

At the beginning of the examination

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16 Identifying candidates

- 16.1** Invigilators must establish the identity of all candidates sitting examinations.

The head of centre must make sure that appropriate arrangements are in place so that invigilators can carry out adequate checks on the identity of all candidates.

Senior members of centre staff, such as an Assistant Headteacher, who have been authorised by their head of centre may be present at the start of the examination to assist with the identification of candidates.

When identifying candidates, the attendance register should ideally be completed (see section 22).

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

- 16.3** 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 member of staff of the same gender and taken to a private room where they should be politely asked to remove the religious clothing for identification purposes. Centres must inform candidates in advance of this procedure and well before their first examination.

Once identification has been established, the candidate should replace, for example, their veil and proceed as normal to sit the examination.

- 16.4** Invigilators must be informed of those candidates with access arrangements and must be made aware of the access arrangement(s) awarded.

17 The people present

- 17.1 Senior members of centre staff approved by the head of centre, who have not taught the subject being examined, may be present at the start of the examination(s). This is to:
- a) identify and settle candidates and instil discipline;
 - b) check that the candidates have been issued with the correct question papers for the day, date, time, subject, unit/component and tier of entry if appropriate;
 - c) check that the candidates have the necessary equipment and materials, i.e. calculators, preliminary material, anthologies or set texts where permitted;
 - d) start the examination.

Only those senior members of centre staff authorised by the head of centre to specifically perform the above tasks may be present in the examination room.

Senior members of centre staff must not provide advice and guidance on the examination. They must not comment on the question paper or give advice on which sections of the paper and which questions should be attempted.

- 17.2 The *Notice to centres – The people present in the examination room* (see Appendix 8) provides further guidance and clarity on the role of centre staff in the examination room, other than exam officers and invigilators. This Notice must be brought to the attention of all members of centre staff so that they are clear about their role in the examination room.
- 17.3 **Only candidates sitting the examination/assessment must be present in the examination room while an examination is taking place.**
- 17.4 Centre staff who are called upon to enter the examination room during the examination because a candidate has identified a possible problem which the invigilator is unable to resolve, such as a suspected error on the question paper, do not need prior authorisation from the head of centre. **If they leave the examination room, they may only take the question paper with them if they need to check a possible problem with the relevant awarding body.**
- If the awarding body has not issued an erratum, then the instruction to candidates must be to answer the question as printed. Centre staff must not provide advice to candidates without the permission of the awarding body.**

18 Question papers, stationery, materials and other equipment

18.1 To avoid potential breaches of security, care must be taken to ensure the correct question paper packets are opened. A member of centre staff, additional to the person removing the question paper packets from secure storage, e.g. an invigilator, must check the day, date, time, subject, unit/component and tier of entry, if appropriate, immediately before a question paper packet is opened. This check must be recorded.

Question papers must never be left unattended once they have been removed from the centre's secure storage facility.

18.2 Invigilators must take all reasonable steps to make sure that the following conditions are met:

- a) The correct examination question papers have been placed face-up on candidates' desks. This includes modified papers and those on coloured paper.
- b) The official examination stationery for the unit/component, e.g. answer booklets and additional answer sheets, must be issued to candidates. **No other stationery, including paper for rough work, can be provided.**
- c) In a subject where there is an objective test or a personalised question paper, and individual pre-printed answer sheets are provided for each candidate, each individual answer sheet or personalised question paper must be given to the candidate whose name appears on it. Centres must check that the sheets relate to the subject and the unit/component concerned.
- d) In the examination room candidates must not have access to items other than those stated in the instructions on the question paper, the stationery list or the specification for that subject.

Candidates must not be in possession of the following items:

- iPods;
- mobile phones;
- MP3/4 players or similar devices;
- watches.

This means that:

- ideally, all unauthorised items are left outside of the examination room;
 - any pencil cases taken into the examination room must be see-through;
 - any unauthorised items that have been taken into the examination room must be placed out of reach of the candidates (and not under their desks) before the examination starts. This will normally be at the front of the examination room or a similar arrangement that enables the invigilator to control access to the items.
- e) Following the invigilator's announcement (see Appendix 3) any mobile phones or other unauthorised items in the candidates' possession must be handed to the invigilator prior to the examination starting. This also includes watches.
- f) **If candidates have access to unauthorised items in the examination room this may be considered as malpractice.** They could be subject to penalties in accordance with the JCQ publication *Suspected Malpractice: Policies and Procedures, 1 September 2022 to 31 August 2023*:
<http://www.jcq.org.uk/exams-office/malpractice>
- g) Food and drink may be allowed in the examination room at the discretion of the head of centre. However, any food or drink brought into the examination room by the candidate or the centre must be free from packaging and all labels removed from drink containers. **To enable invigilators to check these items quickly and efficiently:**
- **food brought into the examination room by the candidate must be free of packaging and in a transparent container;**
 - **drink bottles must be transparent with all labels removed which would include transparent, reusable plastic bottles.**

18.3 Timed Art examinations

For timed Art examinations, candidates may take into the examination room any preparatory supporting studies, work journals, notes or sketches which they have produced and which are to be submitted for assessment along with the work done during the timed test. Candidates may also take into the examination room the objects and materials which are required to set up a still-life group.

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

Timed Art examinations must be taken under formal examination conditions. Candidates are not permitted to listen to music.

19 Starting the examination

19.1 Candidates are under formal examination conditions from the moment they enter the room in which they will be taking their examination(s) until the point at which they are permitted to leave.

Candidates must not talk to, attempt to communicate with or disturb other candidates once they have entered the examination room.

Candidates must not open the question paper until the examination begins.

19.2 Before candidates can start the examination, the invigilator must always:

- a) make sure that candidates are seated according to the set seating arrangements, see section 11 of these *Instructions*;
- b) tell the candidates that they must now follow the regulations of the examination;
- c) ask candidates to check that they have been given the correct question paper for the day, date, time, subject, unit/component and tier of entry, if appropriate;
- d) tell the candidates to read the instructions on the front of the question paper;
- e) check that candidates have all the materials they need for the examination;
- f) tell the candidates about any erratum notices;
- g) instruct candidates about emergency procedures.

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

Suggested optional wording for invigilators to use for this is provided in Appendix 3.

Candidates must:

- a) hand in their mobile phones and any other unauthorised items if they have not already done so. This is their final chance. Failure to do so may lead to disqualification;
- b) write clearly and in black ink;
- c) write their name, surname, (except for CCEA examinations), centre number, candidate number and unit or component code or paper details on their answer booklet(s) and on any additional answer sheet(s) used;
- d) fill in any other details as necessary;
- e) do all work, including rough work, on examination stationery unless otherwise stated;
- f) write answers in the designated sections of the answer booklet;
- g) neatly cross through any rough work but not make it totally illegible, as it will be forwarded to the examiner;
- h) do any rough work for multiple-choice papers in the question booklet.

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

Candidates must not use:

- a) correcting pens, fluid or tape;
- b) erasable pens;
- c) highlighter pens in answers (although they may be used to highlight questions, words or phrases within the question paper or question/answer booklet. Candidates may also use a highlighter pen to highlight extracts in any resource material provided);
- d) gel pens in answers;
- e) blotting paper.

19.4 The invigilator may read the question paper rubric (the instructions on the front of the question paper) to the candidates.

19.5 The invigilator must:

- a) announce clearly to the candidates when they may complete the details on their answer booklet;
- b) announce clearly to the candidates when they may begin to write their answers.
The examination will formally start at this point;
- c) specify the time allowed for the paper(s);
- d) 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;
- e) remind candidates sitting timed Art examinations that the work produced during the timed test period must be their own, that they are not allowed to communicate in any way with, ask for help from or give help to another candidate while they are in the examination room; **(The timed Art examination must be carried out under formal examination conditions.)**
- f) only answer questions from candidates about the instructions on the front of the question paper.

19.6 The invigilator must not:

- a) direct candidates to particular questions or particular sections of the question paper;
- b) 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. The exams officer will then verify the error or omission with the relevant subject teacher before reporting the matter to the awarding body;
- c) give any information to candidates about possible mistakes in the question paper, unless there is an erratum notice or permission has been given by the awarding body;
- d) comment on the content of the question paper;
- e) read a word or words printed on the question paper to a candidate, other than the instructions on the front cover;
- f) re-phrase a question for a candidate;
- g) explain any subject-specific or technical terms to a candidate;
- h) offer any advice or comment on the work of a candidate;
- i) give any indication of the time elapsed or remaining unless the candidate has been awarded a prompter. This also extends to where a question paper consists of distinct sections. (A five minute warning to candidates may only be given at the end of the examination.)

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

During the examination

- 20 Supervising the candidates
- 21 Candidates who arrive late
- 22 Completing the attendance register
- 23 Leaving the examination room
- 24 Malpractice
- 25 Emergencies

20 Supervising the candidates

- 20.1** Invigilators must supervise the candidates throughout the whole time the examination is in progress, always giving their complete attention to this duty.

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

- 20.2** Invigilators must be vigilant and remain aware of incidents or emerging situations, looking out for malpractice or candidates who, for example, may be feeling unwell or require a toilet break.

These incidents must be recorded on an incident log.

Centres may wish to use the Exam Room Incident Log available on the JCQ website:

<http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations/exam-room-incident-log>

- 20.3** Invigilators are required to move around the assessment area quietly and at frequent intervals.
- 20.4** During a practical examination, candidates may need to move around and spoken instructions may be necessary. These must be limited to those which are essential to achieve the objectives of the examination. However, all other regulations within this booklet apply.

21 Candidates who arrive late

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

21.2 A candidate who arrives late and is permitted by the centre to sit the examination, must be allowed the full time for the examination.

21.3 A candidate will be considered very late if he/she arrives:

- a) more than one hour after the awarding body's published starting time for an examination which lasts one hour or more, i.e. after 10.00am for a morning examination or after 2.30pm for an afternoon examination;
- b) after the awarding body's published finishing time for an examination that lasts less than one hour.

21.4 Where a candidate arrives very late for an examination centres must:

- a) send the script to the awarding body/examiner in the normal way;
- b) submit Form JCQ/VLA-Report on candidate admitted very late to examination room online, using the Centre Admin Portal (CAP), within seven days of the examination having taken place. The Centre Admin Portal can be accessed via any of the awarding bodies' secure extranet sites.

The accompanying guidance notes must be read before completing the online form:

<https://www.jcq.org.uk/exams-office/online-forms/>

Centres must provide the following information:

- the reason the candidate arrived late, including any details of special arrangements made for the candidate to reach the centre;
 - the actual starting and finishing times of the examination;
 - the time the candidate started the examination;
 - the time the candidate finished the examination.
- c) warn the candidate that the awarding body may not accept their script.

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

The awarding body must be informed of the situation and will decide whether to accept the script.

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

22 Completing the attendance register

22.1 Centres must pay close attention to the completion of the attendance register. Failure to do so will affect an awarding body's ability to deliver an accurate set of results.

22.2 The attendance register is a key part of the process of identifying candidates present in the examination room (see section 16).

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

A centre generated attendance register must list:

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

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

22.4 The invigilator must:

- a) accurately complete the attendance register during the examination, in line with the awarding body's instructions, clearly indicating those candidates who are either present, absent or transferred;
- b) write on the attendance register the details of candidates who took the examination but are not shown on the register; (The exams officer must make formal entries to the awarding body as soon as possible, if this has not already been done.)
- c) 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.

22.5 The attendance register must have been completed before the end of the examination. This will ensure that a check can be made as the scripts are collected.

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

22.6 The centre must:

- a) brief invigilators on arrangements for transferred candidates (where relevant);
- b) keep a copy of the attendance register until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later.

23 Leaving the examination room

- 23.1** For examinations that last one hour or more, candidates must stay under centre supervision until 10.00am for a morning examination or 2.30pm for an afternoon examination, i.e. one hour after the awarding body's published starting time for that examination.
- 23.2** For examinations that last less than one hour, candidates must be supervised and question papers must be kept in secure storage until the published finishing time of the examination. (See also Appendix 2: *Advice regarding examinations which last for less than an hour.*)
- 23.3** Candidates who are allowed to leave the examination room temporarily must be accompanied by a member of centre staff. This must not be the candidate's subject teacher or a subject expert for the examination in question. Those candidates may be allowed extra time at the discretion of the centre to compensate for their temporary absence.
- 23.4** Candidates who have finished the examination and have been allowed to leave the examination room early must hand in their script, question paper and any other material before they leave the examination room. Those candidates must not be allowed back into the room.
- 23.5** At the end of the examination, candidates must hand in their script, question paper and any other material before they leave the examination room.
- 23.6** Where examinations have been re-scheduled in a morning or afternoon session, or deferred to the following morning, for one or more candidates, the question papers must not be released to members of centre staff:
- a) until the awarding body's published finishing time for the paper concerned; or
 - b) until all candidates within the centre have completed the paper concerned.
- 23.7** Scripts, question papers and any other material must not be removed from the examination room until all candidates have completed the examination.
- In cases where an examination has been moved from an afternoon session to a morning session due to a timetable variation (see paragraph 7.4), the invigilator must collect all question papers and pass all copies to the exams officer for return to the centre's secure storage facility.
- 23.8** Upon completion of an on-demand BTEC examination, question papers must not be released to centre personnel and/or to candidates at any time. (This applies to both written and on-screen examinations.)

24 Malpractice

24.1 Where a candidate is being disruptive, the invigilator must warn the candidate that he/she may be removed from the examination room. The candidate must also be warned that the awarding body will be informed and may decide to penalise them, which could include disqualification.

The invigilator must record what has happened.

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

24.3 The head of centre must report to the awarding body immediately all cases of suspected or actual malpractice in connection with the examination.

Form JCQ/M1 - *Report of suspected candidate malpractice*:

<http://www.jcq.org.uk/exams-office/malpractice>

must be completed.

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

24.4 The head of centre has a duty to monitor and report potential malpractice by invigilators and centre staff to the awarding body immediately.

24.5 Where candidates commit malpractice, the awarding body may decide to penalise them, which could include disqualification.

Candidates should be warned of the possible penalties an awarding body may apply as detailed in the JCQ publication *Suspected Malpractice: Policies and Procedures, 1 September 2022 to 31 August 2023*:

<http://www.jcq.org.uk/exams-office/malpractice>

24.6 In cases of suspected malpractice, examination scripts must be packed as normal (see section 28) and Form JCQ/M1 must be submitted separately to the relevant awarding body.

25 Emergencies

- 25.1** When dealing with emergencies, staff must be aware of the centre's policy and, where appropriate, any instructions from relevant local or national agencies.
- 25.2** Centres must have a written centre policy for dealing with an emergency evacuation of the examination room, which will be subject to inspection by the JCQ Centre Inspection Service.

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

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

- 25.3** In an emergency such as a fire alarm or a bomb alert, the invigilator must take the following action:
- a) stop the candidates from writing;
 - b) collect the attendance register (in order to ensure all candidates are present) and evacuate the examination room in line with the instructions given by the appropriate authority;
 - c) advise candidates to leave all question papers and scripts in the examination room. Candidates must be advised to close their answer booklet;
 - d) ensure the candidates leave the room in silence;
 - e) ensure candidates are supervised as closely as possible while they are out of the examination room so that there is no discussion about the examination;
 - f) make a note of the time of the interruption and how long it lasted;
 - g) allow the candidates the remainder of the working time set for the examination once it resumes;
 - h) if there are only a few candidates, consider the possibility of taking the candidates (with question papers and scripts) to another place to finish the examination;
 - i) make a full report of the incident and of the action taken and send to the relevant awarding body.
- 25.4** As each incident will be different, advice must be sought from the relevant awarding body as soon as it is safe to do so. This is particularly so where the centre is concerned about the security of the examination(s).
- 25.5** Where candidates are unable to return to the building to complete the examination, the relevant awarding body must be contacted immediately for advice. The awarding bodies have procedures in place to ensure that candidates are not disadvantaged where they are unable to complete the examination due to circumstances beyond their control.

At the end of the examination

26 Finishing the examination

27 Collecting scripts

26 Finishing the examination

- 26.1** A five-minute warning to candidates before the end of the examination is permitted. However, this is at the centre's discretion. Where candidates have different finishing times, the centre must consider the impact of giving a warning.
- 26.2** At the end of the examination invigilators must:
- a)** tell candidates to stop working and remind them that they are still under examination conditions;
 - b)** allow candidates who arrived late and were allowed the full working time to do their examination, to continue after the normal finishing time. Tell them to stop working after the full working time allowed has passed;
 - c)** instruct candidates taking written examinations to:
 - make sure they have put all the necessary information on their answer booklet and any additional answer sheets, e.g. candidate name, candidate number, centre number;
 - make sure their answers are correctly numbered;
 - make sure they have put any loose additional answer sheets inside the answer booklet. Paper clips or staples must not be used. Treasury tags should only be used if permitted by the awarding body marking the papers.
- 26.3** Candidates granted extra time and/or supervised rest breaks should be allowed to carry on uninterrupted for the necessary additional time. Invigilators must be made aware in advance which candidates have been granted extra time and/or supervised rest breaks.

27 Collecting scripts

27.1 Invigilators must:

- a) **collect all the scripts/objective test sheets, question papers and any other materials before candidates are allowed to leave the examination room;**
- b) check that there is a script/objective test sheet for every candidate marked as present on the attendance register;
- c) check that the names on the scripts match the details on the attendance register (all awarding bodies except CCEA);
- d) put the scripts/objective test sheets in the order shown on the attendance register;
- e) check that candidates have used their correct centre and candidate number;
- f) give the scripts/objective test sheets to the person responsible for despatching them to the awarding body/examiner.

Exam office staff, including invigilators, must ensure scripts are handled securely at all times.

27.2 When checking that the candidate and centre information matches the details on the attendance register, if a discrepancy is identified the centre may correct the discrepancy or add to the information recorded by the candidate on the front of their answer booklet and/or on any supplementary sheets used. This should be restricted to the centre number, candidate number, candidate name or component/unit code. The correction should be counter-signed on the script. Centres must not alter any other details on the candidate's script.

27.3 **Scripts are confidential between candidates and the awarding body. They may not be read or photocopied before they are sent to the awarding body/examiner, unless the awarding body has stated otherwise.**

27.4 **Centres must ensure that scripts are always kept in the secure room until as close to the collection time as possible. Script packages must not be left unattended at the collection area.**

After the examination

- 28 Packing scripts
- 29 Sending scripts
- 30 Unused stationery
- 31 Releasing question papers

28 Packing scripts

28.1 Centres must:

- a) check that they have enough large plastic envelopes to despatch all the scripts. Contact the relevant awarding body if more will be needed;
- b) use the plastic envelopes provided by the appropriate awarding body regardless of the number of scripts that need to be despatched;
- c) ensure that every script or objective test sheet from the examination has been included. Scripts for each unit/component must be packed in a separate plastic envelope;
- d) ensure that all scripts/objective test sheets for a unit/component are collected together, including those for any candidates who have been accommodated separately;
- e) enclose the relevant attendance register(s) with the scripts or objective test sheets. Scripts and objective test sheets must be in the same order as candidates appear on the attendance register. The attendance register must still be completed and sent even when there are no scripts due to all candidates being absent or withdrawn;
- f) ensure cover sheets accompany scripts where appropriate, for example where a candidate has used a scribe. The cover sheet must be placed inside the script;
- g) use the pre-addressed labels provided by the awarding body. Ensure the correct label is used for each unit/component and that the most up-to-date label is always used – photocopied labels must not be used;
- h) always use only one label per package;
- i) always use the whole address label, stick it securely to the largest face of the package and ensure it is flat and crease free. The address label must be visible and legible;
- j) fasten envelopes securely, but do not use staples, string or tape.

28.2 Centres must not:

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

29 Sending scripts

29.1 Centres must:

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

29.2 Centres should try to despatch scripts from the morning and afternoon sessions of Friday 26 May 2023 that afternoon. If this is not possible, scripts must be retained in **the secure room** and be despatched as early as possible on Tuesday 30 May 2023.

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

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

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

30 Unused stationery

30.1 The invigilator must:

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

30.2 The exams officer must:

- a) **return unused stationery to the secure storage facility or secure room until needed for a future examination. Surplus stationery must not be used for internal school tests, mock examinations and non-examination assessments;**
- b) **destroy confidentially any out-of-date stationery.**

31 Releasing question papers

- 31.1 Question papers must not be released to centre personnel until after the awarding body's published finishing time for the examination or, in the case of a timetable variation, until all candidates within the centre have completed the examination.

For CCEA examinations, question papers must not be released until 24 hours after the published finishing time for the examination.