

Instructions for conducting examinations

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Key for secure room/cupboard requirement At least two keys required	Keeping question papers secure – page 4	September 2017

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Theory examinations

Checking question papers

- When you receive the parcel, please open the outer packaging and check that your question paper packets correlate with the delivery note and your requirements
- Inform CQ immediately if it appears that the parcel has been opened during transit or if there are any differences between the papers received and the delivery note
- All question papers should be checked immediately when they are received and **must** be put into secure storage facilities until the day of the examination. Do not open any of the exam paper packets prior to the exam.
- 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

Keeping question papers and answer sheets secure

- Examination materials **must** be stored securely at all times.*
- Only persons authorised by the Head of Centre and the exams officer are allowed access to the Centre's secure storage facility.
- Centres **must** maintain the confidentiality of candidate responses and candidate details.
- You **must inform CQ immediately if the security of the question papers or any supporting documents is put at risk** e.g. fire, theft, loss, damage or any other circumstances which render the existing accommodation or secure storage of examination materials unsuitable.
- You **must inform CQ no later than 6 weeks prior to the examination if the location of your secure storage facilities changes**. This will result in a further Centre visit to ensure that facilities are suitable.
- You should keep question papers and answer sheets in their sealed packets and open them in front of candidates wherever possible. However, if you are using more than one room for the same examination, you may need to open the packets of question papers and answer sheets before the examination in order to make them up into more appropriately sized sets for the different rooms. This can be done no earlier than one hour prior to the published start time on the day of the examination. Centres following this approach should note that prior approval from CQ is not required.
- You **must** have in place a system to record when material is taken from or returned to the secure storage facilities.
- **Question papers must never be left unattended and an invigilator must be present in the room at all times.**

* See Table on page 4

* *Requirements for safe and secure storage of examination papers and associated documents*

Requirement	Guidance
<p>Secure room or cupboard dedicated to exams in a fixed building which must meet 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 strong secure/heavy duty hinges ○ Security lock ○ Maximum of 4 key holders <p>The following must also be met where applicable:</p> <ul style="list-style-type: none"> ○ Bars must be fitted or the room fitted with an alarm if the secure room has windows that are easily accessible ○ If the secure room has a glass panel in or above the door, the glass must be toughened safety glass ○ If the volume of papers is too great for secure storage in one room, any additional rooms used must all meet the requirements for safe storage 	<p>Preferably on an upper floor with no windows.</p> <p>The room must not have a door which leads directly out to the exterior of the building.</p> <p>Stud partition walls are only acceptable with metal reinforcement.</p> <p>A hollow panel door would require extra metal reinforcement.</p> <p>There must be at least 2 keys. Keys must be kept on the key holder's person or in a coded key safe accessible only to the key holders</p>
<p>The secure room must contain one of the following:</p> <ul style="list-style-type: none"> ○ Strong non portable safe or ○ Non portable security cabinet with multi point locking system or ○ Metal cabinet with floor length external locking bar, bolted to the wall or floor 	<p>Small safes must be fixed securely in place</p>

Preparing for the examination

- The Head of Centre (or their representative) **must** ensure that:
 - invigilators have undergone full training and **are not** current students at the Centre
 - that invigilators and all members of Centre staff are aware of emergency evacuation procedures
 - that a candidate's tutor, relative or friend **is not** the sole invigilator at any time during the examination
 - this handbook is available to each invigilator in the examination room
 - **at least one invigilator is present for each group of 30 candidates or fewer**
 - if there is only one invigilator in the examination room, they **must** be able to access help easily without leaving the examination room or disturbing the candidates
 - a signed record of the seating plan/s, invigilation arrangements and the Centre's copy of the attendance record for each examination is kept for a period of six months
 - should a candidate require a reader, and they 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.** (Permission is required from CQ).
 - should a candidate require a scribe, other candidates cannot overhear what the candidate is saying and are not disturbed by their presence. **If the candidate and scribe are accommodated separately, a separate invigilator will be required.** (Permission is required from CQ).
 - should a candidate need to use a bilingual translation dictionary, **they can only be used if their first language is not English, Irish or Welsh** and reflects the candidate's normal way of working within the Centre. (Permission is required from CQ).
 - should a candidate require a prompter that they do not disturb the other candidates. The prompter **must not** be the candidate's tutor, relative or friend. An invigilator may act as a prompter. (Permission is required from CQ)
 - should a candidate need to read out loud, this arrangement **must** reflect the candidate's normal way of working in the Centre and they **must** be accommodated separately. (Permission is required from CQ)
 - where candidates are subject to separate invigilation, all instructions within this handbook **must** be adhered to at all times
 - no one at the Centre reads, photocopies or scans the question papers

Exam room accommodation

- **Candidates must sit their examination at the Centre's registered address** unless it has been agreed with CQ beforehand for them to take their examinations elsewhere.
- **Where other examination accommodation has been agreed, examination papers and associated documents must remain in secure storage until**

60 minutes prior to the start of the exam and then be taken to the venue by a member of Centre staff in a secure manner.

- You **must** ensure that the room used for the examination is an appropriate assessment environment – you must be aware of conditions such as heating, ventilation and noise levels.
- Display material that might be helpful to candidates **must not** be visible e.g. diagrams, wall charts.
- **A reliable, working clock must be visible to each candidate.** Remember to check that it is set to the correct time.
- **A poster version (A3 size) of the CQ Warning to Candidates and the CQ Mobile Phone poster must be displayed in a prominent place both inside and outside the examination room.**
- A board **must** be visible to all candidates showing the Centre number, paper number, the start and finish times of the examination.
- Make provision for candidates to securely store their belongings outside of the examination room, if this is not possible then make other arrangements within the room so that they can be monitored by the Invigilator and are inaccessible by the candidates.
- It is advisable to put together a checklist for the examination room to ensure that you are fully prepared for the exam.

Seating arrangements

- Seating arrangements **must** prevent candidates from being able to overlook the work of others. **The minimum distance in all directions from centre to centre of candidates' chairs must be 1.25 metres.**
 - All candidates should face in the same direction.
 - Each candidate should have a separate desk or table big enough to hold question papers and answer sheets. 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.
 - If you want to use accommodation with screened booths less than 1.25 metres apart, you **must** send details of the proposed accommodation to CQ for approval.
- Candidates would normally be seated in candidate number order.
- You **must** create a seating plan which shows the placement of each candidate within the room. Identify candidates with reasonable adjustments on your seating plan.
- Any changes made to seating arrangements **must** be recorded on the seating plan.
- You **must** make the seating plan available to CQ if requested.
- Try to seat any candidates requiring extra time or those that require supervised rest breaks in a place where they will be least disturbed by other candidates leaving the room.
- 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 paper separate from other papers. You **must not** dispatch the paper until you have asked for advice from CQ.

The examination

- 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 each examination.
- Start times of the exams are published to Centres annually and on our website : www.cqual.org
- An examination is treated as in progress from the time the candidates enter the room until all the papers and answer sheets have been collected.
Candidates must remain under examination conditions from the time they enter the examination room.
- Invigilators **must** carry out their duties as defined.
- Candidates **must be supervised at all times.**
- The candidates **must not** have any electronic communication or storage device with them or have any internet access.
- Examinations where calculators are allowed **must** follow the regulations in the table below.

Calculators must be:	Calculators must not:
<p>of a size suitable for use on a desk</p> <p>either battery or solar powered</p>	<p>be designed or adapted to offer any of the facilities listed below:-</p> <p>language translators</p> <p>symbolic algebra manipulation</p> <p>symbolic differentiation or integration</p> <p>communication with other machines or the internet</p> <p>be borrowed from another candidate during an examination for any reason (an invigilator is permitted to give a candidate a replacement calculator)</p> <p>have retrievable information stored in them such as:-</p> <p>databanks</p> <p>dictionaries</p> <p>mathematical formulas</p> <p>text</p>

- Invigilators **must** establish the identity of all candidates sitting the exam. It is the Head of Centre's responsibility to ensure that appropriate arrangements are in place so that all invigilators can carry out adequate checks on the identity of all candidates.
- An external candidate who is not known to the Centre **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.

- 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 can replace the veil and proceed as normal to sit the exam.
- Only members of Centre staff **authorised by the Head of Centre** to be present at the start of the examinations may:
 - identify and settle candidates and instill discipline
 - check that the candidates have been issued with the correct question papers and answer sheets
 - check that the candidates have the necessary equipment i.e. calculators where permitted
 - start the examination off
- **Centre staff are not permitted to:**
 - read, photocopy or scan the examination paper
 - communicate with candidates except where maintaining discipline in the exam room
 - approach candidates to prompt them to attempt the exam paper or to provide support or encouragement
 - have access to an exam paper unless this has been specifically requested by the exams officer or an invigilator e.g. a possible error has been reported by a candidate and the exams officer needs this identified before reporting to CQ – if Centre staff suspect an error they **must not** provide advice to candidates without the permission of CQ. Centre staff that are called upon to enter the examination room during the course of the examination (because a candidate has identified a possible issue which the invigilator is unable to resolve) **do not** need prior authorisation by 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 CQ.**
- CQ representatives and the regulatory authorities 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. The exams officer or Head of Centre (or their representative) should be available to accompany the Inspector during the course of their visit.

Candidates who arrive late

- **If you have a candidate who arrives after the start of the examination** you may allow them to enter the examination room and be allowed the full time to sit the examination, **but this is entirely at the discretion of the Head of Centre (or their representative).**

Candidates leaving the room during the examination

- If a candidate needs to leave the examination room temporarily they **must** be accompanied by a member of Centre staff. Those candidates may be allowed extra time at the discretion of the Centre to compensate for their temporary absence.
- Candidates who have finished their work and have requested to leave the examination room early **must** have their paper and answer sheet collected before they leave the examination room. Those candidates **must not** be allowed back into the room.

Invigilation

Invigilators must:

- wear a badge so that they are easily identifiable as a member of Centre staff
- ensure that examinations are carried out according to CQ's instructions
- ensure the security of the examination at all times
- be familiar with the instructions in this handbook
- ensure they are familiar with any reasonable adjustments allowed e.g. extra time, supervised rest breaks
- be able to see each candidate in the examination room at all times
- be familiar with accompanying documents for the examination room e.g. mobile phone posters, attendance registers
- inform the Head of Centre if they are at all doubtful about the security of the examination (the Head of Centre should then issue a report of the situation to CQ immediately)
- ensure that the correct examination question papers and answer sheets are placed on candidates' desks
- ensure that candidates **do not** have access to items other than those clearly allowed in the instructions on the question paper
- ensure that any food and drink allowed in the examination room (at the discretion of the Head of Centre), is free from packaging and all labels are removed from drink containers. (Food is for candidates who suffer from a medical condition e.g. diabetes).
- make sure that candidates are seated according to the seating arrangements
- inform the candidates that they are now under exam conditions and must follow the regulations of the examination
- open the packets of question papers and answer sheets and give them to the candidates
- tell the candidates to read the instructions on the front of the question paper and check the details are correct on their answer sheet and to sign their name
- tell the candidates about emergency procedures
- tell the candidates to mark the answer sheets using a pencil
- do any rough work for multiple-choice papers using the plain paper at the back of the question paper
- tell the candidates the time allowed for the paper
- 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
- only answer questions from candidates about the instructions on the front of the examination paper

- **announce clearly when the candidates may start the examination**
- **must** remain vigilant and be aware of emerging situations, looking out for cheating and malpractice or candidates who may be feeling unwell. Any irregularities **must** be recorded.
- warn a candidate that they may be removed from the examination room if the invigilator suspects malpractice. The candidate should also be warned that CQ will be informed and that CQ may decide to disqualify them. Remember to record exactly what has happened.
- are required to move around the examination room quietly and at frequent intervals
- note any arrivals of late candidates to include the start and end time of their examination, reasons for lateness. If candidates are very late for their exam, e.g. one hour late for an examination that lasts one hour or more or 20 minutes late for an examination that lasts less than one hour, you must warn the candidate that CQ may not accept their work
- complete the attendance register accurately, in line with CQ'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
- 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
- complete the invigilator report form
- **announce clearly to candidates when they have 5 minutes remaining**
- **announce clearly to candidates when the examination session has ended**
- **instruct candidates to ensure that they have signed their answer sheets**
- papers and answer sheets **must not** be removed from the examination room until the end of the examination session. The invigilator **must** collect all question papers and answer sheets before the candidates leave the room and pass **all** copies, including unused papers and answer sheets, to the exams officer for return to secure storage.

Invigilators must not:

- carry out any other task whilst the examination is in progress e.g. read a book, work on a computer
- 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 or Head of Centre (or their representative).
- comment on or read 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

Malpractice

- If an invigilator suspects any candidate of malpractice they **must** warn the candidate that they may be removed from the examination room
- The candidate **must** be told that CQ will be informed
- The invigilator **must** record what has happened
- CQ may decide to disqualify the candidate
- The Head of Centre **must** report all cases of suspected or actual malpractice straight away

Emergencies

The invigilator **must** follow the guidance below in an emergency such as a fire alarm or a bomb alert.

- Stop the candidates from working.
- Collect the attendance register and evacuate the examination room in line with the Centres evacuation policy.
- Advise candidates to leave all question papers and answer sheets in the examination room. Candidates should leave the room in silence.
- Ensure 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.
- If you are allowed back into the examination room, then you must allow the candidates the full working time set for the examination.
- Make a full report of the incident and of the action taken, and send to CQ.

Finishing the examination

Invigilators are required to:

- **announce clearly to candidates when they have 5 minutes remaining**
- **announce clearly to candidates when the examination session has ended**
- **instruct candidates to ensure that they have signed their answer sheets**
- ensure papers and answer sheets **are not** removed from the examination room until the end of the examination session. The invigilator **must** collect all question papers before the candidates leave the room and pass **all** copies, including unused papers to the exams officer for return to secure storage.

Returning papers to CQ

You **must**:

- check that you have enough sealable plastic bags (supplied by CQ) to despatch your papers, answer sheets, invigilator reports, attendance registers and unused papers. If you need more please contact CQ.
- **put papers, answer sheets, invigilator reports, attendance registers and any unused papers into the sealable plastic bags** (do not mix exam papers)
- use the large envelopes supplied by CQ to return your papers
- send the papers back to CQ on the same day as the exam wherever possible
- ensure that any papers that cannot be sent back to CQ on the same day as the examination are sent no later than the next working day
- send the papers using a method of despatch that is reliable, ensures prompt delivery and is trackable

Special considerations

If you have a candidate who sits an examination under adverse circumstances and you wish to make an application for special consideration then you must follow the guideline in CQ's Reasonable Adjustments and Special Considerations policy available on our website : www.cqual.org

Guidance notes for invigilators

These notes summarise the most essential points for invigilating CQ theory examinations.

Before the start of the examination

Checklist

- Check that you are wearing your badge.
- Ensure that you are familiar with evacuation procedures.
- Ensure that you have a procedure for getting help discreetly, if necessary.
- Check that there are no notices, diagrams etc. on the walls that could help the candidate in any way.
- Check that you have the following on display
 - CQ mobile phone poster
 - CQ warning to candidates
 - A clock that is clearly visible to all candidates and is set to the correct time
 - A board showing the Centre number, paper number and the start and finish times of the examination
- Check that you have a copy of the CQ instructions for conducting examinations handbook.
- Check that you have a seating plan for the examination.
- Check with the Head of Centre or the examinations officer for any reasonable adjustments that have been permitted.
- Check that you have an attendance register for the examination (issued by CQ).
- Check that you have an invigilator report form for the examination (issued by CQ).
- Ensure that you can verify the identity of every candidate in the examination room.
- Check the documentary evidence that external candidates provide.
- Check the front of the examination paper for the exact requirements for authorised materials e.g. calculators.
- Instruct the candidates that they are now under examination conditions and draw attention to the CQ mobile phone poster and the CQ warning to candidates' poster.
- Confirm with the candidates that they have no unauthorised materials in their possession.

Starting the examination

- Open the packet of question papers and answer sheets in the examination room once the candidates are seated.
- Instruct the candidates to check they have the correct exam paper and to read

- the instructions on the front page.
- Instruct the candidates to check their details are correct on their answer sheets and insert their signature on the answer sheet and to read the instructions on how to complete the answer sheet.
 - Tell the candidates when they may begin and how much time they have for the examination.

During the examination

- Complete the attendance register.
- If you have a candidate who arrives after the start of the examination you may allow them to enter the examination room and be allowed the full time to sit the examination, but this is entirely at the discretion of the Head of Centre (or their representative).
- Note any arrivals of late candidates to include the start and end time of their examination and reasons for lateness. If candidates are very late for their exam, e.g. one hour late for an examination that last one hour or more or 20 minutes late for an examination that last less than one hour, you must warn the candidate that CQ may not accept their work.
- Be vigilant – candidates must be supervised at all times to prevent malpractice and distractions.
- If a candidate needs to leave the examination room temporarily they must be accompanied by a member of Centre staff. Those candidates may be allowed extra time at the discretion of the Centre to compensate for their temporary absence.
- Candidates who have finished their work and have requested to leave the examination room early must have their paper and answer sheet collected before they leave the examination room. Those candidates must not be allowed back into the room.
- Tell candidates when they have 5 minutes of examination time remaining.
- Tell the candidates to stop working at the end of the examination.

After the examination

- Sign the attendance register.
- Complete the invigilators report form.
- Ask candidates to check that they have signed their answer sheets.
- Collect all exam papers and answer sheets.
- Arrange exam papers and answer sheets in the order candidates appear on the register.
- Pass all copies, including unused papers to the exams officer for return to secure storage.

Example of an invigilators announcement to candidates at the start of the examination

You are now under examination conditions and must follow instructions issued by CQ.

Only material that is listed on the front page of the examination paper is allowed on your desk, you must not have any other material or items on or near you. Please check now that you have no unauthorised material that needs to be handed to me.

If you are found to have any unauthorised material or items, on or near you, even if you don't intend to use it, it will be reported to CQ and this could result in your entry being disqualified.

This is your last opportunity to hand to me any unauthorised material or items without penalty.

You may not communicate in any way with other candidates. If you need to attract my attention, please raise your hand.

If the fire alarm should sound during the examination, please stay seated until I give you instructions.

Now, please check that you have the correct examination paper and answer sheet and read the instructions of the front page of the examination paper and the answer sheet, and then sign your answer sheet. Do not turn the page on the question paper until I tell you the examination has started.

Pause to allow candidates to check their papers, read the instructions and to sign their answer sheets

Please check that you have the items you need to complete the examination. You must complete the answer sheets in pencil only.

You can use the blank pages at the back of the examination paper for rough work, (this will not be taken into consideration when marking your paper).

The examination will finish at I will let you know when you have five minutes remaining.

You may start now.

Practical examinations

In order to run practical examinations at your Centre, you must first apply for CQ approval. Email exams@cqual.org or telephone 01359 245316 to enquire.

CQ will then issue you with a requirement list which will include rooms that need to be available alongside any equipment and staff that your Centre will need to provide.

We will then arrange a date to come and visit your Centre to complete the approval process. We will then be able to discuss how the practical exams are likely to be run at your Centre.

Warning to candidates

You **must** be on time for your examination, failure to do so may result in your entry being disqualified

You **must not** communicate in any way with other candidates during the examination session

You **must not** cheat

You **must not** have any unauthorised materials or items in your possession during the examination

You **must not** sit an examination in the name of another candidate

You **must** follow instructions given by the invigilator

If you are in doubt please speak to the invigilator



NO MOBILE PHONES, IPODS, MP3/4 PLAYERS

**NO ELECTRONIC COMMUNICATION OR STORAGE
DEVICE OR INTERNET ENABLED SOURCES OF
INFORMATION**

Possession of unauthorised items is considered malpractice and could result in

DISQUALIFICATION