on **1300 322 920** for assistance.

If the school believes that the student has gained an advantage and the evidence represents a breach of rules, they should complete and submit Form 2 to the SACE Board, along with any additional evidence. The SACE Board will then decide based on the evidence provided.

2. Attendance / Enrolment Scenarios

2.1. Absentees

Students that do not log into the examination will be recorded as absent.

2.2. Early departure of students

Students are not permitted to leave the examination room before 40 minutes has elapsed from the scheduled start time for the examination.

Students who leave the examination room before the scheduled finish time for the examination must not remove any examination materials from the examination room.

The student must hand all materials to the Exam Invigilator and 'Submit' their examination prior to leaving the examination room.

The student's examination should appear as '***Completed'*** in the 'Students' Tab.

If the student leaves without submitting their examination, the status will remain as '*In progress*'. The EI and ESA should not change the student's status.

After the examination by 5pm the SACE coordinator emails the askSACE Team askSACE@sa.gov.au to:

- Advise that the student left the examination without submitting.

2.3. Emergency

If the entire group is disrupted by an emergency (e.g., evacuation because of a fire), let the SACE coordinator know immediately, and seek advice on the action to be taken.

Exam Invigilator will need to Pause the examination for all students. Please refer to **7. Pause and Resume students** in the **Administering the electronic examination system** section above.

Exam Invigilator supervises students and ensures they do not communicate with each other while they are outside the examination room. In the situation where the invigilator does not have time to pause the students the invigilator/SACE coordinator will need to:

- Calculate the amount of examination time lost (as noted by Exam Invigilator).
- Use the SACE Electronic Examination System to provide students with additional time.
- Students receive a notification on their device that they have been provided with additional time and the countdown timer updates to reassure the student.

Provide the SACE coordinator with all relevant information (i.e., the time and nature of the disruption, its effect on the students, and any extra time provided to students).

After the examination by 5pm the SACE coordinator emails the askSACE Team askSACE@sa.gov.au to:

- Report any exam day situations that disrupted your students.

After the examination within 3 days the SACE coordinator emails the askSACE Team askSACE@sa.gov.au to:

- Submit Form 32 – Derived result (if applicable).

2.4. Exam Invigilator absent

The SACE Board recommends a minimum of two invigilators in the school are trained on how to administer the electronic examination. Contact your back up Exam Invigilator.

2.5. Late arrival of students at the examination room

Students are expected to arrive at the examination room in sufficient time to be able to begin the examination at the scheduled start time. Students are also expected to complete the examination within the time allotted. For various reasons, a student may arrive late for an examination.

For any student who arrives late, the Exam Invigilator immediately contacts the SACE coordinator to decide whether the student can be admitted.

For any student who arrives late, and where the principal or the principal's delegate has recommended that the student be admitted to the examination room, record the student's time of arrival.

A student who arrives for an examination **up to 40 minutes after** the scheduled start time for the examination may be admitted to the examination room if the principal or the principal's delegate recommends that the student be admitted but must submit their examination at the scheduled finish time.

Exam Invigilator:

- Uses the students time of arrival to calculate the students reduced examination time.
- Use the SACE Electronic Examination System to reduce the student's examination time.
- Students receive a notification on their device that their examination time has been reduced.

A student who arrives **more than 40 minutes after** the scheduled start time for the examination with no acceptable reason for being late, and who is not recommended by the principal or the principal's delegate to be admitted, must not be admitted to the examination room.

A student who, **because of misadventure**, arrives late for an examination may be admitted to the examination room if all the following conditions are met:

- The principal or the principal's delegate recommends that a student be admitted.
- Appropriate arrangements can be made to enable the student to complete the examination.

- Appropriate arrangements can be made to enable the student to undertake the examination without disrupting other students.
- The student understands that his or her examination may not be accepted by the SACE Board.

After the examination within 3 days the SACE coordinator emails the askSACE Team askSACE@sa.gov.au to:

- Submit Form 32 – Derived result (if applicable).

2.6. Student not enrolled or arrives at the wrong Exam Centre

A student presents on the day of the examination, and they are not enrolled in the subject or they are at the wrong school but are enrolled in the subject.

The student will not be listed on the 'Students' page in in the SACE Electronic Examination System.

The Exam Invigilator:

- Provides the student with one of the 'guest learner' login details and records which 'Guest Learner' account details have been used.
- Supports the student to log in on one of the 'spare' devices.
- Provides the SACE coordinator after the examination with the 'guest learner' student details.

After the examination by 5pm the SACE coordinator contacts the askSACE Team askSACE@sa.gov.au to:

- Provide the student details (Student registration, first name, surname and the Guest Learner account used) for any 'Guest Learner' accounts used.

2.7. Student who is taken ill

Students who are taken ill during the examination and miss a **small** portion of an examination.

Exam Invigilator:

- Calculates the amount of examination time lost (recorded manually).
- Use the SACE Electronic Examination System to provide students with additional time.
- Provide the SACE coordinator with the following information at the end of the examination:
  - The time the student left the examination room and the time he/she returned.
  - How the student was supervised when he/she was outside the examination room.
  - Which question the student was answering when he/she was taken ill.
  - The nature and severity of the sickness, and the action that was taken.

- Observations of the student's condition for the rest of the examination.

After the examination within 3 days the SACE coordinator emails the askSACE Team askSACE@sa.gov.au to:

- Submit Form 32 – Derived result (if applicable).

3. Potential breaches of rules

3.1. Potential Breach of Rules

Report any unforeseen activity or any irregularity on the part of a student to the SACE coordinator as soon as possible. If the circumstances represent a breach of rules, complete Form 2 and give it to the SACE coordinator.

If this activity is of a technical nature and the invigilator observes the device accessing an AI extension or application, please contact askSACE at the conclusion of the examination to advise the behaviour that was observed.

If the school believes that the student has gained an advantage and the evidence represents a breach of rules, they should complete and submit Form 2 to the SACE Board, along with any additional evidence. The SACE Board will then decide based on the evidence provided.

After the examination within 3 days the SACE coordinator emails the askSACE Team askSACE@sa.gov.au to:

- Submit Form 2– Breaches of Rules.

3.2. Students leaving the examination window

If a student navigates away from the examination window, the Exam Invigilator will receive a brown notification in the top right-hand corner of their screen.

If the school believes the student has gained an advantage and the evidence represents a breach of rules, they should complete and submit Form 2 to the SACE Board, along with any additional evidence. The SACE Board will then decide based on the evidence provided.

4. Other situations

4.1. A student arrives but does not want to complete the electronic examination

A student arrives to the examination room but does not login to the system and does not want to complete the exam.

Exam Invigilator:

- Notifies the student that they will need to login if they would like their attendance to be recorded.
- Ensures the student does not leave the examination room until 40 minutes has elapsed from the scheduled start time for the examination.
- Collects all examination materials and ensures the student doesn't remove any examination reference materials.

The students' status in the 'Students' Tab will remain as '***Not logged in'*** *if the student still decided not to log in to the exam*.

4.2. Student does not type anything

A student arrives to the examination room, logs into the system, but does not write anything.

Exam Invigilator:

- Ensures the student does not leave the examination room until 40 minutes has elapsed from the scheduled start time for the examination.
- Collects all examination materials and ensures student doesn't remove any examination materials.

Note: If the student leaves without submitting their examination, the status will remain as 'In progress'. The EI and ESA should not change the student's status.

4.3. Students who leave the examination room

Students who leave the examination room with the intention of returning e.g., toilet break.

Student raises hand to contact the Exam Invigilator.

Exam Invigilator:

- Requests that the student uses the hide screen feature to hide their screen.

  Note: The examination countdown timer continues when the hide screen is active.
- Supervises student.

4.4. Student accidentally submits their examination

A student accidentally submits their examination, their status appears as 'Completed' and they cannot continue.

Exam Invigilator:

- Finds the student in the 'Assigned Exam' tab
- Selects the 'Update' button.
- Changes status to 'Not logged in' and then clicks 'Save'.
- The student will be able to login and continue their examination

4.5. Special provisions - supervised rest breaks

The use of supervised rest breaks in an external examination may be approved by the school before the examination for eligible students.

SACE coordinator ensures that the information for approved adjustments is given to the Exam Invigilator of the examination.

Supervised rest breaks may be approved as:

- *Supervised rest breaks as necessary* – students can take as much rest time as required (within reason) during the examination time.
- *10 minutes of supervised rest breaks per hour* – additional time is set up for the student prior to the examination.

For '*Supervised rest breaks as necessary*'.

Student raises hand to contact the Exam Invigilator.

Exam Invigilator:

- Notes the time.
- Requests that the student uses the hide screen feature to hide their screen.

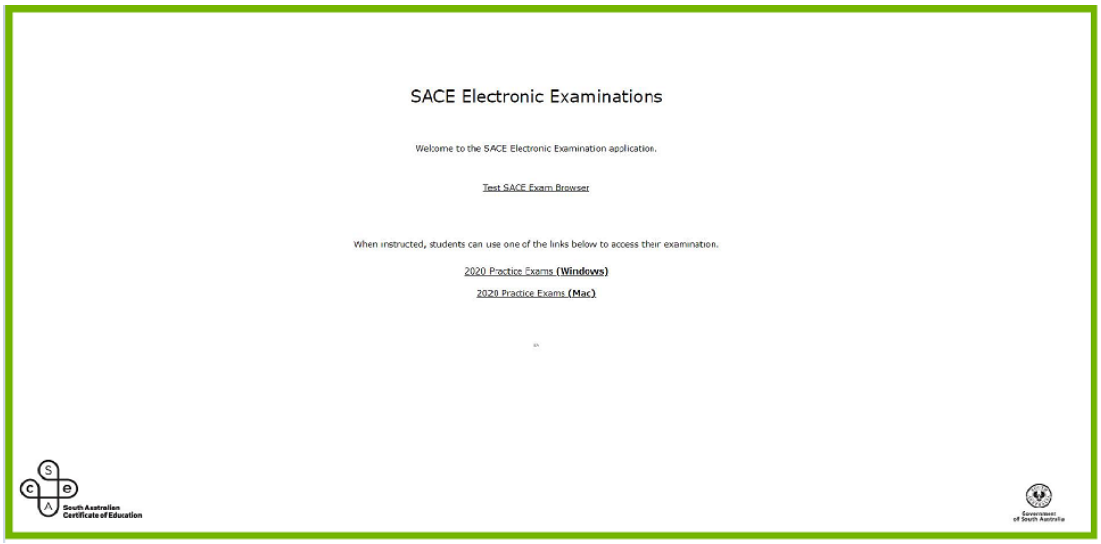
  Note: The examination countdown timer continues when the hide screen is active.
- Supervises student.
- Calculates the amount of examination time lost (as noted by Exam Invigilator).
- Use the SACE Electronic Examination System to provide students with additional time. Additional time should account for the time that passes from the start of the rest break until the time the student returns.
- Student receive a notification on their device that they have been provided with additional time and the countdown timer updates to reassure the student.

Appendix 1 - Example Electronic Examination

This section shows examples of the student examination screens.

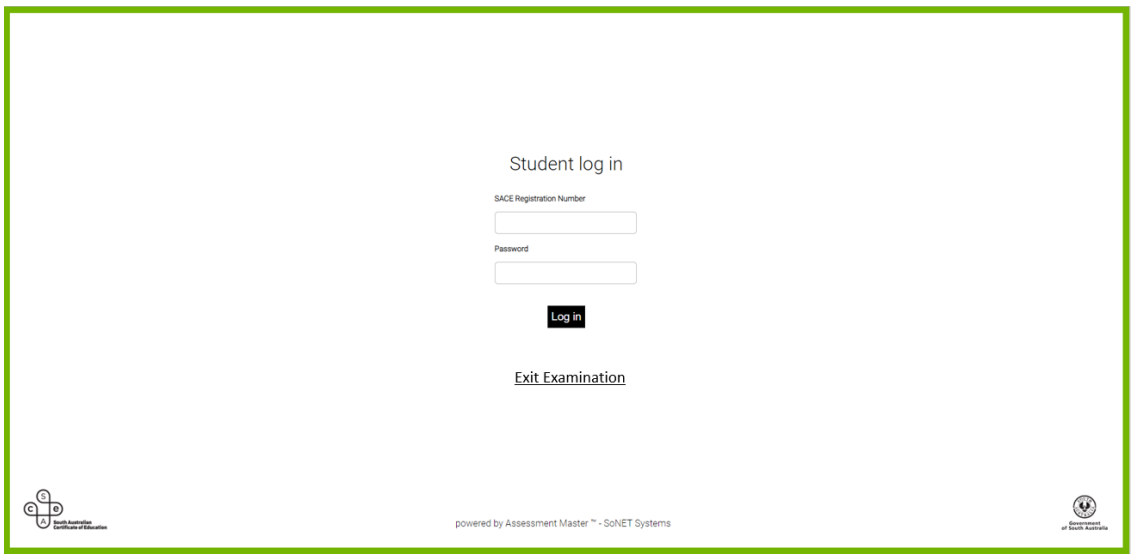
1. Launch SACE Exam Browser

This screen will appear when the student has opened the SACE Exam Browser.



2. Student log in screen

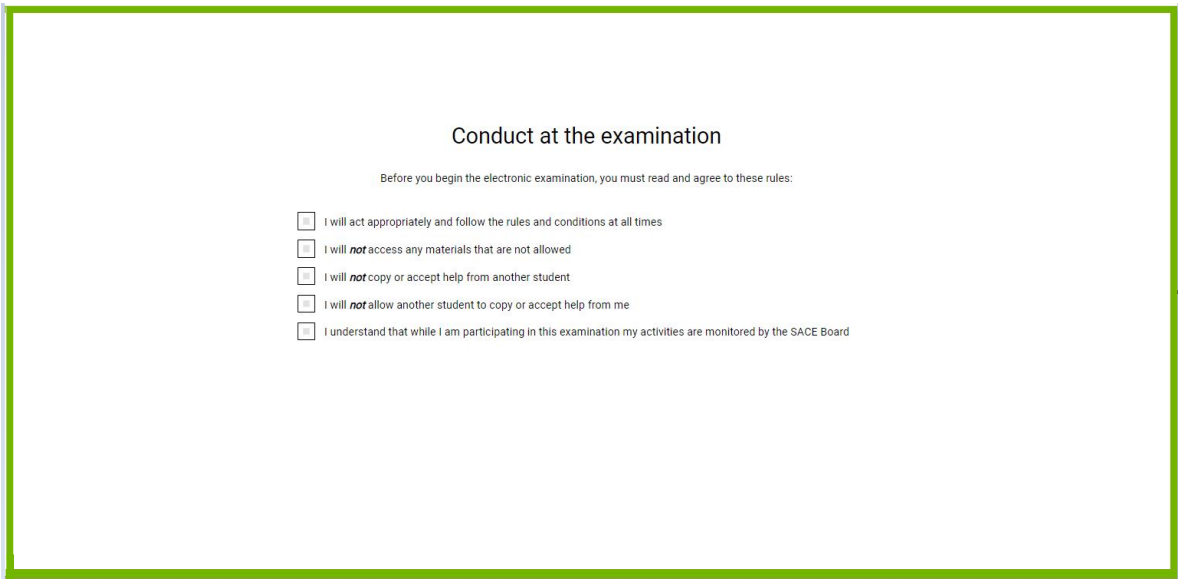
This screen will appear once the student has clicked on the examination link.



The student will then enter their SACE Registration Number and Password (the password is provided by the EI on examination day).

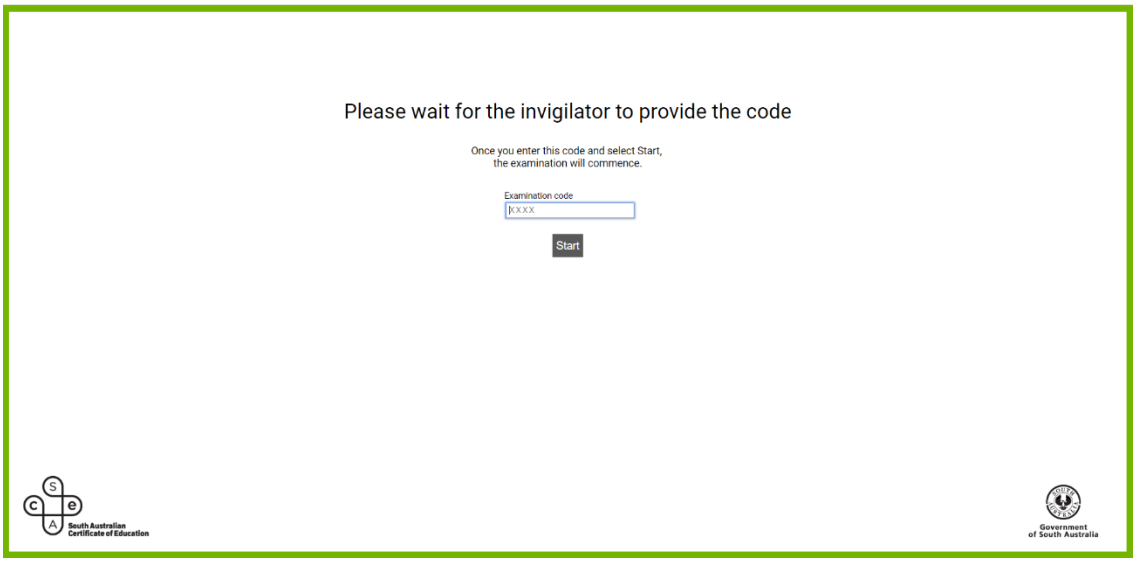
3. Conduct at the examination screen

The student will need to read, check each option, and select 'Agree'.



4. Examination start code

The examination start code will be provided by the EI at the start of the examination.

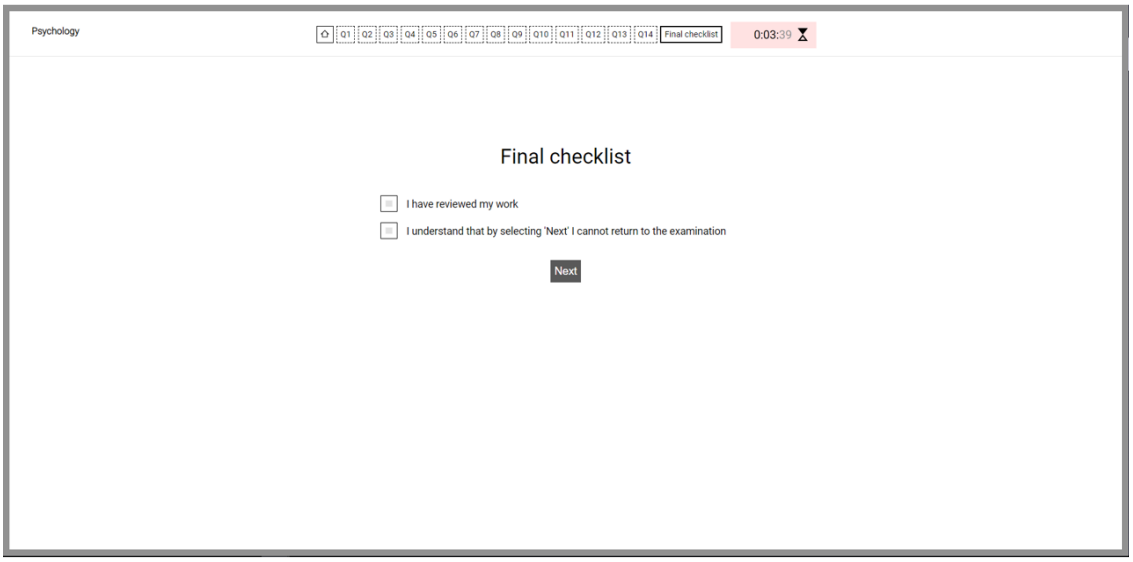


When the student enters the examination start code and selects 'Start' the examination will commence.

5. Final checklist screen

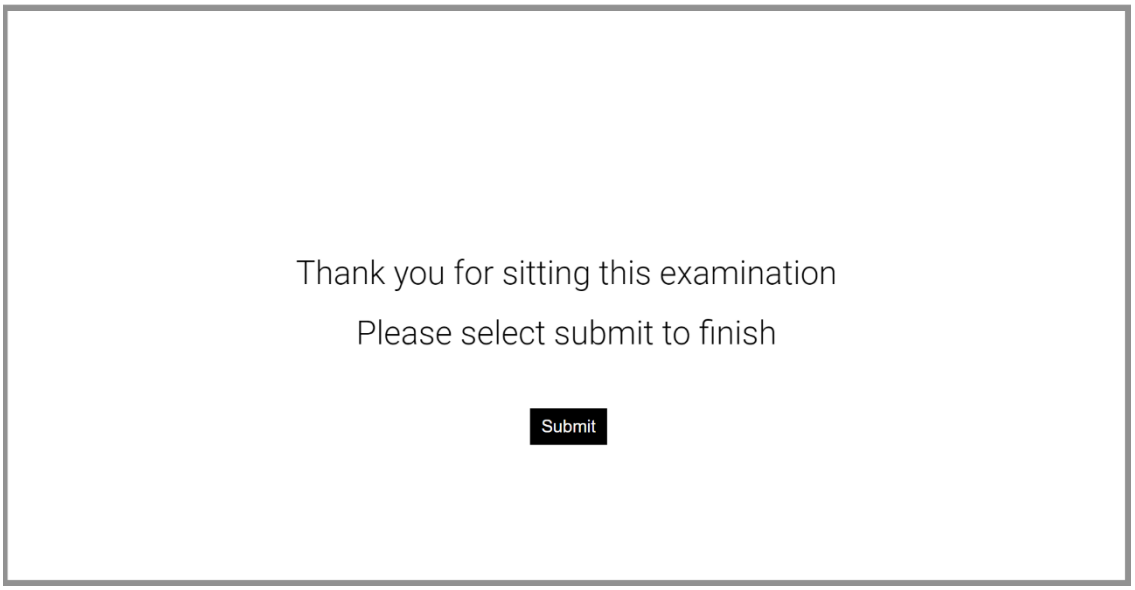
When the student has completed the Electronic Examination they will need to check the following options and select 'Next'.

- I have reviewed my work
- I understand that by selecting 'Next' I cannot return to the examination.



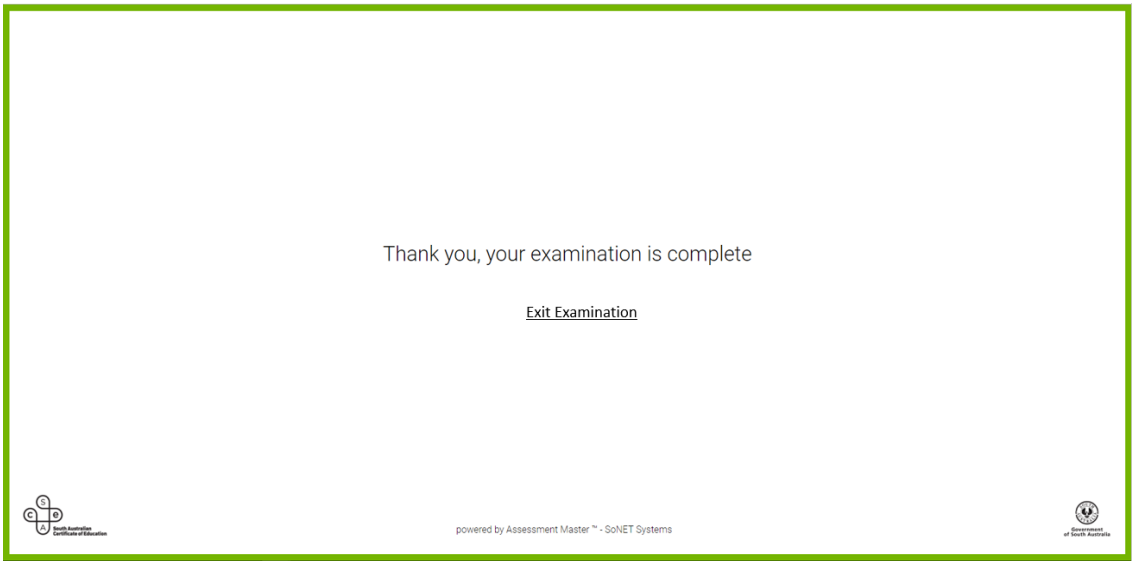
6. Submitting the examination

Students will see the following screen and will need to click 'Submit'.



7. Examination completed screen

Once the Student has clicked 'Submit' they will see the following screen.



8. Exiting the Exam

To exit the SACE Exam Browser, students will need to click on the '**Exit Examination**' link shown on the above screen-shot.

Note: Once a student has submitted their examination (status will appear as 'Completed' on the EI's 'Students' page), the student will not be able to access the examination again without the EI's help.

9. Student examination submitted message

If the examination time runs out before the student submits their examination, they will receive the following message.

