



Invigilation Policy

Approved by the Standing Committee on Assessment July 2018

Invigilation of Closed Exams

This policy aims to outline the role of invigilators in the maintenance of fair and orderly conduct in closed exams. This policy should be read in conjunction with the Exams Office web pages and the University's Guide to Assessment, Standards, Marking and Feedback.

1. TRAINING AND PROVISION OF INVIGILATORS

- 1.1 The Exams Office will provide appropriately trained invigilators for all centrally scheduled University exams held in Common Assessment Periods. Where possible, the Exams Office will also provide invigilators for departmental exams, providing a request is submitted by the department with at least two weeks' notice, and invigilators are not already engaged working in centrally scheduled exams. Upon request the Exams Office will provide training for departmental staff who wish to invigilate their own exams. Exams organised departmentally should be conducted in accordance with the same policies and procedures as central exams.
- 1.2 The Exams Office will conduct a training session for all newly appointed invigilators. Further training may also be conducted at any point deemed necessary by the Exams Office, eg if a new policy or procedure is introduced, or to ensure invigilators remain conversant with existing policies and procedures. The Exams Office may deem such training necessary for all invigilators, or a selection (eg those invigilators who generally act in a Senior or Room Invigilator role). Invigilators will be expected to attend any training session they are invited to, and those who do not may not be offered further work until training has been completed. All training sessions will be compensated at the current rate of pay for Assistant Invigilators.

2. RESPONSIBILITIES OF ALL INVIGILATORS

- 2.1 All invigilators must
- Attend all allocated shifts (except in the case of emergency)
 - Remain vigilant and attentive - do not read, check emails etc unless expressly permitted by the Exams Office for a specified shift (such shifts may include those where the student to invigilator ratio is 1:1, or when undertaking the Exams Messenger role)
 - Remain quiet and calm and not disturb students unnecessarily
 - Treat all students fairly and without discrimination
 - Undertake no action that would confer an advantage or disadvantage upon any student
 - Maintain the anonymity of exam scripts
 - Maintain the security and confidentiality of exam materials
 - Be vigilant for any suspected academic misconduct
 - Complete any paperwork required by the University

3. RESPONSIBILITIES OF SENIOR INVIGILATORS

Note: All exams are supervised by either a Room Invigilator (responsible for a single student taking an exam in an individual room) or a Senior Invigilator (responsible for exams of multiple students and managing the team of Assistant Invigilators). Throughout this document, any reference to Senior Invigilators should be taken to also be applicable to Room Invigilators.

- 3.1 The Senior Invigilator for each exam must:

- Take overall responsibility for the exam room and ensure all exams are conducted in accordance with University policies and procedures
- Supervise any assistant invigilators assigned to the room, including providing a briefing at the start of each session and allocating appropriate tasks to them
- Ensure all students are provided with the correct exam paper and any associated documents or required equipment
- Ensure the security of exam materials
- Ensure the confidentiality of all data supplied by the Exams Office, including any paperwork containing student or staff names or details
- Record the attendance of all students in the venue
- Check the identity of all students in the venue
- Enact emergency procedures where necessary (eg evacuation upon the sounding of a fire alarm)
- Provide a written report of any incidents affecting the exam including:
 - Any amendments to the scheduled start time, finish time or overall duration of the exam
 - Any instances of student illness
 - The admission or non-admission of any students arriving late
 - Any queries, concerns or complaints raised by students
 - Any messages received from the Exams Office or academic departments
 - Any incidents of suspected misconduct
 - Any occurrences which may subsequently be grounds for complaint (eg disruptions or disturbances to the exam environment)

3.2 The Senior Invigilator's report will be deemed a faithful and accurate record of any incidents affecting the exam (including any incidents not directly witnessed by them but reported to them by assistant invigilators).

3.3 The Senior Invigilator's report should ideally be completed before the end of the exam session (ie noting incidents as and when as they occur) however the completion of the report should not take priority over supervising the exam. If necessary, the report can be completed as soon as possible after the exam. If, following submission of the report, the Senior Invigilator wishes to make any additional comments, or the Exams Office asks for clarification or additional information on any issue, an addendum to the report can be submitted.

3.4 Paperwork submitted by the Senior Invigilator will be kept by the Exams Office for one year.

3.5 Paperwork submitted by the Senior Invigilator may be shared within the University if there is a legitimate reason to do so (as determined by the Exams Manager). Recipients may include (but are not limited to) departmental exam administrators, paper setters, the Standing Committee on Assessment, the Special Cases Committee and the Standing Academic Misconduct Panel.

3.6 Paperwork submitted by the Senior Invigilator may be shared with relevant external bodies if there is a legitimate reason to do so (as determined by the Assistant Registrar, the Director of Registry Services or the Director of Security Services). Recipients may include (but are not limited to) the police, the Office of the Independent Adjudicator and UK Visas and Immigration.

4. ACADEMIC MISCONDUCT

- 4.1 All invigilators must be aware of what constitutes academic misconduct, and be vigilant for any potential incidents of such.
- 4.2 If the witnessing invigilator is the Senior Invigilator, they should report the incident to the Exams Office via the appropriate report form (provided in the documentation given for each exam). If the witnessing invigilator is not the Senior Invigilator, they should report the incident to the Senior Invigilator immediately. The Senior Invigilator should then document the witnessing invigilator's testimony on the report form. In some cases, the witnessing invigilator may be asked for supplementary information upon subsequent investigation of the incident. If so, an addendum can be attached to the Senior Invigilator's report. In all cases the report (including any addenda if included) should be taken as an accurate record of the incident, regardless of whether the Senior Invigilator who completed the report was the witnessing invigilator, and regardless of whether the incident was witnessed by more than one invigilator.
- 4.3 Invigilators may confiscate any unauthorised items (eg notes or electronic devices) found to be in a student's possession. Any confiscated items may be retained by the University at its absolute discretion for the purposes of investigation. Items of value will normally be returned to the student upon completion of the investigation. In some cases a photograph of the unauthorised item may be deemed sufficient evidence for the investigation, and the actual item can thus be returned to the student sooner.

5. DISTURBANCES AND DISRUPTIVE BEHAVIOUR

- 5.1 The Senior Invigilator may ask any student who is refusing to adhere to exam conditions or behaving in a disruptive way, and who persists in behaving in this way after a warning, to leave the exam. The decision whether to allow the student a *Sit As If for the First Time* will be at the discretion of the Exceptional Circumstances Committee if the student makes a claim that their behaviour was caused by exceptional circumstances.
- 5.2 The Senior Invigilator may ask anyone who is causing a disturbance outside the venue (that is audible within the venue) to respect exam conditions and/or vacate the area.
- 5.3 While the University strives to create a favourable environment for exams, and the maintenance of such is part of the invigilation role, it may not be possible or reasonable for total silence to be observed at all times. Other University undertakings (eg teaching, student activities, groundskeeping and commercial business such as deliveries) must necessarily continue in proximity to exams in some cases. Exam candidates may also experience minor noise-related disturbances due to weather (eg noise of rain on the roof) or issues within the building/room (eg the door of the exam room opening and closing as students enter and leave; the noise generated by typing and printing in PC rooms). The Senior Invigilator should note on their report if any complaints about such issues are raised by students, but should not be expected to be able to control such factors.

6. PAPER QUERIES

- 6.1 Paper setters are required to be available during exams (either by attending the venue or being contactable by telephone) to answer any queries raised by students. All queries raised by students should be addressed to the Senior Invigilator, even if the paper setter is present.

Paper setters should not speak directly to students (even before the start of the exam - exam conditions are in place from the moment the students enter the room).

6.2 If a query is raised and the paper setter is not present, the Senior Invigilator should attempt to contact them by telephone. If they do not answer, a second attempt should be made. Further attempts should not be made as this will impede the Senior Invigilator from supervising the exam and carrying out their other duties. In such case the student should be advised that the paper setter is not reachable.

6.3 Paper queries should receive one of only two responses:

- there is an error in the question and a correction needs to be provided (the correction should, in this case, be given to the Senior Invigilator)
- the question is correct as it stands

It is not appropriate for paper setters to provide additional information (eg synonyms for words, clarifications or further explanations) if the question is already correct. Senior Invigilators should be clear with paper setters that such information should not be given in answer to a paper query, and that an actual correction is the only information that should be disseminated to students. Announcements are disruptive (to potentially hundreds of students including those sitting different exams in the same venue) and it is poor practice to disturb students with unnecessary clarifications or additional information if the question is correct and therefore answerable as it stands.

6.4 Corrections should only be provided to students under the instruction of the paper setter. Invigilators should not answer a paper query themselves, even if they believe they know the answer.

6.5 If a correction is provided, the Senior Invigilator must report this immediately to the Exams Office so that any students sitting the exam in a different venue can be advised. All students must receive any corrections - no student should be given any additional information that is not also provided to every other student taking the exam.

6.6 In cases of substantial error, the paper setter may deem it appropriate to award affected students a small amount of additional time to compensate for the error. If so, the Senior Invigilator must advise the Exams Office of this when reporting the query, so that the additional time can also be granted to students sitting the exam in other venues.

6.7 At the discretion of the Exams Manager, paper corrections may not be announced if there are 15 or fewer minutes remaining of the exam. If a correction is confirmed by the paper setter after the Senior Invigilator has issued the 15 minute warning of the end of the exam, they should check with the Exams Manager before announcing the correction to their venue. This is to prevent the disturbance caused by making announcements at a point where students may not realistically have enough time to address the correction. Further, it may not be practically achievable to disseminate the correction to every student if only a small amount of time remains and the exam is taking place in multiple venues. Therefore it may be deemed fairer for no students to receive the message, rather than risking it being delivered to some students and not others.

7. ADDITIONAL TIME

- 7.1 The Senior Invigilator may use their discretion to grant a small amount of additional time to a student who experiences a minor disturbance during the exam. Such disturbances may include being moved to a different desk if theirs is unsteady, or, if using a computer, needing to move to a different workstation due to the computer crashing.
- 7.2 The amount of additional time granted should be equivalent to the amount of time lost due to the disturbance, and should normally be no more than five minutes. For more significant disturbances the Senior Invigilator should contact the Exams Manager for advice.

8. INDIVIDUAL ASSESSMENT ARRANGEMENTS

- 8.1 The Senior Invigilator will be provided with a list of all adjustments to standard exam arrangements that have been approved for particular students. The Senior Invigilator must ensure that all arrangements listed are accommodated, and should not permit any additional adjustments that are not listed.
- 8.2 Students with approved individual assessment arrangements will usually sit their exams in different rooms to those taking the exams under standard conditions, to enable invigilators to ensure the arrangements are implemented. It is the responsibility of the student to attend the exam at the venue specified on their timetable, and their arrangements will not be available if they attend another venue. Invigilators must not permit any exceptions or adjustments to standard exam conditions for students who attend the exam at a venue other than that listed on their timetable.

9. INVIGILATION PROCEDURES

- 9.1 Under the direction of the Senior Invigilator, all invigilators should contribute to preparing the exam room, including ensuring all desks have been set out with exam papers and any other materials required for the exam.
- 9.2 Before admitting students, the Senior Invigilator should ensure the room is ready for the exam to begin. The Senior Invigilator may delay the start of any exam until they are satisfied that all preparations have been completed.
- 9.3 Under the direction of the Senior Invigilator, all invigilators should monitor the following as students are entering the room, and throughout the exam:
- Students must observe exam conditions as soon as they enter the room, and until the Senior Invigilator has announced the end of the exam
 - If other exams are taking place in the same building, students should maintain observation of exam conditions until they have left the building to avoid disturbing students in other rooms whose exams may not have finished (the Senior Invigilator should advise students when dismissing them if this is the case)
 - Students are not permitted to bring books, notes or electronic devices to their exam desk unless specifically permitted for a particular exam
 - Students are not permitted to bring outdoor wear (including coats, hats and scarves) or bags to their exam desk
 - Students must not have any items in their pockets

- Any unauthorised item brought to an exam must be left at the student's own risk outside the exam room or in an area designated by the Senior Invigilator within the exam room but away from the students' desks
- Students can bring small personal items such as wallets and keys to their desk - these must be placed on the floor underneath their desk and not accessed until the exam is over
- Students must not open/turn over their question paper or begin writing (including making any notes or rough work) until the Senior Invigilator has announced the beginning of the exam, although it is acceptable for students to complete the cover of their answer booklet and the attendance slip before the exam begins if they so wish

9.4 Upon taking their seat, students must check the title and module code on the front of the exam paper is the one they should be taking. If arrangements have been approved for a student to have an alternatively formatted exam (eg on coloured paper or enlarged), additional equipment or other provisions (eg an adjustable chair, a desk lamp, a fan etc) they should also check that they have been provided with such. If anything is incorrect the student must alert the Senior Invigilator before the start of the exam. The Senior Invigilator must contact the Exams Office immediately upon notification of such, to enable this to be rectified as soon as possible. If this delays the start of the exam the Senior Invigilator should ensure the student's end time is adjusted accordingly.

9.5 When students are seated, the Senior Invigilator should read the *Instructions for Starting an Exam*. Information on exam regulations is provided in the *Examination Guide for Candidates* which is published on the Exams Office web pages. Students should familiarise themselves with this document before undertaking any exams. While the *Instructions for Starting an Exam* provide a reminder of the regulations, it is students' responsibility to ensure they understand the exam regulations *before* attending an exam. Lack of awareness of these regulations (or failure to listen to the Senior Invigilator's instructions) will not be considered an acceptable reason for failure to comply with exam regulations. The starting instructions culminate with an announcement that the exam has started and students may begin writing.

9.6 To minimise disturbances to the exam, any student arriving after the exam has begun will be admitted at one of two points - 15 and 30 minutes past the published start time of the exam. After this, further admissions will be at the discretion of the Senior Invigilator and will be considered in exceptional circumstances only. No admissions will be permitted after 45 minutes under any circumstances, as students sitting the exam in another venue may have left and thus been able to communicate with the latecomer. Students admitted late will finish at the same time as all other candidates for that exam - no additional time will be allocated to them at the end of the exam.

9.7 The Senior Invigilator should warn students when fifteen minutes of the exam remain. Students are not permitted to leave in this period.

9.8 The Senior Invigilator should announce the end of the exam by reading the *Instructions for Ending an Exam*. Students should remain seated while invigilators collect their answer booklets and until they have been given permission to leave. Such permission may be withheld until the Senior Invigilator is satisfied that the number of answer booklets collected reconciles with the number of students in the venue and the number marked present on the attendance list.