



D18 EXAMS AND INVIGILATION POLICY

Version 1.2

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0. SCOPE OF POLICY

This document contains the rules, regulations and other information we use to set paper and on-screen examinations. It explains all the necessary requirements which will be adhered to before, during, and after each examination. It also describes how examinations will be invigilated.

These requirements protect the highest standards of integrity, quality and fairness of examinations.

We will ensure that all learners and our staff adhere to the instructions set out in this document.

General regulations

The regulations in this document specify the normal operational requirements for assessment. Arrangements may vary for certain qualifications, in these cases regulations set out in the qualification handbook will apply.

Unless otherwise specified, all examinations will be conducted in English, with no translation permitted.

Any breach of these instructions/regulations constitutes malpractice, so it is critical this policy is followed. Every invigilator will receive a copy of the instructions and will confirm to our Manager that he/she has read it.

We will be open to inspection at any time by ILM examination auditors. A member of the senior leadership team will be available to accompany the ILM examination auditors throughout the course of his or her centre visit.

1. PREPARING FOR EXAMINATION

The examination environment and facilities

All learners will sit their tests at our registered address unless we inform ILM beforehand of learners' due to take examinations elsewhere.

When it is intended to conduct a test at an address other than the address registered with ILM (e.g. another building owned which is situated at a different location from our registered address or premises) we will inform ILM Quality and Compliance Manager using the form contained within Appendix 1. The completed form(s) will be sent as soon as possible, and no later than six weeks before the start of the examination. ILM Quality and Compliance Manager must acknowledge receipt of the form(s).

If other venues are used then we will hold a record of alternative sites including the following information:

- Address of all alternative venues.
- Dates of all tests undertaking at alternative venues.
- Names of the invigilator(s) in each alternative venue.
- List of learners who sat the test(s) in each alternative venue including their names and ENRs.

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This information will be available for inspection by examination auditors. The examination room will be in a suitably quiet location, which will remain undisturbed for the whole examination, and have adequate space, heating, lighting and ventilation.

All posters, display material etc. which may be relevant to the examination will be removed or completely covered.

Seating arrangements will be made which will prevent candidates from seeing each other's work, intentionally or otherwise.

- The minimum distance in all directions from centre to centre of candidates' chairs is 1.25 metres.
- All candidates will face in the same direction, unless they are working at computers for on-screen tests. In such cases the arrangement will be in an inward facing pattern or in another suitable pattern to ensure that the minimum distance requirement is satisfied.
- Each candidate will be seated at a separate desk, table or workstation. For on-screen tests, each workstation will be isolated by a minimum space of 1.25 metres measured from the nearest outer edge of one screen to the next.

More than one examination may be held in the same room as long as this does not cause disturbance to any candidate.

Where computers are used for assessment purposes we will ensure that appropriate health and safety laws are followed.

Keeping question papers and other examination materials secure

For on-screen examinations, we will ensure that appropriate software, computers, word processors, printers, and/or other equipment as appropriate are provided for examinations. Spare equipment will be available whenever possible. We will also ensure that candidates cannot use the computers to communicate with other people or to access unauthorized information.

For paper examinations, on receipt we will check the question paper packets and examination materials carefully, but will not open the packs. We will notify ILM immediately if there are any problems, e.g.

- It appears that the parcel or one of the packets 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 dispatch/delivery note
- The material has been significantly damaged in transit.
- The material appears not to meet your requirements.

All materials will be checked immediately once they are received and will be put into our secure storage facility, i.e. a safe/security cabinet/covered shelving in the secure area. Question papers and examination stationery will remain in secure storage facilities at our registered address, approved by ILM, until one hour before the published starting time for the examination.

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We will tell ILM immediately if the security of the question papers or confidential supporting instructions is 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 will be reported to ILM immediately.

Invigilation arrangements

All ILM examinations will be supervised by an invigilator. We will appoint invigilators and brief them on the requirements for the conduct of examinations. They act for us, under the guidance of our administrator, and we are responsible for their payment and actions.

Where invigilators have a conflict of interest, for example they have taught the candidates for the qualification being examined, or they are a relative of a candidate, they will not be the sole invigilator during that examination. Only in exceptional circumstances an invigilator can be exempted from this requirement by signing the declaration in Appendix 2.

We will ensure that invigilators are familiar with the content of this document and that invigilation is operated in accordance with it. Invigilators will give all their attention to conducting the examination properly; be able to observe each candidate in the examination room at all times and be familiar with the specific instructions relating to the qualifications being examined. Invigilators will not carry out any other task in the examination room.

For multiple-choice and written assessments, there will be a minimum of one invigilator in each examination room for every 30 candidates or fewer. For on-screen assessments, there will be a minimum of one invigilator for every 20 candidates or fewer. However, when there is only one invigilator he/she will be able to summon assistance easily, without leaving the examination room, in case of emergency, e.g. a sick candidate. The number of invigilators present will never fall below the number specified.

We will prepare a seating plan, indicating the direction of each desk and the name of each candidate, and keep signed records of the seating and invigilation arrangements for each examination session for six months after receipt of results.

We will ensure that invigilators have been briefed on the seating plan in advance.

The seating and invigilation records can be required by ILM. We will ensure that the invigilation Certificate is completed for all candidates, whether present or absent, and returned with candidates' scripts or recordings.

Invigilation for learners needing reasonable adjustments and access arrangements

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For candidates with access arrangements, the examination is held in a separate room when readers, scribes or sign language interpreters are provided. An invigilator will also be present.

We acknowledge responsibility for ensuring that if a candidate has an access arrangement and is not accommodated separately, that other candidates are not disturbed.

Resources for Examinations

Where we are undertaking on-screen tests, we will ensure that sufficient work stations are available, including at least one replacement computer (and printers where required). The equipment will be fit for purpose and meet City & Guilds minimum technical specifications.

There will be appropriate policies in place to protect the security of the hardware and software which is used to deliver on-screen tests, hold candidate assessment outcomes and the network in which it operates. Our management of the secure test environment in which on-screen tests operate will be robust.

Candidates cannot refer to books or notes during the examinations except where the qualification-specific documentation specifically allows it.

Candidates cannot bring scrap paper into the examination room, however the invigilator may hand out scrap paper if required.

Candidates cannot bring calculators or calculator cases into the examination room, except where the qualification-specific documentations specifically allow it.

2. DURING THE EXAMINATION

Identifying candidates

All invigilators will be able to establish the identity of all candidates sitting examinations before being allowed to take the test. A UK Drivers Licence or Passport are acceptable means of identification. Photo identification is required.

We will make sure that appropriate arrangements are in place so that all invigilators can carry out adequate checks on the identity of all candidates.

For e-volve examinations we will have a procedure in place to ensure that both the identity of the candidate is established and that the candidate's name and identity matches the name and identity on the e-volve test screen. If candidates sit an examination in another candidate's name (whether or not this is intentional), this will constitute malpractice.

Having confirmed the identity of every candidate to ensure that the person on the day is the same person for whom the test was booked, the invigilator will issue the appropriate e-volve key code to each candidate and, if used, the PIN number for each candidate.

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Staff in the examination room

Support and encouragement will be offered at any point up until the time that learners enter the examination room. From that moment onwards they are under examination conditions and the strict protocols will be adhered to. Our staff will not provide advice to learners without the permission of ILM. Additionally, our staff will not comment on test questions or advise on which sections of the test and which particular questions will be attempted.

ILM representatives have the right to visit our centres during the examinations (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. The exams officer or a member of the senior leadership team will be available to accompany the inspector during the course of his or her centre visit.

The basic principle is that candidates' answers will be their own work during the examination and they are not allowed access to any source of information or advice that would help them to answer the questions. Candidates will not bring anything into the examination room, or access anything or anybody outside, that could help them with the examination.

The invigilator will take all reasonable steps to make sure that the following conditions are met:

- Examination stationery, including additional answer sheets, for the particular examination will be issued to candidates.
- Candidates may take into the examination room only those instruments or materials which are clearly allowed in the instructions on a test.
- Food and drink may be allowed in the examination room, however, this is on the condition that any food brought into the examination room by the candidate is free from packaging and all labels are removed from drink containers.
- Mobile telephones, iPods, tablets, mp3 or mp4 players, wrist watches which have a storage device or other means of electronic communication/storage device or a digital facility are not allowed in any examination. Candidates will be warned of this rule in advance and reminded at the start of each examination. If mobile telephones have been brought into the room, they will be switched off and placed beyond the reach of candidates
- For e-evolve examinations the test will be unlocked for the correct candidate.

The invigilator will check the identity of the candidate and then ensure that the correct ID and password are issued. The invigilator will oversee the input of the ID and password for each candidate and check to see that the name on the test screen matches the name of the candidate. If in spite of these checks either the invigilator or candidate becomes aware that the candidate is sitting a test in a different candidate's name then the test will be aborted. ILM will be notified immediately by emailing ILMRegulation@i-l-m.com. The test results will still be uploaded.

For e-evolve examinations, there will be no access to the internet, email, data stored on the hard drive or portable storage media, e.g. CDs, memory sticks.

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Starting the examination

Candidates will be in the examination room at least ten minutes before the start of the examination. They will not be allowed into the room until the invigilator is satisfied that the room is ready for them and can indicate where each will sit.

Before candidates are allowed to start work in the examination, the invigilator will always inform candidates of the rules which apply during the examination (see Appendix 4).

The invigilator will:

- Make sure that candidates are seated according to the agreed seating plan,
- Tell the candidates that they will now follow the regulations of the examination,
- Open the packets of question papers and give the papers to the candidates,
- Check that candidates have the correct paper and all the material they need for the examination,
- Tell the candidates about any erratum notices,
- Tell candidates about emergency procedures,
- Announce clearly to the candidates when they may begin to write their answers,
- Specify the time allowed for the paper(s),
- Remind candidates they are not allowed to communicate in any way with, ask for help from, or give help to another candidate while they are in the examination room.

Candidate who arrive late or leave early

In examinations which last for two hours or longer, no candidate may enter the examination room one hour after the timetabled start of the examination, and no candidate will leave the examination room during that first hour. This rule will be kept, even if the actual start time differs from the timetabled start.

In examinations lasting less than two hours, no candidate may enter the examination room after, or leave the examination room before, half the examination time has passed.

A candidate arriving after the start of the examination may be allowed to take the examination, subject to the agreement of the centre and provided that the given time restrictions would not be breached. They may be allowed the full time for the examination, if this arrangement is practical for the centre.

Candidates may not be admitted after the start of an examination where listening, dictation or speed tests are involved.

Candidates who have finished their work and have been allowed to leave the examination room early will hand in their work and the examination paper before they leave the examination room. Those candidates will not be allowed back into the room.

For e-volve examinations which may be taken by a candidate within an agreed time period, centres may allow candidates to enter and leave the room at different times

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provided the invigilation conditions are maintained and entry and exit can be managed without disturbing other candidates.

For paper tests, where the candidate has been allowed into the examination room after the starting time, the examination script will be submitted in the usual manner, but a record will be kept and made available to the exam auditor on request. The candidate will complete a Declaration of no prior knowledge form, be informed that the record has been kept and that ILM may not be prepared to accept the paper.

Any candidate who arrives after the on-screen test has been started is not allowed to take the test. This will be made clear to all candidates before the test date. This approach maintains fairness by ensuring every candidate has received the same instructions and announcements; avoids the disruption of late arrivals in the exam room; and safeguards exam security.

If a candidate needs to leave the examination room temporarily during the examination because he/she is unwell or needs to go to the toilet, then he/she will be accompanied by an invigilator who will ensure that he/she does not speak to anyone else, consult any notes, make a phone call or otherwise breach the security of the examination while he/she is out of the room.

Those candidates may be allowed extra time to compensate for their temporary absence by the invigilator pausing the on-screen test. The pause function through the e-volve SecureAssess portal will lock the assessment as well as stop the clock.

Candidates who have finished their work are allowed to leave the examination room early. They will 'finish' and 'exit' to log out of e-volve before they leave the examination room. Those candidates will not be allowed back into the room.

Any disturbance in the conduct of the examination will be notified to ILMRegulation@i-lm.com immediately after the examination and a copy of the letter will be enclosed with the scripts. Unless this is done, no consideration will be given in the marking of the candidates.

Completing the invigilation certificate

For paper examinations the invigilator will:

- Record which candidates are present during the examination on the invigilation certificate, in line with ILM's instructions, clearly indicating those candidates who are absent.
- Not add the names of candidates who are not listed on the invigilation certificate. The centre administrator will make formal entries to ILM before the exam, for any candidates taking the exam.
- The centre will keep a copy of the completed invigilation certificate until results and certificates have been issued.

Supervising the candidates

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Invigilators will supervise the candidates throughout the whole time the test is in progress and give complete attention to this duty at all times. Invigilators will be vigilant and remain aware of emerging situations, looking out for cheating and malpractice or candidates who may be feeling unwell. Any irregularities will be recorded. Invigilators will move around the assessment area quietly and at frequent intervals.

The invigilator will:

- Only answer questions from candidates about the instructions on the front of the test.
- Supervise the candidates throughout the whole examination and give complete attention to this at all times.
- Be vigilant, look out for cheating and malpractice or candidates who are feeling ill. Any irregularities will be recorded.
- Move around the examination room quietly and at frequent intervals.

The invigilator will not:

- Direct candidates to particular questions on the test.
- Make any comment where a candidate believes that there is an error or omission on the test. The invigilator will, however, refer to the matter immediately to our administrator.
- Give any information to candidates about possible mistakes in the test, unless there is an erratum notice or permission has been given by ILM,
- Comment on the content of the test.
- Read a word or words provided on the test to a candidate, other than the instructions on the front cover.
- Offer any advice or comment on the work of a candidate. Misconduct and irregularities.

We will report any cases of potential malpractice or maladministration to ILM, as soon as possible.

If learners access unauthorised items in the examination/on line test room this is likely to be considered as malpractice and they could be subject to sanctions and penalties in accordance with the ILM Malpractice and Maladministration Policy.

In cases of potential malpractice and irregularity, the invigilator/centre administrator is empowered to expel a candidate from the examination room, when their continuing presence would disturb other candidates. Any expelled learner's question paper and script will be secured and posted to the ILM Regulation & Quality Improvement Manager, No 1, Newlands Court, Attwood Road, Burntwood, WS7 3GF. We will use the fastest possible postal service.

The report signed by the invigilator or our co-ordinator will be submitted to ILMRegulation@i-l-m.com inbox. As well as details of the reason for the expulsion, the

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report will include the learner's test details i.e. test number, date, time and qualification code. Such circumstances would lead to an automatic learner fail.

There is also the possibility that the learner could be disqualified from any other ILM examination they may have taken. ILM has the final decision on whether to disqualify the learner.

Any other misconduct or irregularity will be reported in writing to the ILMRegulation@i-l-m.com inbox. Based on information provided by the centre and/or exam auditor, a decision will be taken as to whether to disqualify learners for this.

If there is a serious breach of the regulations by a learner, invigilator or other person involved or required for the conduct of the examination or test, ILM can declare the examination void.

Emergencies

- In exceptional circumstances it might be necessary temporarily to stop the progress of an on-screen test due to unforeseen circumstances.
- On-screen tests may be paused by the invigilator. The pause function through the e-volve SecureAssess portal will lock the assessment as well as stop the clock.
- Reasons may include the following: a candidate suffers a serious illness which causes a disturbance; or a major disturbance outside the examination room (e.g. a fire alarm) which may affect the performance of all the candidates.
- All candidates will be supervised throughout the pause. No candidate will have access to information or communication that might enable him/her to answer any exam question
- If an on-line test has to be restarted after a power failure/fire alarm or any other disruption, the restart window is 60 minutes. Provided the candidates are closely supervised and the invigilator is sure there has been no breach of security, the on-screen test may be re-started. Time can be added to give learners the full test time. All cases will be notified to the ILMRegulation@i-l-m.com inbox immediately after the examination
- If an on-screen test cannot be re-started because of the elapsed time or because candidates were not invigilated then the test will be abandoned. New tests may be scheduled for the candidates.
- If a work station fails due to hardware problems during the test the invigilator will move the candidate to a spare one and enter their ID and password so they can continue the test
- If test security has been compromised, or its timing has been irretrievably affected, then the test will be terminated. ILM will be notified through ILMRegulation@i-l-m.com.

Finishing the examination

Before the end of the examination the invigilator will alert the candidates to the time remaining. It is suggested that this warning will be given between 15 and five minutes before the end. A five minute warning is given on-screen for on-screen examinations.

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When the allotted time has ended, the invigilator will tell the candidates to stop writing or working, collect the papers and make sure that the relevant paperwork has been completed.

Before candidates leave the room, the invigilator will check that all candidate work is clearly identified, any extra sheets used are securely attached to the answer book with string or a treasury tag. For examinations where single sheet stationery is used, each candidate's worked papers will be arranged in numerical order of questions and firmly stapled at the top left-hand corner. Multiple-choice answer sheets will not be stapled or tagged.

In the case of on-screen assessment, the invigilator will check that the test has closed correctly and ensure that the responses are submitted in accordance with the system regulations. We will ensure that e-volve test results are uploaded immediately and will retain a provisional score report until results have been issued.

For on-screen tests:

- We will ensure that all candidates' work is saved and secure from unauthorized access.
- All other examination material, including copies of candidates' work, additional printouts and question papers will be collected by the invigilator and stored in a secure place
- Any common user areas accessible to candidates will be cleared of all work saved during the examination immediately after each session
- Candidates' user areas will be removed at the end of the examination window or after each session if feasible. We will ensure that the user areas of those candidates who have already sat the examination cannot be accessed by candidates who are scheduled to sit the examination in a later session within the window. Particular care will be taken where networked stations are used to prevent work being accessible via shared folders. Different passwords will be set up for each session, if more than one session is required. It is not sufficient to rely on candidates keeping their password secret
- Invigilators will be aware that work may need to be printed off outside the time allowed for the test. Candidates will not be prevented from doing so, though will be supervised at all times.

No one may remove any question paper from the examination room until the end of the examination.

Collecting scripts

The invigilator will collect all used and unused examination question papers and scripts before candidates leave the room to ensure that no candidate accidentally takes their script or other examination material with them.

The invigilator will check that the names on the scripts match exactly the names on the invigilation certificate. Failure to do this could cause a delay in the release of results.

Scrap paper used by candidates during examinations will be collected and destroyed.

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The invigilator will give the question papers, scripts and invigilation certificate to the person responsible for dispatching them to ILM.

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3. AFTER THE EXAMINATION

Sending Scripts

We will use the fastest possible postal service to return all examination scripts. Accompanying attendance registers and seating plans will be dispatched on the same day of the exam whenever possible.

Any scripts that cannot be dispatched on the day of the examination will be dispatched no later than the next working day.

We will retain scripts in secure storage if kept overnight.

Every care will be taken to ensure safe custody of all examination material.

Unused Exam Stationery

All used and unused multiple-choice question paper booklets and answer sheets will be returned to ILM after the examination. We will not make any copies, whether written, photocopied, electronic or other.

4. CONTINUOUS IMPROVEMENT

Accipio monitor this policy and any associated feedback and ensure that the standard is maintained to ensure our qualifications and programmes are accessible to all whilst maintaining quality in implementation. This policy shall be the subject of a three year review cycle or as necessary.

5. APPENDIX 1: ALTERNATIVE SITES FOR THE CONDUCT OF EXAMINATIONS OR ON-SCREEN TEST

We will request permission from ILM before conducting on-screen tests at an address other than our address registered with ILM. The form below will be completed. These will be sent to your ILM Quality and Compliance Manager.

Centre name:	
Centre number:	
Centre's registered address:	
Reason(s) for not using registered address for examination or on-screen test:	
(If known) alternative address(es) for examination or on-screen test(s)	
(If known) date(s) of examination or on-screen tests at above address(es):	Planned invigilator for each test:
I confirm that all examinations held at sites other than the centre's registered address will be effectively delivered and invigilated in accordance with ILM's Instructions for conducting examinations.	

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Centre Manager:	Date:
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6. APPENDIX 2: INVIGILATION ARRANGEMENT

ILM requires that a teacher/trainer/tutor/relative who has directly prepared the learners for the subject being examined undertake the invigilation role only in exceptional circumstances. If this is the only option this form will be completed, signed and emailed to customer@i-l-m.com if there is a conflict of interest identified.

Declaration of a sole invigilator with a conflict of interest

Centre name:
Centre number:
Invigilator:
<p>I declare that, as a sole invigilator, I have a conflict of interest. As I have taught/trained/tutored/relative or otherwise been directly involved in the delivery of the programme to be examined, I do not comply with ILM's recommendation above.</p> <p>However this is to formally confirm that I will fully comply with the requirements of invigilation, as specified in ILM's Instructions for Conducting Examinations, in any examination or on-screen test for which I am to be the sole invigilator.</p>
Invigilator signature:
Centre manager signature:

This completed form needs to be emailed to customer@i-l-m.com at ILM and a hard copy retained by the centre and it will be made available if requested by an examination auditor.

A form does not need to be signed before every examination or on-screen test. Once an invigilator has declared a conflict of interest, he/she is free to invigilate exams. Our manager will:

- Retain all the declaration forms
- Maintain a record of every on-screen test in which there was a sole invigilator exempted by a declaration, along with the name of the invigilator and the names of the learners present.
- These records will be available for inspection by ILM.

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- Keep signed records of the seating plan, the invigilation arrangements and the our copies of the attendance registers for each examination. The awarding bodies may need to refer to these records.

An invigilator will be asked to declare whether he/she has invigilated previously, so as to allow the head of centre to be satisfied that the person is a competent invigilator of examinations. As good practice, we will consider devising a standard template which each invigilator is required to complete.

7. APPENDIX 3: POSTERS TO BE DISPLAYED IN OR NEAR TO EXAM ROOM



AQA	City & Guilds	CCEA	OCR	Pearson	WJEC
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Warning to Candidates

1. You **must** be on time for all your examinations.
2. You **must not** become involved in any unfair or dishonest practice in any part of the examination.
3. You **must not**:
 - sit an examination in the name of another candidate;
 - 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 candidates 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.

The *Warning to Candidates* must be displayed in a prominent place outside each examination room. This may be a hard copy A3 paper version or an image of the poster projected onto a wall or screen for all candidates to see.

Effective from 1 September 2014

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AQA	City & Guilds	CCEA	OCR	Pearson	WJEC
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**NO IPODS, MOBILE PHONES
MP3/4 PLAYERS
SMARTWATCHES**

**NO POTENTIAL
TECHNOLOGICAL/WEB ENABLED
SOURCES OF INFORMATION**

**Possession of unauthorised items, such as a mobile
phone, is a serious offence and could result in**

DISQUALIFICATION
**from your examination and your overall
qualification.**

This poster must be displayed in a prominent place outside each examination room.

©2016 – Effective from 1 September 2016

8. APPENDIX 4: WORDING FOR THE INVIGILATORS ANNOUNCEMENT AT THE BEGINNING OF AN EXAMINATION

You will now follow the regulations of the examination.

Only material listed on the question paper is allowed in the examination room. **You will not have on, or be near, any other material.**

If you are found to have any material with you which is not allowed, **even if you did not intend to use it**, this will be reported to ILM. The normal practice in these circumstances is to disqualify the candidate from the paper or the qualification.

Check now that we do not have any unauthorised material such as notes, books, papers, calculator case or lid, calculator instruction leaflets, electronic devices or **mobile phones.**

(For examinations with books that are allowed, add "Check that no notes or papers have accidentally been left inside any book you are allowed to have in the examination room.")

Hand in now to an invigilator any of these items. **Any mobile 'phones will be turned off** as a ringing 'phone could make you subject to sanctions and penalties. Check that you have the right question paper for your qualification and level.

Check that you have everything you need to do the examination, including all the items listed on the question paper.

You will write only in **blue or black ink or ballpoint pen**, except for drawings and rough notes.

You will write all rough work in your answer book and neatly cross it through with a single line. You will cross any mistakes through neatly with a single line. (For computer-marked multiple-choice papers, add "You will write rough work on the question paper.")

You may not communicate in any way with another candidate. You may not give help to any candidate or ask for help from another candidate. You will put up your hand to attract the invigilator's attention.

Now, fill in all the details needed on the front of your answer book, answer paper or question paper.

The examination will finish at You may start now."