



Joint Council for
Qualifications

Instructions for conducting examinations

1 September 2015 to 31 August 2016

Produced on behalf of:



PEARSON



**These *Instructions* must be used in the following qualifications:
AEA, ELC, FSMQ, GCE and GCSE.**

They apply to written and on-screen examinations as well as Science practical examinations, and timed examinations in Art.

These *Instructions* are for examinations held between 1 September 2015 and 31 August 2016.

The *Instructions* may also apply to other qualifications as specified by the conducting awarding body.

As part of the National Centre Number Register annual update, heads of centre and senior leaders are confirming their adherence to these *Instructions*.

Centres should note that any reference to 'JCQ' or 'Joint Council for Qualifications' within this document should be read as JCQ^{CIC} or the Joint Council for Qualifications^{CIC}.

Changes to this year's booklet

Changes made to the contents of this booklet since the previous version (1 September 2014 to 31 August 2015) are highlighted for easy identification.

However, heads of centre, senior leaders and examination officers must familiarise themselves with the entire contents of this booklet.

The following principal changes should be noted.

These *Instructions* **must** be used in the following qualifications: **AEA, ELC, FSMQ, GCE and GCSE.**

Paragraph 1.9, page 6 and paragraph 11.1, page 29: to avoid potential breaches of security an additional member of centre staff **must** check the time, date and any other paper details **before** a question paper packet is opened.

Paragraph 1.10, page 7: where a candidate requires a computer reader or a question paper on coloured/enlarged paper (and approval has been granted by Access arrangements online for the arrangement), centres are permitted to open the question paper packet **in the secure room** within 90 minutes of the published starting time for the examination.

Paragraph 2.9, page 10: candidates **must** remain under formal examination conditions during the short supervised break.

Section 3, page 13: candidates **must** clear anything stored in their calculator.

Paragraph 5.1, page 14: centres **must** ensure appropriate accommodation exists to support the size of the cohorts they are teaching.

Paragraph 5.3, page 14: an alternative site arrangement now includes a hospital which is a non-registered centre or the candidate's home. **Centres should carefully note paragraph 5.3.**

Section 6, page 17: a training session **must** be held for any new invigilators. An update meeting **must** be held for the existing invigilation team.

Paragraph 6.3, page 18: a teacher who teaches the subject being examined, or a senior member of teaching staff who has had overall responsibility for the candidates preparation for the examination **cannot** act as an invigilator during the examination or on-screen test.

Paragraph 7.6, page 20: a training session **must** be organised for invigilators and those facilitating an access arrangement.

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Paragraph 8.2, page 21: a bilingual dictionary **must not** be used in GCSE English Literature, Geography, History and Religious Studies examinations due to the assessment of Spelling, Punctuation and Grammar.

Paragraph 8.6, page 24: a candidate may only take their examinations under separate invigilation within the centre where he/she has **an established difficulty**.

Paragraph 11.1, page 29: prohibited potential technological/web enabled sources of information now include iWatches (SmartWatches). Reference to an iWatch is also now made within the JCQ *Information for candidates* documents and the JCQ No Mobile Phone poster.

Paragraph 12.3, page 31: candidates **must** be instructed to write their name exactly as it appears on the attendance register (except for CCEA examinations).

Section 20, page 40: when collecting scripts invigilators **must** check that the names on the scripts match exactly the details on the attendance register.

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The qualifications regulators, awarding bodies and government departments responsible for education have prepared and agreed a *Joint contingency plan for the examinations system* in case of wide scale disruption as a result of a flu pandemic, adverse weather conditions or other event.

The joint contingency plan is designed to ensure consistency of response in the event of major disruption to the examinations system affecting significant numbers of candidates.

In addition, awarding bodies have their own well-established contingency plans in place to respond to disruptions. It is important that exams officers who are facing disruption liaise directly with the relevant awarding body/bodies.

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, parents and staff should disruption to examinations occur.

In the event that the head of centre decides the centre cannot be opened for scheduled examinations, the relevant awarding body **must** be informed as soon as possible. Awarding bodies will be able to offer advice regarding the alternative arrangements for conducting examinations that may be available and the options for candidates who have not been able to take scheduled examinations.

The Joint contingency plan for the examination system in England, Wales and Northern Ireland may be downloaded from the Ofqual website:

<https://www.gov.uk/government/publications/exam-system-contingency-plan-england-wales-and-northern-ireland>

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†These documents are only provided electronically to centres.

They may be found on the JCQ Autumn 2015 memory stick which is included in the JCQ September despatch to centres or via the JCQ website - <http://www.jcq.org.uk/exams-office>

Introduction

For the purposes of this document:

An examination or assessment centre (the centre) is an establishment approved and registered by one or more of the awarding bodies for the registration or entry of candidates to its examinations/assessments and for the conduct of those examinations/assessments.

A centre may be:

- a school/college or other educational establishment comprising of a single site; or
- a training organisation or small company comprising of a single site; or
- a school/college with a range of buildings in close proximity; or
- a 'controlling agency' with one or more associated sites, called satellites, which may include franchise arrangements.

Where a centre uses more than one building or site, the examinations/assessments conducted must conform to section 5, page 14, of these *Instructions*.

The head of centre is

- the head of a school; or
- the principal of a college; or
- the chief officer of an institution which is approved by one or more of the JCQ awarding bodies as an examination/assessment centre.

The head of centre is responsible to the awarding bodies for making sure all examinations / assessments are conducted to instructions, and the qualification specifications issued by the awarding bodies.

These *Instructions* must be read in conjunction with the JCQ publication:

- *General Regulations for Approved Centres, 1 September 2015 to 31 August 2016* - <http://www.jcq.org.uk/exams-office/general-regulations>

For controlled assessments and coursework you should refer to the following JCQ publications:

- *Instructions for conducting controlled assessments, 1 September 2015 to 31 August 2016* <http://www.jcq.org.uk/exams-office/controlled-assessments>
- *Instructions for conducting coursework, 1 September 2015 to 31 August 2016* <http://www.jcq.org.uk/exams-office/coursework>

For non-examination assessments in new GCE and GCSE specifications (England and Wales) you should refer to the following JCQ publication:

Instructions for conducting non-examination assessments, 1 September 2015 to 31 August 2016
www.jcq.org.uk/exams-office/non-examination-assessments

Awarding bodies may issue supplementary instructions for a specific qualification, to which you **must** refer.

On-screen external assessments

Where a centre conducts on-screen external assessments the head of centre is responsible for ensuring that the awarding body requirements are met for downloading software and test/examination materials. Centres **must** also ensure that all technical requirements have been met. Some technical requirements will need to be met in advance of the test/examination.

You **must** refer to **Appendix 1, page 48** of this booklet where information is provided on conducting on-screen tests. **Appendix 1** provides a summary of the necessary actions which you **must** adhere to when conducting such assessments.

Access arrangements

The JCQ awarding bodies have agreed regulations and procedures under which you may make access arrangements for candidates as set out in the JCQ publication *Access Arrangements and Reasonable Adjustments 1 September 2015 to 31 August 2016* -

<http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration>

You **must** follow those regulations and procedures carefully.

JCQ Centre Inspection Service

The JCQ Centre Inspection Service (or City & Guilds examination auditors) will visit centres throughout the year.

You must ensure that your centre is permanently staffed between 8.30 am to 3.30 pm during term time.

A senior member of staff or a member of the exams office **must** be available until such time that all afternoon examinations have been completed, examination scripts despatched or placed in secure storage for despatch the next working day.

You must co-operate with any visit from an Inspector. 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, including inspection of the centre's secure storage facility.

Authorised Inspectors will present and identify themselves to the centre by means of an identity card or a letter of authority.

Malpractice

You are warned that any breach of these instructions can constitute malpractice as defined in the JCQ publication *Suspected Malpractice in Examinations and Assessments: Policies and Procedures, 1 September 2015 to 31 August 2016* - <http://www.jcq.org.uk/exams-office/malpractice> to which you should refer for further information.

Correspondence

You **must** send all correspondence, on centre headed paper, relating to the examinations directly to the awarding body concerned and not to the examiner (unless you are told otherwise).

Preparing for the examination

1. Keeping question papers and other examination materials secure

1.1 The following instructions apply to all confidential materials relating to the administration and delivery of examinations and assessments.

- Centres **must** be able to demonstrate that the appropriate security systems are in place to prevent unauthorised access to the test/examination materials.
- Centres **must** ensure that envelopes and boxes containing confidential materials are signed for. A log **must** be kept, ideally at reception, recording the delivery of confidential materials. Each awarding body's deliveries and the number of boxes received **must** be logged.
- Centres **must** make appropriate arrangements to ensure that confidential materials are delivered only to those authorised by the head of centre.
- Examination materials **must** be stored securely at all times.
- Examination materials **must** only be accessed in accordance with the awarding body'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 responses and candidate details.
- Centres **must** ensure that all timed assignments are stored securely both before and after examination sessions.

1.2 Checking question paper packets

- **On receipt, check the question paper packets and examination material carefully. This must be undertaken in the secure room.**
Inform the awarding body **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 despatch/delivery note;
 - the material has been significantly damaged in transit;
 - the material appears not to meet your requirements.
- **All materials should be checked immediately they are received and must be put into your secure storage facility, i.e. a safe/security cabinet/covered shelving in the secure area (the requirements for which are set out in section 1.3, page 5) approved by the JCQ Centre Inspection Service until the day of the examination.**
- 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. It is for your centre to set out the appropriate terms of authorisation for members of staff.

Advice: Check the question paper packets against your MIS centre timetable and arrange them in timetable order to reduce the possibility of opening a packet at the wrong time.

Advice: Remember to check for modified question papers which may arrive separately from your main despatch of question papers.

Some awarding bodies' question papers may be colour coded to help identification.

JCQ common stationery

An increasing number of examination scripts are scanned and marked on-line. Scripts are collected from centres, using a secure and traceable system, and delivered to a scanning centre where they are scanned into a computer system to produce electronic images of the candidates' answers.

Awarding bodies have therefore, been required to develop new examination stationery which incorporates very specific design details in order to facilitate the scanning process.

The original JCQ common answer booklets will therefore be used with less frequency in examinations over the next few years and will ultimately be withdrawn.

The awarding bodies have carefully considered whether it is possible to modernise the design of the JCQ common answer booklets in light of script scanning and on-line marking. However, the awarding bodies use different technologies and have different IT systems, and it will not be possible to use JCQ common stationery in the future.

Where scripts are to be scanned, the design of an answer booklet needs to be specific to the awarding body's own technology. However, there are a number of advantages to this arrangement:

- exam officers can identify more easily the correct papers for each examination;
- the awarding body when scanning scripts can achieve successful data capture first time;
- exam marking is more efficient, leading to accurate and reliable results being issued;
- item level data can be collected for those papers marked on-line. This item level data can be used to assist in the future teaching and preparation of candidates for examinations.

Awarding body specific answer booklets must be stored securely at all times.

Surplus JCQ common stationery **must** be disposed of in a confidential manner.

It must not be used for controlled assessments, internal school tests and mock examinations.

Conditions for storing written question papers and any other confidential material distributed to centres in advance of the examinations – “a box within a box”

- 1.3 **Question papers and any other confidential material, e.g. answer booklets, must be stored securely at the centre’s registered address in a secure room solely assigned for the purpose of administering secure examination materials, restricted to two to four key holders only.** This is commonly referred to as a “box within a box”. The following requirements **must** be met. Further information may be found on the JCQ website - <http://www.jcq.org.uk/exams-office/ice--instructions-for-conducting-examinations>

Requirement- “a box within a box”	Note
<p>Secure room solely assigned to exams in a fixed building, i.e. not a Portakabin or similar, meeting all of the following requirements:</p> <ul style="list-style-type: none"> • Walls, ceiling and floor of strong, solid construction. • Solid door or reinforced door with <ul style="list-style-type: none"> ○ Strong secure/heavy duty hinges ○ Security lock e.g. 5 lever mortice lock or coded keypad lock or electronic security lock ○ 2 to 4 key holders only <p>The following must also be met (where applicable):</p> <ul style="list-style-type: none"> • If question papers are stored in a room with windows, which are easily accessible, bars must be fitted or the room alarmed. If the room has a glass panel in or above the door, e.g. for health and safety reasons, the glass must be toughened safety glass. • If the volume of question papers is too great for secure storage in one room, you must use additional rooms within the centre. These additional rooms must also meet the requirements for secure storage. 	<p>Preferably on an upper floor with no windows.</p> <p>Stud partition walls are only acceptable with metal reinforcement.</p> <p>A hollow panel door would require extra metal reinforcement.</p> <p>Upper floor window(s) with a balcony or flat roof must be fitted with bars or the room alarmed.</p> <p>The room must not have a door which directly leads out to the exterior of the building.</p>
<p>The secure room(s) must contain one of the following: (with 2 to 4 key holders only)</p> <ul style="list-style-type: none"> • Strong non-portable safe <p>or</p> <ul style="list-style-type: none"> • Non-portable security cabinet with multi-point locking system <p>or</p> <ul style="list-style-type: none"> • Metal cabinet with full length external locking bar, bolted to wall or floor <p>or where a centre has large numbers of question papers to store:</p> <ul style="list-style-type: none"> • Metal security screen, e.g. roll down shutter, directly in front of open shelving. 	<p>Small safes must be fixed securely in place.</p> <p>A full length external locking bar will ensure that question papers are stored in a secure environment at all times.</p>

Secure material downloaded on the day of an examination/assessment

- 1.4 Secure materials downloaded on the day of an examination/assessment, e.g. encrypted question papers received via e-mail or downloaded from an awarding body's secure extranet site, **must** be stored as per **section 1.3, page 5**.

Centres only delivering on-screen tests

- 1.5 Where centres only deliver on-screen tests and the awarding body stipulates that material is to be stored in hard copy format during the 'window' for the conduct of the test, a safe or security cabinet within a locked room will be required.

Information for all centres preparing for examinations

- 1.6 **You must tell the awarding body 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, **must** be reported to the awarding bodies immediately.
- 1.7 You **must** inform the National Centre Number Register, - ncn@ocr.org.uk (as administered by OCR on behalf of the JCQ awarding bodies – AQA, CCEA, OCR, Pearson and WJEC) **no later than 6 weeks prior to moving to a new address, a substantial new build or a change of secure storage location.**
- 1.8 Where centres change address or a substantial new build occurs, reference **must** be made to **Appendix B, page 23 of the JCQ publication *General Regulations for Approved Centres*.**

A checklist is provided for centres in relation to the location of the secure storage unit and the type of secure storage unit required.

- 1.9 Question papers should be kept in their sealed packets.

However, if you are using a number of rooms on one or more sites for examinations, you may open the packet(s) of question papers before the examination in order to make them up into more appropriately sized sets for the different rooms.

You should open as few packets as possible and **within 60 minutes of the published starting time of the examination. Centres following this approach should note that prior awarding body approval is not required.**

If circumstances are such that the packet of question papers is to be split, **the question paper packet must be opened in the secure room.**

The question paper packet **must** always be re-sealed and placed back into the centre's secure storage facility.

The question papers extracted from the packet will be taken to the allocated room in **a sealed envelope.** An invigilator **must** be present in the room at all times. Question papers **must not** be left unattended.

In order to avoid potential breaches of security care must be taken to ensure the correct question paper packets are opened. An additional member of centre staff must check the time, date and any other paper details before a packet is opened.

1.10 Where a candidate requires one of the following access arrangements (**and approval for the arrangement has been granted by *Access arrangements online***):

- a computer reader; or
- a question paper on coloured/enlarged paper;

you are permitted to open the question paper packet in the secure room within 90 minutes of the published starting time for the examination.

Further information may be obtained from the JCQ publication *Access Arrangements and Reasonable Adjustments 1 September 2015 to 31 August 2016* -

<http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration>

1.11 Where approval has been granted for an **Oral Language Modifier** he/she may have access to the question paper **60 minutes prior to the published starting time for the examination in order to prepare**.

1.12 Where the centre has granted the candidate a Live Speaker and/or a Sign Language Interpreter:

- the Live Speaker may have access to the transcript of the Listening examination **60 minutes prior to the published starting time for the examination** in order to prepare;
- the Sign Language Interpreter may have access to the question paper **60 minutes prior to the published starting time for the examination** in order to prepare.

A reader and/or a scribe is not allowed access to the question paper 60 minutes prior to the published starting time for the examination in order to prepare.

1.13 Where confidential materials such as live assignments are required to be opened in advance of the examination and held for use over an extended period, strict precautions **must** be taken to safeguard them after they have been opened or downloaded from an awarding body's secure extranet site.

- They **must** be issued only at the time of the assessment and **must** be collected at the end of the assessment session.
- They **must not** be removed from the centre and when not in use **must** be kept secure under the conditions described in **section 1.3, page 5**.
- Each copy **must** be checked regularly to ensure that it is clean and free from pen or pencil annotations or amendments.
- Live assessment material **must not** be used as practice material for any qualifications.

1.14 If confidential material is recorded on CD ROMs or tapes or sent electronically, you **must** follow any instructions the awarding body has issued.

1.15 **You must store examination stationery and materials securely at all times** so that no unauthorised person has access to them. (**This includes answer booklets.**)

1.16 You **must** make sure that a system is used for recording when material is taken from or returned to the secure storage facilities throughout the time the material is confidential (**see sections 2, 10-13, 16 and 20** regarding when materials are confidential).

Advice: Centres are advised to consult the JCQ *Notice to Centres – Instructions for conducting GCSE & GCE Modern Foreign Language Listening examinations: Use of cassettes, MP3 players and digitising listening material* which may be downloaded from the JCQ website - <http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations>

2. Timetabling of examinations

Starting times for examinations

- 2.1 For general qualifications the published starting time of all morning examinations is 9.00am, and the published starting time of all afternoon examinations is 1.30pm. These are known as the morning and afternoon sessions.

Other timings may apply to vocational qualifications.

Candidates **must** sit their examination at the published time for no longer than the published duration, subject to the application of extra time and/or supervised rest breaks.

These are UK times (either GMT or BST as appropriate) current on the examination date. **Centres outside the UK must adjust their local starting times to begin at the same time as UK centres.**

Where vocational examinations are scheduled to commence at other times, the same arrangements for timetable clashes apply.

You must refer to Section 14, *Candidates who arrive late*, page 34, for procedures relating to those candidates who arrive late for an examination.

Advice: Use your centre's software (MIS) to create both individual candidate and centre timetables as soon as your entries have been made. You will find all basic timetable information such as the dates and times of individual exams in your basedata. This will allow you to create a centre timetable showing entries for each timetabled component in date order and the number of candidates entered.

When producing individual candidate timetables remember to change the starting time if necessary.

Advice: Timely school to home communications stressing the importance of exams and the details of exam timetables can be beneficial in reducing absences.

- 2.2 The JCQ awarding bodies allow centres in the UK to start examinations by **up to 30 minutes earlier than, or later than, the published starting time for the session, without the need to complete any paperwork. Prior permission from an awarding body is not required.**

Where this policy is followed, to avoid any possible breach of security, late arriving candidates or early departing candidates **must** be supervised as if the specified starting time had been in place.

- 2.3 To maintain the security of the examination, **all candidates for general qualifications examinations must start:**

- question papers scheduled for a morning session no earlier than 8.30am and no later than 9.30am;
- question papers scheduled for an afternoon session no earlier than 1.00pm and no later than 2.00pm;

unless they are involved in arrangements as described in paragraph 2.8, page 10 or have a timetable clash - see paragraph 2.10, page 10.

Supervision of candidates

- 2.4 **Candidates who take an examination earlier than the published starting time must stay under centre supervision (which you must arrange) until one hour after the awarding body's published starting time for that examination.**

You **must** make sure that question papers used by those candidates are kept in secure storage until one hour after the awarding body's published starting time for that examination.

- 2.5 **Candidates who take an examination later than the published starting time shown on the timetable must be kept under centre supervision (which you must arrange) from 30 minutes after the published starting time for the paper concerned until they begin the examination.**

- 2.6 **For examinations that last less than one hour, candidates must be supervised and question papers must be kept in secure storage until the published finishing time of the examination.**

(For advice regarding examinations which last for less than an hour see Appendix 2, page 53.)

Timetable variations

2.7 You **must not** vary the timetable if a timetabled examination clashes with any of the following:

- work experience;
- a school function or closure;
- field trip;
- sporting events below international level;
- holidays and weddings;
- a candidate's personal arrangements.

Additionally, you must not vary the published starting time for an examination if there is a clash between papers of different awarding bodies or specifications in the same subject.

2.8 **In exceptional circumstances** where the size of the cohort means that it is not possible for all candidates to sit the examination(s) at the same time, you may split the cohort into two groups. One group of candidates will sit the examination earlier than or later than the published start time. **The security of the examination(s) must be maintained at all times. You must supervise candidates in line with section 2.11. There is no need to complete any paperwork and prior permission from an awarding body is not required.**

2.9 **If candidates are taking two or more examinations in a session**, you may decide the order in which to hold them. **You may also give candidates a short supervised break between papers within a session. During the short supervised break candidates must remain under formal examination conditions.**

2.10 **If candidates are taking two or more papers timetabled in a session and the total time is more than three hours including extra time and/or supervised rest breaks†, you may conduct an examination in a later or earlier session **within the same day, without the need to complete any paperwork. Prior permission from an awarding body is not required.** However, the security of the examination **must** still be maintained. You **must** supervise candidates in line with the requirements in **section 2.11**.**

†Where reference is made to supervised rest breaks, this is a supervised rest break as defined in **section 5.1** of the JCQ publication *Access Arrangements and Reasonable Adjustments*.

- **Candidates who take an examination earlier than the published starting time shown on the timetable must stay under centre supervision (which you must arrange) until one hour after the published starting time for that examination.** You **must** make sure that question papers used by those candidates are kept in secure storage until one hour after the awarding body's published starting time for that examination.
- **For examinations that last less than one hour, candidates must be supervised and question papers must be kept in secure storage until the published finishing time of the examination.**
- **Candidates who take an examination later than the published starting time shown on the timetable must be kept under centre supervision from 30 minutes after the published starting time for the paper concerned until they begin the examination.**
- If some candidates are allowed to take an examination in a different session from other candidates at your centre, you **must** seal all copies of the question paper used in the earlier session in an envelope and return them to secure storage in your centre.

2.11 **In all circumstances the candidate(s) must be supervised. Supervision requires that a member of centre staff or an invigilator will be in the same room as the candidate(s) at all times.** The candidate(s) **must not** be in possession of an electronic communication/storage device or have access to the internet.

Advice: If the examination with the largest number of candidates is held first, this will reduce the level of disruption.

Overnight supervision arrangements

2.12 When candidates are entered for **multiple examinations** timetabled for the same day and the total duration for those papers is **more than**:

- six hours for GCE AS and A2 examinations **including extra time and/or supervised rest breaks**; or
- five and a half hours for GCSE examinations, **including extra time and/or supervised rest breaks**;

candidates may be allowed to take an examination the following morning, including Saturdays.

Candidates are not allowed to take examinations on an earlier day than that scheduled on the timetable.

2.13 Candidates who take an examination on a later day than that published in the timetable **must** either be sitting examinations or under centre supervision from 30 minutes after the published starting time for the delayed examination until they begin their examination. This is to make sure there is no contact with other candidates.

The centre **must** appoint a member of centre staff or an invigilator to supervise the candidate **at all times** while he/she is on the premises.

The supervision of a candidate on journeys to and from the centre and overnight may be undertaken by the candidate's parent/carer or centre staff. The centre **must** determine a method of supervision which ensures the candidate's well being.

2.14 The JCQ form *Timetable variation and confidentiality declaration for overnight supervision* **must** be completed **before** the overnight supervision is to commence.

The form may be downloaded from the JCQ website -
<http://www.jcq.org.uk/exams-office/forms/overnight-supervision-form>

You must:

- ensure that each form is signed before the overnight supervision is to commence so that those involved understand their responsibilities;
- inform the parties involved that any infringement of the conditions governing overnight supervision arrangements may lead to the application of penalties and sanctions to the candidate's examinations taken in the relevant series, as detailed in the JCQ publication *Suspected Malpractice in Examinations and Assessments: Policies and Procedures* ;
<http://www.jcq.org.uk/exams-office/malpractice>
- be satisfied that the arrangements maintain the integrity and security of the examination;
- **keep all completed forms available in your centre for inspection until the closing date for enquiries about results has passed;**
(Forms must not be sent to an awarding body.)
- inform the relevant awarding body **immediately** of any known or suspected contravention of the arrangements for overnight supervision of a candidate.

Your head of centre must be satisfied of any arrangement for overnight supervision of a candidate where necessary and accepts full responsibility for the security of the examinations throughout.

Advice: Your software system may be able to identify clashes.

By running a MIS clash routine as soon as your entries have been made will highlight where there are clashes.

Advice: Always discuss the options available with the candidate. The candidate should be offered the opportunity to sit all of the examinations on the scheduled day. You should submit a request for special consideration to the relevant awarding body for the final paper which has been taken.

Notify the candidate of the arrangements in writing, e.g. a letter with their individual timetable, as generated from your software system.

Clearly identify the candidate in the examination room and ensure that invigilators know what the supervision arrangements are for clash candidates.

Please note that City & Guilds centres do not need to complete JCQ form *Timetable variation and Confidentiality Declaration for Overnight Supervision*. However, a letter of application to vary the timetable **must** be sent to the Policy and Regulation Department at City & Guilds. The candidate **must** complete a *Declaration of no prior knowledge* form, which is obtainable from City & Guilds <http://www.cityandguilds.com/>

- 2.15 **You must re-arrange for the following morning any examination that cannot be taken on the scheduled day.**
- 2.16 If some candidates are allowed to take an examination on a later day than other candidates at your centre, all copies of the question paper used on the earlier day **must** be sealed in an envelope and returned to secure storage until all candidates at your centre have taken that examination.

3. Using calculators

Candidates may use a calculator in an examination unless prohibited by the awarding body's specification. Where the use of a calculator is allowed, candidates are responsible for making sure that their calculators meet the awarding bodies' regulations.

The instructions set out in this section apply to all examinations unless stated otherwise in an awarding body's specification.

Candidates must be told these regulations beforehand and be familiar with the *Information for candidates documents*.

<p>Calculators must be:</p> <ul style="list-style-type: none">○ of a size suitable for use on the desk;○ either battery or solar powered;○ free of lids, cases and covers which have printed instructions or formulas.	<p>Calculators must not:</p> <ul style="list-style-type: none">● be designed or adapted to offer any of these facilities: -<ul style="list-style-type: none">○ language translators;○ symbolic algebra manipulation;○ symbolic differentiation or integration;○ communication with other machines or the internet;● be borrowed from another candidate during an examination for any reason;*● have retrievable information stored in them - this includes:<ul style="list-style-type: none">○ databanks;○ dictionaries;○ mathematical formulas;○ text.
<p>The candidate is responsible for the following:</p> <ul style="list-style-type: none">○ the calculator's power supply;○ the calculator's working condition;○ clearing anything stored in the calculator.	

Advice:* An invigilator may give a candidate a replacement calculator.

Where access is permitted to a calculator for part of an examination, it is acceptable for candidates to place their calculators on the floor under their desks in sight of the invigilator(s) for the non-calculator portion of the exam.

4. Resources for examinations

4.1 Candidates may be allowed to use resources such as dictionaries and editions of set texts as set out in the instructions on the question paper.

4.2 You **must** give candidates prior notice that they are responsible for bringing with them any materials needed for the examination.

If candidates have any unauthorised material in an examination (whether or not they intend to use it), this may be considered as malpractice. In such circumstances you **must** refer to the JCQ publication *Suspected Malpractice in Examinations and Assessments: Policies and Procedures, 1 September 2015 to 31 August 2016* - <http://www.jcq.org.uk/exams-office/malpractice>

4.3 In examinations where resources are not shown on the question paper, or on the stationery list (including those where calculators are not allowed) you **must** warn candidates that taking a resource into an examination may be considered as malpractice in the same way as having any other unauthorised items.

4.4 **For Art examinations**, appropriate art materials and design media and technology **must** be provided by the centre.

5. Accommodation

- 5.1 Centres **must** ensure appropriate accommodation exists to support the size of the cohorts they are teaching.
- 5.2 **Candidates must sit their examination(s) at the centre's registered address** unless you have received permission from an awarding body for a transferred candidate arrangement. (This is where a candidate transfers from one registered centre to another **after the submission of examination entries**.)

Alternative sites for the conduct of examinations

- 5.3 **When it is intended to conduct an examination for any candidates at an address other than the centre's registered address, e.g.**
- a hospital which is a non-registered centre;
 - a local church hall;
 - a local community hall;
 - a local sports hall;
 - another building owned by the centre which is situated at a different location from the centre's registered address;
 - the candidate's home;

you **must** inform the JCO Centre Inspection Service using the *JCO Alternative Site form*.

The alternative site must not be a registered examination centre.

The *JCO Alternative Site form* and accompanying guidance notes (which **must** be read before completing the form) can be downloaded from the JCO website:

<http://www.jcq.org.uk/exams-office/forms/alternative-site-form-and-guidance-notes>

The address of the other accommodation, the dates it is to be used and the maximum number of candidates likely to be involved **must** be given.

The completed form(s) **must** be sent to the JCO Centre Inspection Service as soon as possible and **no later than six weeks before the start of the examination series**.

Question papers and examination stationery must:

- remain in the secure storage facilities **at the centre's registered address**, approved by the JCO Centre Inspection Service, **until 90 minutes before the published starting time for the examination**; (Question paper packets **must not** be opened prior to the scheduled date of the examination.)
- **be taken to the examination venue by a member of centre staff**;
- **be transported to the alternative venue, securely packaged and kept under secure conditions at all times within 90 minutes** of the published starting time for the examination.

The head of centre is responsible for ensuring that the examination will be conducted in accordance with this document. All requirements in sections 5.4 to 5.16 must be met.

(Note: For City & Guilds examinations, an application for permission to use an alternative examination site **must** be sent to the centre's local City & Guilds Office. Question papers **must** remain in the secure storage facilities at the **centre's registered address**, approved by City & Guilds, **until one hour before the published starting time for the examination**.)

The examination room

- 5.4 Any room in which an examination is held **must** provide candidates with appropriate conditions for taking the examination.

You **must** pay attention to conditions such as heating, lighting, ventilation and the level of outside noise.

- 5.5 Art timed tests and Science Practical examinations **must** be held under conditions that will give all candidates the chance to carry out their tasks and to display their true levels of attainment in the subjects concerned.

- 5.6 Display material (such as maps, diagrams, wall charts and projected images) which might be helpful to candidates **must not** be visible in the examination room.

You **must** take particular care with examinations held in laboratories or libraries.

- 5.7 **A reliable clock must be visible to each candidate in the examination room.** The clock must be big enough for all candidates to read clearly.

Advice: You should carry out regular checks to make sure all clocks used in the examination room are in good working order and show the same time.

- 5.8 The JCQ *Warning to Candidates* poster (**Appendix 4, page 56**) and the JCQ Mobile Phone poster (**Appendix 7, page 59**) **must** be displayed in a prominent place outside the examination room.

This may either be a hard copy A3 paper version of the poster, in either black and white or colour, or a projection of the poster onto a wall or screen for all candidates to see.

- 5.9 A board/flipchart/whiteboard should be visible to all candidates showing the

- centre number, subject title and paper number; **and**
- the actual starting and finishing times of each examination.

- 5.10 The seating arrangements **must** prevent candidates from overlooking (intentionally or otherwise) the work of others. **The minimum distance in all directions from centre to centre of candidates' chairs must be 1.25 metres.**

- 5.11 Wherever possible, **for written examinations:**

- all candidates should face in the same direction;
- each candidate should have a separate desk or table big enough to hold question papers, maps (as appropriate) and answer booklets. Candidates who are not working at individual desks **must** be far enough apart so that their work cannot be seen by, and contact cannot be made with other candidates;
- candidates who are working on a drawing board set on an easel or other non-horizontal surface **must** be arranged in an inward-facing circle or in some similar pattern;
- if you want to use accommodation with screened booths, **i.e. language laboratories for GCE/GCSE MFL Listening examinations**, less than 1.25 metres apart, you **must** send details of the proposed accommodation to the JCQ Centre Inspection Service for approval.

5.12 Candidates should normally be seated in candidate number order.

5.13 You **must** create a seating plan that shows the exact position of each candidate in the examination room.

Any changes made to seating arrangements during the examination **must** be noted on the seating plan.

The seating plan **must** be available to an awarding body upon request.

5.14 **Any other written external examination may be held in the examination room at the same time, as long as it does not cause any disturbance.**

Mock examinations and internal school tests cannot be held in the examination room at the same time as external examinations.

5.15 For on-screen tests centres **must** refer to **Appendix 1, Section 6, Accommodation, page 50.**

5.16 Any candidate suffering from an infectious or contagious disease **must** take the examination in a separate room in which all instructions for conducting examinations can be applied.

You **must** keep the candidate's script separate from other scripts.

You **must not** despatch the script until you have sought advice from the awarding body.

Advice: In order to create a seating plan for each examination, you should check what your software system (MIS) can do, as you may be able to have the layout of each room in the system. Show the direction candidates are facing, number or name each desk, produce a list of candidates and desk numbers for each examination. Include the room and desk number on each candidate's personal timetable.

Advice: Try to seat those requiring extra time and/or supervised rest breaks in a block and in a position where they will be least disturbed by other candidates leaving the room. Try to seat those sitting the same paper(s) together in a block wherever possible. Consider using colour-coded cards to denote those candidates with access arrangements, for example extra time, supervised rest breaks or those subject to a timetable clash.

Advice: When preparing your examination rooms you should consider making provision for candidates to securely store their personal belongings outside the room. If this is not possible, determine how bags and other items could be stored within the examination room so that they are out of reach of candidates and access to them can be monitored by the invigilator.

Advice: Publish and display seating plans in advance so that candidates know where they will be sitting and ensure that invigilators have been briefed on seating plans in advance.

Advice: If you wish to display the JCO *Warning to Candidates* and Mobile Phone posters in hard copy paper format print them off well in advance of the first exam series and laminate them. This will ensure their robustness for future exam series during the course of the year.

Advice: Produce an exam room checklist in order to make sure you have fully prepared the exam room, including clocks, correct seating arrangements, appropriate heating and lighting.

Advice: You may wish to laminate the centre number and permanently display it during the examination series. This will save space on the board/flipchart/whiteboard and it will save having to remember to write up the centre number every time.

6. Invigilation arrangements

The invigilator is the person in the examination room responsible for conducting a particular examination session in the presence of the candidates. **Invigilators have a key role in upholding the integrity of the external examination/assessment process.**

The role of the invigilator is to ensure that the examination is conducted according to these instructions in order to:

- ensure all candidates have an equal opportunity to demonstrate their abilities;
- ensure the security of the examination before, during and after the examination;
- prevent possible candidate malpractice;
- prevent possible administrative failures.

A training session **must** be held for any new invigilators.

An update meeting **must** be held for the existing invigilation team so that they are aware of any changes.

You **must** make sure that invigilators know what is expected of them.

6.1 Invigilators must:

- be familiar with these *Instructions* ;
- give all their attention to conducting the examination properly;
- be able to observe each candidate in the examination room at all times;
- be familiar with the **JCQ Warning to Candidates, JCQ Information for candidates and the JCQ Mobile Phone poster**, (see **Appendices 4, 5, 6 and 7**) and any specific instructions relating to the subjects being examined;
- 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 the awarding body immediately and send a full written report within 7 days of the suspicion arising.)

6.2 Invigilators must not:

- carry out any other task (for example, reading a book or marking) in the examination room.

Advice: Centres should prepare a handbook for invigilators incorporating appropriate sections from this booklet.

Consideration should be given to the appointment of senior invigilators.

Invigilators should always be provided with badges so that they may be easily identified and acknowledged as a member of centre staff.

6.3 The head of centre, or exams officer, or quality assurance co-ordinator must:

- ensure that this document is available to invigilators in the main examination hall/room(s). This may be a printed hard copy version or an electronic copy which is visible at all times;
- appoint invigilators to make sure that the examination is conducted according to the following requirements:
 - at least one invigilator must be present for each group of 30 candidates or fewer sitting written examinations;
 - at least one invigilator must be present for each group of 20 candidates or fewer sitting Practical examinations (Art, ICT and Science);
 - invigilators may be changed, as long as the number of invigilators present in the examination room does not fall below the required number;
 - when one invigilator is present, he or she **must** be able to get help easily, without leaving the examination room and without disturbing the candidates;
- make sure that all invigilators are suitably qualified and experienced adults who **must not** be current students at the centre. Although you may decide who is suitably qualified and experienced, any relative, friend or peer of a candidate in the examination room **must not** be the sole invigilator;
- make sure that invigilators are appropriately trained in their duties;
- make sure that a teacher who teaches the subject being examined, or a senior member of teaching staff who has had overall responsibility for the candidates preparation for the examination, **is not an invigilator during the examination or on-screen test**;
- keep signed records of the seating plan, the invigilation arrangements and the centre's copies of the attendance registers for each examination. The awarding bodies may need to refer to these records. You **must** keep them until the deadline for enquiries about results has passed. The deadlines for general qualification examinations are stated in the JCQ publication: *Post-Results Services, Information and guidance to centres* - <http://www.jcq.org.uk/exams-office/post-results-services>

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

Advice: There is a range of acceptable ways for an invigilator to get help easily without leaving the examination room and without disturbing the candidates, such as using a mobile phone or a two-way radio. Mobile phones are only allowed in the examination room for this purpose. **Any mobile phone used in this situation should be kept on silent mode to prevent any incoming calls or messages which may disturb candidates.** If a number of examination rooms open off the same corridor, it may be possible to have a person stationed in the corridor to give or ask for help.

- 6.4 **The Art timed test** will normally be invigilated by an Art and Design teacher. However, as the Art and Design teacher may be required to give technical assistance to an individual candidate, additional invigilators should be deployed at the exams officer's discretion to ensure the supervision of candidates is maintained at all times.
- 6.5 **In Science Practical examinations** it is essential that a teacher of the subject should also be present in the examination room at the start of the test (and as necessary after that) to deal with any technical difficulties that may arise, including matters of safety and to help with invigilation in general.

7. Invigilation arrangements for candidates with access arrangements

7.1 Oral Language Modifier

The candidate and Oral Language Modifier should be accommodated separately.

A separate Oral Language Modifier and invigilator must be available for each candidate. The invigilator must listen carefully and observe the conduct of the Oral Language Modifier throughout the duration of the examination. The invigilator **must** countersign the cover sheet ensuring that it accurately reflects the actions of the Oral Language Modifier during the examination.

7.2 Practical Assistant

Candidates using a practical assistant in externally set practical or written examinations may need to be accommodated in another room, **in which case a separate invigilator will be required.**

The invigilator **must** be made aware, prior to the examination, of the particular task(s) the practical assistant will be performing.

7.3 Reader/Computer reader

The centre is responsible for ensuring that the candidate and reader cannot be overheard by, or distract other candidates.

(This will also apply if the candidate uses a computer reader.)

Where the candidate and reader are accommodated in another room, on a one to one basis, the invigilator may additionally act as the reader.

Where candidates require only occasional words or phrases to be read, three or four candidates may share one reader. The candidate will need to put up their hand or use a prompt card when he/she needs help with reading. If the group is accommodated in another room **a separate invigilator will be required.**

7.4 Scribe/Speech recognition technology

The centre is responsible for ensuring that the candidate and scribe cannot be overheard by, or distract other candidates.

(This will also apply if the candidate uses speech recognition technology.)

Normally, the candidate and scribe will be accommodated in another room.

Where the candidate and scribe are accommodated in another room, on a one to one basis, the invigilator may additionally act as the scribe.

7.5 Sign Language Interpreter

Candidates requiring the use of a Sign Language Interpreter may need to be accommodated in another room, **in which case a separate invigilator will be required.**

Advice: Where the invigilator additionally acts as a reader and/or a scribe, as per sections 7.3 and 7.4, the centre should consider using a 'roving' invigilator who checks the room from time to time.

Advice: Suggestions on accommodating candidates requiring readers and/or scribes may be found on page 64.

7.6 General principles for the invigilation of candidates with access arrangements

Exam officers, **working with SENCos, must** ensure that both invigilators and those acting as an Oral Language Modifier, a practical assistant, a reader, a scribe or a Sign Language Interpreter **fully understand** the respective role and what is and what is not permissible in the examination room.

A training session **must** be organised for invigilators and those facilitating an access arrangement for a candidate under examination conditions.

Additionally, exam officers **must** ensure that those acting as:

- an Oral Language Modifier;
- a practical assistant;
- a scribe; or
- a Sign Language Interpreter;

are provided with **the appropriate cover sheet prior to the examination commencing**.

This will enable the cover sheet to be completed during the course of the examination and accurately reflect the activities performed by the Oral Language Modifier/practical assistant/scribe/Sign Language Interpreter, as appropriate.

Advice: Photocopy and laminate the appropriate sections of **Chapter 5** of the JCQ publication *Access Arrangements and Reasonable Adjustments* so that invigilators and those acting as an Oral Language Modifier, a practical assistant, a reader, a scribe or a Sign Language Interpreter understand the rules.

Photocopy and laminate, as appropriate, the Memory Aids (**Appendices 3-6**) within the JCQ publication *Access Arrangements and Reasonable Adjustments* - <http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration>

Advice: Identify candidates with access arrangements on your centre timetable and on seating plans.

8. Other arrangements

The following arrangements may be provided to a candidate at the time of his/her examinations (without prior approval).

8.1 Amplification equipment, brailers, closed circuit television (CCTV), coloured overlays, low vision aid/magnifier, optical character reader (OCR) scanners

(Centres **must** consult awarding bodies about any new technology which might invalidate the assessment objectives.)

8.2 Bilingual translation dictionaries

A bilingual translation dictionary **must**:

- only be used in examinations by a candidate whose first language is not English, Irish or Welsh; **and**
- reflect the candidate's normal way of working within the centre.

Unless an awarding body's specification says otherwise, **such dictionaries must not be used in:**

- **English/English Language examinations;**
- **Irish or Welsh Language examinations; or**
- **Modern Foreign Language examinations testing one of the languages of the dictionary or a similar language**, for example a Portuguese dictionary in a Spanish examination.

Additionally, a bilingual dictionary **must not** be used in:

- **GCSE English Literature examinations;**
- **GCSE Geography examinations;**
- **GCSE History examinations; and**
- **GCSE Religious Studies examinations.**

Exceptions to these rules are:

The Writing Test in GCSE Arabic, GCSE Bengali, GCSE Dutch, GCSE Greek, GCSE Gujarati, GCSE Japanese, GCSE Modern Hebrew, GCSE Panjabi, GCSE Persian, GCSE Polish, GCSE Portuguese, GCSE Russian and GCSE Turkish where the specification states that **all candidates must have access to a bilingual dictionary**.

A standard bilingual translation dictionary **must** be used by the candidate. This may be an electronic bilingual translation dictionary or more typically a hard copy paper bilingual translation dictionary.

Monolingual dictionaries (which define words and phrases), translators (including web based translators), wordlists or glossaries **must not** be used.

The bilingual translation dictionary **must not**:

- contain/display pictures; **or**
- provide an explanation or clarification of words and phrases.

As an example, a Chinese to English bilingual translation dictionary **must** simply be the word in Chinese and the equivalent word in English.

Bilingual translation dictionaries to be used in the examination **must** be:

- held in the centre under secure conditions; **and**
- **thoroughly checked** to ensure that no unauthorised information such as notes, revision data, have been enclosed within or written on the pages of the dictionary.

A candidate using a bilingual translation dictionary which contains notes will lose their marks and their right to this arrangement.

Translation of either examination material or the candidate's answers into or from the candidate's first language will not be permitted.

The regulations for the use of bilingual translation dictionaries **must** be adhered to; failure to do so can lead to the disqualification of the candidate.

Bilingual translation dictionary and extra time of up to 25%

For the use of a **bilingual translation dictionary and extra time of up to 25%**, you **must** refer to the JCQ publication *Access Arrangements and Reasonable Adjustments* 1 September 2015 to 31 August 2016 - <http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration>

8.3 Colour naming by the invigilator for candidates who are colour blind

(This arrangement will not be permitted where the ability to identify specific colours forms part of the assessment objectives.)

No other information or explanation can be given to the candidate. If the candidate has been using a colour chart, he or she will be permitted to do so in written examinations or practical examinations.

Where coloured images are included in a question paper, **but do not form part of the assessment objectives and are not specifically testing the candidate's knowledge and understanding of the paper**, the centre may photocopy the question paper (**up to 90 minutes before the published starting time for the examination**) where considered beneficial to the candidate.

8.4 Prompter

A prompter may be permitted by the centre where a candidate has little or no sense of time, or loses concentration easily, or is affected by an obsessive-compulsive disorder which leads them to keep revising a question rather than moving onto other questions.

- A prompter is a responsible adult who may sit beside the candidate in order to keep him or her focused on the need to answer a question and then move on to answering the next question.
- A prompter is not a reader, a scribe or a practical assistant but the same person may act as such, as long as permission has been given for any or all of these arrangements.
- The prompter is responsible to the head of centre/exams officer and **must** be a person acceptable to the head of centre.
- The prompter **must not** be the candidate's own subject teacher or a relative, friend or peer of the candidate.
- **The invigilator may act as a prompter, a reader and/or a scribe where the candidate is accommodated separately on a one to one basis.**

If the prompter is acting as an Oral Language Modifier and/or a practical assistant a separate invigilator will be required.

A prompter:

- **may** use the following prompts either vocally or written on a flash card such as: "Jack - focus on the question"; "Jack - there are 15 minutes left";
- **may** tap on the desk or on the candidate's arm, depending on what is normal practice, in order to remind the candidate that he or she must pay attention to the question or that it is time for the candidate to move on to the next question;
- **may** use the candidate's name as an appropriate prompt during the examination in order to bring the candidate's attention back to the question paper, e.g. "Jack";
- **must** abide by the regulations since failure to do so could lead to the disqualification of the candidate;
- **must not** advise the candidate regarding which questions to do, or on the order in which questions should be answered;
- **must not** give factual help or offer any suggestions or communicate in any way other than those listed above.

8.5 Read Aloud and/or an examination reading pen

The arrangement **must** reflect the candidate's normal way of working in internal school tests and mock examinations.

A candidate will read aloud to him/herself, since they **persistently** struggle to understand what they have read.

A permitted examination reading pen **will not** have an in-built dictionary or thesaurus, or a data storage facility.

8.6 Separate invigilation within the centre

A candidate may only take their examinations under separate invigilation within the centre where he/she has **an established difficulty** - see section 5.16 of the JCQ *publication Access Arrangements and Reasonable Adjustments 1 September 2015 to 31 August 2016* - <http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration>

Where candidates are subject to separate invigilation within the centre, the regulations and guidance within this booklet **must** be adhered to at all times. This is particularly so in relation to accommodation and invigilation arrangements.

8.7 Transcript

This arrangement **must** only be used in **exceptional circumstances** such as:

- a temporary injury at the time of an examination which means that the candidate's handwriting may be hard to decipher at times (**but is not illegible**); **or**
- the use of a word processor is not appropriate, e.g. subjects such as Mathematics and the Sciences.

A transcript is an exact copy of the candidate's script which is made after the examination has taken place and without the participation of the candidate.

A transcript may be:

- a full copy handwritten by a member of centre staff on a spare answer booklet or a full copy word processed by a member of centre staff; **or**
- a partial copy where only certain words need clarification. In this case, the original script **must** be photocopied and the words written clearly above the candidate's writing but not in red, green or purple ink or pencil. It may be helpful to enlarge the photocopy to A3.

A transcript can also be permitted by the centre for a candidate who requires assistance completing multiple choice answer sheets or needs to use an enlarged answer sheet.

Manual brailers will require transcription into print. Braille scripts **must** be transcribed by the centre. The transcriber **must** be competent in the Braille code concerned.

The transcript must be:

- produced by a member of the centre's staff, which may include the candidate's subject teacher, who is familiar with the candidate's handwriting or is fully competent in the Braille code for the subject concerned;
- **a word for word, exact copy of the candidate's script**. The transcriber **must not** insert or omit any words, nor alter their order. Spellings and technical terms **must not** be corrected.

A transcript cover sheet (Form 5) must be:

- printed from the JCQ website - <http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations>
- **securely attached to the candidate's transcript**. The candidate's original script **must** also be attached.

The production of the transcript must not delay the despatch of scripts to the examiner/awarding body. Additional information must not be sent to the examiner/awarding body.

8.8 Word processors

Centres are allowed to provide a word processor (e.g. laptop, computer) **with the spelling and grammar check/predictive text disabled** to a candidate **where it is their normal way of working within the centre and is appropriate to their needs**, unless an awarding body's specification says otherwise. **This also includes an electronic braille or a tablet.**

A word processor:

- **must** be used as a type-writer, not as a database, although standard formatting software is acceptable;
- **must** have been cleared of any previously stored data, as must any portable storage medium used. **An unauthorised memory stick must not be used by a candidate.** Where required, the centre **must** provide a memory stick to the candidate, which is cleared of any previously stored data;
- **must** be in good working order at the time of the examination;
- **must** be accommodated in such a way that other candidates are not disturbed and cannot read the screen. **Where a candidate using a word processor is accommodated in another room, a separate invigilator will be required;**
- **must** either be connected to a printer so that a script can be printed off, or have the facility to print from a portable storage medium. This **must** be done after the examination is over. **The candidate must be present to verify that the work printed is his or her own.** **Word processed scripts must be attached to any answer booklet which contains some of the answers;**
- **must** be used to produce scripts under secure conditions, otherwise they may be refused;
- **must not** be used to perform skills which are being assessed;
- **must not** be connected to an intranet or any other means of communication;
- **must not** give the candidate access to other applications such as a calculator (where prohibited in the examination), spreadsheets etc;
- **must not** include graphic packages or computer aided design software unless permission has been given to use these;
- **must not** have any predictive text software or an automatic spelling and grammar check enabled **unless the candidate has been permitted a scribe or is using speech recognition technology (the script must have a scribe cover sheet attached), or the awarding body's specification permits the use of automatic spell checking;**
- **must not** include speech recognition technology **unless the candidate has permission to use a scribe or relevant software;**
- **must not** be used on the candidate's behalf by a third party **unless the candidate has permission to use a scribe.**

A word processor cover script (Form 4) must be:

- printed from the JCQ website - <http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations> and
- **securely attached to the candidate's typed script.**

An awarding body cannot guarantee a word processed script will be processed unless it has a cover sheet attached to it.

Laptops and tablets

Tablets are designed to run for a long period of time once fully charged. Their purpose is to be 'free-standing'.

The battery capacity of a laptop or a tablet **must** be checked before the candidate's examination(s). **The centre must ensure that the battery is sufficiently charged for the entire duration of the examination.**

The use of a fully charged laptop or tablet will allow a centre to seat a candidate within the main examination hall without the need for separate invigilation and power points.

Advice: Candidates **must** be reminded to ensure that their **centre number, candidate number** and the **unit/component code appear on each page as a header or footer**: e.g. 12345/8001 – 6391/01.

If a candidate is using the software application Notepad or Wordpad these do not allow for the insertion of a header or footer. In such circumstances once the candidate has completed the examination and printed off his/her typed script, he/she should be advised to handwrite their details as a header or footer. The candidate **must** be supervised to ensure that he/she is solely performing this task and not re-reading their answers or amending their work in any way.

Each page **must** be appropriately numbered.

Candidates should use a minimum of 12pt font and double spacing in order to assist examiners when marking.

Invigilators **must** remind candidates to save their work at regular intervals. Alternatively, an IT technician can set up 'autosave' on each laptop/tablet. This way, if there is a complication or technical issue, the candidate's work is not lost.

At the beginning of the examination

9. Identifying candidates

9.1 Invigilators must establish the identity of all candidates sitting examinations.

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.

At the point at which you are identifying candidates, the attendance register should ideally be completed. (See section 15, page 36).

9.2 A private, external or transferred candidate who is not known to the school, college or training provider **must** show documentary evidence to prove that he/she is the same person who entered/registered for the examination/assessment, e.g. passport or photographic driving licence.

9.3 In cases where it is impossible to identify a candidate due to the wearing of religious clothing, such as a veil, the candidate 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 for identification purposes.

Once identification has been established, the candidate should replace the veil and proceed as normal to sit the exam.

Advice: Some awarding body qualifications may have additional qualification specific requirements. In large institutions it is advisable that candidates carry some form of identification.

Advice: Senior members of centre staff who have been authorised by their head of centre may be present at the start of the examination to assist with the identification of candidates.

Advice: Your MIS may allow you to produce candidate ID badges which show their photograph, name and candidate number.

10. The people present

10.1 **The head of centre has a duty at all times to maintain the integrity of the examination.**

10.2 Invigilators **must** carry out their duties as defined in **section 6, page 17**.

10.3 **Senior members of centre staff**, such as an Assistant Headteacher, **approved by the head of centre** may be present at the start of the examination(s) to:

- identify and settle candidates and instil discipline;
- check that the candidates have been issued with the correct question papers for their subject, unit/component and tier of entry if appropriate;
- check that the candidates have the necessary equipment and materials, i.e. calculators, preliminary material, anthologies or set texts where permitted;
- start the examination off.

Only those senior members of centre staff authorised by the head of centre (and agreed with the exams officer) may be present in the examination room.

Only candidates actually sitting the examination/assessment must be present in the examination room while an examination is taking place.

10.4 The *Notice to Centres – The people present in the examination room* (see **Appendix 8, page 60**) provides further guidance and clarity on the role of centre staff in the examination room, other than exam officers and invigilators.

This *Notice* **must** be brought to the attention of all members of centre staff so that they are clear about their role in the examination room.

Advice: Exam officers may wish to photocopy and enlarge this *Notice* and place it on the staffroom notice board so that all centre staff understand their role in the examination room.

10.5 Where there is an alleged error on the question paper and it has been confirmed that the awarding body has not issued an erratum slip, the instruction to candidates **must** be to answer the question as printed.

10.6 Centre staff **must not** provide advice to candidates without the permission of the awarding body. Additionally, centre staff **must not** comment on the question paper or advise on which sections of the paper and which particular questions should be attempted.

10.7 Centre staff who are called upon to enter the examination room during the course of the examination (because a candidate has identified a possible 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 the relevant awarding body.**

10.8 The requirements in **paragraphs 10.1 to 10.7** apply additionally to City & Guilds assessors, trainers, colleges, training providers and any other centres approved by City & Guilds.

10.9 The JCO Centre Inspection Service and awarding body representatives have the right to visit 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.

Authorised Inspectors will identify themselves by means of an identity card or letter of authority. 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, including inspection of the centre's secure storage facility.

11. Question papers, stationery, materials and other equipment

11.1 The invigilator **must** take all reasonable steps to make sure that the following conditions are met.

- The correct examination question papers have been placed on candidates' desks.
This includes modified papers or those on coloured paper.
- The official examination stationery, including additional answer sheets, for the particular unit/component **must** be issued to candidates.
No other stationery, including paper for rough work, can be provided.
- In the examination room candidates **must not** have access to items other than those stated in the instructions on the question paper, the stationery list or the specification for that subject.

Potential technological/web enabled sources of information such as:

- iPods;
- **iWatches;**
- mobile phones;
- MP3/4 players; and
- wrist watches which have a data storage device;

are not permitted.

This means that:

- ideally, all unauthorised items are left outside of the examination room;
- any pencil cases taken into the examination room **must** be see-through;
- any unauthorised items that have been taken into the examination room **must** be placed out of reach of the candidates (and not under their desks) **before** the examination starts. This would normally be at the front of the examination room or a similar arrangement that enables the invigilator to control access to the items.
- 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 the candidate is free from packaging and all labels are removed from drink containers.
- Following the invigilator's announcement (see **Appendix 3, page 55**) any mobile phones or other unauthorised items in the candidates' possession **must** be handed to the invigilator **prior to the examination starting.**
- **If candidates have access to unauthorised items in the examination room this may be considered as malpractice.** They could be subject to sanctions and penalties in accordance with the JCQ publication *Suspected Malpractice in Examinations and Assessments: Policies and Procedures, 1 September 2015 to 31 August 2016* - <http://www.jcq.org.uk/exams-office/malpractice>
- In a subject where there is an objective test or a personalised question paper, and individual pre-printed answer sheets are provided for each candidate, each individual answer sheet or personalised question paper **must** be given to the candidate whose name appears on it.

You **must** check that the sheets relate to the subject and the component concerned.

In order to avoid potential breaches of security care must be taken to ensure the correct question paper packets are opened. An additional member of centre staff must check the time, date and any other paper details before a packet is opened.

Advice: You may wish for your invigilators to start 30-45 minutes before the start of the examination(s).

Label each desk as per the seating plan.

Place question papers face-up on desks before candidates enter the room.

Use a senior invigilator to check that the correct question paper has been placed on the candidate's desk.

Invigilators can then supervise candidates as they enter the examination room rather than trying to place question papers on desks.

Remind candidates not to touch anything until instructed to do so.

Candidates must only fill in the details on the front of the answer booklet once everybody is seated.

Question papers must never be left unattended.

Advice: By making provision for personal belongings to be stored outside of the examination room you will help to reduce the risk of candidates contravening the malpractice regulations.

Advice: The instructions on the question paper will say whether calculators are not allowed or if they are expected to be used in the examination.

If the instructions do not include either of these statements, calculators are treated as standard equipment and may be used by candidates.

- 11.2 **For Art examinations** candidates may take into the examination room any preparatory supporting studies, work journals, notes or sketches which they have produced and which are to be submitted for assessment along with the work done during the timed test.

Candidates may also take into the examination room the objects and materials which are required to set up a still-life group.

The invigilator **must** ensure that when candidates take preparatory supporting studies into the examination room, these are their own studies.

These examinations must be taken under formal conditions. Candidates **are not** permitted to listen to music.

12. Starting the examination

12.1 An examination is treated as in progress from the time the candidates enter the room until all the scripts have been collected.

Candidates must be under examination conditions from the time that they enter the room in which they will be taking their examination(s).

12.2 **The JCQ considers the introduction of unauthorised material into the examination room where the examination is to be held (including coaching, subject specific PowerPoint™ presentations or any other subject specific material), by either candidates or staff, as malpractice. Those who have done so may be subject to sanctions and penalties in accordance with the JCQ publication *Suspected Malpractice In Examinations and Assessments: Policies and Procedures, 1 September 2015 to 31 August 2016***
<http://www.jcq.org.uk/exams-office/malpractice>

12.3 Before candidates are allowed to start the examination, the invigilator **must always**:

- make sure that candidates are seated according to the set seating arrangements, **see section 5, page 15** of these *Instructions* ;
- tell the candidates that they must now follow the regulations of the examination;
- **ask candidates to check that they have been given the correct question paper for the subject, unit/component and tier, if appropriate;**
- tell the candidates to read the instructions on the front of the question paper;
- check that candidates have all the materials they need for the examination;
- tell the candidates about any erratum notices;
- instruct candidates about emergency procedures.

Invigilators must also give candidates the following information before the examination.

You must:

- hand in your mobile phone if you have not already done so. This is your final chance. Failure to do so may lead to disqualification;
- write in black ink;
- **write your name exactly as it appears on the attendance register** (except for CCEA examinations), centre number, candidate number and unit or component code or paper details on your answer booklet(s) and on any additional answer sheet(s) used;
- fill in any other details as necessary;
- do all work, including rough work, on examination stationery unless otherwise stated;
- write your answers in the designated sections of the answer booklet;
- neatly cross through any rough work but do not make it totally illegible, as it will be forwarded to the examiner;
- do any rough work for multiple-choice papers in the question booklet.

You must not use:

- correcting pens, fluid or tape;
- erasable pens;
- highlighter pens in your answers (**although you may use them to highlight questions, words or phrases within the question paper or question/answer booklet.** You may also use a highlighter pen to highlight extracts in any resource material provided);
- gel pens in your answers;
- blotting paper.

The invigilator may:

- read the question paper rubric (the instructions on the front of the question paper) to the candidates.

The invigilator must:

- announce clearly to the candidates when they may begin to write their answers;
- specify the time allowed for the paper(s);
- remind candidates that 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;
- remind candidates sitting timed Art examinations that the work produced during the timed test period **must** be their own, that 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. **(The timed Art examination must be carried out under formal examination conditions.)**
- only answer questions from candidates about the instructions on the front of the question paper.

The invigilator must not:

- direct candidates 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 question paper. The invigilator **must** however, refer the matter immediately to the exams officer;
- give any information to candidates about possible mistakes in the question paper, unless there is an erratum notice or permission has been given by the awarding body;
- comment on the content of the question paper;
- read a word or words printed on the question paper to a candidate, other than the instructions on the front cover;
- offer any advice or comment on the work of a candidate.

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

Advice: Wording is given in **Appendix 3, page 55**, for invigilators to use, if they wish.

Advice: As candidates complete the details on their answer booklet, invigilators should move around the exam room ensuring that this is being done.

Advice: If a candidate thinks that the question paper has a section missing or that he/she has not been prepared for the set texts or options being tested by the paper, the invigilator **must** report the problem to the exams officer immediately.

The exams officer should check that the candidate has the right paper or has been entered for the correct option/tier.

During the examination

13. Supervising the candidates

- 13.1 Invigilators **must** supervise the candidates throughout the whole time the examination is in progress and give complete attention to this duty at all times.
- 13.2 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.
- 13.3 Invigilators are required to move around the assessment area quietly and at frequent intervals.
- 13.4 During a practical examination, candidates may need to move around and spoken instructions may be necessary. These **must** be limited to those which are essential to achieve the objectives of the examination. However, all other regulations within this booklet apply.

Advice: Place invigilators at the front, back and sides of the room if possible.

Advice: An exam room incident log should be used to record any irregularities.

Centres may wish to use the form available on the JCQ website –
<http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations/exam-room-incident-log>

14. Candidates who arrive late

14.1 **A candidate who arrives after the start of the examination** may be allowed to enter the examination room and sit the examination. **This is entirely at the discretion of the centre.**

Advice: it is good practice for a centre to have a policy for late and absent candidates. Invigilators **must** be made aware of this policy.

14.2 A candidate who arrives after the start of the examination should be allowed the full time for the examination, depending on the centre's organisational arrangements and provided that adequate supervision arrangements are in place.

14.3 **A candidate will be considered very late if they arrive:**

- more than one hour after the published starting time for an examination which lasts one hour or more, i.e. **after 10.00am for a morning examination** or **after 2.30pm for an afternoon examination.**

For examinations that last less than one hour, a candidate will be considered very late if they arrive:

- after the awarding body's published finishing time for the examination.

14.4 Where a candidate arrives very late for an examination you **must**:

- send the script to the awarding body/examiner in the normal way;
- complete **Form JCQ/VLA-Report on candidate admitted very late to examination room** within seven days of the examination having taken place. Form JCQ/VLA may be downloaded from the JCQ website: <http://www.jcq.org.uk/exams-office/forms/very-late-arrival-form>

You **must** provide the following information:

- the reason the candidate arrived late, including any details of special arrangements made for the candidate to reach the centre;
 - the actual starting and finishing times of the examination;
 - the time the candidate started the examination;
 - the time the candidate finished the examination;
 - a statement on whether security may have been broken due to the candidate arriving late, including information about the extent to which the candidate was under supervision from the actual starting time of the examination;
- warn the candidate that the awarding body may not accept their work.

Form JCQ/VLA **must not** be sent to an examiner.

Please note that City & Guilds centres do not need to complete **Form JCQ/VLA**. A report giving full details of the candidate's very late arrival **must** be sent to City & Guilds. The candidate **must** complete a *Declaration of no prior knowledge* form, which is obtainable from City & Guilds.

Advice: When deciding whether to accept any of the work done by a candidate who arrives very late, the awarding body will pay particular attention to how far it can be sure that the security of the examination has been maintained.

Given that candidates may have left the examination room one hour after the awarding body's published starting time, the awarding body is unlikely to be able to accept the work of very late candidates unless they have been supervised.

Advice: Where a candidate is identified as being absent at the start of an exam by centre personnel, the centre may wish to make contact with the candidate's parent/carer.

The parent/carer should be advised to keep the candidate under supervision at all times until the candidate is handed over to a member of centre staff. In such circumstances the parent/carer and the candidate should sign an appropriate statement to confirm the supervision arrangements which were put in place.

The awarding body will consider each case individually in light of statements from the parent/carer, the candidate and the centre.

- 14.5 If a candidate arrives in the afternoon for a paper that had been re-arranged for a morning session, the candidate may be allowed to take the paper at the published time as long as he or she has not had any contact with candidates who sat the paper earlier.

The awarding body will then decide whether or not to accept the script.

City & Guilds centres **must** complete a *Declaration of no prior knowledge* form obtainable from City & Guilds.

- 14.6 **Centres should note that there is no requirement to complete any paperwork for those candidates who arrive within one hour of the published starting time for an examination which lasts an hour or more, i.e. candidates arriving between 9.00am and 10.00am for a morning examination or between 1.30pm and 2.30pm for an afternoon examination.**

Advice: Centres should have their own internal procedures for dealing with candidates who persistently arrive late for examinations.

The exams officer may need to liaise with a senior member of staff who has pastoral responsibilities.

15. Completing the attendance register

Centres must pay close attention to the completion of the attendance register as failure to do so will impact upon an awarding body's ability to deliver an accurate set of results.

The attendance register is a key part of the process of identifying candidates present in the examination room (see section 9, page 27).

The invigilator must:

- accurately complete the attendance register during the examination, in line with the awarding body's instructions, clearly indicating those candidates who are either present or absent;
- write on the attendance register the details of candidates who took the examination but are not shown on the register; (The exams officer **must** make formal entries to the awarding body as soon as possible, if this has not already been done.)
- cross through the numbers and names of candidates who have been officially withdrawn from a paper or a subject but who are still shown on the register;
- write 'transferred to (centre number)' on the attendance register for a candidate who is sitting the relevant unit/component at another registered centre under transferred candidate arrangements;
- ensure that a separate attendance register is completed for a candidate who is sitting the relevant unit/component at the centre under transferred candidate arrangements;
- follow the instructions on the ICM for City & Guilds examinations and assessments.

The centre must:

- keep a copy of the attendance register until the deadline for enquiries about results has passed.

Advice: Once candidates are seated and have started the examination, complete the attendance register. This will allow for the identification of absent candidates who can be contacted as to their whereabouts.

Completing the attendance register before the end of the examination will enable a check to be made that all scripts have been collected when the examination has finished.

Advice: It is permissible for centres to record candidate attendance data for examinations through their MIS and produce a centre generated attendance register. Centres **must** submit attendance data but there is not a requirement for centres to use the paper attendance registers produced by the awarding bodies.

A centre generated attendance register **must** list:

- the centre number;
- paper details, including tier, and date of examination;
- candidate numbers and candidate names;
- whether candidates were present or absent for the examination.

For Pearson examinations centres **must** continue to use the address label, as found at the bottom of the attendance register, when despatching scripts.

16. Leaving the examination room

- 16.1 **For examinations that last one hour or more**, candidates **must** stay under centre supervision until 10.00am for a morning examination or 2.30pm for an afternoon examination, i.e. one hour after the published starting time for that examination.
- 16.2 **For examinations that last less than one hour**, candidates **must** be supervised and question papers **must** be kept in secure storage until the published finishing time of the examination.
(Advice regarding examinations which last for less than an hour see Appendix 2, page 53.)
- 16.3 **For City & Guilds examinations where the duration of the examination is one hour or less**, candidates **must** remain under supervision for a period equal to half the length of the examination.
- 16.4 **Candidates who take an examination earlier than the published starting time shown on the timetable must stay under centre supervision until one hour after the awarding body's published starting time for that examination.** Also, you **must** make sure that question papers used by those candidates are kept in secure storage until one hour after the published starting time for that examination.
- 16.5 Candidates who are allowed to leave the examination room temporarily **must** be accompanied by a member of centre staff. Those candidates may be allowed extra time at the discretion of the centre to compensate for their temporary absence.
- 16.6 Candidates who have finished their work and have been allowed to leave the examination room early **must** hand in their work before they leave the examination room. Those candidates **must not** be allowed back into the room.
- 16.7 If examinations have been re-scheduled in a morning or afternoon session or to the following day for one or more candidates, the question papers **must not** be released:
- until the awarding body's published finishing time for the paper concerned; **or**
 - until **all** candidates within the centre have completed the paper concerned.
- 16.8 Question papers **must not** be removed from the examination room until all candidates have completed the examination.
- In cases where an examination has been moved from an afternoon session to a morning session due to a timetable variation (see section 2.10, page 10), the invigilator **must** collect all question papers and pass **all** copies to the exams office for return to secure storage.
- 16.9 **City & Guilds centres must return or destroy all question papers, unless otherwise advised.**

17. Malpractice

- 17.1 If a candidate is suspected of malpractice, the invigilator **must** warn the candidate that he/she may be removed from the examination room.

The candidate should also be warned that the awarding body will be informed and may decide to disqualify the candidate.

- 17.2 The invigilator **must** record what has happened.

Wherever possible, the invigilator should remove and keep any unauthorised material that a candidate may have in the examination. If necessary, the invigilator should summon assistance.

- 17.3 **The head of centre must report to the awarding body as soon as possible all cases of suspected or actual malpractice in connection with the examination.**

Form JCQ/M1 - Report of suspected candidate malpractice -
<http://www.jcq.org.uk/exams-office/malpractice> **must** be completed.

The head of centre has the authority to remove a candidate from the examination room, but should only do so if the candidate would disrupt others by remaining in the room.

- 17.4 **The head of centre has a duty to monitor and report potential malpractice by invigilators.**

- 17.5 If candidates commit malpractice, the awarding body may decide to penalise or disqualify them.

Candidates should be warned of the possible penalties an awarding body may apply.
See sections 4.2 and 4.3, page 13.

- 17.6 **Examination scripts must be packed as normal (see section 21, page 41).**
Form JCQ/M1 must be submitted separately to the relevant awarding body.

Advice: In such circumstances please refer to the JCQ publication *Suspected Malpractice in Examinations and Assessments: Policies and Procedures, 1 September 2015 to 31 August 2016*
<http://www.jcq.org.uk/exams-office/malpractice>

Advice: You may wish to photocopy **Appendix 5** of the JCQ publication *Suspected Malpractice in Examinations and Assessments: Policies and Procedures, 1 September 2015 to 31 August 2016*
<http://www.jcq.org.uk/exams-office/malpractice> and place it on your exam notice board so that all candidates are aware of the penalties and sanctions.

18. Emergencies

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

- Stop the candidates from writing.
- Collect the attendance register (**in order to ensure all candidates are present**) and evacuate the examination room in line with the instructions given by the appropriate authority.
- 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 examination.
- 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 place to finish the examination.
- Make a full report of the incident and of the action taken, and send to the relevant awarding body.

Advice: In dealing with emergencies you **must** be aware of your centre's policy and the expectations of your Local Authority, where appropriate.

You **must** have a **written** centre policy for dealing with an emergency evacuation of the examination room, which will be subject to inspection by the JCQ Centre Inspection Service.

Advice: You may wish to laminate your emergency evacuation procedure and display this in the examination room, using coloured paper to draw attention to it.

Advice: A suggested emergency evacuation procedure for centres to use may be found on the JCQ website -

<http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations/centre-emergency-evacuation-procedure>

At the end of the examination

19. Finishing the examination

At the end of the examination invigilators **must**:

- tell candidates to stop working and remind them that they are still under examination conditions;
- allow candidates who arrived late, and were allowed the full working time to do their examination, to continue after the normal finishing time. 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, e.g. candidate name, candidate number, centre number;
 - make sure their answers are correctly numbered;
 - put any loose sheets in the order they answered the questions, and then fasten them and any supplementary answer sheets to the back of their answer booklets with a treasury tag unless stated otherwise by an awarding body. Paper clips or staples **must not** be used.
- For examined vocational qualifications complete the invigilation certificate, if one is provided.

Advice: Make sure that candidates granted extra time and/or supervised rest breaks carry on for the necessary additional time. Invigilators **must** be aware in advance of the examination which candidates have been granted extra time to complete their examination and those with supervised rest breaks.

Advice: A five minute warning to candidates **is not** encouraged.

20. Collecting scripts

Invigilators **must**:

- collect all the scripts/objective test sheets before candidates are allowed to leave the examination room;
- **check that there is a script/objective test sheet for every candidate marked as present on the attendance register;**
- **check that the names on the scripts match exactly the details on the attendance register;**
- put the scripts/objective test sheets in the order shown on the attendance register;
- check that candidates have used their correct centre and candidate numbers;
- give the scripts/objective test sheets to the person responsible for despatching them to the awarding body/examiner;
- ensure that scripts are kept secure at all times until they are despatched to the awarding body/examiner.

When checking that the names on the scripts match the details on the attendance register, if a mismatch of names is identified a note **must** be made on the attendance register. The candidate's script **must not** be amended.

Please note: scripts are confidential between the candidates and the awarding body.

No-one may read them or photocopy them before they are sent to the awarding body/examiner, unless the awarding body has stated otherwise, or the candidate has been granted the use of a transcript.

After the examination

21. Packing scripts

You **must**:

- check that you have enough large plastic envelopes to despatch all your scripts. Contact the relevant awarding body if you think you may need more;
- use the plastic envelopes provided by the appropriate awarding body regardless of the number of scripts you have to send;
- ensure that every script or objective test sheet from the exam has been included – **only one set of examination papers per plastic envelope**;
- ensure that all scripts/objective test sheets for a unit/component are collected together **including those for any candidates who have been accommodated separately**;
- enclose the relevant attendance register(s) with the scripts or objective test sheets. Scripts and objective test sheets must be in the same order as candidates appear 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 example where a candidate has used a scribe. The cover sheet must be securely attached to the script**;
- use the pre-addressed labels provided by the awarding bodies. Ensure the correct label is used for each component and that the most up to date label is always used – do not use photocopied labels;
- always use only one label per package;
- always use the whole address label, stick it securely to the largest face of the package and ensure it is flat and crease free;
- fasten envelopes securely, but do not use staples, string or brown tape.

You **must not**:

- include anything other than the examination scripts and the attendance register(s);
- identify your centre in any way to the examiner (for example, through compliment slips or franking machines), in order to ensure the marking process is anonymous;
- combine packages, even where scripts for more than one exam are going to the same address. (If you have too many scripts from one exam to fit into one envelope, the awarding body will send extra address labels so that you can split the scripts into separate packages.)
- overfill packages as they may split open during transit;
- write on labels or alter them in any way.

Advice: If you need to print an address label ensure that your printer is printing clearly. Faint address labels are not acceptable.

22. Sending scripts

You **must**:

- despatch scripts and accompanying attendance registers to the address provided on the same day of the examination wherever possible;
- ensure that any scripts that cannot be despatched on the scheduled day of the examination are despatched **no later than the next working day**;
- retain scripts in secure storage if kept within the centre overnight.

You **should**:

- try to despatch scripts from the morning and afternoon sessions of Friday 27 May 2016 that afternoon. If this is not possible, you **must** retain the scripts in secure storage. The scripts **must** be despatched **as early as possible** on Tuesday 31 May 2016.

Advice: Where there is a window for delivering an examination, centres **must** make sure that all scripts are despatched by the end of that period.

Centres not involved in the secure despatch of exam scripts service:

- **must** obtain proof of postage/despatch for each packet of scripts, which **must** be retained on the centre's files until the results are published, in case of loss or damage. (Proof of postage will provide evidence that the candidates' scripts have left the centre. This is taken to indicate that the scripts were written at the appointed time and that, should the scripts not be received by the awarding body/examiner, then special consideration may be possible.)
- **must** use a method of despatch which is reliable and ensures prompt delivery.

23. Unused stationery

The invigilator must:

- collect all unused stationery in the examination room;
- check it for any loose sheets which candidates may have missed;
- return it to the exams officer.

The exams officer must:

- return unused stationery to secure storage until needed for a future examination;
- destroy confidentially any out-of-date stationery.

24. Applications for special consideration

If a candidate sits an examination under adverse circumstances and you want to submit an application for special consideration, you must refer to the JCQ publication *A guide to the special consideration process* - <http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration>

You must never enclose a letter asking for special consideration with a candidate's script.

Advice: Ensure paperwork for malpractice, very late arrivals and special consideration is completed in a timely manner (where required).

25. Supplements – checklists

On **page 44** a checklist is given as a good practice guide for centres in relation to the Equality Act 2010 and the conduct of examinations.

On **page 45** a checklist for invigilators (written examinations) is given to support these *Instructions for conducting examinations*.

This checklist should help to remind invigilators what they need to do when conducting written examinations and must only be used in conjunction with the instructions in this booklet.

On **page 46** a checklist for invigilators (on-screen tests) is given to support these *Instructions for conducting examinations*.

This checklist should help to remind invigilators what they need to do when conducting on-screen tests and must only be used in conjunction with the instructions as detailed in **Appendix 1, page 48** of this booklet.

Checklist for heads of centre and examination officers – The Equality Act 2010 and conduct of examinations:

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 candidates with a disability.
3	Ensure that invigilators are aware of alternative means of communication, especially in the exam room when conveying information to disabled candidates.
B Information for candidates	
1	Ensure that information supplied to candidates with a disability, such as JCO <i>Information for candidates</i> , are suitably sized and adapted.
C Seating arrangements	
1	Make sure that there are chairs available outside the examination rooms to enable those with a disability or those candidates who experience 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 candidate (or an invigilator) who uses a wheelchair to enter and leave the room without difficulty.
3	If you know that a candidate 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 Candidates requiring access arrangements	
1	Where a candidate has been granted the use of an Oral Language Modifier, a reader or a scribe, ensure that those individuals who will be acting as an Oral Language Modifier, a reader or a scribe are introduced to the candidate prior to the examination(s) taking place. This is particularly important for those candidates with autism, who will find it difficult to relate to someone who is a stranger.
2	Where a candidate has been granted supervised rest breaks, try to ensure that the rest areas are suitably comfortable as well as maintaining the security of the examination. Supervised rest breaks will apply to those candidates who suffer from fatigue, hyperactivity, obsessive compulsive disorders or long term health conditions.
3	Where a candidate has been granted the use of a prompter, it is important that the person appointed to act as a prompter is aware of disability etiquette, particularly when touching the candidate's desk as a means of a prompt, or tapping the candidate's arm or shoulder. This will apply to those candidates with autism who may have difficulty with time.
4	For on-screen tests, ensure that hardware and software have been adapted for those candidates with a sensory or multi-sensory impairment.
E Emergency evacuation procedures	
1	Invigilators and all other centre staff involved in conducting examinations 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 candidates, attention should be given to those candidates with a disability, for whom such procedures may be different.

Checklist for invigilators (for written examinations)

This checklist summarises the most essential actions for invigilating written 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 title, paper number and the actual starting and finishing time of the examination(s).
3	Check that you have: <ul style="list-style-type: none"> • for the main examination hall/room a copy of the current JCO <i>Instructions for conducting examinations 1 September 2015 to 31 August 2016</i> ; • any subject-specific instructions and/or stationery lists issued by the relevant awarding body; • a seating plan of the examination.
B Identifying candidates	
1	Make sure you know the identity of every candidate in the examination room.
2	Check the documentary evidence that private candidates or transferred candidates provide. You must ensure that they are the same people who were entered/registered for the examination/assessment.
C Before the examination	
1	Check the front of the question paper for the exact requirements for authorised materials, particularly calculators, dictionaries (see F below), anthologies and set texts.
2	Tell candidates that they must now follow the regulations of the examination.
3	Warn candidates that they must give you any unauthorised materials. This includes potential technological/web enabled sources of information such as iPods, iWatches, mobile phones, MP3/4 players and wrist watches which have a data storage device.
4	Tell the candidates: <ul style="list-style-type: none"> • to fill in the details on the front of the answer booklet and any supplementary sheets, e.g. candidate name, (as per the attendance register) candidate number and centre number; • to read the instructions on the front of the question paper.
5	Tell the candidates about any erratum notices.
6	Remind candidates to write in black ink and not to use highlighters or gel pens in their answers.
7	Remind candidates to write in the designated sections of the answer booklet.
8	Tell candidates when they may begin and how much time they have.
D During the examination	
1	Accurately complete the attendance register - see section 15 of the <i>Instructions for conducting examinations</i> .
2	See section 14 of the <i>Instructions for conducting examinations</i> if a candidate arrives late.
3	Be vigilant. Supervise the candidates at all times to prevent cheating and distractions.
4	Do not give any information to candidates 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 the awarding body; • any question on the paper or the requirements for answering particular questions.
5	See section 16 of the <i>Instructions for conducting examinations</i> as to when a candidate 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 candidates who need to leave the room temporarily.
8	In an emergency see section 18 of these <i>Instructions</i> and any separate instructions issued by your centre.
9	Tell candidates to stop writing at the end of the examination.
E After the examination	
1	Check and sign the attendance register.
2	Tell candidates to check that they have: <ul style="list-style-type: none"> • written all the necessary information on their scripts including supplementary sheets; • crossed out rough work or unwanted answers; • fastened any supplementary sheets, as instructed on the question paper or answer booklet.
3	Collect all scripts and all unused stationery before candidates leave the examination room.
4	Arrange scripts in the order candidates appear on the attendance register.
5	Make sure that scripts are kept in a secure place before being sent to the examiner or the awarding body.
F Use of calculators and dictionaries	
1	Candidates are allowed to use calculators, unless the specification for the subject says otherwise.
2	Candidates are not allowed to use dictionaries in any examinations, unless the specification says otherwise.
3	Candidates who meet the JCO regulations may use bilingual dictionaries.
G Access Arrangements	
1	Check in advance with the exams officer which candidates, if any, have been granted access arrangements.

Checklist for invigilators (for on-screen tests)

This checklist summarises the most essential actions for invigilating on-screen tests. You **must** fully understand the *Instructions for conducting examinations*, particularly **Appendix 1, page 48**.

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 and the starting and finishing time of the on-screen test.
3	Check that you have: <ul style="list-style-type: none"> • a copy of the current JCQ <i>Instructions for conducting examinations 1 September 2015 to 31 August 2016</i> ; • any subject-specific instructions issued by the relevant awarding body; • a seating plan of the examination.
4	Check that sufficient work stations are available, including at least one replacement computer (and printers where required).
5	Where candidates are required to print their responses, ensure that stocks of toner, ink and paper are sufficient to meet the demands of the on-screen test.
B Identifying candidates	
1	Check the identity of each candidate. If the awarding body requires you to do so, check that the correct ID and password is issued to each candidate sitting the on-screen test.
2	The awarding body may require you to oversee the input of the ID and the password for each candidate; check to see that the name on the test screen matches the name of the candidate.
C Before the examination	
1	Ensure that candidates are seated comfortably, (in their designated place if a seating plan has been prepared) with access to any assistive technology where approved by the awarding body.
2	Check, where appropriate, the front of the question paper for the exact requirements for authorised materials, particularly calculators and dictionaries (see 'F').
3	Tell candidates that they must now follow the regulations of the examination.
4	Warn candidates that they must give you any unauthorised materials. This includes potential technological/web enabled sources of information such as iPods, iWatches, mobile phones, MP3/4 players and wrist watches which have a data storage device.
5	Unless otherwise stated by the awarding body's subject-specific instructions, remind candidates that they must not have access to the Internet, e-mail, data stored on the hard drive or portable storage media (e.g. floppy disks, CDs, memory sticks or pre-prepared templates).
6	Tell the candidates to read the instructions on the front of the question paper.
7	Tell the candidates about any erratum notices.
8	Make sure that candidates are familiar with the instructions, procedures and regulations for the on-screen test, particularly on how to navigate and respond on-screen.
9	Remind candidates when they may begin and how the test will be terminated.
10	Check that candidates know how to request technical assistance.
11	Check that all candidates have logged on successfully, or have been logged on by the centre.
12	Ensure that technical support is available throughout the on-screen test in relation to malfunctioning of equipment, software or the on-screen test itself.

D During the examination	
1	Accurately complete the attendance register where supplied in hard copy paper format (see section 15 of the <i>Instructions for conducting examinations</i>) or alternatively the on-line register.
2	See section 14 of the <i>Instructions for conducting examinations</i> if a candidate arrives late.
3	Be vigilant. Supervise the candidates at all times, including any planned or unplanned breaks, to prevent cheating and distractions.
4	Do not give any information to candidates about a specific question or the requirements for answering particular questions.
5	Make sure that you are aware of the requirements for supervising candidates. Where supplied, you should refer to the awarding body's subject-specific instructions.
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 candidates who need to leave the room temporarily.
8	In an emergency see Appendix 1, section 8 of these <i>Instructions</i> and any separate instructions issued by your centre.
9	Record and report any complaints from candidates relating to system delays or any other IT irregularities.
10	Record and report all emergencies and/or technical failures.
E After the examination	
1	Check and sign the attendance register (where supplied in hard copy paper format).
2	Supervise the conclusion of the test, ensuring that candidates' responses are saved and secure from unauthorised access.
3	Ensure that the software is closed as necessary (some may close automatically).
4	Check that any necessary back-ups have been made and stored securely.
5	Collect copies of candidates' work, additional print-outs and question papers before candidates leave the examination room.
6	Remove candidates' user areas at the end of the examination window or after each session if feasible.
7	If candidates are required to print work off outside the time allowed for the test, ensure that candidates are supervised at all times.
F Use of calculators and dictionaries	
1	Candidates are allowed to use calculators, unless the specification for the subject says otherwise.
2	Candidates are not allowed to use dictionaries in any examinations, unless the specification says otherwise.
3	Candidates who meet the JCQ regulations may use bilingual dictionaries.
G Access Arrangements	
1	Check in advance with the exams officer which candidates, if any, have been granted access arrangements.



Joint Council for
Qualifications

Instructions for conducting on-screen tests
1 September 2015 to 31 August 2016



1. Introduction

Centres **must** be authorised by the relevant awarding body to offer on-screen tests. They **must** ensure that they meet the arrangements detailed in this booklet and have the expertise to access, administer and support the test/examination.

2. Security

In addition to the instructions set out in sections 1.4 and 1.5 of this publication, page 6, the following instructions apply to all confidential materials relating to the administration and delivery of on-screen tests.

- 2.1 Centres **must** have the relevant software installed to administer the tests and demonstrate that the appropriate security systems are in place to prevent unauthorised access to the test/examination materials.
- 2.2 Electronic test/examination materials **must** be stored securely at all times.
- 2.3 The test/examination materials **must** only be accessed in accordance with the awarding body's subject-specific instructions.
- 2.4 Candidate test password information **must** be stored securely and only given to candidates at the time of the examination.
- 2.5 **The invigilator must check the identity of each candidate and ensure that the correct ID and password are issued.** The candidate is responsible for inputting their ID and password, and ensuring that the name of the test and their details are correct. If the information presented to the candidate is incorrect they **must** notify the invigilator and cancel out of the examination before starting. The invigilator **must** give the candidate the correct ID and password in order to access their examination. If a candidate sits an examination in another candidate's name (whether or not it is intentional), this may constitute malpractice.
- 2.6 Confidential material (including discarded print-outs) **must** be kept secure throughout the examination window (i.e. the range of dates within which the unit/component must be conducted).
- 2.7 Centres **must** maintain the confidentiality of candidate responses and candidate details.
- 2.8 Centres **must** have appropriate security systems and procedures in place to prevent candidates using computers/laptops in examinations having unauthorised external communication with other users of computers/laptops.

3. Timetabling of tests

- 3.1 For examinations which are timetabled, test sessions **must** take place according to the timetable and will be restricted to the scheduled period.
- 3.2 You will need to plan and set up the sessions **before** the examination date, taking into account that access to the tests will be restricted to the test window by the software.
- 3.3 You **must** inform candidates which session and room they should attend.
- 3.4 Requirements for the supervision of candidates will differ between tests. You **must** always refer to the appropriate awarding body's subject-specific instructions.
- 3.5 **Where a test is on-demand, once the candidate has completed his or her test, there is no reason for the candidate to remain seated for a further period of time.**

4. Use of calculators

The instructions set out in **section 3** of this publication, **page 13**, apply to all on-screen tests unless stated otherwise in the appropriate awarding body's subject-specific instructions.

5. Resources

- 5.1 Centres **must** ensure that sufficient work stations are available, including at least one replacement computer and printers where required. The equipment **must** be fit for purpose, meet the awarding body's minimum technical specifications and **must** be checked by a competent person before use.
- 5.2 You should consider using one work station as a 'control centre'. This **must** be monitored by an invigilator or a member of your centre's IT support team.
- 5.3 If more than one test is being conducted at the same time, you should consider using an additional 'control centre'. **(Please note that this is a requirement for AQA on-screen tests.)**
- 5.4 There **must** be appropriate policies and procedures in place to:
- protect the network and the security of the hardware and software which is used to deliver on-screen tests;
 - hold candidate responses.
- 5.5 The centre's management of the secure test environment in which on-screen tests operate **must** be robust.

Advice: Ensure stocks of toner, ink and paper are sufficient to meet the demands of the on-screen test where required.

- 5.6 You **must** display the following JCQ notices outside the examination room:
- Mobile Phone Poster (A3 version);
 - Warning to Candidates (A3 version).
- 5.7 Individual computers should show the time left for the test to run. If not, a clock **must** be visible to all candidates. The centre number, start and finish times **must** be displayed prominently.

Advice: Care should be taken to ensure that the clock displays on individual computers are accurate and synchronised for examination purposes.

6. Accommodation

- 6.1 Centres **must** ensure an appropriate assessment environment.
- 6.2 Where computers are used for assessment purposes the head of centre is responsible for ensuring that health and safety laws are followed. Particular attention **must** be given to:
- electrical safety;
 - environment, heat, light and ventilation;
 - user comfort and safety, such as the position of screens, wrist rests, foot rests, chairs, adjustable tables, copyholders and computer screens on adjustable arms.
- 6.3 The arrangement of workstations and the position of the invigilator's desk **must** facilitate detection of any unauthorised activity by candidates, for example communication with others or use of unauthorised reference material.
- 6.4 The layout of the room for on-screen tests cannot be specifically defined since there will be a number of solutions to organising work stations within the space available. When planning the layout of the room, centres **must** consider the following limitations:
- the distance between the screens as defined in **section 6.5, page 51 of Appendix 1**;
 - the division of the work space to allow any permitted additional materials to be used;
 - the use of booths, screens or partitions whether temporary or permanent;
 - impact on invigilation requirements;
 - ratio of invigilators.

- 6.5 Each work station **must** be isolated by **a minimum space of 1.25 metres measured from the nearest outer edge of one screen to the next**, unless the monitors are positioned back to back or separated by dividers or protected by privacy screens.
- 6.6 Under certain circumstances 1.25 metres may prove to be an insufficient distance to prevent candidates seeing, intentionally or otherwise, the work of others. **The principal objective is to ensure that no candidate's work can be overseen by others.** Appropriate steps **must** be taken to ensure that this can be achieved.
- 6.7 Candidates should normally be seated in candidate number order. However, candidates permitted extra time should be seated where they will not be disturbed by candidates who have completed the test.
- 6.8 Candidates **must not** be permitted to change seats unless asked to do so by the invigilator.

Advice: Centres should decide how to accommodate large numbers of candidates.

The following alternatives should be considered:

- seating candidates sitting the same test at alternate computers;
- seating a candidate next to someone entered for a different tier;
- seating a candidate next to someone entered for a different subject or unit/component;
- seating the candidates before handing out their confidential log-in details.

If confidential log-in details are placed at workstations before the candidates are seated, you **must** check to ensure that candidates are seated correctly.

7. Invigilation arrangements

- 7.1 There **must** be at least one invigilator for each group of 20 candidates or fewer taking computer based and on-screen tests, unless an awarding body has given permission to do otherwise. This will, however, be dependent on the nature of the test and the layout of the room. Further invigilators should be employed at the exams officer's discretion to ensure that all candidates are in view at all times.
- 7.2 Technical help should be available throughout the test(s) in case of hardware/software problems and to assist with invigilation of the test.
- 7.3 **Invigilators must ensure that candidates do not bring into the examination room potential technological/web enabled sources of information such as iPods, iWatches, mobile phones, MP3/4 players and wrist watches which have a data storage device.**
- 7.4 **Unless permitted by the awarding body's subject-specific instructions**, there **must** be no access to:
- data stored on the hard drive;
 - e-mail;
 - portable storage media, e.g. floppy disks, CDs, memory sticks;
 - pre-prepared templates;
 - the internet.
- 7.5 You **must** keep a signed record of the seating plan.
- 7.6 During a test, work stations may be networked and it may not be possible to avoid a group of candidates having to share access to a printer. Candidates **must** be closely supervised to ensure they have access to only their own work.

Advice: For on-screen tests, particularly those involving a large number of candidates and where more than one test is being conducted, it is recommended that a specialist invigilator is appointed. The specialist invigilator should have proven IT skills and experience in conducting on-screen tests, and be assisted by at least one other invigilator.

8. Emergencies

8.1 You **must** ensure that candidates are closely supervised if an evacuation is necessary.

8.2 You should refer to any software specific instructions to safeguard:¹

BS17.1a the security of assessment content and responses (for example by pausing the test for all candidates and locking the assessment room which has been evacuated without closing down the software);

BS17.2.1 procedures for dealing with hardware, software and communication failures (which may affect individual workstations or the whole network) should normally allow the candidate(s) to continue the assessment session at a different workstation or at a later time, if necessary, without loss of working time. In extreme cases it may be preferable to provide a paper assessment;

BS17.3 procedures for re-starting an assessment after an unplanned break (i.e. an emergency or a technical failure) should ensure that the invigilator:

- controls the re-start;
- re-sets the timing, where necessary;
- ensures that candidates can re-access their previous responses where this is technically feasible and permitted by the assessment regulations.

Advice: In dealing with emergencies you **must** be aware of your centre's policy and the expectations of your Local Authority, where appropriate.

Advice: Where the integrity of the examination or the candidates' performance may have been affected, a report **must** be sent to the appropriate awarding body.

9. Finishing the examination

9.1 You **must** ensure that all candidates' work is saved and secure from unauthorised access.

9.2 All other examination material, including copies of candidates' work, additional print-outs and question papers **must** be collected by the invigilator and stored in a secure place.

9.3 Any common user areas accessible to candidates **must** be cleared of all work saved during the examination immediately after each session.

9.4 Candidates' user areas **must** be removed at the end of the examination window or after each session if feasible. Whichever strategy is adopted, centres **must** 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 should be taken where networked stations are used to prevent work being accessible via shared folders. Different passwords **must** be set up for each session, if more than one session is required. It is not sufficient to rely on candidates keeping their passwords secret.

9.5 Invigilators should be aware that work may need to be printed off outside the time allowed for the test. Candidates must not be prevented from doing so, but **must** be supervised at all times.

9.6 Scrap paper used by candidates **must** be collected and destroyed.

9.7 Where required by an awarding body, the invigilator should check that all on-screen assessments have been uploaded to the awarding body.

¹ This document takes account of BS ISO/IEC 23988:2007 which is the British Standard Code of Practice for the use of information technology in the delivery of assessments.



Advice regarding examinations which last for less than an hour

For examinations that last less than an hour there is a risk that the security will be compromised.

The JCQ booklet *Instructions for conducting examinations* (section 2.6, page 9) states that:

'For examinations that last less than one hour, candidates must be supervised and question papers must be kept in secure storage until the published finishing time of the examination'.

Some examples: - GCSE exams

Official Start Time: 9.00am – 30 minute exam

Centre start time	Centre finish time	Students must be kept under centre supervision until
8.30	9.00	9.30
8.45	9.15	9.30
9.00	9.30	9.30
9.15	9.45	9.30*

*Although earlier than the centre's finish time, a candidate could technically leave the examination room at 9.30 am as this would be the published finishing time for the examination.

Official Start Time: 9.00am – 40 minute exam

Centre start time	Centre finish time	Students must be kept under centre supervision until
8.30	9.10	9.40
8.45	9.25	9.40
9.00	9.40	9.40
9.15	9.55	9.40*

*Although earlier than the centre's finish time, a candidate could technically leave the examination room at 9.40 am as this would be the published finishing time for the examination.

Official Start Time: 1.30pm – 30 minute exam

Centre start time	Centre finish time	Students must be kept under centre supervision until
1.00	1.30	2.00
1.15	1.45	2.00
1.30	2.00	2.00
1.45	2.15	2.00*

*Although earlier than the centre's finish time, a candidate could technically leave the examination room at 2.00 pm as this would be the published finishing time for the examination.

Official Start Time: 1.30pm – 40 minute exam

Centre start time	Centre finish time	Students must be kept under centre supervision until
1.00	1.40	2.10
1.15	1.55	2.10
1.30	2.10	2.10
1.45	2.25	2.10*

*Although earlier than the centre's finish time, a candidate could technically leave the examination room at 2.10 pm as this would be the published finishing time for the examination.

Candidates who take an examination **later than** the published starting time shown on the timetable **must be kept under supervision from 30 minutes after the published starting time for the paper concerned until they begin the examination.**

(Candidates must be under centre supervision by no later than 9.30 am for a morning examination or no later than 2.00 pm for an afternoon examination.)

Suggested wording for the invigilator's announcement at the beginning of a written examination:

(You may wish to laminate copies of this announcement or alternatively record it on a CD or tape.)

1.	You must now follow the regulations of the examination.
2.	Only material listed on the question paper is allowed in the exam room. You must not have on or near you any other material.
3.	Check your pockets now. Check for things such as notes, books, papers, iPods, iWatches and mobile phones. If you have any unauthorised items in your possession, you must hand them in to an invigilator now. Failure to do so may lead to disqualification.
4.	(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 and that you have the correct edition of the allowed set text(s)".)
5.	(For examinations where a calculator is allowed, add "make sure that the lid, case, or cover of your calculator does not have printed formulas or instructions".)
6.	Check that you have been given the correct paper for your subject, unit/component and tier.
7.	Fill in all the details needed on the front of your answer book (or question paper). Make sure you fill these details in on any additional answer sheets that you use.
Pause to allow time for candidates to fill in the details	
8.	Read the instructions on the front of the question paper. (You may read these out to the candidates, if required.)
9.	Check that you have all the materials 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. You may use pencil for drawings and rough notes.
11.	You must write in the designated sections of the answer booklet.
12.	You must write all rough work in your answer book and neatly cross it through with a single line. For multiple-choice papers, add "you must do any rough work in the question booklet."
13.	You must not use correcting pens, fluid or tape, erasable pens, blotting paper. 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 candidate while you are in this exam room. You should put up your hand to attract the invigilator's attention.
15.	If the fire alarm sounds, please stay seated - wait for instructions from the invigilator.
Tell the candidates when they may begin and how much time they have	



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



AQA

City & Guilds

CCEA

OCR

Pearson

WJEC

Information for candidates

For written examinations - effective from 1 September 2015

This document has been written to help you. Read it carefully and follow the instructions.

If there is anything you do not understand, especially which calculator you may use, ask your teacher.

A Regulations – Make sure you understand the rules	
1	Be on time for all your exams. If you are late, your work might not be accepted.
2	Do not become involved in any unfair or dishonest practice during the exam.
3	If you try to cheat, or break the rules in any way, you could be disqualified from all your subjects.
4	You must not take into the exam room: <ul style="list-style-type: none"> • notes; • potential technological/web enabled sources of information such as an iPod, an iWatch, a mobile phone, a MP3/4 player or a wrist watch which has a data storage device. Any pencil cases taken into the exam room must be see-through. Remember: possession of 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	Do not use correcting pens, fluid or tape, erasable pens, highlighters or gel pens in your answers.
6	Do not talk to or try to communicate with, or disturb other candidates once the exam has started.
7	You must not write inappropriate, obscene or offensive material.
8	If you leave the exam room unaccompanied by an invigilator before the exam has finished, you will not be allowed to return.
9	Do not borrow anything from another candidate during the exam.
B Information – Make sure you attend your exams and bring what you need	
1	Know the dates and times of all your exams.
2	Arrive at least ten minutes before the start of each exam.
3	If you arrive late for an exam, report to the invigilator running the exam.
4	If you arrive more than one hour after the published starting time for the exam, you may not be allowed to take it.
5	Only take into the exam room the pens, pencils, erasers and any other equipment which you need for the exam.
6	You must write in black ink. Coloured pencils or inks may only be used for diagrams, maps, charts, etc. unless the instructions printed on the front of the question paper state otherwise.
C Calculators, Dictionaries and Computer Spell-checkers	
1	You may use a calculator unless you are told otherwise.
2	If you use a calculator: <ul style="list-style-type: none"> • make sure it works properly; check that the batteries are working properly; • clear anything stored in it; • remove any parts such as cases, lids or covers which have printed instructions or formulas; • do not bring into the exam room any operating instructions or prepared programs.
3	Do not use a dictionary or computer spell checker unless you are told otherwise.
D Instructions during the exam	
1	Always listen to the invigilator. Follow their instructions at all times.
2	Tell the invigilator at once if: <ul style="list-style-type: none"> • you think you have not been given the right question paper or all of the materials listed on the front of the paper; • the question paper is incomplete or badly printed.
3	Read carefully and follow the instructions printed on the question paper and/or on the answer booklet.
4	Fill in all the details required on the front of the question paper and/or the answer booklet before you start the exam. Make sure you fill these details in on any additional answer sheets that you use.
5	Remember to write your answers within the designated sections of the answer booklet.
6	Do your rough work on the proper exam stationery. Cross it through and hand it in with your answers. Make sure you add your candidate details to any additional answer sheets that you use.
E Advice and assistance	
1	If on the day of the exam you feel that your work may be affected by ill health or any other reason, tell the invigilator.
2	Put up your hand during the exam if: <ul style="list-style-type: none"> • you have a problem and are in doubt about what you should do; • you do not feel well; • you need more paper.
3	You must not ask for, and will not be given, any explanation of the questions.
F At the end of the exam	
1	If you have used more than one answer booklet and/or any loose sheets of paper, place them in the correct order. Remember to fasten them together with a treasury tag before you leave. Make sure you add your candidate details to any additional answer sheets that you use.
2	Do not leave the exam room until told to do so by the invigilator.
3	Do not take from the exam room any stationery. This includes the question paper, answer booklets used or unused, rough work or any other materials provided for the exam.
This information must be made available to all candidates in advance of their examination(s) for each series. It may be provided electronically to candidates or in hard copy paper format.	



AQA City & Guilds CCEA OCR Pearson WJEC

**Information for candidates
For on-screen tests – effective from 1 September 2015**

**This document has been written to help you. Read it carefully and follow the instructions.
If there is anything you do not understand, ask your teacher.**

A Regulations – Make sure you understand the rules	
1	Be on time for your on-screen test(s). If you are late, your work might not be accepted.
2	Do not become involved in any unfair or dishonest practice during the on-screen test.
3	If you try to cheat, or break the rules in any way, you could be disqualified from all your subjects.
4	Only take into the exam room the materials and equipment which are allowed.
5	<p>You must not take into the exam room:</p> <ul style="list-style-type: none"> • notes; • potential technological/web enabled sources of information such as an iPod, an iWatch, a mobile phone, a MP3/4 player or a wrist watch which has a data storage device. <p>Unless you are told otherwise, you must not have access to:</p> <ul style="list-style-type: none"> • the Internet, e-mail, data stored on the hard drive, or portable storage media such as floppy disks, CDs and memory sticks; • pre-prepared templates. <p>Remember: possession of 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.</p>
6	Do not talk to or try to communicate with or disturb other candidates once the on-screen test has started.
7	If you leave the exam room unaccompanied by an invigilator before the on-screen test has finished, you will not be allowed to return.
8	Do not borrow anything from another candidate during the on-screen test.
B Information – Make sure you attend your on-screen test and bring what you need	
1	Know the date and time of your on-screen test(s).
2	Arrive at least ten minutes before the start of your on-screen test.
3	If you arrive late for an on-screen test, report to the invigilator running the test.
4	If you arrive more than one hour after the published starting time for the on-screen test, you may not be allowed to take it.
5	Your centre will inform you of any equipment which you may need for the on-screen test.
C Calculators, Dictionaries and Computer Spell-checkers	
1	You may use a calculator unless you are told otherwise.
2	<p>If you use a calculator:</p> <ul style="list-style-type: none"> • make sure it works properly; check that the batteries are working properly; • clear anything stored in it; • remove any parts such as cases, lids or covers which have printed instructions or formulas; • do not bring into the examination room any operating instructions or prepared programs.
3	Do not use a dictionary or computer spell checker unless you are told otherwise.
D Instructions during the on-screen test	
1	Always listen to the invigilator. Follow their instructions at all times.
2	<p>Tell the invigilator at once if:</p> <ul style="list-style-type: none"> • you have been entered for the wrong on-screen test; • the on-screen test is in another candidate's name; • you experience system delays or any other IT irregularities.
3	You may be given a question paper or the instructions may be on-screen. In either case, read carefully and follow the instructions.
E Advice and assistance	
1	If on the day of the on-screen test you feel that your work may be affected by ill health or any other reason, tell the invigilator.
2	<p>Put up your hand during the on-screen test if:</p> <ul style="list-style-type: none"> • you have a problem with your computer and are in doubt about what you should do; • you do not feel well.
3	You must not ask for, and will not be given, any explanation of the questions.
F At the end of the on-screen test	
1	Ensure that the software closes at the end of the on-screen test.
2	If you are required to print off work outside the time allowed for the on-screen test, ensure that you collect your own work. You must not share your work with other candidates. Make sure that another candidate does not collect your printout(s).
3	Do not leave the exam room until told to do so by the invigilator.
4	Do not take from the exam room any stationery. This includes rough work, printouts or any other materials provided for the on-screen test.
<p>This information must be made available to all candidates in advance of their on-screen test(s) for each series. It may be provided electronically to candidates or in hard copy paper format.</p>	



AQA

City & Guilds

CCEA

OCR

Pearson

WJEC



NO IPODS, **iWATCHES,
MOBILE PHONES,
MP3/4 PLAYERS**

**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.



Produced on behalf of AQA, CCEA, OCR, Pearson and WJEC

Notice to Centres

The people present in the examination room

The JCQ awarding bodies wish to provide further guidance and clarity on the role of centre staff in the examination room, other than exam officers and invigilators.

Section 10, page 28, of the JCQ publication *Instructions for conducting examinations* 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 examinations and tests. Invigilators **must** have been trained to undertake their duties as per **section 6, page 17**, of the JCQ publication *Instructions for conducting examinations*.

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

Senior members of centre staff, such as Assistant Headteachers, may be approved by the head of centre to be present at the start of the examinations. When entering an examination room, they **must** identify themselves and their purpose for being there to the senior invigilator and/or exams officer.

Where specifically approved by the head of centre and agreed with the exams officer, senior members of centre staff have a very clear role. Principally:

- to assist with the identification of candidates;
- to deal with any disciplinary matters;
- to check that candidates have been issued with the correct question paper, (particularly where optional or tiered papers are involved);
- to check that candidates have the appropriate equipment and materials for the examination;
- to start the examination off.

Under no circumstances may members of centre staff:

- be present at the start of the examination and then sit and read the examination question paper before leaving the examination room;
- enter the examination room, uninvited, with the sole intention of accessing the examination question paper;
- have access to the examination 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 relevant subject teacher before reporting the issue to the awarding body;
- give any indication of their opinion of a question paper to candidates, verbally or otherwise, having been asked to inspect the content;
- communicate with candidates, (except in Art timed tests and Science Practical examinations or where maintaining discipline in the examination room). This constraint extends to coaching candidates, reminding candidates which section(s) of the question paper to answer or which questions they should answer;
- enter the examination room and approach candidates, either to prompt them to make an attempt at the examination or to provide support and encouragement;
- enter the examination room 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.



'ICE' Questions and Answers

Preparing for the examination

Question

Why do we still need to have a safe in a locked room specifically for exam papers, when we use on-screen tests and download materials on the day of the examination/assessment?

Answer

Currently, there are no gradations of centre registration. This means that centres will not be registered only for on-screen tests and require a lower level of security because of that. Once a centre is registered with an awarding body they could theoretically enter for any general qualification examination - and thus would need to comply with the standard security requirements.

If secure materials are downloaded on the day of an examination/assessment, these **must** be stored in a safe or security cabinet within a locked room.

Where centres only deliver on-screen tests and the awarding body stipulates that material is to be stored in hard copy format during the 'window' for delivering the test, then these materials will need to be stored in a safe or security cabinet within a locked room.

Question

When question papers arrive in the centre what must the exams officer do?

Answer

The exams officer **must** be informed as soon as question papers are delivered and lock all envelopes and boxes away for checking later.

The exams officer **must** check that the correct question papers have been delivered, checking the paper packets against the centre's timetable.

The question paper packets **must** also be checked to ensure that they were not damaged in transit.

Question

A number of rooms will be used for candidates with access arrangements, such as readers and scribes.

Can I ask the awarding bodies to send me more appropriately sized question paper packets?

Answer

No, you may open the packets of question papers within 60 minutes of the published starting time for the examination in order to make up more appropriately sized sets of question papers for the different rooms being used. **Prior awarding body approval is not required.**

Question

Which document would an invigilator refer to for guidance on how to conduct examinations?

Answer

The invigilator would refer to the JCQ publication *Instructions for conducting examinations*, commonly known as the yellow 'ICE' booklet.

This booklet must be available in the main examination hall/room(s). This may be a printed hard copy version or an electronic copy which is visible at all times via a computer.

Question

Can centres start examinations when they like?

Answer

No. Centres can only start examinations 30 minutes earlier or 30 minutes later than the published starting time, unless the centre has varied the timetable for one or more candidates due to a timetable clash.

Question

What is a 'clash candidate' and what must an invigilator do with them?

Answer

'Clash candidates' are candidates who have two or more examinations timetabled at the same time. These candidates **must** be kept under centre supervision at all times during any breaks between examinations.

Question

I have some candidates who will take more than one examination in a session and will start one exam later than the published starting time. What do I need to do?

Answer

You **must** ensure that the candidates are kept under centre supervision from 30 minutes after the published starting time for the first exam until they have completed both papers.

Question

Due to heavy rain and a leaking roof, the ceiling in the sports hall collapses in the middle of the June examinations. The head of centre makes arrangements to hold all examinations in the village hall. Is this acceptable?

Answer

Yes. The JCQ Alternative Site form would need to be completed as soon as possible and sent to the JCQ Centre Inspection Service.

Question

What is the primary role of an invigilator?

Answer

Invigilators **must** ensure the security of the examination, before, during and after the examination, and ensure that candidates have the fairest chance to demonstrate their ability.

The purpose of invigilation is to ensure that every candidate experiences the same exam conditions. In practice, this means making sure that all exams comply with the 'ICE' booklet.

Question

How many invigilators are required for practical examinations or on-screen tests?

Answer

There **must** be **at least one invigilator** for every 20 candidates at all times.

Question

How many invigilators are required for written examinations?

Answer

There **must** be **at least one invigilator** for every 30 candidates at all times.

Question

How many external written examinations can be in progress in one room at one time?

Answer

As long as the regulations of the JCQ 'ICE' booklet are observed at all times, as many as is practical.

Question

How should candidates be seated in the examination room?

Answer

Candidates should be seated in candidate number order, in a 'snake' pattern, according to tiers (where applicable).

Question

What should be written on the board/flipchart/whiteboard at the front of the room?

Answer

- √Centre number
- √Subject title
- √Paper number
- √Start and finish times.

Question

What is an ideal checklist for the examination room?

Answer

- √Clocks – working order
- √Seating – correct number of desks, 1.25 metres apart (as per section 5.10, page 15)
- √Environment of the room – heating, lighting
- √Invigilators' table
- √Board/Whiteboard/flipchart
- √JCQ Mobile Phone poster outside the exam room (A3 size)
- √JCQ *Warning to Candidates* poster outside the exam room (A3 size)
- √A copy of the JCQ 'ICE' booklet ‡ (‡in the main examination hall/room(s) only)
- √Any stationery lists or subject-specific instructions issued by the awarding body.

Question

Are there any particular arrangements when a candidate uses a word processor (with the spelling and grammar check disabled)?

Answer

The candidate **must** record their centre number, candidate number and the unit/component details as a header or footer. The candidate **must** use page numbers.

A word processor cover sheet (Form 4) **must** be downloaded from the JCQ website -

<http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations> and **securely attached to the typed script.**

Where a candidate has an approved application for a scribe and uses a word processor with the spelling and grammar check enabled a scribe cover sheet (Form 2) **must be securely attached to the typed script.**

Question

Can a candidate use his/her own laptop or tablet in a written examination?

Answer

Under no circumstances whatsoever may a candidate use his/her own laptop or tablet in a written examination. **The centre must always provide the candidate with a computer, laptop or tablet** which is used as per the regulations set out in **section 8.8, page 25**, of this booklet.

Question

How do we accommodate candidates requiring readers and/or scribes?

Answer

The number of readers and/or scribes present in the room will very much depend on the layout of the room and the particular acoustics.

Options available:

A normal sized classroom

If a normal sized classroom is used you could have six to seven candidates with readers and/or scribes in one room. With six to seven candidates the background hum stops candidates overhearing one another. (Candidates reading aloud, or using an examination reading pen, can also be accommodated alongside those working with readers and scribes.)

Very large assembly hall/sports hall type venue

In a very large assembly hall/sports hall type venue it would be perfectly acceptable to accommodate large numbers of candidates with readers and/or scribes. The candidates would be sufficiently distanced from others in the hall.

Other alternatives

Accommodate candidates in the library

Candidates can sit with their reader and/or scribe in between the book shelves so the sound is dampened. A 'roaming' invigilator would be deployed.

An open carpeted area of a library or room

Candidates who only require occasional support from a reader could be seated in **an open carpeted area of a library or room**, so a 'roaming' reader can support the candidates. This reduces both the number of invigilators and readers required.

Sound boards between desks

Another solution is to have **sound boards between the desks**. This provides a small private area for the candidate and reader and/or scribe to work. Again, a 'roaming' invigilator would be deployed.

Accommodate candidates in a dance studio with candidates separated by screens

A further solution would be to use a **dance studio with candidates separated by screens**. This again provides a small private area for the candidate and the reader and/or scribe to work. A 'roaming' invigilator would be deployed.

At the beginning of the examination

Question

What is the procedure for identifying candidates for written examinations?

Answer

Where the head of centre has allowed a senior member of staff, such as an Assistant Headteacher, to be present in the examination room, he/she can identify the candidates as they enter the examination room.

Alternatively, candidate I.D. cards may be on the desks allowing invigilators to identify candidates at the beginning of the examination for their allocated row(s). Appropriate arrangements **must** be in place to allow invigilators to carry out adequate checks on the identity of all candidates.

Question

How does an invigilator identify external and transferred candidates?

Answer

External and transferred candidates **must** be asked to bring appropriate identification to their examination(s).

Question

How would an invigilator find out which materials are allowed in the examination room for a particular examination?

Answer

- √The instructions on the front of the paper;
- √Information as provided by the exams officer;
- √The JCO 'ICE' booklet;
- √Any subject-specific instructions as provided by the awarding body.

Question

What should an invigilator do if a candidate enters the examination room with a mobile phone?

Answer

The candidate **must** hand in their mobile phone to the invigilator **before the examination starts**.

Starting the examination

Question

Between what times are candidates deemed to be 'under exam conditions'?

Answer

The JCQ 'ICE' booklet states that an examination is deemed to be in progress from the time candidates enter the room until all the scripts have been collected.

Examination conditions **must** be maintained until all candidates have left the examination room/area to ensure that those who are still working are not disrupted.

A 'clash candidate' between examinations is also under examination conditions.

Question

The head of centre has allowed a senior member of staff to be present in the exam room. What is their role?

Answer

The senior member of staff, such as an Assistant Headteacher, can identify the candidates as they enter the exam room, check that the candidates have been issued with the correct papers and to assist with discipline at the beginning and end of the examination.

The senior member of staff may also commence the examination but **must not** advise candidates on which section of the paper and which particular questions they should attempt.

During the examination

Question

When the alarm bell rings and an invigilator evacuates the examination room, what should he/she do with the candidates' examination scripts and question papers?

Answer

The invigilator should advise candidates to leave everything where it is and evacuate the room safely.

The invigilator should take the attendance register with them to ensure that all candidates are present.

Question

If a candidate, unintentionally or otherwise, starts to make a noise that is disturbing other candidates, what should an invigilator do?

Answer

The invigilator should quietly approach the candidate and ask them to stop the noise as it is disturbing other candidates.

If the candidate persists in making a noise, the invigilator should gently remind him/her that they are not following the regulations of the examination and they are at risk of disqualification.

The invigilator **must** record the details of the incident, the time it took place and the candidate's name.

The exams officer should be informed immediately if the candidate continues to cause disruption on purpose.

Question

Should an invigilator immediately stop the examination if he/she suspects one candidate of copying from another?

Answer

No. The exams officer should be contacted immediately but the invigilator **must** carefully watch the candidates involved. The invigilator **must** minimise disruption and warn the candidate concerned that he/she could be disqualified from the examination. Any evidence such as answers written on a ruler or an eraser, or notes passed between candidates **must** be removed and retained. The nature of the incident and candidate details **must** be recorded and reported to the exams officer.

The exams officer **must** complete Form JCQ/M1.

Question

If a mobile phone rings in a bag during an examination, what should an invigilator do?

Answer

The invigilator(s) should aim to find the phone as quickly as possible, switch it off and retain it until the end of the examination.

Question

Is a candidate allowed to keep their mobile phone in their pocket even if it is switched off?

Answer

No. A candidate would still be subject to sanctions and penalties if any unauthorised item is in their possession during the examination. Earphones **must** also be disconnected and handed in.

Question

If an invigilator has a query or there is a problem, how does he/she ask for help or summon assistance?

Answer

If there are enough invigilators, one invigilator can leave the examination room to contact the exams officer. If only one invigilator is present he/she must have the contact number of the exams officer and quickly phone them without disturbing the candidates, asking him/her to come to the room.

Question

What should an invigilator do if a JCQ Inspector enters the room?

Answer

If it is not possible to immediately identify them as an Inspector, an invigilator **must** challenge anyone who enters the examination room. The invigilator **must** continue to invigilate the exam as normal.

Invigilators **must never** turn their back on candidates; an Inspector will watch where an invigilator is positioned to ensure that he/she can see all candidates at all times. Invigilators **must never** leave candidates unattended at any time since candidates are at risk of losing their marks for that subject.

Question

How soon after the start of the examination may candidates leave the examination room?

Answer

Candidates may not leave the examination room until at least one hour has passed since the published starting time.

Question

If a candidate asks an invigilator a question about how many questions they should attempt to answer in the examination paper, what should he/she do?

Answer

The invigilator should refer the candidate to the information printed on the front of the question paper. If the answer is not obvious, the invigilator should summon assistance. An opinion **must not** be offered.

Question

If a candidate asks an invigilator to read the question for them or asks what a word means, is the invigilator allowed to read it or tell them?

Answer

No. An invigilator cannot even read one word for a candidate. The only part an invigilator is able to read is the instructions on the front of the exam paper. An invigilator **must not** offer an opinion or read any words. The invigilator must explain that he/she cannot do this and should instead encourage the candidate to try and break the word down and understand it in the context of the sentence.

Question

Are invigilators allowed to speak to one another when an examination is in progress?

Answer

No. Invigilators must not talk amongst themselves unless it is to convey information, even then it must always be minimal and in a whisper. Persistent whispering can disturb candidates.

Question

If a candidate arrives late for an examination, are they still allowed to sit the examination?

Answer

Yes. The candidate can still sit the examination but he/she **must** be warned that their work may not be accepted for marking by the awarding body.

Question

Are they allowed the full time duration?

Answer

Yes, if possible.

Question

If a candidate arrives late can they just simply enter the exam room?

Answer

No. Late arrivals **must** be reminded not to enter the examination room with a mobile phone or indeed any other potential technological/web enabled sources of information. The candidate **must** be read any erratum notices.

Question

If a teacher enters the exam room and asks to check the question paper what should an invigilator do?

Answer

Teachers **are not** permitted to enter the examination room to check the question paper. The invigilator should refer to **Chapter 10** of the 'ICE' booklet and **Appendix 8**. (It is good practice to ensure that all teaching staff and invigilators are familiar with Appendix 8 before the start of each examination series.)

At the end of the examination

Question

If the exam time is up and an invigilator has instructed candidates to stop writing, are candidates allowed to get up and walk around or talk?

Answer

No, candidates **must** remain seated under examination conditions until they are instructed to leave the examination room. The invigilator(s) should remind candidates to check that they have filled in all the details on the front of their answer booklet, neatly crossed out any work they do not wish the examiner to read and are sure that all questions are correctly numbered.

Question

How should candidates be dismissed?

Answer

Row by row and in silence as other candidates may still be working.

Question

Once the exam is over can candidates take their question papers with them?

Answer

No. Papers must not be removed from the examination room.

Question

Can candidates leave an exam room before their examination scripts are collected?

Answer

No. Scripts **must** be collected before any candidates are allowed to leave the examination room. Candidates **must** be reminded that they are under exam conditions until they are outside the examination room.

Question

In what order must the examination scripts be collected?

Answer

In the order of the attendance register (which is in candidate number order). Different tiers of papers **must not** be mixed as they may be distributed to different examiners for marking.

Question

How soon after an exam can a subject teacher have a copy of the exam paper?

Answer

The JCQ publication *General Regulations for Approved Centres* recommends that teaching staff are allowed access to question papers 24 hours after the published finishing time*. This will allow for any candidates sitting an examination the following day on account of a timetable clash. **However, question papers must not be released to teaching staff until all candidates in the centre have sat the examination.** This could technically be immediately after the published finishing time if there are no timetable variations; later in the day if a candidate, on account of a timetable clash, is sitting the examination later in the published session, or the following day.

(*see **section 6.11, page 18**, of the JCQ publication *General Regulations for Approved Centres*)