

Regulations for the conduct of examinations



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City & Guilds

1 Giltspur Street

London EC1A 9DD

T +44 (0)20 7294 2800

F +44 (0)20 7294 2400

www.cityandguilds.com

enquiry@cityandguilds.com

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General regulations

The centre co-ordinator or local examinations secretary referred to in this document is the person nominated by the Head of Centre to take responsibility for the arrangement of examinations, tests and other assessments which require all or any of the following:

- security of question paper/test documentation
- examination/test conditions, including on-line and computer-based assessments, which ensure that the work submitted is that of the candidate alone using only the items/materials specified.

Any member of staff at a centre or registered invigilator who wishes to sit an examination should contact the Assessment Programme Manager email: **POLICY@cityandguilds.com**, before making an entry for the examination to request permission. Provided that suitable arrangements for the security of the examination papers, invigilation of the examination and preparation of any specialist work or materials can be made, permission will be given. Failure to inform City & Guilds in writing and obtain permission may result in disqualification or make the examination void.

Nothing in City & Guilds regulations, or in the particular instructions which City & Guilds may issue, shall in any way affect the responsibility of the centre for health, safety and safe working under current legislation and local government by-laws. Any particular local requirements must be followed by the centre.

All premises used for examination, or for the storage of examination material, must be open to inspection, without notice, by City & Guilds or to any relevant statutory and/or regulatory body under which the examinations may be recognised. Authorised inspectors/auditors will present themselves to the centre co-ordinator/local examinations secretary and will identify themselves with an appropriate letter of authorisation/identity card.

The regulations in this document specify the normal operational requirements for assessment. Certain qualifications may have particular variations produced by the needs of the subject or mode of assessment. In these cases subject regulations set out in the syllabus will apply.

All City & Guilds question papers, on-line assessments and computer-based assessments forms carry copyright. They must not be retained or copied in any form in whole or in part unless otherwise specified in subject-specific documentation.

All candidate scripts or practical work carried out under examination conditions are the property of City & Guilds and are not returned to centres unless otherwise indicated in subject-specific documentation. Examples of work will be retained for future use in standardisation exercises. Candidate work, appropriately edited to ensure anonymity, may be used as exemplars in training and guidance documents.

City & Guilds welcomes comments on its examination papers. For on-demand, single subject examinations, these should be attached to the Attestation Form so that they can be considered where appropriate during the marking process.

For all other examinations, comments should be addressed to the Assessment Programme Manager email: **POLICY@cityandguilds.com**. If comments are received within one week of the examination having taken place, they can be considered where appropriate during the marking process.

City & Guilds supplies question papers and other assessment materials in English and will mark responses in English unless another language is specified by the regulations.

City & Guilds examination papers will, where appropriate, use decimal currencies including £ and \$, metric units, the 24 hour clock, global contexts and scenarios including names and addresses.

As part of City & Guilds quality assurance, in those subjects where the timed element is an integral part of what is tested, candidates may be required to validate their speed in the presence of a representative of City & Guilds. Similarly candidates may be asked to validate their performance in other examinations in the presence of a representative of City & Guilds.

City & Guilds audit/inspection service ordinarily visits centres when examinations are being held, although a visit to check the centre's secure storage (as defined in 1.2) may be made at any time. Centres must co-operate with any visit from an auditor/inspector, including giving access to secure storage.

Preparing for the examination

1 Keeping question papers and other examination material secure

1.1 Checking question papers

- On receipt check the question paper packets and examination material carefully. Notify City & Guilds immediately if there are any problems, e.g.
 - it appears that the parcel or one of the packets has been opened during transit and therefore there may have been a breach of security
 - there are any differences between the material received and the despatch/delivery note
 - the material has been significantly damaged in transit
 - the material appears not to meet your requirements.
- All materials should be checked immediately they are received and must be put into secure storage. Check the question paper packets against the timetable and arrange them in timetable order to reduce the possibility of opening a packet at the wrong time.
- If question papers cannot be checked immediately they are received, they must be locked away in secure storage until an authorised member of staff is available to make the necessary checks (it is for the centre to set out the appropriate terms of authorisation for members of staff).

1.2 Keep all question papers in a place of security and available only to authorised persons. This will require a safe or a non-portable, lockable, metal cabinet within a room, which is also secure from non-authorised entry, with restricted access and locked when not attended by authorised persons. The centre must be able to satisfy a representative of City & Guilds of the security of the arrangements.

1.3 City & Guilds must be informed if the security of the question papers is put at risk by theft, loss, damage, unauthorised disclosure, fire, or any other circumstance.

1.4 Question papers must remain in the secure storage facilities approved by City & Guilds until the day of the examination. You must not open the packets of question papers and other examination materials until the time appointed for the examination concerned, unless City & Guilds advises otherwise. For scheduled examinations, question papers are supplied in packs of five. If you have candidates at multiple sites and this arrangement causes difficulties, packs should not be opened and split. Extra packs may be requested from the Supply Management department well in advance of the closing date for entries for the examination.

1.5 On occasions when centres may open confidential material (such as instructions for practical examinations) before the examination, they must take strict precautions to keep it secure after it has been opened. Centres **must not** remove the material from the centre and, when it is not being used, must keep it in secure storage. Centres **must** make sure that a system for recording when material is taken from or returned to the secure storage is used throughout the time the material is confidential (see Sections 2, 8-11, 13 and 17 regarding when materials are confidential).

- 1.6 If confidential material is recorded on tapes or other media, you **must** make arrangements before the examination for that material to be tested if City & Guilds requires it. If any of the material is faulty, City & Guilds **must** be informed immediately.
- 1.7 Ensure that appropriate software, computers, word processors, printers, typewriters, tapes and tape recorders and/or other equipment as appropriate are provided for examinations. Spare equipment should be available whenever possible.
- 1.8 Inform all candidates of the date, time and place of the examination and the conditions under which it will be held.

Preparing for the examination

2 Timetable variations

- 2.1 Every effort should be made to start the examination at the specified time. The starting time may be varied, if there are local problems, by up to thirty minutes without informing City & Guilds. However, if this is done, to avoid any possible breach of security, late arriving candidates or early departing candidates must be regulated as if the specified starting time had been in place.

- 2.2 On-line examinations may be taken within a time period set within the system for each candidate. Each candidate must be informed of the date, time and place of his/her test.

Preparing for the examination

3 Using calculators

- 3.1 For question papers where the use of calculators is allowed, candidates are responsible for making sure that their calculators meet City & Guilds regulations.

Candidates should be told these regulations beforehand.

Calculators must be:

- of a size suitable for use on the desk
- either battery or solar powered.

Calculators must not:

- be designed or adapted to offer any of these facilities:
 - language translators
 - symbolic algebra manipulation
 - symbolic differentiation or integration
 - communication with other machines or internet (this includes mobile phones)

The candidate is responsible for the following:

- the calculator's power supply
- the calculator's working condition.

Candidates may:

- use calculators with graphic displays and programmable calculators if these calculators meet the restrictions shown above, unless the calculators are prohibited in the subject specification.

Candidates must not bring the following into an examination:

- calculator cases
- instruction leaflets
- instructions and formulae printed on calculator lids or covers
- similar materials.

Preparing for the examination

4 Resources for examinations

- 4.1 Printed English language dictionaries and bilingual dictionaries are allowed only for some examinations. For more detailed guidance, please always refer to the subject-specific documentation. Electronic dictionaries are **not** allowed in any examinations.
- 4.2 Ensure that stationery and any items specified in the syllabus, such as reference materials and case studies, are available to candidates, or that candidates have been informed what they will need to bring with them. If candidates have any unauthorised material in an examination (whether or not they intend to use it), this may constitute malpractice. In such circumstances, you should refer to the City & Guilds **Managing cases of suspected malpractice by centres and candidates**.
- 4.3 Candidates may **not** refer to books or notes during the examinations except where the subject-specific documentation specifically allows it.
- 4.4 Candidates may **not** bring scrap paper into the examination room.
- 4.5 Where centres are undertaking electronic tests, centres must ensure that sufficient work stations are available, including at least one replacement computer (and printers where required). The equipment must be fit for purpose and must be checked by a competent person before use.
- 4.6 There should be appropriate policies in place to protect the security of the hardware and software which is used to deliver electronic tests, hold candidate assessment outcomes and the network in which it operates. The centre's management of the secure test environment in which on-line tests operate must be robust.

Preparing for the examination

5 Accommodation

- 5.1 All candidates must sit for the examination at the centre unless City & Guilds has given permission beforehand for candidates to take the examination elsewhere. As long as all requirements for accommodation are met, centres may arrange to use other local accommodation off-site for any examination. City & Guilds still treats that accommodation as being 'at the centre' for the purposes of the examination.
- 5.2 In these circumstances, centres must inform City & Guilds head office or regional office at least six weeks before the examination of the address of the other accommodation, the dates it is to be used and the maximum number of candidates likely to be involved. If, owing to unforeseen circumstances, centres cannot meet the six-week deadline, they should give City & Guilds the necessary information as soon as it becomes available.
- 5.3 Special arrangements for examination venues, including work-based venues, apply to a few qualifications offered in association with other organisations. These are set out in the subject specific documentation.
- 5.4 The examination room must be in a suitably quiet location, which will remain undisturbed for the whole examination, and have adequate space, heating, lighting and ventilation.
- 5.5 Practical examinations must be held under conditions that will give all candidates the chance to carry out their tasks and to display their true levels of attainment in the subjects concerned.
- 5.6 All posters, display material etc which may be relevant to the examination should be removed or completely covered.
- 5.7 A reliable clock must be visible to every candidate in the examination room. The clock must be big enough for all candidates to read clearly. In the case of on-line examinations a clock is also available on the test system.
- 5.8 The invigilator should make sure that the following information is clearly visible to all candidates:
- date
 - start and finish time
 - full title of the centre
 - centre number
 - other relevant details (eg question paper number, examination title, etc).

- 5.9 Seating arrangements must be made which will prevent candidates from seeing each other's work, intentionally or otherwise. It is recommended that:
- the minimum distance in all directions from centre to centre of candidates' chairs is 1.25 metres
 - all candidates should face in the same direction, unless they are working at drawing boards, easels or computer workstations for on-line tests. In such cases the arrangement should be in an inward facing pattern or in another suitable pattern to ensure that the minimum distance requirement is satisfied
 - each candidate should be seated at a separate desk, table or workstation. For on-line tests, each workstation must be isolated by a minimum space of 1.25 metres measured from the nearest outer edge of one screen to the next.
 - any specialist tutor preparation for IT related examinations should be provided to candidates as individual files for their exclusive use.
- 5.10 It is the responsibility of the centre to decide whether to allow candidates suffering from an infectious or contagious disease to sit an examination. Any candidate suffering from an infectious or contagious disease must take the examination in a separate room in which all instructions for conducting examinations can be applied. Centres must keep the candidate's script separate from other scripts from the same centre. You must **not** despatch anything to an examiner or to City & Guilds until you have asked for advice from City & Guilds.
- 5.11 More than one examination may be held in the same room as long as this does not cause disturbance to any candidate.
- 5.12 A notice, 'Quiet, examination in progress' (provided by the centre) must be displayed outside the examination room.
- 5.13 Where computers are used for assessment purposes the Head of Centre is responsible for ensuring that local health and safety laws are followed.

Preparing for the examination

6 Invigilation arrangements

- 6.1 All City & Guilds examinations must be supervised by an invigilator. It is the responsibility of the centre to appoint invigilators and brief them on the requirements for the conduct of examinations. Invigilators should be suitably qualified and experienced adults whose integrity can be relied upon. They act for the centre, under the guidance of the centre co-ordinator/local examinations secretary, and the centre is responsible for their payment and actions. City & Guilds does not accept responsibility for the payment of fees or expenses to invigilators. Please note that it is not good practice for the tutor of the qualification being examined to be the only invigilator for that examination.
- 6.2 Ensure that invigilators are familiar with the content of this document and that invigilation is operated in accordance with it and any local or national invigilation arrangements. Invigilators must give all their attention to conducting the examination properly; be able to observe each candidate in the examination room at all times and be familiar with the specific instructions relating to the subjects being examined. Invigilators must not carry out any other task (for example marking) in the examination room.
- 6.3 For multiple-choice and written assessments, there must be a minimum of one invigilator in each examination room for every 30 candidates or fewer. For on-line or computer-based assessments, there must be a minimum of one invigilator for every 20 candidates or fewer. However, when there is only one invigilator he/she must be able to summon assistance easily, without leaving the examination room, in case of emergency, eg a sick candidate. The number of invigilators present must never fall below the number specified.
- 6.4 Centres must prepare a seating plan, indicating the direction of each desk and the name of each candidate, and keep signed records of the seating and invigilation arrangements for each examination session for six months after receipt of results. The seating and invigilation records may be required by City & Guilds. Centres should ensure that the Invigilation Certificate Marksheet is completed for all candidates, whether present or absent, and returned with candidates' scripts'.
- 6.5 Where the examination comprises practical tests or the use of equipment such as a computer, then it is essential that a specialist technician must be available to deal with equipment failures. The provision of a specialist technician is in addition to the invigilator. The invigilator must **not** act in this capacity. In the exceptional case of an examination for one candidate, the invigilator may undertake the role of computer specialist.
- 6.6 Separate approval is required to run peripatetic on-line examinations. Special arrangements and requirements apply to the conduct of these examinations. Centres will be advised of these when approval is given.

For candidates with access arrangements

- 6.7 City & Guilds recommends that the examination is held in a separate room when readers, writers or assistants are provided. An invigilator **must** also be present. Readers, writers or assistants may **not** act as invigilators.
- 6.8 The centre is responsible for ensuring that if a candidate and a reader are not accommodated separately that other candidates cannot overhear what the reader is saying and are not disturbed by their presence.
- 6.9 If several candidates require only occasional reading assistance, they may be accommodated as a separate group with a reader and an invigilator.
- 6.10 Centres whose candidates are not permitted a reader may wish to accommodate candidates separately so that they may read aloud to themselves, particularly where this is the normal way of working. Separate invigilation will be required.
- 6.11 The centre is responsible for ensuring that a candidate dictating to a scribe cannot be overheard or distracted by other candidates. Where a centre needs to accommodate candidates separately, a separate invigilator will be required.
- 6.12 Candidates requiring a word processor must be accommodated in such a way that other candidates are not disturbed and cannot read the screen. Where candidates using a word processor are accommodated separately, a separate invigilator will be required.
- 6.13 Where a candidate requires a prompter, the invigilator may act as a prompter. If the prompter is acting as a reader or scribe, different invigilation arrangements must apply.
- 6.14 Candidates requiring the use of a sign interpreter may need to be accommodated in another room in which case a separate invigilator will be required.

For further information on access arrangements please refer to City & Guilds 'Access to assessment and qualifications' document.

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At the beginning of the examination

7 Identifying candidates

- 7.1 It is important that all invigilators are able to establish the identity of all candidates sitting examinations. The head of centre **must** make sure that appropriate arrangements are in place so that all invigilators can carry out adequate checks on the identity of all candidates.
- 7.2 A private, external or transferred candidate who is not known to the school, college authorities or training provider must show documentary evidence to prove that he/she is the same person who entered/registered for the examination/assessment eg passport or photographic driving licence.
- 7.3 For on-line examinations it is the responsibility of the centre to have a procedure in place to ensure that both the identity of the candidate is established and that the candidate's name and identity matches the name and identity on the on-line test screen. If candidates sit an examination in another candidate's name (whether or not this is intentional), this may constitute malpractice.

At the beginning of the examination

8 The people present

- 8.1 Only candidates and persons whose presence is required by the examination, and are authorised by the centre co-ordinator/local examinations secretary, should be allowed in the examination room during, immediately before or after the examination.

- 8.2 The centre co-ordinator/local examinations secretary may allow heads of department, teachers and subject tutors to enter the examination room to check that candidates have all the materials they should have and the correct examination paper. If allowed into the exam room to carry out such checks, they should not communicate in any way with the candidates or comment on the examination paper in the presence of the candidates. If there is a query about the examination paper then the centre co-ordinator/local examination secretary should contact City & Guilds immediately.

At the beginning of the examination

9 Question papers, stationery, materials and other equipment

- 9.1 The examination papers must be collected from their secure store on the day of the examination by an invigilator or other responsible person. The sealed envelopes containing the papers should not be opened until immediately before the examination and should be opened in front of the candidates.
- 9.2 In examinations where computers are required or allowed and answers are to be printed out, the invigilator should check that the printouts can be identified on a candidate by candidate basis. One copy **only** should be printed, unless otherwise directed by subject-specific instructions, and the files must be erased from the computer/storage medium immediately.
- 9.3 The invigilator must take all reasonable steps to make sure that the following conditions are met:
- examination stationery, including additional answer sheets, for the particular examination must be issued to candidates
 - candidates may take into the examination room only those instruments or materials which are clearly allowed in the instructions on a question paper, the stationery list or the specification for that subject
 - if unauthorised items have been or are about to be taken into the examination room, they must be placed out of reach of the candidates (and not under their desks) before the examination starts
 - mobile telephones and other means of electronic communication are not allowed in any examination. Candidates should be warned of this rule in advance and reminded at the start of each examination. If mobile telephones have been brought into the room, they should be switched off and placed beyond the reach of candidates
 - 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. Also, centres should check that the sheets relate to the subject and the component concerned
 - for on-line examinations the test must be unlocked for the correct candidate. The invigilator must check the identity of the candidate and then ensure that the correct ID and password are issued. The invigilator must oversee the input of the id and password for each candidate and check to see that the name on the test screen matches the name of the candidate. If in spite of these checks either the invigilator or candidate becomes aware that the candidate is sitting a test in a different candidate's name then the test should be aborted. City & Guilds should be notified immediately. The test results should still be uploaded.

NB If a candidate sits an examination in another candidate's name (whether or not this is intentional), this may constitute malpractice.

At the beginning of the examination

10 Starting the examination

- 10.1 The examination papers must be collected from their secure store on the day of the examination by an invigilator or other responsible person. The sealed envelopes containing the papers should not be opened until immediately before the examination and should be opened in front of the candidates.
- 10.2 Candidates must be in the examination room at least ten minutes before the start of the examination to fill in examination documentation. They should not be allowed into the room until the invigilator is satisfied that the room is ready for them and can indicate where each should sit. This is particularly important where a centre is using City & Guilds pre printed stationery containing candidate, centre and component information and where candidates are taking on-line assessments.
- 10.3 Before candidates are allowed to start work in the examination, the invigilator **must always** inform candidates of the rules which apply during the examination (see Appendix 2).
- 10.4 The centre may provide the invigilator with a translation of the rules which apply during the examination into other languages if there is a need for this and if the necessary expertise is available.

During the examination

11 Candidates who arrive late or leave early

11.1 Late entry to/early departure from the examination room

- In examinations which last for two hours or longer, no candidate may enter the examination room one hour after the timetabled start of the examination, and no candidate should leave the examination room during that first hour. This rule must be kept, even if the actual start time differs from the timetabled start.
- In examinations lasting less than two hours, no candidate may enter the examination room after, or leave the examination room before, half the examination time has passed.
- A candidate arriving after the start of the examination may be allowed to take the examination, subject to the agreement of the centre and provided that the given time restrictions would not be breached. They may be allowed the full time for the examination, if this arrangement is practical for the centre.
- Candidates may not be admitted after the start of an examination where listening, dictation or speed tests are involved.
- Candidates who have finished their work and have been allowed to leave the examination room early must hand in their work and the examination paper before they leave the examination room. Those candidates must not be allowed back into the room.
- For on-line examinations which may be taken by a candidate within an agreed time period, centres may allow candidates to enter and leave the room at different times provided the invigilation conditions are maintained and entry and exit can be managed without disturbing other candidates.

11.2 Where the candidate has been allowed into the examination room after the starting time, the examination script should be submitted in the usual manner, but a report giving full circumstances should be sent to the Assessment Programme Manager email: **POLICY@cityandguilds.com** The candidate must complete a Declaration of no prior knowledge form, be informed that the report has been completed and that City & Guilds may not be prepared to accept the paper.

11.3 If a candidate needs to leave the examination room temporarily during the examination because he/she is unwell or needs to go to the toilet, then he/she must be accompanied by an invigilator who must ensure that he/she does not speak to anyone else, consult any notes, make a phone call or otherwise breach the security of the examination while he/she is out of the room. Those candidates may be allowed, at the discretion of the centre, extra time to compensate for their temporary absence.

NB The number of invigilators present in the examination room must not fall below the number specified in 6.3.

11.4 Any disturbance in the conduct of the examination should be notified to the Assessment Programme Manager, in writing email: **POLICY@cityandguilds.com** immediately after the examination and a copy of the letter should be enclosed with the scripts. Unless this is done, no consideration can be given in the marking and grading of the candidates.

During the examination

12 Completing the invigilation documentation

12.1 The invigilator **must**:

- record which candidates are present during the examination, in line with City & Guilds' instructions, clearly indicating those candidates who are absent
- record the names of candidates who are not listed. The exams officer must make formal entries to City & Guilds as soon as possible, if this has not already been done.

During the examination

13 Releasing examination papers

- 13.1 If papers have been re-scheduled with the permission of City & Guilds, the question papers must not be released until after
- the published finishing time for the paper concerned, or
 - the end of the examination session in the centre, whichever is later.
- 13.2 All used and unused multiple-choice questions papers must be returned to City & Guilds after the examination. Centres must not make any copies either in writing, by photocopy, electronic or other means.
- 13.3 No-one may remove any question paper from the examination room until the end of the examination session in the centre.

During the examination

14 Misconduct and irregularities

- 14.1 In cases of misconduct and irregularity, the invigilator/centre co-ordinator/ local examinations secretary is empowered to expel a candidate from the examination room, when their continuing presence would hinder other candidates.
- For scheduled examinations, the expelled candidate's question paper and script should be secured and submitted to the Assessment Programme Manager, email: **POLICY@cityandguilds.com** with a report signed by the invigilator(s).
 - For on-demand, single subject examinations, the expelled candidate's question paper and script should be secured, a report of the incident written, and both should be submitted as usual with the batch of scripts and the Attestation Form.
 - For GOLLA examinations, the expelled candidate's examination should be ended and a report of the incident written. The report should include the candidate's test details, ie test number, date. Time, qualification code. The report should be signed and sent to the Assessment Programme Manager, email: **POLICY@cityandguilds.com**
- 14.2 Any misconduct or irregularity must be reported in writing to the Assessment Programme Manager, email: **POLICY@cityandguilds.com**. A decision will be taken as to whether to disqualify candidates for this, and any other City & Guilds examination they may have taken. City & Guilds has the final decision to disqualify, or not, a candidate.
- 14.3 If any of the regulations for the conduct of examinations is broken by a candidate, invigilator or other person required for the conduct of the examination, City & Guilds may declare the examination or assessment void.

During the examination

15 Emergencies

15.1 If an emergency occurs during the examination, eg fire alarm, bomb warning

- the examination room must be evacuated in accordance with the instructions of the appropriate authority
- candidates must leave question papers and examination scripts on their desks
- depending on the circumstances that follow, one of the actions given in 15.2 may be taken. Whichever action is taken, the Assessment Programme Manager of Co-ordinated Services at City & Guilds must be informed in writing as soon as possible. Any decision on assessment of partially completed work will be made by City & Guilds.
- if an on-line test has to be restarted after a power failure/fire alarm or any other disruption, the restart window is 60 minutes. Provided the candidates are closely supervised and the invigilator is sure that there has been no breach of security the examination may be re-started. The Assessment Programme Manager, email: **POLICY@cityandguilds.com** must be informed, in writing as soon as possible.
- If an on-line test cannot be re-started because of the elapsed time or because candidates were not invigilated then the test should be abandoned. New tests may be scheduled for the candidates.
- If a workstation fails due to hardware problems during the test the invigilator should move the candidate to a spare one and enter their ID and password so they can continue the test.

For on-line tests, centres should refer to any software specific instructions to safeguard the security of assessment content and responses.

15.2 If the candidates have been closely supervised and the invigilator can be assured that there has been no breach of examination security, ie candidates did not communicate with each other, nor any other person, nor consult any books or notes while they were out of the examination room, then the examination may be resumed and the full time may be given.

15.3 If the security of the examination has been compromised or timing of the examination is integral to the assessment, then please contact City & Guilds for guidance. If the examination has been taking place for more than one half of the published time, then the candidates' scripts may be sent to City & Guilds for performance to be assessed and consideration made for grades to be awarded on the work completed in the time available.

15.4 If it is completely impossible to continue the examination, yet less than one half of the given time had elapsed while the candidates were in the examination room, then City & Guilds will consider the possibility of grading the candidates. This may be carried out using the part completed examination scripts and written reports from the centre, based on assessed course work.

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At the end of the examination

16 Finishing the examination

- 16.1 Before the end of the examination the invigilator should alert the candidates to the time remaining. It is suggested that this warning should be given between 15 and five minutes before the end. A five minute warning is given on screen for on-line examinations.
- 16.2 When the allotted time has ended, the invigilator must tell the candidates to stop writing or working, collect the papers and make sure that the relevant paperwork has been completed (see section 12 and Appendix 3).
- Before candidates leave the room, the invigilator should check that all candidate work is clearly identified, any extra sheets used are securely attached to the answer book with string or a treasury tag. For examinations where single sheet stationery is used, each candidate's worked papers should be arranged in numerical order of questions and firmly stapled at the top left-hand corner. Multiple-choice answer sheets should not be stapled or tagged.
 - In the case of on-line assessment or a computer marked assessment, the invigilator should check that the test has closed correctly and ensure that the responses are submitted in accordance with the system regulations. City & Guilds may not be able to issue results if the on-line test files have not been submitted correctly. The centre must ensure that on-line test results are uploaded immediately and are advised to retain a provisional score report.
 - Preparatory examination material recorded on tape or disk must be erased immediately after the examination, with the exception of printouts of specialist tutor's work, where applicable. One copy of the specialist tutor's work per batch must be returned with the worked scripts.
- 16.3 For on-line tests
- centres must that all candidates' work is saved and secure from unauthorised access
 - all other examination material, including copies of candidates' work, additional printouts and question papers must be collected by the invigilator and stored in a secure place
 - any common user areas accessible to candidates must be cleared of all work saved during the examination immediately after each session
 - candidates' user areas should be removed at the end of the examination window or after each session if feasible. Whichever strategy is adopted, centres must ensure that the user areas of those candidates who have already sat the examination cannot be accessed by candidates who are scheduled to sit the examination in a later session within the window. Particular care should be taken where networked stations are used to prevent work being accessible via shared folders. Different passwords must be set up for each session, if more than one session is required. It is not sufficient to rely on candidates keeping their password secret.
 - Invigilators should be aware that work may need to be printed off outside the time allowed for the test. Candidates must not be prevented from doing so, though must be supervised at all times.

At the end of the examination

17 Collecting scripts

- 17.1 The invigilator must collect all used and unused examination question papers and scripts before candidates leave the room to ensure that no candidate accidentally takes their script or other examination material with them.
- 17.2 Scrap paper used by candidates during on-line examinations should be collected and destroyed.

After the examination

18 Sending scripts

- 18.1 Under no circumstances may examination papers be retained or photocopied by centres or candidates unless otherwise specified.
- 18.2 Scripts and completed Invigilation Certificate Marksheets should be despatched to the specified address on the day of the examination. If it is not possible to despatch straight away, then they must be kept locked up under the same conditions as unused examination papers. They must then be despatched within one working day of the examination.
- 18.3 Centres should use the fastest possible postal service to return scripts and air mail should be used for non-UK centres.
- 18.4 Every care is taken to ensure safe custody of all examination material, but City & Guilds will not hold itself responsible for any loss or damage during transit.

After the examination

19 Unused stationery

- 19.1 All used and unused multiple-choice question paper booklets and pre-printed multiple-choice answer sheets must be returned to City & Guilds after the examination. Centres must not make any copies, either written photocopied, electronic or other.

After the examination

20 Applications for special consideration

- 20.1 Any correspondence on the conduct of the examination, particularly on adverse circumstances which may deserve special consideration, should be sent immediately under separate cover to the Assessment Programme Manager, email: **POLICY@cityandguilds.com** not to the examiner.

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Appendix 1 Checklist for invigilators

This checklist summarises the most essential actions for invigilating examinations. You must also fully understand the *Regulation for the conduct of examinations*.

A Arranging the examination room

- 1 Check that any charts, diagrams, etc have been cleared from the walls.
- 2 Check that you have the following on display:
 - a clock that all candidates can see clearly
 - a board showing the centre number, and the starting time and finishing time of the examination(s).
- 3 Check that you have:
 - a copy of the current *Regulations for the conduct of examinations*
 - any subject-specific instructions
 - a seating plan of the examination.

B Identifying candidates

- 1 Make sure you know the identity of every candidate in the examination room.
- 2 Check the documentary evidence that any candidates not known to you provide, to show that they are the same people who were entered for the examination.

C Before the examination

- 1 Check the front of the question paper for the exact requirements for authorised materials, particularly dictionaries and calculators (see F).
- 2 Tell candidates that they must now follow the regulations of the examination and draw attention to them. A suggested wording is provided at Appendix 2.
- 3 Warn candidates that they must give you any unauthorised materials, including mobile phones.
- 4 Open the packet(s) of question papers in the examination room.
- 5 Tell the candidates:
 - to fill in the details on the front of the answer booklet or answer sheets and any supplementary sheets
 - to read the instructions on the front of the question paper.
- 6 Tell the candidates about any erratum notices.
- 7 Remind candidates to write in blue or black ink or ballpoint pen.
- 8 Tell candidates when they may begin and how much time they have.

D During the examination

- 1 Complete the examination documentation with attendance details.
- 2 See section 4.1 of the Regulations if a candidate arrives late.

- 3 Be vigilant. Supervise the candidates at all times to prevent cheating and distractions.
- 4 Do not give any information to candidates about:
 - suspected mistakes in the question paper, unless an erratum notice has been issued
 - any question on the paper or the requirements for answering particular questions.
- 5 Make sure that no candidate leaves the examination room until the time specified in paragraph 11 after the published starting time.
- 6 Make sure that no question paper is removed from the examination room during the examination.
- 7 Make sure that a member of staff is available to accompany any candidates who need to leave the room temporarily.
- 8 In an emergency, see Section 4.5 of these regulations and any separate instructions issued by your centre.
- 9 Tell candidates to stop writing/working at the end of the examination.

E After the examination

- 1 Check and sign the examination attendance documentation.
- 2 Tell candidates to check that they have:
 - written all the necessary information on their scripts including supplementary sheets
 - crossed out rough work or unwanted answers
 - fastened any supplementary sheets, as instructed on the question paper or answer book.
- 3 Collect all scripts and all unused stationery before candidates leave the examination room.
- 4 Arrange scripts in the order candidates appear on the examination documentation.
- 5 Make sure that scripts are kept in a secure place before being sent to the examiner.

F Use of Calculators and Dictionaries

- 1 Candidates are allowed to use calculators, unless the specification for the subject says otherwise.
- 2 Candidates are not allowed to use dictionaries in any examinations, unless the specification says otherwise.
- 3 Candidates may use bilingual dictionaries under certain access arrangements.

G Access Arrangements

Check in advance with the exams officer which candidates, if any, are allowed access arrangements.

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Appendix 2 A suggested wording for the invigilators' announcement at the beginning of an examination

- “You must now follow the regulations of the examination.
- **Only** material listed on the question paper is allowed in the examination room. **You must not have on, or near you, any other material.**
- If you are found to have any material with you which is not allowed, **even if you did not intend to use it**, this will be reported to City & Guilds. The normal practice in these circumstances is to disqualify the candidate from the paper or the subject.
- Check now that you do not have on you any unauthorised material such as notes, books, papers, calculator case or lid, calculator instruction leaflets, electronic devices or **mobile phones**.
- (For examinations with books that are allowed, add “Check that no notes or papers have accidentally been left inside any book you are allowed to have in the examination room.”)
- Hand in now to an invigilator any of these items. **Any mobile ‘phones must be turned off** as a ringing ‘phone could make you subject to sanctions and penalties.
- Check that you have the right question paper for your subject and level.
- Check that you have everything you need to do the examination, including all the items listed on the question paper.
- You must write only in **blue or black ink or ballpoint pen**, except for drawings and rough notes.
- You must write all rough work in your answer book and neatly cross it through with a single line. You should cross any mistakes through neatly with a single line.
- (For computer-marked multiple-choice papers, add “You should write rough work on the question paper.”)
- You may not communicate in any way with another candidate. You may not give help to any candidate or ask for help from another candidate. You should put up your hand to attract the invigilator’s attention.
- Now, fill in all the details needed on the front of your answer book, answer paper or question paper.
- **The examination will finish at**
- You may start now.”

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Appendix 3 Examination administrative documentation

On-demand, single subject examinations

A Candidate Result Entry Form must be completed by the invigilator in English, listing candidate names in the same order candidates are sitting:

- the candidate's names must appear in block capital letters in the way in which they should appear on any certificate awarded
- details of the candidate's date of birth and gender
- if additional time or other alternative examination arrangements have been awarded to a candidate, these must be indicated on the Candidate Result Entry Form
- on completion of the examination the invigilator should retain the bottom copy of the Candidate Result Entry Form. The top three copies should be returned to City & Guilds with the Attestation Form.

An Attestation Form must be completed by the invigilator showing the correct start and end times for the examinations. Preparation and printing time must not be included in the times entered on the Attestation Form. Preparation includes candidate reading time specified in subject specific instructions. The invigilator must sign the completed Attestation Form. The invigilator must ensure that any specialist tutor or reader who was present during the examination also signs the Attestation Form.

Scheduled and on-demand, single subject examinations

Scripts should be batched in the same order as candidates were sitting and as shown on the ICM/Candidate Result Entry Form. They should be handed by the invigilator to the local examinations secretary who should sign each Candidate Result Entry Form. At no time should scripts be left in an unsecured place.

The invigilator must complete the ICM/Attestation Form and should attach the top three copies of the Candidate Result Entry Form to the back of the Attestation Form.

Scripts should be despatched to the specified address on the day of the examination. If it is not possible to despatch straight away, then they must be kept locked up under the same conditions as unused examination papers. They must then be despatched within one working day of the examination.

For on-line examinations the results should be uploaded as soon as the testing session has been completed. Official results will be based on uploaded tests and not on locally printed score reports. All queries for results confirmation (passes only) are to be made within 10 working days of the test being taken; it is the responsibility of the centre to upload test results on completion of the test and failure to do this may render the test void.

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1 Giltspur Street
London
EC1A 9DD
T +44 (0)20 7294 2468
F +44 (0)20 7294 2400
www.cityandguilds.com**

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