Exams Office

Guidelines for Exam Invigilators

December 2016
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Contact Details
Prefix 4 digit numbers with 01904 32 if using an external line

University (please call the nearest porters if first aid is required)

- Alcuin (for ATB and AEW) Porters .......................................................... 3300
- Central Hall Porters .................................................................................. 2471
- Chemistry Porters .................................................................................. 2529
- Derwent Porters ...................................................................................... 3500
- Physics Porters ...................................................................................... 2280
- Heslington East Porters ................................................................. 5100
- Security Centre (emergencies inc ambulance) ........................................... 3333
- Security Centre (non-emergencies inc room access, health & safety issues) 4444
- Estates (facilities such as lighting, heating, fire doors etc) ......................... 5555
- Audio Visual (microphones, projectors, electronic clocks) ......................... 3036
- Health Centre ....................................................................................... 01904 721820

Exams Office (during exam periods)

- Jo Fletcher, Exams Manager ................................................................. 2148
- Sally O’Connor, Exams Team Leader ................................................... 4656
- Kate Johnson, Exams Administrator ..................................................... 2145
- Sarah Barnard, Exams Administrator .................................................... 4484

Email (preferred for queries outside of exam periods)

- invigilators@york.ac.uk

Useful web pages

www.york.ac.uk/about/departments/support-and-admin/registry-services/exams/invigilators/

www.york.ac.uk/about/departments/support-and-admin/finance/receiving/casual-payroll-claims-process-and-help/#tab-1

https://uni_york.formstack.com/forms/casual_payroll_claim_worker
General Information

The position of invigilator is one of significant responsibility. All invigilators are expected to be fully conversant with exam procedures and to ensure that these are followed at all times. Invigilators are expected to conduct themselves in a professional manner and in particular are expected to:

- Attend, on time, all allocated shifts (except in the case of illness or emergency)
- Remain vigilant and attentive throughout each exam session - do not read, check emails etc
- Remain quiet and calm and do not disrupt students unnecessarily
- Treat all students fairly and without discrimination
- Undertake no action that would either confer an advantage or disadvantage upon a student
- Maintain the anonymity of exam candidates and their scripts
- Maintain the security and confidentiality of all exam materials
- Attend any training sessions required by the University
- Complete any paperwork required by the University
- Submit an electronic pay claim within 2 months of undertaking a shift

Failure to adhere to any of the above may result in your dismissal as an invigilator. This may mean that you are not offered any further work in the future; it may also mean that any shifts you are already scheduled for will be rescinded and reassigned to another invigilator.

Confidentiality and security

As an invigilator you are in a position of trust. You have access to highly confidential and sensitive materials such as student details (including information regarding health matters and disabilities) and exam questions. At all times invigilators must act with the utmost consideration of this. You must take particular care that confidential materials (including any paperwork containing student names) are never left unattended, and are returned to the Exams Office at the end of the session.

Due to the confidential materials held in the Exams Office, students are not allowed access. If any queries arise that you cannot resolve you must contact the Exams Office by telephone. Do not instruct the student to call us themselves, and under no circumstances should you send a student to the Exams Office.

Roles

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 leading the team of Assistant Invigilators). Where there are two or more students taking an exam, the Senior Invigilator will be assigned one Assistant Invigilator per 50 students. The Senior/Room Invigilator takes ultimate responsibility for the exam session, including providing a written record of any incidents or occurrences affecting the exam. Throughout this document, any reference to Senior Invigilators should be taken to also be applicable to Room Invigilators. Please note that

- We may allocate shifts at any level to any invigilator - invigilators who generally work as Senior or Room Invigilators should not assume that they will only be allocated these roles and may at times be allocated shifts as Assistant Invigilators
- There is no automatic progression from Assistant to Senior or Room Invigilator, regardless of length of service as an Assistant Invigilator

Hours and availability

Central exams (ie those organised by the Exams Office) take place in set weeks throughout the academic year, known as Common Assessment Periods (CAPs). Invigilation shifts may be for any
amount of hours between 8.00am and 9.00pm during these weeks. 2017 CAPs are as follows:

- Monday 9 January to Saturday 14 January 2017
- Tuesday 18 April to Friday 21 April 2017
- Monday 15 May to Saturday 3 June 2017
- Monday 14 August to Saturday 19 August 2017

Invigilators are employed on a casual contract and no notice period is required from either the invigilator or the Exams Office. There is no guarantee of work and we do not expect you to commit in advance to a set amount of hours per exam period. We do not guarantee that all invigilators will be allocated equal amounts of shifts. The number of exams taking place will determine how many invigilators we contact - we do not guarantee that all invigilators will be offered work in all exam periods. Before each exam period we will send an availability poll via email to the invigilators that we wish to offer work to. You are free to enter your availability for as many or as few sessions as you wish. **Stating that you are available does not guarantee that you will be offered work in that session.**

Whilst we understand that some invigilators undertake other casual work elsewhere (including elsewhere in the University) we do expect that, once the schedule has been produced, you will commit to attending all your allocated shifts. Any invigilator who fails to attend a shift (except in the case of illness or emergency) will be dismissed.

The invigilation schedules change frequently throughout exam periods, and updated timetables will be sent by email. We also may need to send out additional information to invigilators during the exam periods, therefore you must be able to access email frequently in order to check for any changes or messages, and to ensure you are always working from the latest version of the timetable.

Due to the complexity of the exam timetable it is not possible for us to take into account individual invigilators’ preferences (eg to work in a particular room or to have a certain pattern of shifts).

Exams will take place in various rooms across the whole campus (East and West). Any invigilator may be assigned work in any venue. Please ensure you familiarise yourself with the venues you have been allocated — it is not acceptable to turn up late to a shift due to an inability to find the venue.

If the exam you are invigilating finishes early you may leave once all duties have been completed, even if this is earlier than was originally scheduled. If you do so, you must only claim for the actual time worked. If you wish to work for the full amount of hours you were originally scheduled for, please contact the Exams Office who will advise you if you can complete your shift in another exam venue. If you were originally scheduled as a Senior or Room Invigilator you can claim at that rate for the total amount of hours worked, even if you complete the shift as an Assistant in another venue.

If an exam you were scheduled to invigilate is cancelled we will give you as much notice as we can, and try to offer you another venue in which to undertake your shift, however this is not always possible. If we cancel your shift on the day it was to take place we will still pay you for the hours you were due to work; please enter the hours that you were scheduled for on your claim form as usual. Please check with the Exams Office if you are unsure as to whether you can claim the hours or not.

**PhD students**

If you are on a full-time research degree programme you may undertake a maximum of 20 hours of paid employment per week during designated periods of study. This is subject to any restrictions imposed by your visa, sponsor or funding body, and the approval of your supervisor. If you undertake any other work (whether elsewhere in the University or externally) you must ensure that invigilation does not take you over 20 hours. Please remember that the Exams Office will not be aware of other work you may be undertaking, so it is your responsibility to ensure you adhere to these guidelines. If, when the invigilation schedule is released, you have been allocated too many
hours then please advise the Exams Office as soon as possible. Failure to do so within a reasonable amount of time may result in your suspension as an invigilator.

**Right to work in the UK**
The Exams Office is obliged to obtain proof of all casual workers’ right to work in the UK. You must present evidence of this to the Exams Office before you can undertake any work as an invigilator. For UK/EU nationals this would usually be a passport; for non-UK/EU nationals this would usually be a passport plus a visa. We only need to see these documents once, so it is not necessary for you to provide them before each exam period providing they are still valid. If any such document expires you must provide us with the new document before undertaking any further work. If you have any queries about this, or would have any difficulty providing these documents, please speak directly to the University’s HR Department on 01904 324835 or hr-enquiries@york.ac.uk

**Before the exam**
Senior Invigilators will collect the question papers from the Exams Office. There will also be a wallet for each venue containing:

- Exam Information Sheet
- Attendance Lists
- Seating plans
- Invigilation Report form
- Labels for the seat number boxes
- Paper setter details

Immediately upon arrival at the venue the Senior Invigilator should check the suitability of the room (eg that all lights are working without flickering, that clocks are correct and visible to all desks, that exam materials (see below) are available). They must also familiarise themselves with the area around the room (eg nearest porters, toilets, emergency evacuation assembly point) and appraise the Assistant Invigilators of such.

The following should be available in the room:

- Academic misconduct forms
- Missing ID forms and stamp
- Paper query log sheets
- Pad of Illness during Exam forms
- Sufficient quantities of answer booklets and continuation paper
- Printed copies of starting instructions
- Envelopes for attendance slips
- Any other materials specified by the seating plans and rubric of the exam papers eg calculators, treasury tags, graph paper, data books.

Any problems, missing items etc should be reported to the Exams Office in sufficient time for the matter to be resolved before the start of the exam. The Senior Invigilator is responsible for ensuring that the room and nearby toilets are checked before the exam commences for any notes or materials that may have been left there.

**Preparing the exam room**
Senior Invigilators should read the seating plan, the rubric of each exam paper and any additional information provided by the Exams Office. They should then allocate an area of the room to each Assistant Invigilator who will be responsible for ensuring that each desk is laid out with an ID slip, plastic bag and the correct exam paper, plus any additional items specified on the seating plan:
<table>
<thead>
<tr>
<th>Notation on seating plan</th>
<th>Item this refers to</th>
</tr>
</thead>
<tbody>
<tr>
<td>green</td>
<td>Green answer booklet</td>
</tr>
<tr>
<td>blue</td>
<td>Blue answer booklet</td>
</tr>
<tr>
<td>tag</td>
<td>Treasury tag</td>
</tr>
<tr>
<td>chem db</td>
<td>Chemistry data book</td>
</tr>
<tr>
<td>elec db</td>
<td>Electronics tables</td>
</tr>
<tr>
<td>phys db</td>
<td>Physics data book, table of constants and mathematical formulae</td>
</tr>
<tr>
<td>calc</td>
<td>Official university calculator</td>
</tr>
<tr>
<td>neave</td>
<td>Statistics Tables by Henry Neave (small book)</td>
</tr>
<tr>
<td>Answer sheet</td>
<td>A particular answer sheet provided with the exam paper</td>
</tr>
<tr>
<td>graph</td>
<td>Graph paper</td>
</tr>
</tbody>
</table>

Once the room has been laid out, tape the exam title sheets to the box lids and put the corresponding batch of seat numbers in the appropriate box lid. Put the filled box lids on a table by the door, ready for the students to take a number when they enter the room. Write exam titles on the blackboard outside the venue if there is one available.

**Admitting students into the room and starting the exam**

The Senior Invigilator should ensure the room is prepared before allowing students in. An area for coats, bags etc should be specified. An Assistant Invigilator should be nominated to stand at the door and ensure students are taking a seat number from the correct box lid as they enter, and that they are putting their coats, bags etc in the designated area.

The Senior Invigilator should read the first part of the starting instructions (see appendix 1) as the students are entering the room and taking their seats. Once students are seated, read the complete starting instructions.

**Extra students**

If a student turns up that is not on the attendance list, check if they have individual arrangements. If so, ask them which room is listed on their timetable (call the Exams Office if they don’t know) and send them to the correct room (otherwise it will not be possible to accommodate their arrangements). If they do not have individual arrangements it will usually be because their exam is split over multiple venues and they have gone to the wrong one. In such cases, accommodate them if possible, that is, if you have a spare desk and a copy of the paper they are taking. If it that not possible, call the Exams Office who will advise you where to send them. Under no circumstances should students be sent to the Exams Office. Any student that you accommodate should be written on the bottom of the attendance list. This will need to be cross-checked later by the Exams Office as it is likely the student will have been marked absent elsewhere, so ensure this is clear.

**Attendance and ID checks**

Once the exam has started the attendance and ID checks need to be undertaken. At their discretion the Senior Invigilator may assign an Assistant Invigilator to undertake these tasks; however the responsibility for the veracity of the processes remains with the Senior Invigilator.

**Attendance**

- Ensure the student has completed all sections on the slip
- Check the name against the name on the ID card on the desk
- Collect all slips
- Take the slips and attendance lists to a place where you can check them without disrupting the exam (eg backstage if the exam is in Central Hall)
- On the attendance lists, tick off students for whom you have a slip
- Put a cross next to any students for whom you do not have a slip – do not leave any blanks
• Write any additional students’ name, exam number and module on the bottom of the list
• Add up all those ticked off and those added as additional for each exam and ensure the number matches the amount of slips – recheck if not
• Write the total of attendees and absentees in the bottom right hand corner box
• Place each exam’s slips in an envelope and fill in the details on the label
• Write cards for students without exam numbers and take them to their desks so they can fill in their exam number on the front of their answer booklets
• Return to the exam room with a seating plan and pen
• Go to the seat number boxes and note which numbers are left in the boxes
• Circle these seat numbers on the seating plan
• Examine the room to check that the seats circled are definitely empty
• Consider each exam in turn and check that the amount of students marked as present/absent on the attendance list tallies with the amount of occupied seats
• Write the number of students in attendance on the Exam Information sheet.

The University is required to report on students’ attendance and engagement to various bodies. These include HESA (Higher Education Statistics Agency) for all students and UKVI (UK Visas & Immigration) for international students. Data from attendance lists forms part of this reporting. Discrepancies resulting from mistakes on the attendance list (eg students incorrectly being marked absent) can have serious implications for the University and also for the immigration status of individual students. It is therefore imperative that attendance records are completely accurate.

ID checks

Students are required to display their University cards on their desks throughout an exam. University cards must be legible and both the signature and photograph must be clearly visible. Cards must be removed from any wallets or cases; these must be stored in the plastic bag with students’ personal belongings. If the card has been damaged or is otherwise illegible you must follow the procedure as if the student has provided no identification.

Check the photograph on the card matches the student sitting at the desk. If the student does not resemble their photograph (to the extent that you are not sure if it is them) call the Exams Office immediately. A staff member from the student’s department may be called upon to identify them.

Other forms of identification are not acceptable unless the students are not University of York students. (You will be advised if this is case). Such students will have been told to bring photographic identification which should be checked.

Students without ID

• Stamp the front of their answer booklet with the stamp provided
• Select a question sheet and ask the questions of the student
• The Senior Invigilator must then call the Exams Office to check that the answers are correct
• The Exams Office will advise on further steps to be taken if any of the answers given are incorrect (eg the student may be given the opportunity to answer further questions or a staff member from the student’s department may be called upon to identify them)
• Give the student a yellow Identity Information slip - this instructs the student to provide their University card plus another form of photographic identification to their department by the end of the next working day*
• Instruct the student to sign the Establishment of Identity in Exams form – this should also be signed by the Senior Invigilator at the end of the session to indicate that the check has taken place.
*Note that failure to follow these instructions will be considered a failure on the student’s part to comply with University regulations and as such their exam will not be marked. This could result in them receiving zero for the module, so it is imperative that you provide these slips.

**Material permitted in the exam room**

When students are entering the exam and taking their seats, all invigilators should be checking that they are not carrying any unauthorised items to their seats. The *Student Guide to Exams* clearly states what is permitted, and this is reiterated in the starting instructions.

Outdoor wear and bags must be left in the designated area. Personal items that students may wish to keep with them such as wallets, keys etc need to be placed in the plastic bag provided and stored underneath their seat for the duration of the exam. It is an academic offence for the student to touch the bag once the exam has started. If they have a legitimate need for something in the bag (eg they have accidentally left a permitted stationery item in there that they need to use) they may raise their hand and ask an invigilator to retrieve it for them. They may not go into the bag themselves.

Watches must be removed from the wrist and placed on the desk (with the exception of smartwatches – please see **Mobile telephones and other data storage units**).

At the beginning of the exam, invigilators should walk around the venue and check all desks for any unauthorised items. Any such items should be removed from the desk and placed underneath the student’s seat.

**Calculators:** University of York calculators will be issued if permitted. Students are not permitted to bring their own calculators into exams, even if they are the same make and model as the University calculator. Any attempt to do so should be treated as suspected academic misconduct. Invigilators should never give a calculator to a student unless it is specified on the rubric of their exam, even if they state that they require one. Invigilators should not provide assistance in using the calculators as to do so will be considered to be helping the student. It is the responsibility of students to familiarise themselves with University calculators in advance if they have exams that are likely to use them.

**Dictionaries:** Students are not permitted to bring their own dictionaries or translation dictionaries into exams, unless specified on the rubric. In rare cases, for instance, some language exams, dictionaries or translation dictionaries may be provided to students. If so, staff from the department concerned will attend the exam and distribute the dictionaries to the relevant students.

**Mobile telephones and other data storage units:** Students are not allowed to use mobile telephones, smartwatches any or other devices capable of storing or displaying data (even if they state they are just using them for timekeeping). Any such device must be switched off and placed in the plastic bag. If a student is found to have any such device about their person, or if one is placed in the bag without being switched off, this is considered to be a case of academic misconduct regardless of whether or not the student accesses (or attempts to access) the device during the exam, and regardless of whether or not the device contains any material that could have conferred an advantage in the exam.

**Pencil cases:** Students may only have clear pencil cases on their desk. If a pencil case is patterned or opaque they should remove any required stationery from it and place the case in the plastic bag.

**Food, drink and medication:** All students are permitted to bring a small, clear bottle of still water (max 500ml) into exams. They are not permitted to bring any other drinks or any food; however Senior Invigilators may use their discretion if a student brings in cough sweets. In such cases the student should be asked to remove the sweets from any wrappers, and the wrappers disposed of.
The reason for this is twofold; one, unwrapping sweets may cause a disturbance, and, two, crib notes may be secreted on or inside wrappers.

The Exams Office will advise the Senior Invigilator when permission has been given for individual students to bring items such as additional drinks, food or medication into the exam room. If you encounter a student you were not briefed about, who claims they have a medical (or similar) reason for needing such items, allow the student to keep them. Make a note of this and the Exams Office will make enquiries regarding this prior to the student’s next exam.

**During the exam**

Invigilators are expected to give their undivided attention to the surveillance of students during exams. Invigilators must not use mobile phones, read, check emails etc during an exam. Invigilators should not eat or drink with the exception of water. The invigilation team should be evenly spread around the room, and should patrol the room regularly. This will minimise the risk of students cheating and ensure invigilators can quickly attend to any student who raises their hand. Whilst patrolling the room, invigilators need to ensure that they are not causing an unnecessary disturbance or behaving in a way that may intimidate any student (eg by walking up and down one particular row of desks repeatedly).

Students are not permitted to leave the room without the permission of an invigilator. If a student needs to use the toilet they must raise their hand and wait until an invigilator is free to accompany them. The student needs to sign the Record of Toilet Visits form before they leave the exam room. Only one student at a time is allowed to visit the toilet. The invigilator should select which cubicle is to be used and check that nothing (eg revision notes) has been left in there. They should ask the student to show them that their pockets are empty before allowing them into the cubicle.

**Students sitting the wrong exam**

Occasionally the attendance checking procedure identifies that a student is sitting at a desk in the wrong section of the exam room, usually because they have taken a seat number from the wrong box lid. Ensure they are given the correct paper for the exam they are supposed to be sitting. Leave them at the desk they are sitting at; this is less disruptive than trying to move them to sit with the rest of the students taking their exam. The time at which the student was discovered in the wrong seat and the action taken must be noted on the Invigilation Report.

**Exam paper queries**

Paper queries should always be directed to the Senior Invigilator, even if the paper setter is in attendance. If the paper setter is not in attendance the Senior Invigilator should contact them by telephone. Contact details will be provided. The Senior Invigilator should not spend an inordinate amount of time (certainly no more than 10 minutes) attempting to contact a paper setter who is not answering their telephone, as this will impede them from supervising the exam and completing their other duties. In such cases the student should be provided with the Exam Paper Query – No Way to Resolve slip, and the Senior Invigilator should note the times that the contact attempts were made.

Senior Invigilators should be very clear with paper setters when attempting to resolve queries. Only two answers from the paper setter are acceptable – either there is an error in the question, and, if so, a correction needs to be provided, or the question is correct as it stands. It is not appropriate for paper setters to provide additional information (eg synonyms for words or further explanations) if the question is correct as it stands, and Senior Invigilators should be clear with paper setters that such information will not be passed on.

If a correction is provided, the Senior Invigilator must ensure that all students are informed of this, including any students that may be sitting the exam in a different venue (this should be checked with the Exams Office). All students must receive any corrections - under no circumstances should a
student be given any additional information that is not also provided to every other student taking the exam.

Paper corrections should only be provided to students under the instruction of the paper setter. Under no circumstances should an invigilator answer a paper query themselves, even if they believe they know the answer or feel it is obvious.

The Senior Invigilator must complete all sections of the Exam Paper Query Log for all queries, even if they were unable to reach the paper setter, or their answer was that the paper was correct as it stood. If a Senior Invigilator is advised of a correction as a result of a query that arose in another venue they do not need to enter this on the Exam Paper Query Log, however they should note the time and nature of the correction on the reverse of the Invigilation Report. Be aware that the Exam Paper Query Logs and Invigilation Reports are official documents that may be used in disciplinary proceedings and academic appeals amongst other things. As such it is of vital importance that these documents are completed accurately, and failure to do so will result in the dismissal of the Senior Invigilator responsible.

**Entering and leaving exams**

Students may enter the room up to 30 minutes after the start of the exam. After 30 minutes, latecomers may be permitted to enter at the discretion of the Senior Invigilator only if they feel that exceptional circumstances apply, and providing that no other student has already left the exam. Students who arrive late should finish their exam at the scheduled time – no additional time should be given to them at the end.

Any student who enters the exam room after the Starting Instructions have been read out should be given a printed copy of the instructions. They are not entitled to any additional time to read these.

No student may leave the room in the first 45 minutes or last 15 minutes of an exam, unless the Senior Invigilator considers the circumstances to be exceptional (eg the student is suddenly taken ill).

If a student wishes to leave early they may do so, providing it is not within the last 15 minutes of the exam. They must receive permission from an invigilator, who must collect their answer booklet (and any other exam materials) before allowing the student to leave. If the student states that they do not have any work to submit (eg they have not attempted any of the exam) they must still complete the front cover of their answer booklet and hand it in, even if it is blank inside or all the work in it has been crossed out.

**Students taken ill during exams**

When a student is taken ill during an exam the Senior Invigilator should complete an Illness during Exams form. The student should take the top two copies of the form immediately to the Medical Centre on campus and obtain a medical certificate. The Medical Centre will provide assistance to any students who are taken ill during exams, even if they are not registered as patients with them. When exams take place outside of their opening hours the student should be advised to have their illness confirmed by a doctor as soon as possible. The student should also be advised that if they cannot obtain confirmation from a doctor, they should submit a copy of the Illness during Exams form and a written explanation of their illness and why they could not obtain medical confirmation to their department at their earliest convenience.

The Senior Invigilator should use their discretion as to whether the student requires an invigilator to accompany them to the Medical Centre. All actions taken by the Senior Invigilator should be recorded on the Invigilation Report.

Where medical assistance is necessary the Senior Invigilator should contact the porters, all of whom are first aid trained. Invigilators should not perform any first aid themselves. In an emergency requiring an ambulance, invigilators should call the University’s Security Services (ext 3333) rather
than dialling 999 themselves. Security Services will call an ambulance for you, as they have particular information to pass on to the emergency services (eg the best way for ambulances to access particular locations on campus) which we would not expect invigilators to know.

**Supplying extra paper to students**

Students can only be given extra paper if they have completed the answer booklet provided. This should be a white continuation booklet, not a further coloured answer booklet. It is the students’ responsibility to ensure the continuation paper is tagged to their coloured answer booklet, and the total amount of booklets used is entered on the front sheet. Students are not to be given extra paper for rough work unless this is specified in the rubric. All rough work must be written in the answer booklet and students should cross it out if they do not want it to be marked. Tearing out any pages from the answer booklets is considered academic misconduct. Spare answer booklets and continuation sheets must never be left where students can access them themselves. All used and unused booklets must be collected at the end of the exam.

**Fire alarms**

If the fire alarm sounds please leave by the nearest fire exit. Students in Central Hall can be evacuated via any safe doors, including the ones on the top tier which lead to the outer balcony. The external stairway to ground level can be used if it is safe to do. There is a refuge point on the outer balcony where students who cannot use the stairs can wait for security staff to evacuate them using the Evac-Chair. For all other venues, please follow the directions on the information sheets by the doors of each room. These will indicate exit routes and nearby assembly points.

When it is safe to re-enter the building the invigilators should collect the exam materials. Then, the students should be allowed back into the room to collect their belongings. The exam will not be resumed. It is not the place of any invigilator to answer any student queries about what will happen with regards to the marking or rescheduling of the exam – direct them to their department.

**Students suspected of academic misconduct**

Where an invigilator suspects a student of committing academic misconduct, the Senior Invigilator should be informed immediately. They should inform the student that the offence will be recorded and investigated in accordance with the regulations relating to academic offences. The incident must be noted on the *Invigilation Report*, and a full description must be recorded on the *Report on Unauthorised Material* form. These reports will be presented to the subsequent Academic Misconduct hearing, and in some cases the invigilator(s) involved may be asked to attend an interview with the Academic Misconduct Panel to discuss the reported event.

**Some common potential academic offences**

- Writing anything before the Senior Invigilator has announced the start of the exam (other than to complete the attendance slip and the front of the answer booklet)
- Opening/turning over the question paper before the Senior Invigilator has announced the start of the exam
- Continuing to write after the Senior Invigilator has announced the end of the exam
- Failure to adhere to any specific instruction from the Senior Invigilator (eg about removing all personal items from their pockets and putting them in the plastic bag)
- Talking to another student – exam conditions apply as soon as students enter the room
- Possession of illicit materials (eg crib notes) - these should be confiscated immediately and passed to the Exams Office at the end of the session. If a student has writing on their hands or arms, where possible an invigilator should photograph the writing and forward the picture to the Exams Office. Academic misconduct procedures should be followed even if the student claims the material is irrelevant to the exam – it is not the place of the invigilator to determine if this is true.
Any action should be taken in such a way as to minimise disturbance to other students. Please also be aware that, at that point, the offence is suspected, not proven. Explain calmly and clearly to the student that the incident will be investigated, but make every attempt to avoid upsetting them unduly, and allow them to continue with the exam. It is not the place of any invigilator (or the Exams Office) to answer queries about what may happen with regards to the investigation into the suspected offence. If the student raises any such queries you may wish to direct them to their department or the YUSU Advice and Support Centre at asc@yusu.org

Secure exam papers
Secure question papers are printed on pink paper. The questions in these papers may be used in future exams and students are not allowed to remove copies from the venue. 30-45 minutes into the exam, invigilators should collect any secure question papers from unoccupied desks. All secure question papers must be collected from the students’ desks before they leave the exam room. These should be returned with the answer booklets to the Exams Office at the end of the session.

Students are permitted to remove question papers printed on white paper unless you have been informed to the contrary by the Exams Office.

Ending the exam
Fifteen minutes before the exam ends the Senior Invigilator should issue a time warning, ensuring that end times are recalculated for any exams that did not start on schedule. At the end of the exam the Senior Invigilator must read the Instructions for Ending an Exam (see appendix 2) and ensure all answer booklets and any secure question papers are collected from desks. Invigilators collecting answer booklets must check that the front covers are completed, particularly the candidate number in the top right hand corner.

Once all materials are collected, give students permission to leave. Students must not remove any used or unused answer booklets or other exam materials (eg calculators, data books) from the room, and invigilators should be vigilant for this when students are leaving.

The Senior Invigilator is responsible for ensuring that the number of answer booklets collected reconciles with the number of attendees identified in the attendance checking procedure. If there is a discrepancy between these numbers the invigilators must not leave the venue until it is resolved.

All invigilators are responsible for clearing up after each exam. All white question papers and any other rubbish should be placed in the black bin bags provided. A seating plan should be taped to the top of each bag to enable identification of exams if required at a later date. Place the black bin bags at the back of the venue. The venue should be left tidy and as you would expect to find it. Any students’ property left in the room should be taken to the nearest porters, with the exception of student ID cards which can be returned to the Exams Office.

Invigilation of students with individual arrangements
Some students are granted permission to sit their exams under adjusted conditions due to an illness, disability or other condition. Common reasons for individual arrangements to be implemented include Specific Learning Difficulties (eg dyslexia), anxiety, visual or auditory problems, mobility difficulties, and conditions which require access to food, medication or specialist equipment (eg diabetic students who need to use blood-sugar testing kits during the exam). The most common arrangement is for 25% additional time, however many other arrangements can be in place. All authorised arrangements for a particular student will be noted on the Individual Exam Arrangements Information sheet. Invigilators may check any items brought in by the student to ensure they do not contain secreted crib notes etc.

Students with individual arrangements usually sit their exams in a different venue and with different start and/or end times to the rest of the cohort. Exam papers for students sitting in individual rooms
or the PC room will be provided in an individual white envelope with the student’s name on the front. Some students have an arrangement to have exemption from being penalised for errors in spelling and grammar. Stickers stating this are provided in each individual arrangement room. The Senior Invigilator should ensure stickers are put on the front cover of these student’s answer booklets before the exam starts.

Generally, students with individual arrangements are subject to the same conditions and regulations as students sitting exams under standard conditions with the exception of cases where an individual arrangement specifically overrides a particular exam regulation. For instance, a student may have an arrangement giving them permission to bring food into the exam, which supersedes the general regulation disallowing this. However, having individual arrangements does not give a student exemption from any other regulations unrelated to their particular arrangements. For instance, a student with a single arrangement to have additional time may not assume that they have permission to waive any other regulations.

Contact the Exams Office if you have any queries about a student’s arrangements – do not question or challenge the student, or confiscate any items from them. If a student brings in items that are not specified on the Individual Exam Arrangements Information sheet, allow them to keep them. Make a note of the situation and the Exams Office will investigate whether the student’s arrangements need to be updated prior to their next exams.

Where students are sitting in individual rooms, invigilators should check on them every 10-15 minutes except when the student is working with a reader or scribe. In such cases the invigilator should only enter to read the starting instructions, start the exam, collect the ID slip, and to inform the student of the warning and end times. At all other times (unless summoned) the invigilator should leave the student and the reader/scribe undisturbed.

All invigilators should take extra care to be sensitive and calm when working with students with individual arrangements. The nature of their illness, disability or condition may mean that the student is likely to experience anxiety or sudden illness. Carefully check the Individual Exam Arrangements Information before each exam to ensure you are clear on the students’ arrangements, how they may impact the exam, and if there is anything in particular you need to be aware of (eg some students require additional time prompts).

Please note that a number of our current students have nut allergies, some of which are life-threatening in their severity. Invigilators should endeavour not to consume any nut products immediately before exams, in case traces are transferred onto exam materials.

Emergency action plans
Some students have Emergency Action Plans (formerly called Care Plans) which detail how they should be treated in an emergency. If an Emergency Action Plan exists this will be noted on the Individual Exam Arrangements Information sheet. It is the responsibility of the student to bring a copy of this with them to the exam; however the University’s Security Services (ext. 3333) hold copies of these if necessary. Senior Invigilators should take these from the student at the beginning of the exam and familiarise themselves with the contents in case of emergency, and to check that there is no potential for academic misconduct (eg crib notes added to the document). Return the plan to the student at the end of the exam.

If a student with individual arrangements cannot complete their exam due to illness, invigilators should follow the same procedures as they would with students sitting under standard conditions.

Ending individual arrangement exams
If there are only a small number of students in the room and they have different end times, the invigilator should approach each student individually to give them the end time warnings so as to avoid disturbing other students.
Once an exam is completed then the students in individual rooms and the PC room should place their answer script inside the envelope provided, seal it and sign their name over the seal. It is the responsibility of the student (not the invigilator) to perform this task.

Invigilators collecting answer scripts must count the number of answer booklets and reconcile this with the attendance slips in the same way as in the main venues. Please remember that after the exam, individual arrangement students’ exam booklets and all associated paperwork (eg attendance slips, paper query logs etc) will be integrated with those from the main venue. Therefore it is imperative that all paperwork is completed in as much detail as it would be in the main venues. For instance, an Room Invigilator with a single student may not feel it necessary to get them to complete an attendance slip, or to register their student number when they raise a query as, at that point, it is obviously who the student is. However all documentation needs to be clear when out of context when returned to the Exams Office/departments and when being reviewed at a later date.

**Computer room invigilation for individual arrangement students**

Some students have an individual arrangement permitting them to type their answers using a University PC. All invigilators must be prepared to invigilate in computer rooms where necessary. Basic IT skills (eg how to save and print documents) are required but invigilators will not be expected to resolve any significant technical problems that may occur (eg printer break-down).

Exam papers for the PC room will be provided in an envelope for each student with their name on the front. The Senior Invigilator will be provided with a list of computer log-ins. Do not allow students to log in with their own personal log in as this will allow them access to their own files and the internet.

- Ensure that desk numbers are on desks
- Print a test page before the start of the exam to check each printer is printing correctly
- Check there are no documents saved on the desktop, in My Documents or the recycling bin
- Advise students to put their student number as a header on each page
- Work should be saved to the desktop, and it is the student’s responsibility to save regularly
- Students can either print their answers out during the exam or at the end of the exam
- Each page should be hole-punched in the top left hand corner
- The student should insert all pages of into the cover sheet and secure with a treasury tag
- They should then place their answer script inside the white envelope, seal it and sign their name over the seal – this is the responsibility of the student not the invigilator

If a computer crashes while a student is working on it, move them to another machine. Using the same log-on details will take them to the desktop they were working on, so they can retrieve saved work. In such cases the Senior Invigilator may permit the students a few additional minutes at the end to make up for the time taken changing computers. However students should not receive extra time for any work they have to re-type due to not having saved it.

**Computer room invigilation for VLE exams**

Currently, a small number of exams are conducted entirely on PCs using the University’s VLE (Virtual Learning Environment). The amount of these exams is likely to increase in the future. A member of the University’s e-Learning Team will be present for all such exams, and will provide instruction to the students on accessing the exam and any technical issues. Students’ answers are not printed out at the end of these exams, but are saved straight onto the VLE.

Invigilators will still be required, and will invigilate the exams in exactly the same way as for paper-based exams. The same regulations (eg with regards to permitted items, academic misconduct etc) apply. These exams will not be distinguished from paper-based exams on the invigilation schedule, and any invigilator may be allocated shifts in such exams.
Departmental invigilation
The majority of invigilation work you will be offered will be for centrally organised exams undertaken during Common Assessment Periods and arranged via the Exams Office. However, throughout the year, departments may conduct internal exams for which they require trained invigilators. In such cases, departments may ask the Exams Office to arrange invigilators for them, or may ask for contact details so they can contact invigilators themselves. Please let the Exams Office know if you are not interested in this and do not wish for your contact details to be shared within the University. Under no circumstances will your contact details ever be shared outside the University.

All departmental exams are subject to the same regulations as centrally organised exams.

Claim forms
All invigilator pay claims must be submitted online. Information and FAQs can be found on the Finance Office web pages (see “Useful web pages” at the beginning of this handbook).

When filling in the form, enter your details in the first section. In the hiring manager section, enter:

- Hiring manager name: Mrs Sally O'Connor
- Hiring manager email: exam-claims@york.ac.uk (ensure you don't miss the hyphen!)
- Hiring manager department: Invigilators

Note that if you undertake any invigilation for departments you will be paid by them directly, so check with them what details you should enter. If you are unsure whether the work you are doing is for a departmental or a central exam please check with the Exams Office.

When completing the timesheet, enter the date at the top (note that weeks commence on Sundays). Put "Exams Invigilation" in the description, and then simply select the hours worked and the hourly rate. Total hours and holiday pay will automatically be calculated for you. Invigilators are not entitled to claim for any expenses. Claim forms must be submitted within two months of undertaking the any invigilation work.

And finally...

Please remember
Exams are stressful for students, and the conduct of invigilators can significantly impact this. Invigilators must maintain a calm and professional manner at all times.
Appendix One

Instructions for beginning an exam

When students are entering the room:

- Once you enter this room you are under exam conditions. This means that you must not talk to another student and you must not turn over the front cover of your question paper. You cannot begin writing until told to do so. You may, however, complete the details on your attendance slip and the front cover of your answer booklet.

Once all students are seated, the following instructions should be read out. Please ensure all students are able to hear your instructions clearly. If a microphone is available please use it. If any student arrives after you have read out these instructions, provide them with a printed copy.

- Only the following items are permitted on your desk: stationery items; a clear pencil case; University ID card; a small, clear bottle of water and tissues. If you are wearing a watch (that is not a smartwatch) please remove it from your wrist and place it on your desk. There is a plastic bag on your desk: put all other personal belongings in that bag now. This includes your pencil case (if it is not clear), any revision notes, correction fluid or correction tape and all items from your pockets. You must also place in the bag any mobile phones, smartwatches or any other electronic device capable of storing or displaying data. All such devices must be switched off. Audible alarms are not permitted, and any instance where an alarm does sound will be treated as academic misconduct.

- At any point during the exam an invigilator may ask to check that your pockets are empty. It will be considered an academic offence if you are found to have any items in your pockets, regardless of what they are, and you could get zero for this exam.

- Tie the bag and place it under your chair. It is an academic offence to touch the bag once the exam has started. Any items not placed in the bag will be confiscated. Do not place any clothing over the back of your chair. Put it under your chair.

- Place your University card with the photograph face up on the corner of your desk. If it is in a wallet or case this must be removed. If you have not brought your University card with you, you will be given a series of questions to answer.

- Write your exam number on the answer booklet cover and on any additional paper you use. Your exam number is on the back of your University card. Do not write your name on any part of your answer booklet, unless you are specifically told to do so.

- You must not leave the room without the permission of an invigilator. If you need attention raise your hand and wait. Only one person at a time will be able to go to the toilet so you may have to wait your turn. You are not allowed to leave the exam during the first 45 minutes or during the last 15 minutes of your paper, this includes going to the toilet. At the end of your exam you should stay in your seat until given permission to leave.

- Paper is not given out for you to make rough notes. If you do need to make rough notes you should use your answer booklet. It is your responsibility to cross out any notes you make that you do not want the examiner to mark.

- Please now check the exam paper title to ensure you have the correct paper, and note the duration of the exam. Please thoroughly read and ensure you understand the instructions on the front of your paper. Finally, complete the attendance slip now, if you have not already done so, and leave it on the corner of your desk. The time is _____; you may now start.
Appendix Two

Instructions for ending an exam

The Senior Invigilator is responsible for ending Exams. A warning announcement should be made 15 minutes before each exam finish time. Where there is more than one finish time the Senior Invigilator should state clearly which exam(s) this warning relates to.

Once the finish time has arrived the Senior Invigilator should tell students the following:

- Students taking exams in [title] must stop writing and put their pens down now.
- The exam has now finished and if you continue to write, this will be considered an academic offence and you may receive zero for the paper.
- If you have used more than one answer booklet or additional sheets such as graph paper you must tag these together. Check you have completed all sections of the front cover of your answer book including your Examination Candidate Number.
- Remain in your seat while your script is collected; do not leave until instructed.

If students are sitting in the PC room or an individual room please read the following:

- Place your answer script inside the envelope provided, seal it and sign your name across the seal.

Invigilators must collect all used and unused booklets, and any secure question papers. At least one invigilator should remain at the front of the room to oversee the students during this process. The Senior Invigilator should then announce:

- [Exam title]: Students may now leave the room. Leave all calculators and any other exam equipment on your desk.

If other exams are still running in the same room or nearby, ask the students to leave quickly and quietly.
Appendix Three

Guidance for readers and scribes (formerly called amanuenses)

The role of a reader is to read exam materials aloud to students (eg the question paper and any associated data books etc plus the student’s written answers back to them as required). The role of a scribe is to read exam materials and also to write out the answers that the student dictates to them.

Neither you nor the student is allowed to use mobile telephones, smartwatches any or other devices capable of storing or displaying data (even just for timekeeping).

University calculators will be provided where necessary unless the department has made provision for the student to use their own calculator prior to the exam. You will be notified if this has been agreed.

The attendance slip is to be completed before the exam begins and left on the desk ready for collection. The student should sign the attendance slip themselves if they are physically capable of doing so.

The invigilator will read out the Starting Instructions to you and the student and advise when the exam is to begin.

Two copies of the exam paper are provided so that the student can use their own copy to follow what you read to them. Please read the instructions on the exam paper carefully to the student. You may re-read the questions and instructions as many times as the student requests.

If the student wishes for any section of an exam paper to be re-read, they must point to the relevant section and specify which part they are referring to. They must not ask the reader to re-read a section of the exam paper by any other means. For example, it is not permissible for the student to say “Can you read me the section about…” as this requires you to identify the relevant section (and in doing so you may inadvertently help the student).

You must not answer any questions related to the nature of the questions on the exam paper or provide any additional help to the student, for instance by clarifying the meaning of any words. If the student has any questions about the paper please alert an invigilator who will check the query with the paper setter.

You should not talk to or otherwise distract the student during the exam except to carry out your duties as a scribe or reader. Take care to be attentive to the student and remain calm at all times.

It is not your responsibility to invigilate the exam. If the student has any problems, questions, feels ill etc you must alert the invigilator.