



Joint Council
for Qualifications

General, Vocational and Diploma Qualifications

Instructions for conducting examinations

1 September 2011 to 31 August 2012

Produced on behalf of:



At least one copy of these *Instructions* must be available in each examination room. This may be a printed hard copy version or an electronic copy which is visible at all times via a computer.

The Joint Council for Qualifications has written these Instructions for conducting examinations in examination centres.

These Instructions are for use in all General and Vocational Qualifications. They apply to written and on-screen examinations as well as practical and oral examinations, and timed examinations in Art.

The qualifications include, but are not limited to, GCSE, GCE, ELC, Basic Skills, Key Skills and Functional Skills examinations, and Principal Learning units within a Diploma.

These Instructions are for examinations held between 1 September 2011 and 31 August 2012.

Changes to this year's booklet

Changes made to the contents of this booklet since the previous version (1 September 2010 to 31 August 2011) are highlighted for easy identification.

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

Some changes have been made to this year's booklet in order to improve clarity or to provide additional advice to examination officers.

The following sections have been subject to more extensive changes or amendments reflecting policy.

Chapter 7:

Invigilation arrangements for candidates with access arrangements have been placed in a separate chapter.

Chapter 8:

Other arrangements – arrangements which may be provided to the candidate at the time of his/her examinations (**without prior approval or any evidence of need**) have been placed in a separate chapter. **Bilingual translation dictionaries and transcripts are now included in this category.**

Appendix 4

The JCQ poster *Warning to Candidates* only needs to be displayed in a prominent place **outside the examination room**. A centre may, if it so wishes, project the poster onto a wall or screen for all candidates to see. **An A3 hard copy paper version of the poster is not mandatory.**

Hard copy paper versions of the JCQ poster *Warning to Candidates* are therefore no longer supplied, given the flexibility now provided to centres. The JCQ poster *Warning to Candidates* may be downloaded from the JCQ Autumn 2011 memory stick, supplied to centres in September 2011, or from the JCQ website:-

http://www.jcq.org.uk/exams_office/instructions_for_conducting_examinations/

Appendices 5 and 6

The JCQ documents *Information for candidates – written examinations* and *Information for candidates – onscreen tests* are **no longer provided to centres in hard copy paper format**. These documents may be downloaded from the JCQ Autumn 2011 memory stick, supplied to centres in September 2011, or from the JCQ website:-

http://www.jcq.org.uk/exams_office/instructions_for_conducting_examinations/

Appendix 7

The JCQ Mobile Phone poster should continue to be displayed in a prominent place inside and outside the examination room. However, the poster may be projected onto a wall or screen inside and outside the examination room for all candidates to see. An A3 hard copy paper version of the poster is not mandatory.

Hard copy paper versions of the JCQ Mobile Phone poster are therefore no longer supplied, given the flexibility now provided to centres. The JCQ Mobile Phone poster may be downloaded from the JCQ Autumn 2011 memory stick, supplied to centres in September 2011, or from the JCQ website:-

http://www.jcq.org.uk/exams_office/instructions_for_conducting_examinations/

A colour version or a black and white version of the JCQ Mobile Phone poster is acceptable when displayed in hard copy paper format.

(No changes have been made to the Mobile Phone poster for the academic year 2010/2011 and centres may, if they wish, continue to use their existing stock.)

Appendix 9

A series of *Frequently Asked Questions* have been written to assist exam officers.

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, floods, 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 all awarding bodies have their own well-established contingency plans in place to respond to disruptions and 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 exams as part of their general emergency planning. It is important to ensure that relevant centre staff are familiar with the plan so that they are aware of the contingencies awarding bodies are likely to put in place and the responsibilities of examination centres.

Centres should consider how they communicate these arrangements to candidates both in general and in case of a specific disruption arising.

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

<http://www.ofqual.gov.uk/files/2010-12-08-joint-contingency-plan-nov-2011-v3.pdf>

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†These documents are only provided electronically to centres. They may be found on the JCQ Autumn 2011 memory stick which is included in the JCQ September despatch to centres or via the JCQ website - http://www.jcq.org.uk/exams_office/instructions_for_conducting_examinations/

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 13, 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 e-publication:

- *General Regulations for Approved Centres, 1 September 2011 to 31 August 2012* - (http://www.jcq.org.uk/exams_office/general_regulations/)

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

- *Instructions for conducting controlled assessments, 1 September 2011 to 31 August 2012* (http://www.jcq.org.uk/exams_office/controlledassessments/)
- *Instructions for conducting coursework, 1 September 2011 to 31 August 2012* (http://www.jcq.org.uk/exams_office/coursework/)

Awarding bodies may issue supplementary instructions for a specific qualification, to which you should 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 should be met in advance of the test/examination.

You should refer to **Appendix 1, page 43** 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 booklet *Access Arrangements, Reasonable Adjustments and Special Consideration, 1 September 2011 to 31 August 2012* (http://www.jcq.org.uk/exams_office/access_arrangements/). You **must** follow those regulations and procedures carefully.

JCQ Centre Inspection Service

The JCQ Centre Inspection Service (or City & Guilds examination auditors) visits centres when examinations are being held, although an inspector may visit to check your centre's secure storage (as defined in **section 1.3, page 5**) at any time. **You must ensure that your centre is permanently staffed between 8.30 am to 3.30 pm during term time** and **must** co-operate with any visit from an inspector, including giving access to your secure storage. A senior member of staff or a member of the exams office **must** be prepared to be available until 5.00 pm where afternoon examinations are taking place to ensure the prompt despatch of scripts and in the event of a centre inspection.

Authorised inspectors will present themselves to the centre and will identify themselves by means of an identity card or a letter of authority. The exams officer or a member of the senior leadership team should be available to accompany the Inspector during the course of his or her centre visit.

Malpractice and Irregularities

You are warned that any breach of these instructions can constitute malpractice as defined in the JCQ e-publication *Suspected Malpractice in Examinations and Assessments: Policies and Procedures 1 September 2011 to 31 August 2012*, (http://www.jcq.org.uk/exams_office/malpractice/) to which you should refer for further information.

Correspondence

You should send all correspondence 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, with a record of receipt of the material.
- 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 papers

- **On receipt, check the question paper packets and examination material carefully. This must be undertaken in the secure area.** 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 papers 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 online. 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 online 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 online. 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.

Conditions for storing written question papers and any other confidential material distributed to centres in advance of the examinations

- 1.3 Question papers and any other confidential material must be stored securely at the centre's registered address in a secure room solely assigned to examinations, restricted to two or three key holders only. The following requirements must be met.

Requirement	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 or 3 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 external windows which are easily accessible from outside, 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 secure room(s) must contain one of the following: (with 2 or 3 key holders only)</p> <ul style="list-style-type: none"> • Strong non-portable safe <p>or</p> <ul style="list-style-type: none"> • Security cabinet with multi point locking system <p>or</p> <ul style="list-style-type: none"> • Metal cabinet with 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, in front of open shelving. 	<p>Small safes should be fixed securely in place.</p> <p>A filing cabinet will need additional security features to increase its robustness. For example, an 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 Where secure materials are 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, centres **must** have a safe or security cabinet within a locked room for the temporary storage of secure materials.

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, (as administered by OCR on behalf of the JCQ awarding bodies – AQA, CCEA, Edexcel, OCR and WJEC) **no later than 6 weeks prior to moving to a new address or changing secure storage facilities in light of a substantial new build.** (A change of address or a substantial new build, resulting in revised arrangements for the centre's secure storage facilities will lead to a new centre inspection.)
- 1.8 Where centres change address or a substantial new build occurs, reference **must** be made to **Appendix B, page 20 of the JCQ e-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 and opened in front of candidates wherever possible. However, if you are using a number of rooms on one or more sites for the same examination, you may need to open the packets 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 one hour of the published starting time on the day of the examination. Centres following this approach should note that prior awarding body approval is not required.**

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

- alternative accommodation/venue away from the centre;
- a computer reader;
- a question paper on coloured/enlarged paper;
- an Oral Language Modifier;
- a Sign Language Interpreter;

you are permitted to open question papers within one hour of the published starting time for the examination. Further information may be obtained from the JCQ booklet *Access Arrangements, Reasonable Adjustments and Special Consideration, 1 September 2011 to 31 August 2012* (http://www.jcq.org.uk/exams_office/access_arrangements/).

1.11 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 should 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.

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

1.13 **You must store examination stationery and materials securely at all times** so that no unauthorised person has access to them.

1.14 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 e-*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/instructions_for_conducting_examinations).

2. Timetabling of examinations

- 2.1 **The published starting time of all general qualifications morning examinations is 9.00am, and the 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 and Functional Skills and Key Skills examinations.

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

Where vocational exams 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 30, 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.

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

- 2.2 The JCQ awarding bodies allow centres in the UK to start examinations by **up to thirty 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.

(If your centre is outside the UK and you want to start examinations at times other than the published starting times, you must ask for the awarding body's permission for each series.)

- 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 have a timetable clash or are involved in arrangements as described in paragraph 2.8, page 9.

- 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.** Also, 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 normal finishing time of the examination or 30 minutes after the awarding body's published starting time, whichever is later. (Advice regarding examinations which last for less than an hour see Appendix 2, page 48.)**
- 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.

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

- 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. **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.**
- 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**.
- **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.** Also, 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, or 30 minutes after the awarding body's published starting time, whichever is later.**
 - **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.

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

- six hours for Level 3 qualifications **including extra time and/or supervised rest breaks**, e.g. GCE AS and A2 examinations or;
- five and a half hours for Level 1 and 2 qualifications, **including extra time and/or supervised rest breaks**, e.g. GCSE examinations;

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 should 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 two weeks before the date of the examination affected and kept on file within your centre. This form must not be sent to an awarding body.** The form may be downloaded from the JCQ website:
(http://www.jcq.org.uk/exams_office/instructions_for_conducting_examinations/)

You must:

- ensure that each form is signed by the respective date 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 e-publication *Suspected Malpractice in Examinations and Assessments: Policies and Procedures* (http://www.jcq.org.uk/exams_office/malpractice/);
- be satisfied that the arrangements meet the awarding body's requirements in terms of maintaining 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 (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

For question papers where the use of calculators 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 subject-specific instructions.

Candidates should be told these regulations beforehand.

<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	<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.	

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

Where access is permitted to a calculator for part of an examination, it will normally be 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 other than calculators for some examinations, as set out in the instructions on the question paper. These include dictionaries and editions of set texts.
- 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 should refer to the JCQ e-publication *Suspected Malpractice in Examinations and Assessments: Policies and Procedures 1 September 2011 to 31 August 2012* (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, materials and technology **must** be provided by the centre.

5. Accommodation

- 5.1 Centres **must** ensure an appropriate assessment environment.
- 5.2 **All candidates must sit their examination(s) at the centre's registered address** unless you have received permission beforehand for candidates to take examinations elsewhere (for example, transferred candidate arrangements).

Alternative sites for the conduct of examinations

- 5.3 **When it is intended to conduct an examination for all candidates at an address other than the centre's registered address, e.g.**
- 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;

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

The **JCQ *Alternative Site form*** can be downloaded from the JCQ website:
(http://www.jcq.org.uk/exams_office/instructions_for_conducting_examinations/).

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) should be sent to the JCQ Centre Inspection Service as soon as possible, and no later than six weeks before the start of the examination series, or six weeks before the start of the first examination series affected when completing the form for an entire academic year.**

Question papers and examination stationery must remain in the secure storage facilities at the centre's registered address, approved by the JCQ Centre Inspection Service, until one hour before the published starting time for the examination.

Question papers and examination stationery must be taken to the examination venue by a member of centre staff. It is the centre's responsibility to ensure that question papers and examination stationery are transported in a secure manner within one hour of the published starting time for the examination.

Functional Skills 'window' examinations

If a centre wishes to conduct a Functional Skills examination, which is set within a window, at an alternative site, the JCQ Alternative Site form **must** be completed and sent to the JCQ Centre Inspection Service.

The centre **must** only move question papers and examination stationery between sites **within the published window** for conducting the examination. The centre **must** ensure that question papers and examination stationery are transported securely to the alternative site. A member of centre staff **must** be responsible for this.

The alternative site to be used for the conduct of the examination **must** store the question papers and examination stationery securely, as per **section 1.3, page 5**.

The centre and the alternative site **must** both maintain a log detailing when materials were transferred to and from sites. This log **must** be made available for inspection purposes.

All requirements in paragraphs 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 Policy team at policy@cityandguilds.com. 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 on the day of 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 should pay attention to conditions such as heating, lighting, ventilation and the level of outside noise.
- 5.5 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 JCO *Warning to Candidates* poster - Appendix 4, page 51) must be displayed in a prominent place outside the examination room.**

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

The JCO Mobile Phone poster – (Appendix 7, page 54) must be displayed in a prominent place outside the examination room. Inside the examination room this poster must similarly be displayed in a prominent place for all candidates to see.

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 display must be visible to all candidates** showing the centre 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. **In particular, 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 (such as language laboratories) less than 1.25 metres apart, you must send details of the proposed accommodation to the JCO Centre Inspection Service for approval.**
- 5.12 Candidates should normally be seated in candidate number order.
- 5.13 You **must** create a seating plan.
- 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 any other examinations where candidates will be using computers and/or associated IT equipment, centres should refer to **Appendix 1, Section 6, Accommodation, page 45**.
- 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 asked for 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 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.

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.

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 Mobile Phone poster**, **JCQ Information for candidates**, the **JCQ Warning to Candidates** (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.

A training session should be held for any new invigilators.

An update meeting should be held for the existing invigilation team so that they are aware of any changes. Make sure that invigilators know what is expected of them.

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**:

- make these ***Instructions*** available to each invigilator in the examination room. **This may be a printed hard copy version or an electronic copy which is visible at all times via a computer;**
- 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 taking written examinations;**
 - **at least one invigilator 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 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 has prepared the candidates for the subject of the examination during the academic year of the examination, **is not** the sole invigilator at any time during a written examination or on-screen test in that subject;
- 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, so you should keep them until the deadline for enquiries about results has passed (the deadlines for general qualification examinations are stated in the Jcq e-publication: *Post-Results Services, Information and guidance to Centres* (http://www.jcq.org.uk/exams_office/postresult_services/)).

Advice: An invigilator should be asked to declare whether he/she has invigilated previously, so as to allow the head of centre to be satisfied that the person is a competent invigilator of examinations. As good practice, 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 switched off 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** should normally be invigilated by an Art and Design teacher. **As the Art and Design teacher may be required to give technical assistance to an individual candidate, additional invigilators may 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

Candidates requiring the use of an oral language modifier will need to be accommodated in another room, **in which case a separate invigilator will be required.**

7.2 Practical Assistant

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

7.3 Reader/Computer reader

The centre is responsible for ensuring that if a candidate and reader are not accommodated separately, other candidates cannot overhear what the reader is saying and are not disturbed by their presence. **If the candidate and reader are accommodated separately, a separate invigilator will be required.**

If several candidates require only occasional reading assistance, they may be accommodated as a separate group with a reader and an invigilator.

7.4 Scribe/Voice input systems

The centre is responsible for ensuring that a candidate dictating to a scribe cannot be overheard by, or distracts, other candidates. **If the candidate and scribe are accommodated separately, a separate invigilator will be required.**

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.**

Exam officers **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.

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

Advice: Photocopy and laminate the appropriate sections of the JCQ publication *Access Arrangements, Reasonable Adjustments and Special Consideration* 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.

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

This does not include reading pens which read to the candidate and define the word, electronic translators or any other computer software. Centres **must** consult awarding bodies about any new technology which might invalidate the assessment objectives.

8.2 Bilingual translation dictionaries

Bilingual translation dictionaries may only be used in examinations by candidates whose first language is not English, Irish or Welsh. **The use of a bilingual translation dictionary should 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, 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.

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.**

Functional Skills English examinations – where the use of a bilingual dictionary is permitted.

Electronic dictionaries, monolingual dictionaries (which define words and phrases) reading pens, translators, wordlists or glossaries must not be used.

Dictionaries to be used in the examination **must** be held in the centre under secure conditions and thoroughly checked to ensure that notes have not been enclosed within or written on the pages of the dictionary. This should include checking that no other unauthorised information is contained in the dictionary. A candidate using a 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.

(For the use of a **bilingual translation dictionary and extra time of up to 25%**, you **must** refer to the JCQ booklet *Access Arrangements, Reasonable Adjustments and Special Consideration 1 September 2011 to 31 August 2012* (http://www.jcq.org.uk/exams_office/access_arrangements/).

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 one hour before the published starting time for the examination**) where considered beneficial to the candidate.

8.4 Prompters

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 and a person who is known to the candidate.
- The prompter should not normally be the candidate's own subject teacher and **must not** be a relative, friend or peer of the candidate.
- **The invigilator may act as a prompter. If the prompter is acting as a reader or a scribe, a separate invigilator will be required.**

A prompter:

- **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 below;
- **may** use the following prompts either vocally or written on a flash card:
"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.

8.5 Read Aloud

Centres with a candidate who is not permitted a reader may wish to accommodate the candidate separately so that he/she may read aloud to himself/herself, particularly where this is their normal way of working.

If a candidate reads aloud to him/herself as part of their normal way of working, he/she **must** be accommodated separately.

8.6 Separate Invigilation

Centres may permit a candidate to take their examinations under separate invigilation within the centre if there is a pressing need to do so. Centres **must** judge the appropriateness of this arrangement in light of their available resources.

Where candidates are subject to separate invigilation, 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 Transcripts

A transcript may be permitted by the centre where a candidate's handwriting is illegible (**and the use of a word processor is not the candidate's normal way of working**) or spelling is so difficult to decipher that it would be beneficial for an examiner to be able to refer to a transcript of the candidate's work for clarification.

A transcript is a 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, but does not need a scribe for written examinations.

Manual braille will require transcription into print. Braille scripts must be transcribed by the centre. The transcriber should 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;
- **be word for word, an exact copy of the candidate's script.** The purpose is to produce a legible version of what the candidate has written. Where a candidate has spelt a non-technical word incorrectly, the transcriber may write it correctly in the transcript, but **must not** insert or omit any words, nor alter their order. Technical terms **must not** be corrected.

In the case of Braille scripts, (where a candidate has used a manual braille) any deviation from the candidate's own spelling on a Braille script must be indicated by the member of centre staff on the transcript cover sheet.

A transcript cover sheet (Form 5) must:

- be printed from the JCQ website - http://www.jcq.org.uk/exams_office/forms/;
- be 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 with the spell check/predictive text disabled to a candidate **where it is their normal way of working within the centre**, unless an awarding body's specification says otherwise. **This also includes electronic brailers.**

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 separately, 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 may be done after the examination is over, not in the extra time. The candidate should 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 connected to mains electricity;
- **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 calculators, 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 automatic spell checking **unless the candidate has been permitted a scribe or is using voice activated software (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 voice-activated software **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.

Exception to the rule:

In Functional Skills English, (Reading and Writing components) the use of a word processor with the spell check facility switched on is permitted for all candidates.

Candidates **must** be reminded to ensure that their **name, centre number, candidate number** and **paper details appear on each page as a header/footer**: e.g. Scott Green 12345/8001 – 6391/01.

Each page must be appropriately numbered and candidates must be reminded to save their work at regular intervals.

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

A word processor cover script (Form 4) must:

- be printed from the JCQ website - http://www.jcq.org.uk/exams_office/forms/; 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.

Advice: Where a candidate has used a word processor in their examinations it may be desirable to ask the candidate to print off two copies of their completed script. One copy is despatched to the awarding body/examiner; another copy is placed in a sealed envelope with the candidate signing and dating the envelope. **The envelope, appropriately labelled with the candidate's details, must be placed in the centre's secure storage facility until the closing date for enquiries about results for the series concerned.** The examination script **must** be disposed of in a confidential manner after this date.

Alternatively, if the candidate has been provided with a memory stick in order to regularly save his/her work, the memory stick should be placed in an envelope at the end of the examination. The candidate should be asked to sign and date the envelope. **The envelope, appropriately labelled with the candidate's details, must be placed in the centre's secure storage facility until the closing date for enquiries about results for the series concerned.** The memory stick **must** be cleared after this date.

At the beginning of the examination

9. Identifying candidates

- 9.1 It is important that invigilators are able to establish the identity of all candidates sitting exams. 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.
- 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: Centre staff **who have been authorised by their head of centre** may be present at the start of the examination for the purposes of assisting with the identification of candidates.

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 16**.
- 10.3 Members of centre staff approved by the head of centre to be present at the start of the examinations may:
- identify and settle candidates and instil discipline;
 - check that the candidates have been issued with the correct question papers for their subject/unit and level or tier of entry;
 - check that the candidates have the necessary equipment and materials, i.e. calculators, preliminary material, anthologies or set texts where permitted;
 - using information provided by the exams officer or subject teacher, identify whether the candidates have been prepared for the set texts highlighted on the question paper.

Only those members of staff authorised by the head of centre and agreed with the exams officer should 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 JCQ has written a *Notice to Centres – The people present in the examination room* (see **Appendix 8, page 55**). It 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 staff room notice board so that all centre staff understand their role in the examination room.

- 10.5 If centre staff suspect an error on the paper, they **must not** provide advice to candidates without the permission of the awarding body. **Centre staff should additionally not comment on the question paper or advise on which questions are to be attempted.**
- 10.6 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 examination paper with them if they need to check a possible problem with the relevant awarding body.**
- 10.7 The requirements in 10.1 to 10.6 apply additionally to City & Guilds assessors, trainers and colleges, training providers and any other centres approved by City & Guilds.
- 10.8 The JCQ 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 present themselves to the centre and will identify themselves by means of an identity card or letter of authority. The exams officer or a member of the senior leadership team should be available to accompany the Inspector during the course of his or her centre visit.

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 are available to be issued to candidates.
- 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 clearly allowed in the instructions on the question paper, the stationery list or the specification for that subject. **This is particularly true of mobile phones and other electronic communication or storage devices** such as iPods, MP3/4 players, reading pens and any other products with text or digital facilities. 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 in by the candidate is free from packaging and all labels are removed from drink containers.**
- Following the invigilator's announcement (see Appendix 3, page 50) 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 and they could be subject to sanctions and penalties in accordance with the JCQ e-publication *Suspected Malpractice in Examinations and Assessments: Policies and Procedures 1 September 2011 to 31 August 2012* (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 should also check that the sheets relate to the subject and the component concerned.

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 in the period of 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. For example, 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 JCO 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, and those who have done so may be subject to sanctions and penalties in accordance with the JCO e-publication *Suspected Malpractice in Examinations and Assessments: Policies and Procedures 1 September 2011 to 31 August 2012* (http://www.jcq.org.uk/exams_office/malpractice/).**

Advice: The packets of question papers must normally stay sealed so that they may be opened in front of the candidates. However, there are circumstances when this procedure is not possible (for example; where because of the large numbers of candidates, it would be more sensible to put question papers face-up on desks before candidates enter the room, or because a number of rooms are being used for the examination).

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

- make sure that candidates are seated according to the set seating arrangements; (see section 5, page 14 of these *Instructions*);
- tell the candidates that they must now follow the regulations of the examination;
- open the packets of question papers and give the papers to the candidates;
- check that candidates have the correct paper and all the material they need for the examination;
- tell the candidates to read the instructions on the front of the question paper, and **ask them to check that they have been given the examination paper for the correct subject, unit, component and/or tier, if appropriate;**
- 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, unless the instructions on the front of the question paper say otherwise;
- write your name as it appears on your statement of entry (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 not make it totally illegible, as it will be forwarded to the examiner;
- do any rough work for multiple-choice papers in the question book.

You must not use:

- correcting pens, fluid or tape;
- erasable pens;
- highlighter pens in your answers (although you may use them to highlight questions within the question paper or question/answer booklet);
- gel pens in your answers;
- reading pens;
- blotting paper.

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 examination 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 50**, 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.

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 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 or 30 minutes after the awarding body's published starting time, **whichever is later.**

- 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;
- send a full written report to the awarding body on **Form JCQ/VLA-Report on Candidate Admitted Very Late to Examination Room** as soon as possible, and in any event within 7 days from the date of the relevant examination. (Form JCQ/VLA may be downloaded from the JCQ website: http://www.jcq.org.uk/exams_office/instructions_for_conducting_examinations/)

The report **must** contain 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 examiners.

Please note that City & Guilds centres do not need to complete **Form JCQ/VLA**. A report giving full circumstances 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 any candidate 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 the examination, 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.**

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 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 came to 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.

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.

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 or 30 minutes after the awarding body's published starting time, whichever is later. (**Advice regarding examinations which last for less than an hour see Appendix 2, page 48.**)
- 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 supervision (which you must arrange) 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 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 30 minutes after the awarding body's published starting time for the examination, whichever is later; or
 - **all** candidates within the centre have completed the paper concerned; or
 - the end of the examination session in the centre, **whichever is later.**
- 16.8 Question papers **must not** be removed from the examination room until the end of the examination session in the centre. 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 9**), 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 and 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 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 12.**
- 17.6 **Examination scripts must be packed as normal (see section 21, page 36). Form JCQ/M1 must be submitted separately to the relevant awarding body.**

Advice: In such circumstances please refer to the JCQ e-publication *Suspected Malpractice in Examinations and Assessments: Policies and Procedures 1 September 2011 to 31 August 2012* (http://www.jcq.org.uk/exams_office/malpractice/).

Advice: You may wish to photocopy Appendix 4 of the JCQ e-publication *Suspected Malpractice in Examinations and Assessments: Policies and Procedures 1 September 2011 to 31 August 2012* (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 should be aware of your centre's policy and the expectations of your Local Authority, where appropriate. You **must** have a centre policy for dealing with an emergency evacuation of the examination room, which will be subject to inspection by the JCQ Centre Inspection Service.

At the end of the examination

19. Finishing the examination

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

- tell the candidates to stop working;
- allow candidates who arrived late, and were allowed the full working time to do their examination, to continue after the normal finishing time and tell them to stop working after the extra time allowed has passed;
- instruct candidates taking written examinations to:
 - make sure they have put all the necessary information on their scripts and any additional answer sheets, 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. 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 with additional time allowances 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: Where a candidate has been granted the use of a word processor, at the end of the examination the candidate should be present when the script is printed off so as to verify that the work printed is his or her own. The candidate must include their name, candidate number and centre number on each page as a header/footer. Each page should be appropriately numbered.

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 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 awarding body/examiner;
- ensure that scripts are kept secure at all times until they are despatched to the awarding body/examiner.

Advice: When checking that the names on the scripts match the details on the attendance register, if a mismatch of names is identified a note should be made on the attendance register.

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. Call 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 registers with the scripts (in the same order as listed on the attendance register) or objective test sheets as appropriate; (The attendance register **must** still be completed and sent even when there are no scripts due to all candidates being absent or withdrawn.)
- ensure cover sheets accompany scripts where appropriate, for those candidates granted access arrangements – the cover sheet **must** be attached to the script;
- use the pre-addressed labels provided by the awarding bodies, ensuring 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 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 exam 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 **must not**:

- retain scripts in secure storage over the late Spring Bank Holiday half-term break or any other extended break; (If scripts from the afternoon session of Friday 1 June 2012 cannot be despatched that afternoon they **must** be despatched no later than Wednesday 6 June 2012.)

Advice: Where there is an examination window for an exam, 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 should 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 make the application in line with the procedures set out in the JCQ booklet *Access Arrangements, Reasonable Adjustments and Special Consideration, 1 September 2011 to 31 August 2012* (http://www.jcq.org.uk/exams_office/access_arrangements/).

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 39** 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 40** 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 41** 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 43** 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 may simply be experiencing extreme stress or anxiety, to sit and rest before they enter the examination.
2	Ensure that there is sufficient space between desks and chairs to enable a 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 visual or aural impairment.
E Emergency evacuation procedures	
1	Invigilators and all other centre staff involved in conducting examinations should 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"> • JCO Mobile Phone poster; • A clock that all candidates can see clearly; • A board showing the centre number and the starting and finishing time of the examination(s).
3	Check that you have: <ul style="list-style-type: none"> • A copy of the current JCO <i>Instructions for conducting examinations 1 September 2011 to 31 August 2012</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 and draw attention to the JCO Mobile Phone poster.
3	Warn candidates that they must give you any unauthorised materials, including iPods, mobile phones, MP3/4 players, reading pens or any other products with an electronic communication/storage device or digital facilities.
4	Open the packet of question papers in the examination room.
5	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, candidate number and centre number • To read the instructions on the front of the question paper.
6	Tell the candidates about any erratum notices.
7	Remind candidates to write in black ink and not to use highlighters or gel pens in their answers.
8	Remind candidates to write in the designated sections of the answer booklet.
9	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 individual 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 43**.

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"> • JCO Mobile Phone poster; • A clock that all candidates can see clearly; • A board 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 JCO <i>Instructions for conducting examinations 1 September 2011 to 31 August 2012</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 and draw attention to the JCO Mobile Phone poster.
4	Warn candidates that they must give you any unauthorised materials, including iPods, mobile phones, MP3/4 players, or any other product with an electronic communication/storage device or digital facilities.
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	Where appropriate, open the packet of question papers in the examination room.
7	Tell the candidates to read the instructions on the front of the question paper.
8	Tell the candidates about any erratum notices.
9	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.
10	Remind candidates when they may begin and how the test will be terminated.
11	Check that candidates know how to request technical assistance.
12	Check that all candidates have logged on successfully, or have been logged on by the centre.
13	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 online 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. You should refer to any individual 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.



Instructions for conducting on-screen tests
1 September 2011 to 31 August 2012



1. Introduction

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

2. Security

In addition to the instructions set out in section 1.4 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 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 invigilator **must** oversee the input of the ID and password for each candidate and check to see that the name on the test screen matches the name of the candidate. If, in spite of these checks, the invigilator becomes aware that a candidate is sitting a test in another candidate's name or a candidate becomes aware that he/she is sitting a test in another candidate's name, then the test **must** be stopped. 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 should refer to the individual 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 12**, apply to all on-screen tests unless stated otherwise in the appropriate awarding body's subject-specific instructions.

5. Resources

- 5.1 Where centres are undertaking on-screen tests, 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 and must be checked by a competent person before use.
- 5.2 You should consider using one work station as a 'control centre', which 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'.
- 5.4 There should be appropriate policies and procedures in place to:
 - protect the security of the hardware and software which is used to deliver electronic tests;
 - hold candidate assessment outcomes;
 - protect the network in which it operates.
- 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:
 - **Warning to Candidates (A3 version) outside the examination room;**
 - **Mobile Phone Poster inside and outside the examination room.**
- 5.7 Individual computers will show the time left for the test to run, if not, a clock should be visible to all candidates. The centre number, start and finish times should 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 should 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 should 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 46 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, and exams officers **must** take appropriate steps 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 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 iPods, mobile phones, MP3/4 players or any products with an electronic communication/storage device or a digital facility into the examination room.
- 7.4 **Unless permitted by the awarding body's subject-specific instructions**, there should be no access to:
- the internet;
 - e-mail;
 - data stored on the hard drive;
 - portable storage media, e.g. floppy disks, CDs, memory sticks;
 - pre-prepared templates.
- 7.5 You should 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 so as 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 is 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 restarting an assessment after an unplanned break (i.e. an emergency or a technical failure) should ensure that the invigilator:

- a) controls the restart;
- b) re-sets the timing, where necessary;
- c) 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 should 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 should 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 should be collected and destroyed.

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 JCO 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 or 30 minutes after the awarding body's published starting time, whichever is later'.

Some examples: - GCSE modular exams

Official Start Time: 9.00am – 20 minute exam

Centre start time	Centre finish time	Students must be kept under centre supervision until
8.30	8.50	9.30
8.45	9.05	9.30
9.00	9.20	9.30
9.15	9.35	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 30 minutes after the awarding body's published starting time.

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 – 20 minute exam

Centre start time	Centre finish time	Students must be kept under centre supervision until
1.00	1.20	2.00
1.15	1.35	2.00
1.30	1.50	2.00
1.45	2.05	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 30 minutes after the awarding body's published starting time.

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 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.)

A 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 examination 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, reading pens, iPods or mobile phones. This is your last chance to hand things in without any penalty.
4.	If you have any unauthorised items in your possession, you must hand them in to an invigilator now. This is your last chance to hand in your mobile phone. Failure to do so may lead to disqualification.
5.	(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. Check to ensure that you have the correct edition of the allowed set text(s)".)
6.	Check that you have the right question paper for your subject, unit and level or tier.
7.	Check that you have everything you need to do the examination, including all the items listed on the question paper.
8.	Read the instructions on the front of the question paper.
9.	You must write only in black ink , except for drawings and rough notes.
10.	You must write in the designated sections of the answer booklet.
11.	You must write all rough work in your answer book and neatly cross it through with a single line. You should cross any mistakes through neatly with a single line. You must not use correcting pens, fluid or tape, erasable pens, highlighters or gel pens in your answers.
12.	For computer-marked multiple-choice papers, add "You should write rough work on the question paper."
13.	Do not communicate with other candidates. You may not give help to another candidate or ask for help from another candidate. You should put up your hand to attract the invigilator's attention.
14.	In the unlikely event of the fire alarm going off, please stay seated and wait for instructions from the invigilator.
15.	Now, 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.
16.	The examination will finish at
17.	You may start now.



AQA	City & Guilds	CCEA	Edexcel	OCR	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 2011

AQA City & Guilds CCEA Edexcel OCR WJEC

Information for candidates For written examinations - effective from 1 September 2011

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	<p>You must not take into the exam room:</p> <ul style="list-style-type: none"> • notes; • calculator cases/instruction leaflets; • reading pens; • mobile phones, iPods, MP3/4 players or any other products with text/digital facilities. <p>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.</p>
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	If you leave the exam room unaccompanied by an invigilator before the exam has finished, you will not be allowed to return.
8	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 be used only 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	<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 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	Listen to the invigilator and follow their instructions at all times.
2	<p>Tell the invigilator at once:</p> <ul style="list-style-type: none"> • if you think you have not been given the right question paper or all of the materials listed on the front of the paper; • if 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	<p>Put up your hand during the exam if:</p> <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.
<p>This information must be made available to all candidates in advance of their examination(s). It may be provided electronically to candidates or in hard copy paper format.</p>	



AQA City & Guilds CCEA Edexcel OCR WJEC

Information for candidates For on-screen tests – effective from 1 September 2011

**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 style="background-color: yellow; margin: 0;">You must not take into the exam room:</p> <ul style="list-style-type: none"> notes; calculator cases/instruction leaflets; reading pens; mobile phones, iPods, MP3/4 players or any other products with text/digital facilities. <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	Listen to the invigilator and follow their instructions at all times.
2	<p>Tell the invigilator at once:</p> <ul style="list-style-type: none"> if you have been entered for the wrong on-screen test; if the on-screen test is in another candidate's name; if 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 and 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). It may be provided electronically to candidates or in hard copy paper format.</p>	

AQA

City & Guilds

CCEA

Edexcel

OCR

WJEC



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

**NO PRODUCTS WITH AN
ELECTRONIC
COMMUNICATION/STORAGE
DEVICE OR DIGITAL FACILITY**

Possession of unauthorised items is an infringement of the regulations and could result in

DISQUALIFICATION

from the current examination and the overall qualification. Candidates are advised that mobile phones in particular **must not** be in their possession whether switched on or not.

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

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

Notice to Centres

The people present in the examination room

The JCO 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 25, of the JCO booklet *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 16**, of the JCO booklet *Instructions for conducting examinations*.

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

Members of centre staff may be approved by the head of centre to be present at the start of the examinations. When members of centre staff enter 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, 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;
- using information provided by the exams officer or subject teacher, identify whether the candidates have been prepared for the set texts highlighted on the question paper.

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 exam room;
- enter the exam 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 the reading of the question paper rubric to candidates, **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

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

Answer

The invigilator would refer to the JCO publication *Instructions for conducting examinations*, commonly known as the yellow 'ICE' booklet. This booklet **must** be available in each exam room. 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 times, 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

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 exam 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/whiteboard at the front of the room?

Answer

- √Centre number
- √Date
- √Awarding body
- √Subject title
- √Paper number
- √Start and finish times

Question

What is an ideal checklist for the exam room?

Answer

- √Clocks – working order
- √Seating – correct number of desks, 1.25 metres apart
- √Environment of the room – heating, lighting, clean
- √Invigilators' table
- √Board/Whiteboard
- √JCQ poster *Warning to Candidates* outside the exam room
- √JCQ Mobile Phone poster inside and outside the exam room
- √A projector to project the JCQ Mobile Phone poster onto a wall or screen inside the exam room – an A3 paper version in either colour or black and white will suffice in the event of a projector not being available
- √A copy of the JCQ 'ICE' booklet
- √Any stationery lists or subject-specific instructions issued by the awarding body

At the beginning of the examination

Question

What is the procedure for identifying candidates for written examinations?

Answer

Candidate I.D. cards may be on the desks. Invigilators need to carry out an I.D. check at the beginning of the examination for their allocated row(s). 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 JCQ 'ICE' booklet
- Any subject specific instructions as provided by the awarding body

Question

What should a centre 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.

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, he/she can still sit the examination but the candidate 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 electronic communication/storage device. 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.

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.

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 e-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. Question papers cannot 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 6.10, page 17**, of the JCQ e-publication *General Regulations for Approved Centres*)

Question

How can we get a cover sheet for a candidate who has used a word processor?

Answer

Form 4 may be printed from the JCQ website- http://www.jcq.org.uk/exams_office/forms/