

## 5. Integrity of e-assessment systems

*Systems must allow for flexibility in the light of technological development. System testing must be thorough, and be reviewed at regular intervals once the system is operational. Awarding bodies must ensure that suitable support facilities are in place for centres and that there is a comprehensive contingency plan should any part of the system fail.*

- 5.1. Before full implementation, awarding bodies must ensure that a comprehensive period of testing is undertaken, taking into account the system's functionality and capacity for all levels of user as well as for a potential high level of concurrent users. Any lessons learnt must be incorporated into the system.
- 5.2. Awarding bodies must have procedures in place to undertake regular system testing and reviews once the e-assessment system is in operation to ensure continued reliability.
- 5.3. Awarding bodies must provide centres with clear guidance on the minimum requirements for IT infrastructure and the subsequent quality of operating levels that can be expected, for example the effect of different connection speeds or administrative functionality. Awarding bodies must not permit the use of minimum IT requirements to affect the candidate interface.
- 5.4. Awarding bodies must make clear what applications their e-assessment systems will support and, as far as is practicable, that they support the range of applications that users may wish to use in order to fulfil the requirements of the assessment, for example in the case of e-portfolios.
- 5.5. Awarding bodies must ensure that any software that is developed specifically for the purposes of an e-assessment system is compatible with a sufficient range of platforms and applications to ensure that it is viable.
- 5.6. Clear arrangements must be in place between awarding bodies and their service providers to supply effective technical support for centres and any other user. Awarding bodies must supply all system users with clear guidance on the degree of additional system support that is available.