



CCS Training Ltd 

CCS TRAINING – POLICY AND PROCEDURES
FOR CONDUCTING EXAMINATIONS

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Introduction

For the purpose of this document **an examination centre** is an establishment approved and registered by CCS TRAINING for the registration of candidates to its examinations and for the conduct of these examinations.

The head of centre is responsible to CCS TRAINING for making sure all examinations are conducted to instructions and the qualification specifications issued.

Centres should prepare plans for any disruption to examinations as part of their general emergency planning. It is important to ensure that relevant centre staff are familiar with the plan. Consideration should be given as to how these arrangements will be communicated to candidates should disruption to examinations occur.

In the event that the head of centre decides the centre cannot be opened for scheduled examinations CCS TRAINING must be informed as soon as possible. CCS TRAINING will be able to offer advice regarding the alternative arrangements for conducting examination that may be available and the options for candidates who have not been able to take scheduled examinations.

CCS TRAINING reserve the right to inspect centres on the day of the examinations and a member of the exams office **MUST** be available and co-operate with the inspection and this will include providing access to the secure storage area for the exam packs. A senior member of staff or a member of the exams office **MUST** be available to accompany the inspector throughout the course of his or her centre visit.

Any breach of the following instructions or hindrance to an inspection could be constituted as malpractice and the malpractice policy and procedures will be implemented.

The centre **MUST** send all correspondence on centre headed paper relating to the exams directly to CCS TRAINING and not to the examiner.

1 - PREPARING FOR THE EXAMINATION

1.1 the following instructions apply to all confidential materials relating to the administration and delivery

- centres MUST be able to demonstrate that the appropriate security systems are in place to prevent unauthorised access to the examination materials
- centres MUST ensure that envelopes containing confidential materials are signed for. **A log must be kept, ideally at reception recording the delivery of confidential materials. Each delivery and the number of packs received must be logged.**
- Centres MUST make appropriate arrangements to ensure that confidential materials are delivered only to those authorised by the head of the centre
- Examination materials MUST be stored securely at all times
- Examination materials MUST only be accessed in accordance with CCS TRAINING'S specific instructions
- **Only persons authorised by the head of centre and the exams officer must be allowed access to the centre's secure storage facility**
- Centres must maintain the confidentiality of candidate scripts and candidate details

1.2 checking question paper packs

- **on receipt the question paper packs and examination material must be checked carefully and centres should:**
 - inform CCS TRAINING **IMMEDIATELY** if there are any problems
 - it appears that the parcel has been opened during transit and therefore there may have been a breach of security
 - there are any differences between the material received and the despatch/delivery note
 - the material has been significantly damaged in transit
- **all materials should be checked immediately they are received and must** be put into your secure storage facility i.e: safe/secure cabinet in the secure area.
- **If question paper packets cannot be checked immediately upon receipt, they MUST be locked away in secure storage until an authorised member of staff is available to make the necessary checks.**

2 - INFORMATION FOR ALL CENTRES PREPARING FOR EXAMINATIONS

Centres MUST ensure an appropriate assessment environment

Students must sit their examination at the centre's registered address – unless you have received permission beforehand for students to take the exam elsewhere.

- 2.1 You must inform CCS TRAINING immediately if the security of the question papers or confidential supporting instructions are put at risk. Any natural disaster – fire, theft, loss, damage or any other circumstances which render the existing accommodation or secure storage of examination materials at risk MUST be report to CCS TRAINING immediately.
- 2.2 Question papers MUST be kept in their sealed packets.
- Before the examination commences the question paper pack must be checked for any evidence of tampering
 - They must be brought to the examination room either by the head of centre or the designated invigilator sealed
 - The question paper pack MUST be opened in front of the students – this can be undertaken 10 minutes before the commencement time of the examination e.g: exam commences 9.30 the question paper can be opened at 9.20am.
 - The questions papers are distributed to each student and any extras placed back into the pack for return to CCS TRAINING
 - An invigilator MUST be present in the room at all times. Question papers MUST NOT be left unattended

THE EXAMINATION ROOM

- 2.3 Any room in which an examination is held MUST provide students with appropriate conditions for taking the examination
- You must pay attention to conditions such as heating, lighting, ventilation and the level of outside noise
- 2.4 Display material – diagrams, notes – which might be helpful to students MUST NOT be visible in the examination room
- 2.5 **A reliable clock must be visible to each candidate in the examination room.** The clock must be large enough for all students to read clearly
- 2.6 A "Warning to students" mobile phone poster must be displayed in a prominent place outside the examination room – see attached proforma
- 2.7 A board/flipchart/whiteboard should be visible to all candidates showing the:
- Centre number, subject title and date
 - The start and finish time of the examination and the invigilators name

- 2.8 The seating arrangements MUST prevent students from overlooking (intentionally or otherwise the work of others. **The minimum distance in all directions from centre to centre of student's chairs must be 1.25 metres**
- 2.9 Wherever possible for written examinations:
- All students should face in the same direction
 - Each student should have a separate desk or table large enough to hold question papers and answer books. Students who are not at individual desks MUST be far enough apart so that their work cannot be seen by and contact cannot be made with other students
- 2.10 You MUST create a seating plan that shows the exact position of each student in the examination room. Any changes made to seating arrangements during the examination MUST be noted on the seating plan
- 2.11 The seating plan MUST be sent back to CCS TRAINING along with the question papers and answer books
- 2.12 Course books or hand-outs are not allowed to be present on the desks prior to or during the examination
- 2.13 Any bottled drinks must have the label removed prior to commencement of the exam
- 2.14 Students personal belongings must be stored in the examination room out of reach of the students and monitored by the invigilator
- 2.15 The use of mobile phones or any other electronic device or unauthorised material will be deemed a breach of the rules and could lead to disqualification of the student from the exam
- 2.16 Ensure an exam room checklist has been completed, signed and returned to CCS TRAINING along with the question papers and answer books.

3 - TIMETABLING OF EXAMINATIONS

- 3.1 The normal commencement times of the exams would be 9.00am and 13.30pm
- 3.2 If centres wish to offer earlier or later start times they must inform CCS TRAINING on the "Request for examination" form
- 3.3 For exams that are 2 hours in duration students are not allowed to leave the room until 45 minutes have elapsed
- 3.4 For exams that are 1 hour in duration students are not allowed to leave the room until 30 minutes have elapsed
- 3.5 Students **MUST** be invigilated at all times preferably by 2 qualified invigilators
- 3.6 Students must request a toilet break by putting up their hand in order to gain the attention of the invigilator and **MUST** be accompanied to and from the toilet.
- 3.7 **In all circumstances the student's must be supervised. Supervision requires that an invigilator(s) will be in the same room as the student's at all times.**
- 3.8 The student's **MUST NOT** be in possession of an electronic communication/storage device or have access to the internet
- 3.9 When students have completed their exam they are allowed to leave the room quietly and must hand their answer book and question paper to the invigilator
- 3.10 Students who have left the examination room after completion of the exam are **NOT** allowed back into the room for any reason

4 - INVIGILATION ARRANGEMENTS

The invigilator is the person in the examination room responsible for conducting a particular examination in the presence of the students. **Invigilators have a key role in upholding the integrity of the Examination process.**

- 4.1 The role of the invigilator is to ensure that the examination is conducted according to these instructions in order to:
- 4.2 Ensure all candidates have an equal opportunity to demonstrate their abilities
- 4.3 Ensure the security of the examination before, during and after the examination
- 4.4 Prevent possible student malpractice
- 4.5 Prevent possible administrative failures
- 4.6 **Invigilators must:**
- Be familiar with these instructions
 - Give all their attention to conducting the examination properly
 - Be able to observe each student in the examination room at all times
 - Inform the head of centre if they are suspicious about the security of the examination papers – (in such cases the head of centre **MUST** inform CCS TRAINING immediately and send a full written report within 7 days of the suspicion arising)
- 4.7 **Invigilators must not**
- Carry out any other task (for example reading a book or marking papers) in the examination room
- 4.8 **Centre's must**
- Ensure all invigilators are inducted correctly and can prepare a handbook incorporating appropriate sections from this policy for this purpose
 - Ensure any new invigilators to the team are inducted correctly
 - Hold regular update meetings for existing invigilators and any new invigilators to ensure that they are aware of any changes
- 4.9 The head of centre or quality assurance co-ordinator **MUST**
- Make these instructions available to each invigilator
 - Appoint invigilators to make sure that the examination is conducted according to the following requirements:
 - At least 2 invigilators must be present for each group of students
 - Invigilators may be changed as long as the number of invigilators present in the examination room does not fall below the required number
 - Any changes to the number of invigilators must be notified to CCS TRAINING before commencement of any examination
 - If only one invigilator is available – notification has been made to CCS TRAINING and permission granted for this – he/she **MUST** be able to get help easily, without leaving the examination room and without disturbing the students – **this could be by use of a mobile phone or 2 way radio and only allowed in the examination room for this purpose and should be kept on silent mode to prevent any incoming calls or texts from disturbing students**

- 4.10 The head of centre must make sure that all invigilators are suitably qualified and experienced they must not be
- a) Current students at the centre
 - b) Any relative, friend or peer of a student in the examination room
- 4.11 The head of centre must keep copies of the signed records of the seating plan, the invigilation arrangements and the centre's copies of the attendance registers for each examination. CCS TRAINING may need to refer to these records if there are any queries or suspected case of malpractice.
- 4.12 The head of centre must keep these records until all results and certificates have been issued

Invigilation arrangements for students with special consideration

- 4.13 The head of centre must ensure that CCS TRAINING has been made aware at least 2 weeks before the examination date of any students requiring special consideration
- 4.14 All invigilators must be made aware of any students who have been granted special consideration
- 4.15 Invigilators must ensure that any extra time allocated to students with special consideration is added onto the end time of the examination

Completion of the exam

- 4.16 The Invigilator must advise students when there is 10 minutes left of the stated examination time. When the allocated time for the exam has elapsed the invigilator must inform all remaining students that the exam has now finished and they must cease writing in their answer books.
- 4.17 The invigilator must collect all question papers and answer books from the remaining students and add these to the cohort for inclusion in the return envelope to CCS TRAINING.
- 4.18 The invigilator must return original seating plan signed by the invigilator, attendance register and exam room checklist along with the answer books etc in the return envelope to CCS TRAINING

5 - CANDIDATE IDENTIFICATION

- 5.1 It is important that invigilators are able to establish the identity of all students sitting exams
- 5.2 The head of centre MUST make sure that appropriate arrangements are in place so that all invigilators can carry out adequate checks on the identity of all candidates
- 5.3 Identification of students must be made from a valid document bearing a photo of the candidate e.g – drivers licence, passport or work ID badge
- 5.4 The invigilator must check the student against the attendance list for the exam and any anomalies passed immediately to the head of centre
- 5.5 In cases where it is impossible to identify a student due to the wearing of religious clothing such as a veil the student should be approached by a female member of staff and taken to a private room where they should be politely asked to remove the veil and explanation provided to enable identification. Once identification has been confirmed the student should replace the veil and proceed as normal to sit the exam
- 5.6 Any suspicions of false identification must be report to CCS TRAINING and the student will not be allowed to undertake the exam

6 - THE PEOPLE PRESENT

- 6.1 The head of centre has a duty at all times to ensure the integrity of the examination
- 6.2 Invigilators must carry out their duties as defined in section 4

ONLY THOSE MEMBERS OF STAFF AUTHORIZED BY THE HEAD OF CENTRE MUST BE PRESENT IN THE EXAMINATION ROOM

ONLY STUDENTS ACTUALLY SITTING THE EXAMINATION MUST BE PRESENT IN THE EXAMINATION ROOM WHILST THE EXAM IS TAKING PLACE

- 6.3 Where there is an alleged error on the question paper and it has been confirmed that CCS TRAINING has not issued an erratum slip, the instruction to students MUST be to answer the question as printed
- 6.4 Centre staff/invigilators MUST NOT provide advice to students without the permission of CCS TRAINING, additionally centre staff/invigilators MUST NOT comment on the question paper or advice on which sections of the paper and which particular questions should be attempted
- 6.5 Any members of centre staff who are called upon to enter the examination room during the course of the examination (due to a student identifying a potential problem which the invigilator is unable to resolve) do not need prior authorisation from the head of centre
If they leave the examination room they may only take the question paper with them if they need to check a possible problem with CCS TRAINING
- 6.6 CCS TRAINING representatives have the right to visit centres during any examination and at other appropriate times before and after the examinations to inspect the arrangements made for the security of examination material and for conducting the examinations

7 - QUESTION PAPERS/STATIONERY/MATERIALS AND OTHER EQUIPMENT

7.1 The invigilator MUST take all reasonable steps to make sure that the following conditions are met

- The correct examination question papers have been collected
- The correct answer books for the examination have been collected
- The students MUST NOT have access to items listed in this policy which includes iPod/MOBILE PHONES/MP3/4 Players or wrist watches which have a data storage device

Which means that

- All unauthorised items are left in a locked cupboard or in the students personal belongings
- Food and drink may be allowed in the examination room at the discretion of the head of centre, however this is on the condition that any food brought into the examination room by students is free from packaging and all labels are removed from drink container
- **If candidates have access to unauthorised items in the examination room this may be considered as malpractice**

7.2 The invigilator may read the question paper to the students

7.3 The invigilator must announce clearly to the students when they may commence the exam

- Specify the time allowed for the exam
- Remind students that they are not allowed to communicate in anyway with, ask for help from or give help to another candidate while they are in the examination room

The invigilator MUST NOT

- Direct students to particular questions or particular sections of the question paper
- Make any comment where a candidate believes that there is an error or omission on the questions paper. The invigilator MUST however, refer the matter immediately to the head of centre
- Give any information to students about possible mistakes in the question paper, unless there is an erratum notice or permission has been given by CCS TRAINING
- Comment on the content of the question paper
- Offer any advice or comment on the work of a candidate

The invigilator must not undertake any of the above as they constitute malpractice

8 - STARTING THE EXAMINATION

- 8.1 An examination is treated as in progress from the time students enter the room until all the scripts have been collected

STUDENTS MUST BE UNDER EXAMINATION CONDITIONS FROM THE TIME THAT THEY ENTER THE ROOM IN WHICH THEY WILL TAKING THEIR EXAMINATIONS

CCS TRAINING CONSIDER THE INTRODUCTION OF UNAUTHORISED MATERIAL INTO THE EXAMINATION ROOM WHERE THE EXAM IS TO BE HELD (INCLUDING COACHING, SUBJECT SPECIFIC POWER POINTS, PRESENTATIONS OR ANY OTHER SUBJECT SPECIFIC MATERIAL) BY EITHER STUDENTS OR STAFF AS MALPRACTICE.

- 8.2 Before students are allowed to start the examination the invigilator **must always**
- Tell students that they must follow the regulations of the examination
 - Check that students have the correct paper and all the material required for the exam
 - Inform the students about any erratum notices
 - Instruct students about emergency procedures
- 8.3 **Invigilators must also give candidates the following information prior to commencement of the exam – they must**
- Mobile phones to be switched off and placed in personal belongings away from the desk – failure to do so may lead to disqualification
 - Write in black ink
 - Clearly write your student number on the answer book and any additional books used
 - Write your answers in the designated sections of the answer book

Students must not use

- Correcting pens, fluid or tape
- Erasable pens
- Highlighter pens in their answer
- Gel pens in the answer book

- 8.4 **Completing the student attendance list** – all centres must complete the student list and return this to CCS TRAINING with all the scripts etc.

The invigilator must

- Accurately complete the student list during the exam, clearly indicating students that are either present or absent
- Enter the details of any student to attended the exam but are not indicated on the list
- Cross through any students who have been withdrawn from the exam. Indicate on the list any students who are undertaking the exam that have been transferred from another centre
- Keep a copy of the student list until the deadline for enquiries about results has passed

DURING THE EXAMINATION

- 8.5 Invigilators **MUST** supervise the students throughout the whole time the exam is in progress and Give complete attention to this duty at all times
- 8.6 Invigilators **MUST** be vigilant and remain aware of emerging situations, looking out for cheating and malpractice or candidates who may be feeling unwell.
Any irregularities **MUST** be recorded
- 8.7 Invigilators are required to move around the assessment area quietly and at frequent intervals

9 - CANDIDATES WHO ARRIVE LATE

A student who arrives after the commencement of the exam may be allowed to enter the examination room and sit the exam. **This is entirely at the discretion of the centre.**

It is good practice for the course provider to have a policy for late and absent students and to make ALL invigilators aware of this policy

- 9.1 A student who arrives after the commencement of the exam should be allowed the full time for the exam depending on the course provider's organisational arrangements and provided that adequate supervision arrangements are in place
- 9.2 **A student will be considered very late if they arrive more than one hour after the start Time**
- 9.3 When a student arrives very late for an exam you MUST
- Send the script to CCS TRAINING in the normal way
 - You MUST provide the following information:
 - The reason the student arrived late, including any details of special arrangements made for the candidate to reach the venue
 - The actual start and finish times of the exam
 - The time the student started the exam
 - The time the student finished the exam
 - A statement on whether security may have been broken due to the student arriving late, including information about the extent to which the student was under supervision from the actual starting time of the exam
 - WARN the student that CCS TRAINING may not accept their work
- 9.4 If a student arrives in the afternoon for an exam that had been re-arranged for the morning of that day the student may be allowed to take the paper at the published time as long as he or she has not had any contact with any student who sat the exam earlier

CCS TRAINING will then decide whether or not to accept the script

10 - LEAVING THE EXAMINATION ROOM

- 10.1 For exams that are one hour in duration students are not allowed to leave the room until at least 30 minutes have elapsed from commencement of the exam – whether they have completed the exam or a toilet break or for any other reason unless in exceptional circumstances
- For exams that are two hours in duration students are not allowed to leave the room until at least 45 minutes have elapsed from commencement of the exam – whether they have completed the exam or a toilet break or for any other reason unless in exceptional circumstances
- 10.2 Students who are allowed to leave the exam room temporarily **MUST** be accompanied by a member of centre staff. Those students may be allowed extra time at the discretion of the centre to compensate for their temporarily absence.
- 10.3 Students who have finished their exam and have been allowed to leave the room early **MUST** hand in their work before they leave the room. These students **MUST NOT** be allowed back into the room.
- 10.4 Question papers **MUST NOT** be removed from the exam room until all the students have completed their examination.
- 10.5 CCS TRAINING centres must return all question papers along with the scripts etc to CCS TRAINING

11 – MALPRACTICE

11.1 Any student suspected of malpractice, the invigilator MUST warn the student that he/she may Be removed from the exam. The student should also be warned that CCS TRAINING will be informed and may decide to disqualify the student

11.2 The invigilator MUST record what has happened

Wherever possible the invigilator should remove and keep any unauthorised material that a student may have used in the exam.

11.3 **The head of centre must report to the CCS TRAINING as soon as possible all cases of suspected or actual malpractice in connection with the examination**

The head of centre has a duty to monitor and report potential malpractice by invigilators

FOR FURTHER INFORMATION ON MALPRACTICE PLEASE REFER TO OUR MALPRACTICE POLICY

12 - EMERGENCIES

The invigilator **MUST** take the following action in an emergency such as a fire alarm, bomb alert or similar.

- Stop the candidates from writing
- Collect the attendance register – to ensure all candidates are present – and evacuate the examination room in line with the instructions given by the centre
- Advise candidates to leave all question papers and scripts in the examination room
- Candidates should leave the room in silence
- Make sure that the candidates are supervised as closely as possible while they are out of the examination room to make sure there is no discussion about the exam
- Make a note of the time of the interruption and how long it lasted
- Allow the candidates the full working time set for the examination
- If there are only a few candidates, consider the possibility of taking the candidates (with question papers and scripts) to another venue to finish the exam.
- Make a full report of the incident and of the action taken and send to CCS TRAINING

Advice: in dealing with emergencies invigilators **MUST** be aware of the centre's policy.

Centres must have a policy for dealing with an emergency evacuation of the examination room, which will be subject to inspection by ABIOSH

Centres may wish to laminate their emergency evacuation procedure and display this in the exam room

13 – AT THE END OF THE EXAMINATION

13.1 Finishing the examination

At the end of the examination invigilators MUST

- Tell the candidates to stop working and remind them that they are still under examination conditions
- Allow candidates who arrived later and were allowed the full working time to do their examination, to continue after the normal finishing time and tell them to stop working after the extra time allowed has passed
- Instruct candidates taking written examinations to:-
 - Make sure they have put all the necessary information on their scripts and any additional answer sheets – name, number and centre number
 - Make sure their answers re correctly numbered
 - Put any loose sheets in the order they answered they answered the questions and then fasten them and any supplementary answer sheets to the back of the answer books by staple.
 - Make sure that candidates granted extra time carry on for the necessary additional time. Invigilators MUST be aware in advance of the exam which candidates have been granted extra time to complete the exam.

13.2 Collecting scripts

Invigilators MUST

- Collect all the scripts/question papers before candidates are allowed to leave the examination room
- ***Check that there is a script for every candidates marked as present on the attendance register***
- ***Check that the names on the scripts match the details on the attendance register***
- Put the scripts in the order shown on the attendance register
- Check that candidates have used their correct centre and candidate numbers
- Give the scripts to the person responsible for despatching them to CCS TRAINING
- Ensure that the scripts are kept secure at all times until they are despatched to CCS TRAINING
- When checking that the names on the scripts match the details on the attendance register if there is a mismatch of names identified a note should be made on the attendance register

PLEASE NOTE – SCRIPTS ARE CONFIDENTIAL BETWEEN THE CANDIDATES AND CCS TRAINING

NO-ONE MAY READ THEM OR PHOTOCOPY THEM BEFORE THEY ARE SENT TO CCS TRAINING, UNLESS CCS TRAINING STATES OTHERWISE

You MUST

- Despatch scripts and accompanying attendance registers to CCS TRAINING on the same day of the exam wherever possible
- Ensure that any scripts that cannot be despatched on the scheduled day of the exam are despatched no later than the next working day
- Retain scripts in secure storage if kept within the centre overnight
- MUST obtain proof of postage/despatch for each packet of scripts which MUST be retained on the centres files until the results are published in case of loss or damage (proof of postage will provide evidence that the scripts have left the centre, should the scripts not be received by CCS TRAINING then special consideration may be possible)
- MUST use a method of despatch which is reliable and ensures prompt delivery

13.3 Packing scripts

You MUST

- Check that you have enough large plastic envelopes to despatch all your scripts – contact CCS TRAINING if you think you may need more
- Use the plastic envelopes provided by CCS TRAINING regardless of the number of scripts you have to send
- Ensure that every script from the exam has been included – ONLY ONE SET OF EXAM PAPERS PER PLASTIC ENVELOPE
- Enclose the relevant attendance registers with the scripts (in the same order as listed on the attendance register) – the attendance register MUST still be completed and sent even when there are no scripts due to all candidates being absent or withdrawn.
- Ensure cover sheets accompany scripts where appropriate for those candidates granted access arrangements. The cover sheet must be attached to the script.
- Fasten envelopes securely

You MUST not

- Include anything other than the examination scripts and the attendance register
- Combine packages – even when scripts are for more than one exam are going to the same address
- Overfill packages as they may split open during transit
- Write on labels or alter them in anyway

13.4 Sending scripts

You MUST

- Despatch scripts and accompanying attendance registers to CCS TRAINING on the same day of the exam wherever possible
- Ensure that any scripts that cannot be despatched on the scheduled day of the exam are despatched no later than the next working day
- Retain scripts in secure storage if kept within the centre overnight
- MUST obtain proof of postage/despatch for each packet of scripts which MUST be retained on the centres files until the results are published in case of loss or damage (proof of postage will provide evidence that the scripts have left the centre, should the scripts not be received by CCS TRAINING then special consideration may be possible)
- MUST use a method of despatch which is reliable and ensures prompt delivery

13.5 Unused stationery

The invigilator MUST

- Collect all unused stationery in the examination room
- Return it to the exams officer

The exams officer MUST

- Return unused stationery to CCS TRAINING along with the questions papers and scripts

14 – APPLICATIONS FOR SPECIAL CONSIDERATION

If a student sits an examination under adverse circumstances and you want to submit an application for special consideration please refer to the CCS TRAINING – application for Special Consideration policy.

Centres must never enclose a letter asking for special consideration with a student's script

CCS TRAINING

NOTICE TO CENTRES

THE PEOPLE PRESENT IN THE EXAMINATION ROOM

Section 6 page 11 provides clarity on who may be present in the examination room.

The head of centre has a duty at all times to maintain the integrity of the examination and to ensure that fully trained invigilators are in place for all exams. Invigilators MUST have been trained to undertake their duties as per section 4 pages 8/9.

The following rules relate to centre staff other than exam officers and invigilators

Members of centre staff may be approved by the head of centre to be present at the start of the exam. When members of centre staff enter an exam room, they MUST identify themselves and their purpose for being there to the senior invigilator and/or exam officer.

Where specifically approved by the head of centre and agreed with the exams officer, members of centre staff have a very clear role – principally

- To assist with the identification of students
- To deal with any disciplinary matters
- To check that students have been issued with the correct question paper
- To check that students have the appropriate materials for the exam
- To start the exam off

Under no circumstances may members of centre staff:

- Be present at the start of the exam and then sit and read the exam question paper before leaving the exam room
- Enter the exam room uninvited with the sole intention of accessing the examination question paper
- Have access to the exam question paper **unless** this is specifically requested by either the exams officer or an invigilator. For example a possible printing error has been identified and in the absence of an erratum notice, the exams officer needs this verified by the instructor before reporting the issue to CCS TRAINING
- Give any indication of their opinion of a question paper to students verbally or otherwise having been asked to inspect the content
- Communicate with students – this extends to coaching students, reminding students which sections of the question paper to answer or which questions they should answer
- Enter the examination room and approach students, either to prompt them to make an attempt at the examination or to provide support and encouragement
- Enter the exam and read candidates scripts

Support and encouragement may be offered at any point up until the time that candidates enter the examination room. From that moment onwards they are under examination conditions and the strict protocols must be adhered to

APPENDIX 1 – Checklist for heads of centre and examination officers

The following checklist, which is not an exhaustive one, has been produced as a good practice guide for centres

A – Training invigilators	
1	Ensure that invigilators are made aware of the Equality Act 2010 and are trained in disability issues
2	As part of the training process make sure that invigilators are aware of policies and procedures relating to emergency evacuation and medication, especially where they relate to students with a disability
3	Ensure that invigilators are aware of alternative means of communication, especially in the exam room when conveying information to disabled students
B – Information for students	
1	Ensure that information supplied to students with a disability meets the Equality Act 2010
C – Seating arrangements	
1	Make sure that there are chairs available outside the examination room to enable those with a disability or those students who may simply be experiencing extreme stress or anxiety to sit and rest before they enter the examination
2	Ensure that there is sufficient space between desks and chairs to enable a student (or an invigilator) who uses a wheelchair to enter and leave the room without difficulty
3	If you know that a student may become unwell during the examination due to the nature of their disability, try to ensure that you seat them close to the exits to make them feel more comfortable and to limit any disruption to others within the examination room
4	Ensure that the seating is both appropriate and comfortable for those who may have a disability which affects sitting and posture
D – Students requiring access arrangements	
1	Where a student has been granted the use of a reader or a scribe, ensure that those individuals who will be acting as a reader or scribe are introduced to the student prior to the exam taking place.
2	Where a student suffers from a long term health condition and has been granted supervised rest breaks, try to ensure that the rest areas are suitably comfortable as well as maintaining the security of the exam
E – Emergency evacuation procedures	
1	Invigilators and all other centre staff involved in conducting exams MUST be aware of the emergency evacuation procedures in place for those candidates with a disability who may need assistance in leaving the building
2	When evacuation and emergency procedures are being explained to students, attention should be given to those students with a disability, for whom such procedures may be different

APPENDIX 2 – Checklist for invigilators

This checklist summarises the most essential actions for invigilating examinations – you MUST fully understand the *Instructions for conducting examinations*

A – Arranging the examination room	
1	Check that any charts, diagrams etc have been cleared from the walls
2	Check that you have the following on display: <ul style="list-style-type: none"> ➤ A clock that all candidates can see clearly ➤ A board/display showing the centre number, subject, start and finish time of the exam
3	Check that you have: <ul style="list-style-type: none"> ➤ For the exam room a copy of CCS TRAINING Instructions for conducting examinations ➤ Seating plan of the examination
B – Identifying students	
1	Make sure that you check the identity of every student against the attendance register in the exam – passport/ID badge etc
C – Before the examination	
1	Check the front of the question paper for the exact requirements – if any – for authorised materials i.e: calculators
2	Inform students that they must now follow the regulations of the examination
3	Warn students that they MUST give you any unauthorised materials i.e: mobile phones, wrist watches with a data storage device, iPods
4	Tell the students: <ul style="list-style-type: none"> ➤ To complete the details on the front of the answer booklet and any supplementary sheets with student name, number and centre number ➤ To read the instructions on the front of the question paper
5	Tell the students about any erratum notices
6	Remind students to write in black ink and not to use highlighters or gel pens in their answers
7	Remind students to write in the designated sections of the answer booklet
8	Tell students when they may begin and how much time they have
D – During the examination	
1	Accurately complete the attendance register – see section 8
2	See section 9 if a candidate arrives late
3	Be vigilant – supervise the students at all times to prevent cheating and distractions
4	Do not give any information to students about: <ul style="list-style-type: none"> ➤ Suspected mistakes in the question paper unless an erratum notice has been issued or permission has been given by CCS TRAINING ➤ Any question on the paper or the requirements for answering particular questions
5	See section 10 as to when a student may leave the examination room
6	Make sure that a question paper is not removed from the examination room during the examination
7	Make sure that an appropriate member of staff is available to accompany any students who need to leave the room temporarily
8	In an emergency see section 12 of these <i>Instructions</i> and any separate instructions issued by the centre
9	Tell students to stop writing at the end of the examination
E – After the examination	
1	Check and sign the attendance register
2	Tell students to check that they have: <ul style="list-style-type: none"> ➤ Written all the necessary information on their scripts including supplementary sheets ➤ Fastened any supplementary sheets as instruction to the answer book
3	Collect all scripts and all unused stationery before students leave the examination room
4	Arrange scripts in the order students appear on the attendance register
5	Make sure that scripts are kept in a secure place before being sent to the exams officer or CCS TRAINING

APPENDIX 3 – Suggested wording for the invigilator’s announcement at the beginning of the exam

You may wish to laminate copies of this announcement

1	You must follow the regulations of the examination
2	You must not have on or near you any reading material etc
3	Check your pockets now Check for things such as notes, books, papers, iPods and mobile phones If you have any of these unauthorised items in your possession you must hand them in to an invigilator now ¹ , failure to do so may lead to disqualification
4	All personal belongings must be placed at the front of the room – access to these are not allowed
5	For exams where a calculator is allowed – make sure that the lid, case or cover of the calculator does not have any printed information or instructions on it
6	Check that you have been given the correct paper for your exam
7	Fill in all the details needed on the front of your answer book – make sure that you complete these details on any additional answer sheets that you use
	PAUSE TO ALLOW TIME FOR STUDENT TO FILL IN THE DETAILS
8	Read the instructions on the front of the questions paper
9	Check that you have all the pens etc you need for the exam
	PAUSE TO ALLOW TIME FOR QUERIES
	TELL THE CANDIDATES ABOUT ANY ERRATUM NOTICES
10	Remember you must write in black ink
11	You must write in the designated sections of the answer book
12	You must write all rough work in the margins of the answer book
13	You must not use correcting pens, fluid or tape, erasable pens You must not use highlighters or gel pens in your answers
14	You must not communicate in any way with, ask for help from or give help to another student while you are in this exam room You should put up your hand to attract the invigilators attention
15	If the fire alarm sounds, please stay seated – wait for instruction from the invigilator
	Tell the students when they may begin and how much time they have

APPENDIX 4 – Warning to students

1. You **MUST** be on time for all examinations
2. You **MUST NOT** become involved in any unfair or dishonest practice in any part of the examination
3. You **MUST NOT**
 - a. **SIT AN EXAM IN THE NAME OF ANOTHER STUDENT**
 - b. Have in your possession any unauthorised material or equipment which might give you an unfair advantage
4. **Possession of a mobile phone** or other unauthorised material is breaking the rules, even if you do not intend to use it, and you will be subject to penalty and possible disqualification
5. You **MUST NOT** talk to, attempt to communicate with or disturb other students once you have entered the examination room
6. You **MUST** follow the instructions of the invigilator
7. If you are in any doubt speak to the invigilator

This warning to students must be display in a prominent place outside the examination room.

CCS TRAINING

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