INSTRUCTIONS FOR THE CONDUCT OF EXAMINATIONS AND OTHER EXTERNAL ASSESSMENT

1 Invigilation

Invigilators must supervise all of our written and onscreen tests.

These instructions set out the procedures to be followed in centres where our examinations and onscreen tests are held. They should be made available to each person concerned with their conduct and invigilation, in good time before an examination. They should be available for reference during the examination itself.

2 Centre Responsibilities

Heads of centre are responsible, usually through the Examinations Officer, for the proper conduct of all of our examinations in accordance with these instructions.

They must ensure that:

2.1 questions set for examinations are not seen by or communicated to the candidates, their tutors/assessors or any other person before the time appointed for opening the sealed packet of question papers or releasing an onscreen test;

2.2 candidate registration IDs/passwords should be kept secure and not released prior to the examination;

2.3 no unfair means are used by candidates during examinations;

2.4 no one is permitted to assist any candidate during the examinations[1], or to make alterations, additions to, or deletions from a candidate's work;

2.5 candidates presenting themselves for examinations are properly identified e.g. by supplying photographic or other ID.

2.6 invigilators do **NOT** allow candidates to sit a written examination or log on to an onscreen test using another candidate's registration ID or password. Any candidate who is found to have entered under the incorrect ID and / or password will have their examinations results declared **VOID**.

2.7 on-screen platform is tested before actual online Assessments take place to avoid any technical issues during the Assessment.

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[1] except for whom special arrangements have been approved

3   Invigilators

3.1   The Examinations Officer must appoint invigilators to conduct all examinations set by us as the Awarding Organisation. Invigilators are responsible for the conduct and integrity of examinations, the accurate observance of the time allocated for the examinations, and full compliance with these instructions.

3.2   Invigilators supervising onscreen tests must be familiar with the BTL Surpass System.[2]

3.3   The Examinations Officer must ensure that a sufficient number of invigilators / support are present to perform their duties adequately.

    3.3.1   At least **one** invigilator must be present in the examination room at all times.

    3.3.2   If only one invigilator is appointed, arrangements must be made for another person to be available and on call.

    3.3.3   Two invigilators must be present when the number of candidates exceeds thirty.

    3.3.4   For practical tests there must be at least one invigilator per fifteen candidates.

    3.3.5   Technical support must be provided / or made available in the event of equipment failure during any practical or onscreen tests.

3.4   An invigilator must not be the teacher/tutor of the class of candidates taking the examination nor a relative nor friend of any candidate. The teacher/tutor of the class may be an assistant, but not the sole invigilator of the examination.

3.5   An invigilator must not leave candidates unattended at any time.

3.6   An invigilator must not undertake any other activity whilst invigilating.

3.7   An invigilator and the Examinations Officer must ensure that candidate scripts remain confidential and must not allow reading or tampering of completed scripts before despatch to us.

3.8   We do not accept responsibility for payment of fees or expenses to invigilators.

4   Examination Room Arrangements

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[2] See Appendix 3 for links to guidance

4.1 Each candidate will be given a candidate registration ID and, in the case of onscreen tests, a candidate password (BTL Keycode). Each candidate must be seated sufficiently far apart to prevent collusion, ideally at a separate desk / table / workstation.

4.2 Only those candidates who have been properly entered for the examination should be allowed to enter the examination room. (If there is any question about this we as the Awarding Organisation should be contacted immediately.) There should be a clearly visible sign to others in the building that an assessment is taking place.

4.3 Candidates must not start writing or login to an onscreen test until instructed by the Invigilator to do so.

4.4 A clock should be made available in each examination room or alternatively the Invigilator should inform candidates of the time at regular intervals.

   4.4.1 Onscreen tests with a built in timer will show the time remaining on screen.

4.5 Any visual material (e.g. maps or diagrams) which could be of assistance to candidates must be removed from the examination room.

   4.5.1 Mobile phones are not permitted in the examination room.

4.6 A candidate may not be admitted to the examination room once the examination has started. Candidates who arrive late must be recorded as absent on the Attendance Register).

4.7 Except in the case of emergency, no candidate should be permitted to leave the examination room before thirty minutes of the timetabled examination has elapsed. Normally, a candidate who has left the examination room may not return[3].

4.8 Where a candidate must leave the room with the intention of returning s/he must be supervised at all times and the remaining Invigilator must:

   4.8.1 in the case of a written examination: remove the candidate's script from the desk to prevent copying of any answers by other candidates.

   4.8.2 in the case of an onscreen test: switch off the monitor only (i.e. without quitting / pausing the test).

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[3] A candidate who finds it essential to leave the examination room temporarily, for example to go to the toilet, may do so provided that s/he is escorted and supervised by an invigilator or by some other responsible person.

4.9 Any envelope containing written question papers must be examined by each invigilator to ensure it has not been tampered with (other than an initial inspection by the Examinations Officer to check the correct paper and numbers have been supplied). The envelope must be opened by the Invigilator in the examination room in the presence of the candidates.

4.10 All the relevant examination materials (e.g. answer books and additional stationery) as prescribed by us must be made available to candidates in sufficient quantity.

4.10.1 Where used every additional sheet of paper must bear the candidate's name and registration ID and must be attached securely to the answer book.

4.11 The Invigilator is required to give undivided attention to all examinations and to ensure that no candidate uses unfair means. The Invigilator must not distract a candidate or make observations on the work of any candidate.

4.12 Seating arrangements must prevent learners from overlooking the work of others. The recommended distance in all directions from centre to centres of learners' chairs is 1.25 metres. For onscreen assessments the recommended distance between the centre of each screen to the centre of the next screen is 1.5 metres

4.13 **Attendance Register**. A copy of the attendance register must always be retained by the centre. This document must include a log of any technical failures, disruption or candidate complaints. Any additional sheets required must be attached together securely.

4.13.1 For written examinations the Invigilator (and any assistant invigilator/s) must sign the EX4 and forward it with the examination scripts to the Examinations Officer.

4.13.2 In the case of onscreen tests an Invigilation Pack must be downloaded from the system,[4] completed and returned to the Examinations Officer.

4.14 **Unplanned Breaks/Emergencies**

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[4] See Appendix 3 for guidance

4.14.1   In the event of an emergency where the examination is interrupted and cannot continue, the Invigilator should follow the centre's evacuation rules. Partially completed scripts must be collected and sent to the Examinations Officer to be destroyed. Arrangements will be made for rescheduling.

4.14.2   Where interruptions to the examination are resolved by the centre and the test environment has remained secure, the examination can continue. For onscreen tests please refer to Appendix 3 for guidance on managing unplanned breaks.

In both cases a note of the time, reason and duration of the interruption must be reported to us.

4.14.3   Centres are reminded that support for external assessments is only available from us during office hours between **9am and 5pm** Monday to Friday.

5   Examination Rules for Candidates during written Examinations

Before each written examination the Invigilator must read the following examination rules to the assembled candidates:

5.1   Mobile phones are not allowed in the examination room. If you have a mobile phone please switch it off and bring it to the front desk.

5.2   Please remember to include the following information **in ink** on your paper **before commencing work:**
- Your full name;
- Centre you attend;
- Your candidate number (the Registration ID listed on the Attendance Register (EX4);
- (Invigilators must highlight any other requirements specific to the examination.)

5.3   If you have any books, notes or paper, other than those allowed or supplied to you now, please hand them in now.
5.4   Please remember that all rough work and calculations must be handed in with your answer paper. Make sure you draw a line through rough work and calculations when they are **NOT** part of your answer. The use of correction fluid is **NOT** allowed.

5.5   All answers must be in blue or black ink, pencil must **NOT** be used.

5.6   Please remember that no speaking or communication with another candidate is allowed and **no explanation of the meaning of an**

examination question can be given. If you wish to ask any questions or need extra stationery, quietly attract the attention of the Invigilator by raising your hand.

5.7   If you complete your work before time you may hand it in and leave the room quietly. If you hand in your paper and leave the room, you will not be allowed back under any circumstances.

5.8   All your work, unless previously handed in, will be collected at the end of the time allowed for the examination. No work is to be taken out of the examination room.

5.9   Please read the instructions on the question paper very carefully before answering the questions and remember to record your name and registration ID on all your examination work including any supplementary sheets you may use.

5.10   Additional paper is provided if required. Please ensure you complete the necessary details on any continuation sheets that are used.

5.11   Please do not deface your paper with any unnecessary comments or drawings. Your paper may be declared void as a result.

6   Examination Rules for Candidates completing Onscreen Tests

Before each onscreen test the Invigilator must read the following examination rules to the assembled candidates:

6.1   Mobile phones are not allowed in the examination room. If you have a mobile phone please switch it off and bring it the front desk.

6.2   Any rough working will be collected by the Invigilator at the end of the examination.

6.3   If you have any other books, notes or paper, other than those allowed or supplied to you now, please hand them in now.

6.4   Please remember that no speaking or communication with another candidate is allowed and **no explanation of the meaning of an examination question can be given.** If you wish to ask any questions quietly attract the attention of the Invigilator by raising your hand.

6.5   If you complete the examination before time you may leave the room quietly. If you submit your test and leave the room, you will not be allowed back under any circumstances.

6.6   Please read the pre-test instructions very carefully before answering the questions. Do **NOT** click the close screen X at any time as you will not be able to access the test again.

6.7   Please ensure you complete all the questions and check your answers. You will be able to return to any question by using the navigation question bar on the left hand side of the screen.

6.8   You can now logon using your Keycode. Please check your details are correct and press 'Confirm'.

6.9   Please enter the following pin (to be read out by the Invigilator or written on the board) and press enter.

6.10   If you wish to complete the tutorial to familiarise yourself with the software it is advisable to do this before starting the test. Once you have started the test the timer will start.

7   Calculators and Dictionaries[5]

7.1   Electronic calculators may be used in all examinations where required. The candidate is responsible for the power supply and satisfactory working condition of the calculator and submissions based on faults in either will not be accepted. Calculator cases, operating instructions, programming software (in the case of programmable calculators) will not be allowed in the examination room. Where the calculator has a data storage facility, this must be cleared prior to the examination and the retrieval function must not be used. Candidates should be reminded of the need to include in their answers the steps in a calculation.

        The model and make of any calculator that is used must be clearly stated on the front of the completed examination script.

7.2   The rules regarding dictionaries vary from qualification to qualification. Please check with our compliance and regulation team.

8   Misconduct, Maladministration and Malpractice in Examinations

8.1   A candidate is in breach of our rules of examination in the following circumstances:

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[5] Invigilators are advised to contact the Examinations Officer prior to the examination if they are unsure of the rules regarding the use of calculators or dictionaries.

8.1.1 the candidate takes into the examination room any notes, drawings or other written matter, or documents of reference other than those specifically permitted for the examination in question;

8.1.2 The candidate attempts, on whatever pretext, to copy from or to communicate, by word, in writing or by any other means with another candidate;

8.1.3 The candidate deliberately causes a disturbance during the examination or when leaving the room early through e.g. rowdiness or violence;

8.1.4 The candidate defaces an examination paper, his/her own script or that of any other candidate in such a way that answers are illegible or any comments or drawings cause offence;

8.1.5 The candidate writes answers in pencil.

8.2 If during an examination a candidate is discovered in breach of these rules, the following action must be taken:

8.2.1 If notes, drawings, or other written matter, or documents of reference not permitted are discovered, whether or not actual use is being made of them at the time of discovery, they must be immediately confiscated and the candidate informed that a report will be made to us as the Awarding Organisation. The candidate may be permitted to continue with the examination;

8.2.2 If a candidate is discovered copying from or communicating or attempting to communicate with another candidate, the candidate shall be informed that a report will be made to us as the Awarding Organisation. The candidate may be permitted to continue with the examination;

8.2.3 If a candidate deliberately causes a disturbance through e.g. rowdiness or violence, the candidate may, at the discretion of the Invigilator, be expelled from the examination room; any disturbance when leaving the examination room early must be reported to us as the Awarding Organisation by the Invigilator.

8.2.4 If a candidate defaces an examination paper, their own script or that of another candidate. In the case of the latter, the candidate may, at the discretion of the Invigilator, be expelled from the examination room and the candidate whose work has been defaced may be allowed extra time to complete the paper. If the candidate's own paper or script is defaced this should be despatched to the examiner but the candidate warned that the paper may not be marked;

8.2.5 Candidate scripts written in pencil will not be marked.

8.3   In the event of any breach of our rules of examination, the Invigilator must advise the Examinations Officer immediately, or as soon after the examination as is practicable. The Invigilator should note the occurrence and reason for it on the EX4 / Attendance Register and proceed as follows:

8.3.1 The examination scripts should be forwarded to the examiner in the normal way;

8.3.2 The examination centre must immediately submit a report directly to us as the Awarding Organisation (MM2) enclosing where appropriate, any supporting evidence. Our policy, as a general principle, will be to disqualify the candidate in respect of the examination during which the misconduct took place. Should, however, the centre consider there to be any mitigating factors, these must be included in its report to us;

8.3.3 We will consider the matter in light of all evidence available and will make a decision whether the examination mark shall stand or be cancelled. Our decision as the Awarding Organisation will be final.

8.4   If a centre or a member of centre staff is found to be in breach of these instructions we will require the centre to review its policies and procedures following a suitable action plan and may consider invoking its Sanctions Policy.

9   Reasonable Adjustments[6]
Reasonable Adjustments must be applied in accordance with our instructions. The Invigilator must confirm those applied during the examination on form EX4a which must be returned to the examiner with the candidate scripts or, in the case of onscreen tests, emailed with the Invigilation Pack to the Development and Delivery Officer managing the external assessment for that qualification or emailed to Centresupport@skillsedugroup.co.uk

10   Requests for Special Consideration
Requests for Special Consideration must be made on form E2A and sent to us with the EX4/Attendance Register[7] within seven working days of the external assessment date. Centres are requested to refer to our Guide to Centres on 'The Application of Reasonable Adjustments and Special Consideration in Vocational Qualifications', available on our website.

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[6] Examination Officers are requested to read our statement on Access to Assessment and our Centre Guide to Reasonable Adjustments.
[7] In the case of Onscreen Tests, Special Consideration must be requested when the EX4e is returned to us.

11 Despatch of Examination Work to our Examiners for Marking

We ask for the co-operation of all Examinations Officers in adhering to the following instructions:

11.1 Examination scripts, the combined Question and Answer Books, or the Answer Books, should first be arranged in candidate number order; any continuation sheets must be securely fixed to the Answer Book.

11.2 If Examination Officers, after reading the instructions sent by us, have any queries or issues about the despatch of scripts to examiners, they must contact our Centre Support Team immediately.

11.3 Candidate answer sheets are confidential documents between the candidate and us as the Awarding Organisation. They must not be read or photocopied prior to despatch.

11.4 The candidate scripts and EX4/Attendance Register must be securely packed and addressed to the appointed examiner. Centres must ensure all packages are appropriately addressed and include a return address to the centre, should the package for any reason be undelivered. Any such package of examination work should be capable of withstanding rough treatment in transit.

11.5 It is the centre's responsibility to ensure that all scripts are despatched, without delay, correct postage or carriage prepaid. Where local postal arrangements prevent the despatch of the packages on the day of the examination the sealed packages must be locked up in secure conditions over night and despatched the next working day.

11.6 Centres are responsible for ensuring the secure and timely despatch of examination scripts to our examiners and are recommended to despatch all examination documentation by recorded delivery.

12 Return of Question Papers

12.1 If for whatever reason a sealed packet of examination papers is not required, it should be returned, unopened to us clearly identifying the centre from which it came.

12.2 All examination question papers that are separate from candidate scripts must be returned to the examiner with the candidate scripts.

12.3 If a candidate fails to present himself/herself for the examination his/her question paper must be returned to the examiner with the other completed candidate scripts.

12.4 Invigilators should count the question papers handed out and ensure that the same number is counted in after the examination, including the Invigilator's copy. Candidates and other centre staff must **not** remove any question papers from the examination room.

13 Completing Onscreen Tests[8]

13.1 The Invigilator must check the Invigilation table to ensure all tests show the 'Finished' symbol.

13.2 The invigilation pack containing the Attendance Register and Report must be collected by the Invigilator at the end of the examination session and given to Examination Officers to forward to us.

14 Awarding Organisation Officers:

We as the Awarding Organisation may send an Officer to visit an examination room at any time and will complete a report in respect of compliance with these invigilation instructions.

15 Other External Assessment

15.1 The requirements for submission of other assessment for external scrutiny will be notified to centres by our Centre Support Officer and will vary from qualification to qualification.

15.2 The storage and despatch of this assessment evidence must undergo the same quality assurance arrangements as examination scripts in line with the timelines stipulated by us.

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[8] Cf. Appendix 3 for guidance on finishing a test

Appendix 1

A self-help checklist for Examination Officers

For the Examinations Officer	
Before the Examination	**Yes/No/NA**
1. All papers and documentation received from us have been checked and are correct.	
2. Arrangements have been made for those candidates with Reasonable Adjustments.	
3. Examination papers have been kept in secure location prior to the examination.	
4. The room/s is/are appropriate (size and location).	
5. The room/s allocated has/have been clearly marked with 'Examination in Progress'.	
6. A working clock is available in the room/s.	
7. The Invigilators have been trained and briefed.	
8. The ratio between invigilators and candidates is appropriate.	
9. The chief invigilator has no relationship to the cohort.	
10. Onscreen Tests: There are enough computers to allow for a spare machine if required.	
11. The Invigilator has a copy of our general instructions relating to the conduct of examinations and other External	
After the Examination	
1. Confirmation has been received from the Invigilator that the identity of all candidates was checked.	
2. Confirmation has been received from the Invigilator that the appropriate examination rules were read out to candidates before the start of the examination.	
3. The despatch of scripts / secure storage has been arranged.	
4. The correct documentation is with the candidate scripts – Attendance Register and confirmation (EX4a), that any reasonable adjustments have been applied. In the case of onscreen tests, invigilation pack and EX4a to be sent by email to Development and Delivery Officer or centresupport@skillsedugroup.co.uk	
5. Scripts and all other documentation have been securely posted to the named Examiner allocated by us as the Awarding Organisation (paper based assessments)	

Appendix 2

A self-help checklist for Invigilators

For the Invigilator	
Before the Examination	**Yes/No/NA**
1. You are aware of our general instructions relating to the conduct examinations and other external assessments (EX6).	
2. You have a copy of the attendance register or invigilation pack for onscreen tests	
3. You are aware of the instructions to be read out to candidates prior to the examination.	
4. You are familiar with the requirements of our onscreen tests and know; • how to unlock the test using the pin provided • how to access the invigilate table • what to do if there are any unplanned breaks • what to do if there are any technical problems • how to finish the test	
5. The desks are separate and / or sufficiently spaced to prevent collusion.	
6. There is nothing in the room that could be of assistance to the candidate.	
7. The examination start / finish times for written examinations are clearly displayed in the room.	
8. Only those candidates registered on the EX4 / Attendance Register are present and their identities have been verified.	
9. Candidates are seated with the correct Registration ID and in the case of onscreen tests have access to their keycodes.	
10. Candidates are provided with all the stationery required for the examination.	
11. Any reasonable adjustments are in place.	
After the Examination	
1. All onscreen tests are closed down as required before leaving the room	
2. Any incidents have been reported on the EX4 / Attendance Register and continued on a separate piece of paper as required.	
3. Scripts, attendance register, rough working, keycodes slips have been taken to the Examinations Officer.	
4. Form EX4a has been completed to confirm any scheduled Reasonable Adjustments have been applied.	

Appendix 3

BTL Surpass Support Links

https://btlsurpass.uservoice.com/knowledgebase/articles/283910-invigilators-preparing-for-the-test

https://btlsurpass.uservoice.com/knowledgebase/articles/283918-creating-an-invigilation-pack

https://btlsurpass.uservoice.com/knowledgebase/articles/283939-how-to-unlock-a-test

https://btlsurpass.uservoice.com/knowledgebase/articles/283913-how-to-use-the-invigilate-tab-in-test-administra

https://btlsurpass.uservoice.com/knowledgebase/articles/283910-invigilators-preparing-for-the-test

https://btlsurpass.uservoice.com/knowledgebase/articles/283955-how-to-finish-a-test

https://btlsurpass.uservoice.com/knowledgebase/articles/283952-planned-and-unplanned-breaks-during-tests