

**Keele**

U N I V E R S I T Y



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# **EXAMINATION PROCEDURES AND GUIDELINES FOR INVIGILATORS**

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**STUDENT RECORDS AND EXAMINATIONS OFFICE**  
Revised December 2023

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## 1. **Introduction**

These guidelines provide invigilators with details of regulations and operational procedures for University examinations.

Examinations are organised and managed by the Student Records and Examinations Team, who are based on the lower ground floor of the IC1 building.

Student Records & Examinations Team: 01782 (7)34000 [exams@keele.ac.uk](mailto:exams@keele.ac.uk)

## 2. **Scheduling of examinations**

The Student Records and Examinations Team schedule all timetabled examinations which take place during the official University examination periods. Each examination is scheduled into a timed examination session, normally starting at 9.15 am, 12.30 pm and 16.00 pm.

## 3. **Appointment of Invigilators**

Senior Invigilators and Invigilators for University examinations are appointed by the Student Records and Examinations Team. All new invigilators are required to attend a training session before they can be allocated any invigilation duties. Invigilators will need to register for a Keele IT account and upload a photo to obtain a staff Keele card.

Where there are any changes to regulations/procedures, returning invigilators may be required to attend a briefing session before being allocated any further invigilation duties.

Where there is more than one student in an examination venue there should normally be at least two invigilators present; the recommended ratio is at least one extra invigilator for every additional fifty students. Where possible, there should be at least one male and one female invigilator in each venue.

## 4. **Roles and responsibilities of Senior Invigilators and Invigilators**

Senior Invigilator's have significant experience of invigilation procedures and a thorough understanding of Keele University's examination regulations. They have overall responsibility for the examination venue and will direct the invigilation team to support them in carrying out their duties.

### **Senior Invigilators Responsibilities:**

1. Collect examination papers for written exams and venue packs for all exams from Student Records and Examinations Office
2. Organise the setup of the examination venue prior to the admission of students, including placing examination papers, answer books and any other materials mentioned on the examination paper rubric onto the correct desks (see section 8)
3. Liaise with the member of School staff, responsible for running any online exams, regarding how the software platform will work, specific announcements to be made etc.
4. The conduct of the examination, from the admission of the students to the examination venue until the scripts are collected by School Representatives, or are returned to the Student Records and Examinations Office for later collection

5. Organise and motivate the invigilation team
6. Manage and allocate jobs/tasks to invigilators as needed
7. Note invigilator arrival times on the Examination Venue Information Sheet
8. Start the examination promptly, making all announcements (see Appendix 1), noting the examination start time on the whiteboard/flipchart provided and ending the examination at the correct time
9. Verify the identity of students in the examination venue (see section 11)
10. Complete the attendance record of students in the examination venue (see section 12)
11. Ensure that students do not have any unauthorised items or materials on their examination desk
12. Keep a record of any incidents or circumstances that may need to be taken into consideration by Schools as part of the marking process (see section 18)
13. Organise the collection of completed answer books/sheets, making sure that the number of answer books/sheets collected matches the number of students recorded on the attendance lists
14. Ensure that all unused answer books are returned to the invigilators' desk and that all question papers are collected and placed in the confidential waste sacks in each venue at the end of the examination
15. Ensure that all regulations and procedures are followed and that students are kept under constant supervision
16. Manage any problems that arise calmly and effectively, including deciding when emergency procedures for evacuation should be initiated (see section 20)
17. Contact the Student Records and Examinations Team in cases of suspected regulation breaches

#### Invigilator Responsibilities – Main Venues

1. Arrive at the main examination venues 30 minutes before the start of each session.
2. Be aware of the location of all fire exits for each venue
3. Assist the Senior Invigilator in the setup of the venue, undertaking all tasks that are allocated to them during each examination session
4. Ensure students do not have any unauthorised items or materials on their examination desk
5. Check that students have correctly completed their examination answer book and/or MCQ sheet or have logged into the PC and online exam software correctly
6. Give the examination their full attention

7. Be aware of any conditions that may interfere with a student's concentration, and if possible, take steps to remedy any distractions that are within the control of the invigilator
8. Report to the Senior Invigilator any suspicious or inappropriate student behaviour

### Invigilator Responsibilities – One to One

1. Arrive at the Student Records and Examinations Office 15 minutes before the start of a one-to-one examination session to collect the examination pack
2. Meet the student at the designated meeting place as advised by the Student Records and Exams Office (normally the examination venue)
3. Place a silence notice on the door to the venue
4. Make sure there is a clock visible to the student
5. Undertake student ID check
6. Issue student with examination paper and stationery, or instructions to access online examinations
7. Discuss with the student their individual requirements and explain how these will be managed, e.g., rest breaks
8. Check the student is happy with the examination environment, e.g. are they seated comfortably? Is the lighting ok? Is the laptop suitably positioned?
9. Make all announcements, using the speech card provided to start and finish the examination (see Appendix 2)
10. Complete the Examination Entry List and Absentee List attached to the examination paper pack
11. Return the examination pack and completed script to the Student Records and Examinations Office at the end of the examination

## 5. **Access to the examination venue**

Senior Invigilators are responsible for the security of examination venues and for collecting and returning keys where applicable.

## 6. **Reporting for duty, collection of examination papers and invigilation packs**

The Senior Invigilator is responsible for collecting the examination papers and invigilation pack from the Student Records and Examinations Office and taking them to the examination venue. The invigilation pack will state the names of the invigilators who have been allocated to work in the venue for that session.

Question papers should be collected at least 45 minutes before the start of the examinations.

For online examinations, venue packs should normally be collected 45 minutes before the start of the examination, however this may vary for School of Medicine exams.

All other Invigilators working in a main venue should report straight to the venue at least 30 minutes before the start of the examination and the Senior Invigilator should mark their arrival time on the Examination Venue Information Sheet.

Invigilators working on a one-to-one basis should report to the Student Records and Examinations Office at least 15 minutes before the start of the examination to collect their Invigilation Pack.

## 7. **Invigilation packs and examination forms**

Each invigilation pack contains a number of different reports/lists/forms which detail student and invigilator personal information. Please note it is important to ensure when working with any paperwork which contains personal details that it is either returned to the Examinations Office or placed in the confidential waste bag in the examination venue at the end of the examination. There are also various blank forms in each examination venue, these forms should be completed if a specific situation arises and returned to the Examinations Office at the end of the examination. The various reports/lists/forms are referenced throughout this guidance document and Invigilators need to be aware of what each one is used for:

### **Forms in the Examination Pack – (contain personalised information)**

- *Examination Venue Information Sheet*: used by the Senior Invigilator to record the arrival times of the invigilation team, returned to the Examinations Office at the end of the examination
- *Examination Entry List*: used to record student attendance and collected by the School at the end of the examination – this may not be applicable for some online exams
- *Examination Absentee List*: used to record student attendance and early leavers; returned to the Examinations Office at the end of the examination
- *Seating List*: posted outside the venue for students to look up their seat numbers, must be placed in the confidential waste sack in the venue at the end of the examination
- *Receipt for Scripts*: School representatives sign this to confirm they have checked and collected their completed scripts; returned to the Examinations Office at the end of the examination – this is not applicable for online exams where the students complete their answers on a PC

## Forms in the Venue – (blank)

- *Students Added to the Examination Entry List* (blue): used to record the details of any student whose name does not appear on the Examination Entry List but following the relevant checks with the Examinations Office was granted permission to sit the examination. Returned to the Examinations Office at the end of the examination
- *Students Unable to Provide ID* (yellow): used to record the details of any student who has not brought the correct ID to the examination. At the end of the examination the form and listed students are transferred by an Invigilator to the Student Services Centre, where a manual ID check, using the photo on their student record, is undertaken
- *Incident Sheet* (green): used to record any incidents that occur in the examination venue
- *Unauthorised Materials in an Examination* (headed paper): used to record an instance where a student has an unauthorised item removed from them but was not seen to have used the unauthorised item. One copy is issued to the student at the end of the examination and the second copy is returned to the Examinations Office
- *Misconduct Form* (pink): used to record the details of any student who has engaged in academic misconduct. Returned to the Examinations Office at the end of the examination

## 8. Preparation of the main examination venues for written exams (not required for online exams)

The front of each examination paper packet states the date, time, module number and name of the examination and the materials required by the students to complete it. The range of desk numbers will be noted in red in the top right-hand corner.

Invigilators must put the following on the desks:

1. Question papers FACE UP on the desks (unless otherwise stated on the rubric of the paper) There may be more than one examination in a venue; the seat numbers on the front of the question paper packet will indicate on which desks the question papers must be placed.
2. Answer books, FACE DOWN. If students are required to answer only on the question paper or a MCQ answer sheet an answer book will not be needed and a white attendance slip must be placed on the desk.
3. Any special requirements (as indicated on the rubric of the question paper e.g. graph paper) must also be placed on the desks.

Once the venue has been set up it cannot be left unattended.

## 9. Admission of students to the venue and procedures before the examination starts

Students can only be admitted to the venue when the Senior Invigilator is satisfied that the venue is set up correctly and all invigilators have been briefed regarding any special requirements (e.g. use of texts, calculators not allowed etc.).

Students are allocated a desk number for each examination. Seating lists will be displayed outside the venue at least thirty minutes before the examination. It is the student's responsibility to find their desk number before they enter the examination venue.

### Students who are not on the seating list

If a student is not on the seating list, please first ask if they have individual examination arrangements, such as 25% additional time. If they do, they should be sitting the examination at a different venue. Please contact the Examinations Team to find out which venue the student should be re-directed to.

For examinations taking place in the reassessment periods you must always contact the Examinations Team to check that any student whose name is not on the seating list is eligible to sit that examination.

A student who is eligible to sit the examination and whose name is not on the seating list should be directed to an empty seat and issued with the correct examination paper and answer book. Their name should be added to the 'Examination Entry List' for that module; their details should also be recorded on the 'Students Added to the Examination Entry List'.

### Entering the Venue

Students must be allowed to enter the examination venue at least 15 minutes before the examination is due to start. Once the students start to enter the venue it is the role of the invigilator to make sure that all students follow correct examination practice and that no regulations are broken.

Invigilators must make sure that students enter the venue in silence.

### Personal Belongings

Students are not allowed to have bags and other personal belongings next to their desks; Invigilators must make sure that students leave these in the designated area.

If a student hands a mobile phone or any other item of value to an invigilator they should be issued with a numbered receipt. The item is placed in a clear plastic bag with the second copy of the receipt and stored in a box at the front of the venue. At the end of the examination the item is returned to the student upon production of the matching numbered receipt.

### Examination Desk Checks

Invigilators should make a check of all student desks before the examination starts to ensure there are no unauthorised items. The following items are allowed at examination desks:

- ID
- Small plastic bottles of water with no label
- Essential writing/drawing materials
- An approved calculator, if they are not prohibited in the rubric
- Watches – these must not be smart or technology enabled
- Foam earplugs

The following items are not allowed at examination desks:

- Food, drink (except for bottled water) and sweets (diabetic students are permitted to eat, the Examinations Team will make these students known to the Senior Invigilator)
- Mobile phones, Smart watches, either on the desk or in a pocket
- Dictionaries (unless loaned to them by an invigilator during the examination)
- Any notes or texts, unless stated in the rubric on the front of the examination paper
- Calculators that are not on the approved list
- Pencil cases/tins, glasses cases, calculator cases



### Watches

Students are not allowed to wear a watch during university examinations. Smart watches must be handed to an invigilator; all other watches must be put in a transparent plastic bag, available in all venues, and placed in the top right hand corner of the examination desk where it is clearly visible. Before the examination starts the Senior Invigilator should ask students to indicate whether they require a plastic bag.

### Headgear

The wearing of any kind of headgear is not permitted, except for religious observance; students' wearing any non-religious headgear must be asked to remove this before the examination starts.

### Earplugs

Students are permitted to wear foam earplugs to reduce any noise disturbance in the venue, no other types of ear plugs, headphones or ear protectors are allowed.

### Student Registration Numbers

Students are required to write their student registration number on any examination stationery used. Before the examination starts the Senior Invigilator should ask if there are any students who do not know their student registration number, these can be obtained by contacting the Student Records and Exams Office.

## 10. **Starting the examination**

The Senior Invigilator is responsible for making all announcements and will use either the pre-recorded CD or read the announcements from the laminated script card.

As part of the examination announcements students will be asked to write their name in the box located in the top right-hand corner of the answer book and to seal the fold-down corner, they should also complete the tear-off attendance slip at the bottom of the book.

Invigilators should move around the venue whilst the announcements are being made, making sure that students are following the instructions given and helping with any queries they may have. Students must not turn over their examination answer book, start writing in their answer book, open or turn over the examination paper, until instructed to do so by the Senior Invigilator.

Each online exam will have a separate, bespoke, announcement script containing specific information that is relevant to the operation of the exam software, how to log into the PC etc. This is provided by the School and will be included in the invigilation pack.

The examination must not begin until all announcements have been completed and must not start before the official start time.

## 11. **Identity checks**

All students are required to bring a form of photographic ID to each examination. As part of the examination announcements students are instructed to place their ID on the top right-hand corner of their desk. The only acceptable forms of ID are:

- Keele card
- Passport

- Driving licence
- National ID card
- Biometric Residency Permit
- UK Citizenship card.

During the announcements, students will be asked to raise their hand if they do not have a form of photographic ID. Invigilators must place a white label on the front of the examination answer book to indicate the student does not have ID. The label will state *'No ID available, ID Verification Required. Please remain seated at the end of the examination and do not leave the venue'*. The student's details must also be recorded on the 'Students Unable to Provide ID' list.

For online exams please ask the student to report to the Invigilator Desk at the end of the exam and make a note of their details on the 'Students Unable to Provide ID' list.

Any student who does not have a form of photographic ID is not permitted to leave the examination venue early but must sit quietly in their seat until the end of the examination, when they will be required to report to the Invigilators' desk.

If a student is wearing a full facial covering for religious or cultural reasons and this makes it difficult to identify them, please ask the student to accompany you to a private room where an identity check can be undertaken. When undertaking the ID check there should always be two members of the invigilation team present who are the same gender as the student. If the student refuses to undertake an ID check we cannot enforce this; inform the student that you will submit a report to the Examinations Office advising that you were unable to verify the student's ID and complete an 'Incident Sheet' with the details.

ID checks for written exams take place once the examination has started and at the same time as the collection of attendance slips from the students' desks. Invigilators should check the name on the attendance slip matches the name on the student ID, and the student is the person whose photograph appears on their ID. Where the student does not have any photographic ID the Invigilator should check their details have been recorded onto the 'Students Unable to Provide ID' list.

ID checks for online exams can take place either as the students enter the venue or as part of the attendance recording exercise.

## 12. **Attendance recording**

Attendance slips must be collected in desk number order. Invigilators should use the attendance slips to complete both the 'Examination Entry Lists' and 'Absentee Lists' for each examination:

- Students present in the venue should be marked with a tick (✓)
- Students who did not attend should be marked with the letter 'A'

Invigilators should be vigilant for any student who may be sat in the wrong seat and note this on both Entry and Absentee Lists.

## 13. **Late admission to the examination venue**

### 30 Minute Rule

Students arriving late are allowed to enter the examination up to thirty minutes after the start of the examination. The Senior Invigilator can use discretion and allow any student who arrives up to five

minutes after the thirty minute period has passed to sit the examination, but only if no other student sitting that paper has already left. If a student arrives after this time then please check with the Exams Team before allowing any student to sit an examination. The student's arrival time should be noted on an 'Incident Sheet', and the student must be informed that they will not receive any additional time at the end of the examination.

If a student claims their late arrival is due to misinformation provided by the School/Student Records and Examinations Team, this must be reported by an invigilator immediately to the Student Records and Examinations Team, who will investigate and decide whether it is possible for the student to be allowed the full amount of time for the examination.

#### 14. **Queries on the examination paper**

All Schools provide the name of a member of staff who will be available to answer any queries when their examination is taking place. If there is a query on the examination paper the Senior Invigilator should contact the Student Records and Examinations Team, who will contact the member of staff responsible for that question paper.

Queries on online exam papers should be directed to the member of School staff in the venue.

The Student Records and Examinations Team should always be informed of any problem with the question paper as there may be students taking the same examination in a separate venue.

#### 15. **Dictionaries**

Students are permitted to borrow an English Language dictionary upon request, unless the rubric on the examination paper specifically states that the use of a dictionary is not allowed. Copies of the 'Collins English Dictionary' are provided in each venue.

Students are not permitted to bring their own dictionaries into the examination venue.

If a student requests to borrow a dictionary, please always ensure that you check the rubric of the examination paper before issuing a dictionary.

It is expected that students will want to borrow a dictionary to look up specific words. Once the student has finished using the dictionary it should be removed from the student desk and returned to the front of the examination venue, thus ensuring there is sufficient stock to lend to other students throughout the examination.

#### 16. **Use of electronic devices in examinations**

Students are not allowed to use electronic devices such as, but not limited to, mobile phones, smart watches, smart glasses, tablets, Bluetooth and personal audio equipment in the examination venue. Students must switch off all electronic devices and leave them in their bag or hand to an invigilator for safe keeping.

Unless the rubric of the examination paper states otherwise, students are allowed to use a calculator from the official approved list, copies of the approved list are provided in each examination venue.

All calculators must be checked either before, or as soon as, the examination has started. Calculators not

on the approved list should be removed from the student, no replacement can be issued. The University does not provide a calculator loan service and students cannot borrow a calculator from other students.

## 17. **General invigilation procedures during the examination**

At least two invigilators are required to be always present in the examination venue. Invigilators should:

- Position themselves around the examination venue so that all students can be seen by at least one invigilator
- Walk around the venue periodically, whilst being mindful of creating unnecessary distractions for the students
- Ensure that any consultation required with other invigilators is conducted quickly and quietly
- Issue supplementary answer books, with a treasury tag
- Accompany students to the toilet. Toilet breaks should be managed so that in the main venues there are never more than 2 invigilators out of the venue at any one time. Where possible the same gender invigilator should accompany the student.
- After 30 minutes, answer books and question papers should be removed from the examination desks where a student is absent. This prevents these books being inadvertently mixed up with completed examination books at the end of the examination and ensures that none are removed from the examination venue by students

Talking between invigilators should be in lowered voices and kept to an absolute minimum and only when necessary for the purpose of invigilation. Conversation should never take place around or near to students' examination desks.

## 18. **Examination incidents**

Inform the Student Records and Examinations Office immediately of any disruption that is affecting the students, for example:

- Loud music
- Building type noise
- Gardening work, cutting grass, cutting back trees etc.
- An alarm going off in the building, or an adjacent building
- Window cleaning

Complete a green 'Incident Sheet' if anything unusual happens, please give a concise account of what has occurred; keep any description of events simple and to the point and bear in mind that any information you write will be passed onto the relevant Schools.

Some examples of incidents that should be recorded:

- Any kind of noise disruptions, including mobile phones ringing from within student bags
- If the examination starts more than 10 minutes late for any reason
- If the examination has to be interrupted to make any kind of announcement, e.g. an error on

- the examination paper
- Emergency evacuation of the examination venue
  - If a student complains for any reason
  - Students refusing to stop writing at the end of the examination
  - Students leaving the venue at the end of the examination without permission
  - Improper or aggressive student behaviour

#### Students who become unwell or suffer a panic attack

If a student informs you that they are too ill to continue with an examination, or arrives but feels unable to start their examination, they should be directed to speak to their School or Student Support about the Exceptional Circumstances process. The invigilator should complete note the details on a green incident sheet,

If a student is unwell or suffers a panic attack and asks to leave the venue under no circumstances should an invigilator give any advice or try and persuade them to continue. The decision to continue should be taken by the student.

If a student informs you that they do not feel well but would still like to sit, or continue with their examination, you can move them to an alternative seat near to an exit door, offer them a drink of water, or the opportunity to take a fresh air break. If a student opts for a break they must be accompanied by an invigilator, and informed that the time taken cannot be added onto the end of the examination.

In all cases where a student informs you that they are feeling unwell, even if they stay in the venue and finish their examination, you must complete a green incident sheet.

If you are concerned about the welfare of a student who has left an examination venue in a distressed state you should report this immediately to the Student Records and Examinations Team who will contact Student Support and/or the School who will get in touch with the student and check their condition.

#### Mobile Phones and Smart Watches

If a student is found to have a mobile phone or a Smart watch on their person during an examination this should be removed, they should be issued with a numbered receipt and asked to report to the front desk at the end of the examination.

The invigilator should complete two copies of the 'Unauthorised Material in Examination' form and place these with the numbered receipt and the phone/watch in a clear plastic bag.

At the end of the examination the student is required to sign both copies of the form, and their phone/watch is returned to them.

One copy of the form should be issued to the student and the second copy returned to the Student Records and Examinations Team.

#### Calculators

If a student has brought a calculator that is not on the University approved list it should be removed. The student must be issued with a numbered receipt and asked to report to the front desk at the end of the examination.

The calculator should be placed in a clear plastic bag together with the second copy of the numbered receipt and the leaflet explaining which calculators are permitted.

At the end of the examination please return the calculator to the student and bring to their attention the leaflet which gives details of the University Policy on the use of Calculators in Examinations.

### Inappropriate Behaviour

It will be the judgment of the Senior Invigilator to exclude from the examination venue any student whose behaviour causes disruption to other students and who does not correct their behaviour following a verbal warning.

### 19. **Procedures for dealing with suspected cheating in an examination**

If an invigilator suspects a student of cheating during an examination or having access to unpermitted material, including accessing unauthorised web pages/content during an online examination, this should be reported to the Senior Invigilator. The student must not be challenged at this point. The Senior Invigilator should try to witness the suspected cheating. If it is the Senior Invigilator who has first observed the suspected cheating, he/she should ask another experienced invigilator to see if they can also witness what the student is doing.

The second invigilator watching the student should do so discreetly, at a distance.

Once two invigilators are satisfied that there appears to be a case of suspected cheating, the Senior Invigilator should ask the student to accompany them outside the examination venue; ideally, the second invigilator who viewed the alleged cheating should also accompany them.

Once outside the Senior Invigilator should inform the student what has been observed by two invigilators and that this will be reported to the Academic Misconduct Panel. The student should be informed that it is in their best interests to co-operate and that their co-operation, or lack of it, will be reported to the Panel.

The Senior Invigilator should ask the student to hand over what they were observed using. If the student denies that they were using or were in possession of unpermitted material, the Senior Invigilator may ask certain questions which will depend on what was observed: *e.g.*

- if the student was observed putting notes in their pocket, the student could be asked to empty their pockets
- if the student appeared to be looking at something written on their hand/arm, the student could be asked to show their hand/arm, which may mean asking them to roll up their sleeves
- photographic evidence may be taken if necessary, please ensure that you gain the consent of the student before taking any photographs.
- if the student was observed accessing unauthorised webpages/content during an online exam, inform the student that a request will be made to IT to obtain a report of the browsing history on that PC

If the student refuses to answer any questions, hand over any material, or to allow a photograph to be taken of any evidence, the Senior Invigilator should inform the student, that the refusal will be noted as part of the report to the Academic Misconduct Panel.

At no point should an invigilator make physical contact with a student, or ask that they remove any clothing.

**If the student has writing on their person, the Senior Invigilator should transcribe the material and ask the second invigilator to check that it has been transcribed correctly.**

Any unpermitted material should be retained by the Senior Invigilator and the student should be informed that it will be handed to the Student Records and Examinations Team. If the student asks for the material/item back, they must go to the Student Services Centre after the examination to request this.

The Senior Invigilator should mark the student's examination script to show the point at which the student was spoken to about the suspected cheating. Once the interview is complete, the student can be allowed to return to the examination venue and complete the examination in the scheduled timeframe *i.e.* they will not be permitted any additional time because of the investigation.

If the Senior Invigilator believes that the student was cheating in the examination they should complete a 'Report of Suspected Academic Misconduct' form and ask any other members of the invigilation team who witnessed the cheating to add details in the relevant sections.

If the Senior Invigilator is satisfied that the student has offered a valid explanation to show that they were not cheating, he/she should inform the student that a report will be submitted to the School to confirm that the student was disturbed during the examination. The student should be allowed to return to the examination venue and complete the examination in the scheduled timeframe; they cannot be permitted any additional time because of the investigation. The Senior Invigilator should complete an 'Incident Sheet'.

If a Senior Invigilator is unsure of how to deal with an incident they should contact the Student Records and Examinations Team for advice.

A student must not be taken out of the examination venue unless two invigilators have clearly observed cheating. If at the end of the examination, the second invigilator has not been able to observe anything specific but is satisfied that the student was behaving suspiciously, *e.g.* spending a lot of time watching the location of the invigilators, the Senior Invigilator may choose to ask the student to remain behind and talk to them about what was observed.

If there is insufficient evidence to challenge a student either during, or at the end of the examination, but the Senior Invigilator believes that there was suspicious behaviour, please report this to the Student Records and Examinations Team by completing an examination 'Incident Sheet'.

## 20. **Emergency procedure during examinations**

In an emergency situation, or if a serious problem occurs during an examination, the Student Records and Examinations Team must be contacted immediately by ringing 01782 734000.

### Fire

There is a fire action notice displayed in each venue, which states the procedure for calling the Fire Brigade in the event of a fire:

1. Sound the alarm
2. Dial 9 – 999 to call the Fire Brigade.
3. Dial 888 to inform Security (*so that they can arrange for the fire service to be met at Main entrance*)
4. On hearing the fire alarm leave the building by the nearest safe route.

5. Close doors behind you.
6. Report to assembly point .....(*assembly point will be indicated on the Fire Action Notice*)

Do not return to the building for any reason until authorised to do so. Do not use lifts.

Invigilators must ensure that they are aware of the location of the nearest telephone. If there is only an internal telephone (with no direct line out of the University) the invigilator will need to ring Security on 888 to make arrangements for the emergency services to be called.

#### First Aid

Security staff are trained in first aid and should be contacted by calling 888. If an ambulance is required, dial 9 for an outside line and 999 for the ambulance service. Security should also be informed on 888 that the ambulance service has been called so they can arrange to meet it on campus.

#### Emergency evacuation of the examination venue

The Senior Invigilator is responsible for initiating evacuation procedures in the event of an emergency, e.g. fire, bomb scare, gas leak, etc. This could be on hearing the fire alarm, or receiving notification from Security or the Student Records and Examinations Team. In such cases the Senior Invigilator should make the following announcement:

**"Ladies and Gentlemen - an emergency has arisen which makes it necessary for you to leave the building. Please walk out calmly by (*whichever exits are useable*). Do not stop to collect your belongings. Leave all examination scripts and papers on your desk. Please assemble at [*give local assembly point*] and please do not leave this area until you are told to do so."**

Local assembly points are as follows:

- Chancellors Building – Chancellor's Building Car Park
- Dorothy Hodgkin Building – Front of Huxley Building
- Library – Union Square
- Central Science Labs – Front of Huxley Building
- David Weatherall Building – On the carpark adjacent to Barnes Z block
- Walter Moberly Building – Chapel Forecourt
- Colin Reeves Building – Grassed area between MacKay and Chancellors Building

Invigilators should make sure that all available exits are opened and that students follow the instructions issued to them.

A note must be made of the time that the examination was stopped.

Inform the Student Records and Examinations, by telephone, of any emergency situation where an examination has had to be stopped as soon as possible and it is safe to do so. This could mean one of the invigilators being released to walk to another building, not affected by the emergency, in order to access a telephone. Colleagues from the Student Records and Examinations Team will arrive to assist with organising the students outside of the building.

When evacuating an examination venue the Senior Invigilator should remove the absentee lists. At the Assembly Point a register (using the absentee list) must be taken to ensure all students and invigilators have left the building.

If there is a fire and remaining at the Assembly Point becomes unsafe it may be necessary to move further away from the building. Usually Security staff would be able to offer advice, but if not, the Senior



Invigilator should make a decision whether to allow students to move from the Assembly Point.

When the Fire Brigade arrives, the Senior Fire Officer will take control of the situation and his/her instructions must be followed. No one must re-enter the building for any reason until the Senior Fire Officer has given permission to do so.

The invigilators should ask all students to remain at the Assembly Point until a decision has been taken by the Student Records and Examinations Team as to whether the examination will be abandoned. If the emergency turns out to be a false alarm and permission is given to re-enter the building it may be decided to restart the examination, this will depend upon how much time has elapsed since the examination was stopped and how much time is remaining.

#### Power Failure

If there is a power cut which results in visibility being reduced to such an extent that the students are unable to write, the examination must be stopped. The Senior Invigilator should note the time and make the following announcement:

**“Due to the power failure the examination is being halted. Please stop writing, keep silent and remain in your seats while we find out how long the power failure is likely to last.”**

A member of the invigilation team should contact the Student Records and Examinations Team, who will immediately contact the Estates Team to find out why the power failure has occurred and how long it is likely to last. Upon receipt of this information an informed decision will be made as to whether or not the examination will be re-started.

If the power is restored within a short period of time the Senior Invigilator will announce that the examination is to be re-started and will state the new end time.

If the decision is taken not to continue with the examination the invigilators should collect all the examination scripts in the usual way. The Senior Invigilator should give students permission to leave. However due to the reduced lighting levels students should be asked to leave a few rows at a time and advised to be very careful when leaving the venue.

#### Restarting an examination after an emergency evacuation

Once all students are back in their seats in the venue the Senior Invigilator should:

- Instruct students to draw a line under their work. This is to indicate the work completed before the evacuation
- Inform students that the full amount of time lost during the evacuation will be added to the end of the examination and that an additional 10 minutes will be added to compensate for the disruption to allow students to regain their concentration
- Inform students of the new finish time of the examination
- Complete an ‘Incident Sheet’

#### 21. Temporary absence from the examination venue and early leavers

Students may ask to leave the venue temporarily, for example to take a toilet break; they should raise their hand if they need attention, no additional time can be given to compensate for time lost during their absence from the venue.

Students may not leave the venue to smoke.

Students may leave only one at a time, and must be accompanied by an invigilator.

If a student is absent from the venue for a substantial amount of time because of illness or panic, the invigilators should complete an 'Incident Sheet'.

If any student finishes their examination earlier than the scheduled time and requests permission to leave, a tick (✓) should be placed in the 'Early Leaver' column on the Absentee sheet. This is required for safety reasons.

If a student finishes early they must raise their hand, request permission to leave and hand in their completed script. If a student leaves an examination venue without requesting permission their details should be recorded on an 'Incident Sheet'.

If a student without ID finishes their examination early they are not permitted to leave the venue. They should be instructed to remain in their seat until the end of the examination.

Students are not permitted to leave the examination in the first thirty minutes. This is because students arriving late are allowed to enter the examination venue up to thirty minutes into the examination and ensures that late arrivals will not have contact with any person who has seen the examination paper.

Students are also not allowed to leave the examination in the last fifteen minutes. This minimises disruption at the end of the examination.

## 22. **Procedures for the end of examinations**

### Announcements

The Senior Invigilator will announce when fifteen minutes of the examination time remains, and will end the examination at the appropriate time, making the necessary announcements. Students are allowed to complete details on the front cover of their answer books in the period immediately after the examination has finished, but no additions may be made to answers during this period.

If an invigilator notices that a student is still writing in their answer book after the announcement to end the examination they must be told to stop. If the student continues to write after being specifically instructed to stop their details must be recorded on an 'Incident Sheet'.

### Collecting completed scripts from students (not applicable for online exams)

Invigilators are responsible for collecting all the answer books before the students are permitted to leave the venue. When collecting answer books invigilators should check that a student number has been entered on the front cover. To help identify any discrepancies, books should be collected in desk number order. All other materials distributed to students (e.g. periodic tables, Handbooks of Mathematics, Physics and Astronomy Data) should also be collected and returned to the invigilators' desk.

Invigilators should check to see if there is a white label on the front of the examination answer books to indicate the student has not presented a form of photographic ID. Any student that has a white label on the front of their examination answer book should be asked to leave their seat and report to the Invigilators desk at the front of the venue. Their completed script should be collected with all the other scripts as normal.

A check should be carried out against the 'Missing ID List' to ensure that all students are present. The

names of any student who fails to report to the Invigilators Desk at the end of the examination should be highlighted on the list and will be reported to the Student Conduct Office. An invigilator must accompany the students to the Student Services Centre in the Tawney Building where their ID will be checked against their ID held on the student record system.

Note: if a student produces their ID at the end of the examination their name should be crossed off the 'Students Unable to Provide ID' list and they do not need to go to the Student Services Centre.

### Leaving the venue

When all the desks are clear of examination books, the Senior Invigilator will announce that the students may leave the venue. Until that time students must remain seated and silent.

Students are NOT permitted to remove any paper from their desk, including question papers, additional material supplied by the School (as detailed on the rubric etc.) nor any answer books. Invigilators are responsible for checking that students do not remove anything except their personal belongings.

No one should be allowed into the venue until the examination has ended and students have left the venue.

### Collection of Scripts by School Representatives (not applicable for online exams)

When the students have left the examination venue, the number of scripts within each subject should be counted and matched against the number of attendees to ensure that all the answer books/sheets have been collected. Completed scripts should be placed in a storage case together with the corresponding 'Examination Entry List'.

A designated representative from each School will collect the completed student answer books/sheets, and/or any question papers used by students for recording their answers. The names will be listed on the 'Receipt for Scripts' form and the Senior Invigilator must ask the representative for identification. The representative must sign for the number of scripts taken. Any examination scripts that are not collected by Schools should be returned to the Examinations Team by the Senior Invigilator. The Exam Absentee Lists and attendance slips must be returned to the Student Records and Examinations Office.

Before leaving, the invigilators should ensure that everything is cleared away and that the examination desks are tidy. The Senior Invigilator is responsible for preparing for the next examination session by:

- Checking the number of boxes of unused answer books remaining in the examination venue and if fewer than 5 boxes, inform the Student Records and Examinations Team so that further stock can be delivered. Advise the Student Records and Examinations Team if there is a shortage of any other stationery
- Ensuring that the 'Seating Lists' displayed outside the venue for the current examination session have been removed
- Ensuring that all doors are locked upon leaving and that all lights have been turned off

The Senior Invigilator should ensure that the following is returned to Student Records and Examinations Office:

- Any examination scripts (and Examination Entry Lists) not collected by Schools
- Absentee Lists
- Students added to the Examination Entry List (if used)
- Attendance Slips

- Receipt for Scripts Forms
- Examination Venue Information Sheet
- Any completed Incident Sheets
- Students Unable to Provide ID List (if used)
- Unauthorised Materials and Misconduct Forms (if used)
- Key to the venue (if applicable)

### 23. **Invigilation for students with individual requirements**

Individual arrangements are put in place for a range of circumstances including dyslexia, visual, physical and sensory impairment or chronic illness and can include the following: extra time, rest breaks, use of a computer, amanuensis, reader, *etc.* Students take their examinations in either the 25% additional time room (WM1.03), Library PC Labs 1/2, or in an individual room on a 1 to 1 basis.

The Senior Invigilator responsible for a venue with more than one student with individual requirements will be asked to collect the examination pack and question papers from the Student Records and Examinations Office at least 45 minutes before the start of the session.

An invigilator allocated to a 1 to 1 session will be asked to collect their examination pack and question paper from the Student Records and Examinations Office and meet their allocated student at the venue.

The exam announcements for students sitting an exam in an individual venue are listed in Appendix 2.

At the end of the examination the Senior Invigilator will return the completed examination answer books, attendance sheets and attendance slips, together with any equipment provided (*e.g.* clocks, statistical tables) to the Student Records and Examinations Office.

Invigilators will be issued with a sheet that lists the requirements for each individual student. This sheet is confidential and should not be shared with, or left visible to students.

#### Dyslexia

Dyslexic students will typically be permitted 25% additional time in their examinations. They are issued with a set of numbered labels by Disability Services which they are permitted to take to their examination desk and stick to the front cover of their examination answer book. The invigilator should ensure that no crib notes have been written on these labels.

Some dyslexic students will be supplied with different coloured examination papers, or they may have permission to bring a colour overlay to put on top of their examination paper.

#### Visual Impairment

The level of visual impairment can vary considerably and so the type of special provision provided will differ. Some students require enlarged examination papers and extra time. Other students may require the aid of an amanuensis, a reader, and/or Braille papers. If a Braille paper is provided, the invigilator will be issued with a typed copy of the examination paper, in case the student has any queries.

Severely visually impaired students may also have a support worker accompany them. It is important that the invigilator announces both their arrival and departure and lets the student know what they are doing.

Ask the student if they need any help in preparing themselves for the examination. If you need to guide them across the venue to a chair, you should let the student take your arm (above the elbow), not the

other way round. Once the chair is reached the invigilator should put their arm that is being held by the student on the back of the chair and allow the student to transfer their hand to the chair. The student will be able to seat themselves. The invigilator should not attempt to seat the student as this could be viewed as undignified and unnerving.

If a guide dog is present please do not make a fuss of it; make sure that the guide dog has adequate space and ventilation whilst in the examination venue.

### Rest Breaks

Some students are permitted rest breaks during the examination. This may be in addition to, or instead, of extra time and will be stated on the examination paperwork. Rest breaks are a standard 10 minutes per hour of exam and can be used as and when required by the student. In a 2 hour exam this would equate to 20 minutes. The student may choose to take one 20 minute break halfway through, or may prefer to take four 5 minute breaks. The clock is stopped and the student can move around if necessary.

At the start of the examination the invigilator should ask the student to let them know if/when they wish to stop for a rest break. Be aware that although allocated rest breaks, some students are unsure how the system works. Please inform the student that they have to request each rest break and they decide both when to take them and the duration of each break. The invigilator should note each time the examination is stopped and the time the examination is restarted on an Incident sheet. The stoppage time must be added onto the official end time of the examination. Please inform the student when they have exhausted all their rest break time.

### Toilet Breaks

The student may have a medical condition requiring frequent use of the toilet. At the start of the examination the invigilator should ask the student to let them know if/when they wish to take a toilet break. Toilet breaks are unlimited, the invigilator should accompany the student to the nearest toilet and note each time the examination is stopped and the time the examination is restarted on an Incident sheet. The stoppage time must be added onto the official end time of the examination.

### Using a PC or a Laptop

The student should be allowed time to familiarise themselves with the PC/Laptop and set it up according to their requirements. For example, visually impaired students may wish to adjust the font size. The invigilator should sit in a position so that they can see what the student is doing on the PC/Laptop at all times. It is not always possible to provide a non-networked PC so this will enable the invigilator to check that the student is not accessing any unauthorised files.

Logging on to the University network is NOT permitted. Students should use the C drive only, and save their work on the USB memory stick provided, unless other instructions have been given to the invigilator. The invigilator will be supplied with USB memory sticks. The student should be advised to save their work on the USB memory stick regularly, this will ensure that should there be a power failure or PC crash, the amount of work lost is minimised. The use of the spell checker is permitted. The student has the option to return to the Student Services Centre with the invigilator and request to see the printed version of their examination script.

### Amanuensis

Some students are allocated an amanuensis, who will write the examination answers from the student's dictation. The amanuensis will normally also act as the invigilator for the examination. The amanuensis must not make any comment on what they have been asked to write apart from asking for clarification on spelling e.g. for technical words or proper names. The student must be allowed to check what the amanuensis has written and ask for changes to be made if necessary; this must take place in the allotted

examination time. The student is permitted to use a supplementary answer book for making notes/essay plan. This should also be handed in with the completed answer script and clearly labelled as rough work.

### Reader

Some students are allocated a reader to read the question paper for them in the examination. The reader will also act as the invigilator. Sometimes a student will require a reader and an amanuensis. At the start of the examination a reader should ask the student to let them know when they would like their assistance in reading the examinations questions. A reader should only read what is on the question paper; they cannot offer any explanation regarding the meaning of an examination question.

### Prompter

Prompters assist students in monitoring the passage of time so they can manage their examination time more effectively.

### Script/Answer Checker

If a student is known to have particularly bad handwriting we may ask the invigilator to check their completed examination script. This should be done in the presence of the student and where there is a word that the invigilator is unsure of, they should ask the student what the word is and write that word, in a different coloured ink, above the word that is illegible on the examination script.

### Hearing Impairment

For students with hearing impairments, invigilators must:

- attract the attention of the student before speaking;
- always face the student when speaking, standing about 3-6 ft. away, and keeping their face and mouth clear to enable the student to lip-read;
- not shout, as it distorts sound and use clear and non-exaggerated lip movements

If the student does not understand you, repeat what you have said and try to rephrase it. This is because some words look alike on the lips. Good, even lighting is required for lip reading, e.g. close the blinds if bright sunlight is shining in the venue.

A student may require the invigilator to wear a radio aid so that they can hear what is being said. This works like a small induction loop system. The student wears the amplifier round their neck and the invigilator wears the microphone. The invigilator will be informed if they need to wear this radio aid which will be brought to the examination venue by the student.

### Panic

Some students may be taking their examination in a small venue because they suffer panic attacks when taking examinations with large group of students. Normally when they are with a small group, or on their own, there should not be a problem. However, if for any reason the student feels they need fresh air; this is acceptable, provided an invigilator accompanies them. No additional time for the examination is allowed for this, an 'Incident Sheet' should be completed.

**EXAMINATION ANNOUNCEMENTS MAIN VENUES (START OF EXAMINATION)**

The following instructions are to be issued to students either by the Senior Invigilator, or by using the CD recorded announcement:

(Please use the microphone in the large venues if one has been provided)

Welcome to this morning/afternoon/evening examination session at Keele University. Can I please have your full attention for the following important announcement:

- (a) You are now subject to the University examination regulations; you must remain silent at all times and not attempt to communicate by any means with another candidate.
- (b) All personal belongings must be left either at the designated space in this venue or on the invigilators' desk. This includes mobile phones, smart watches, pencil cases and revision notes. Possession of any form of notes, either on your person, or on or around your desk is not permitted. If you have any unauthorised materials either on your desk or on your person then now is your last chance to hand them in without penalty. Please check your desk and your pockets, and either bring any remaining materials to the designated space, or hand them to an invigilator.
- (c) All mobile phones must be switched off. Anyone who has a mobile phone or smart watch on their desk or person should hand it to an invigilator now. You will be given a numbered receipt and you may collect your item when you leave the examination. You are reminded that you are no longer permitted to wear a watch during University examinations and therefore all other watches should be placed at the top right hand corner of your desk in the clear plastic bag provided.
- (d) English Language dictionaries are available in this venue, if you wish to borrow a dictionary at any time during this examination then please raise your hand and an invigilator will provide you with a copy. You are not permitted to use your own dictionary, if you have brought a dictionary into this examination then you must hand it to an invigilator now.
- (e) The use of an approved calculator is permitted unless the rubric of your examination paper states otherwise.
- (f) Please note, if after this announcement you are found to have a mobile phone, notes or any other non-permitted items on your desk or person, this will be viewed as a serious breach of University examination regulations. You will be asked to leave the exam venue and a report will be forwarded to the University Academic Misconduct Panel. If the Panel subsequently decides that there is a proven case against you, they will make a recommendation to the Vice-Chancellor; the maximum penalty is withdrawal from the University.
- (g) Please check that you have the correct examination paper on your desk, but do not open or turn over the paper until instructed to do so. If you think that you do not have the correct exam paper, please raise your hand now.
- (h) You should now turn over your exam answer book. Write the first 8 digits of your student number in the space on the answer book, answer sheet or examination paper. If you do not know your student number then please raise your hand and an invigilator will advise you. If you are using an answer book you should also write your details in the top right-hand corner, then fold and seal to cover your name.

- (i) There is an attendance slip in the bottom right-hand corner of your book: please complete it, tear it off, and place it on the corner of your desk. If you are answering on the examination paper or an answer sheet please fill in the separate attendance slip provided.
- (j) Place your ID on the top right-hand corner of your desk. If you do not have photographic ID then raise your hand now. Candidates without ID will be required to remain behind at the end of the exam to undertake an ID verification check.
- (k) Begin each answer on a new page in the answer book. All rough work must be completed in the answer book, pages must not be torn out of the book.
- (l) You may not leave the examination venue during the first 30 minutes or the last 15 minutes of the examination. If you require assistance you must raise your hand and wait until the invigilator comes to you. If you leave early, you must hand your script to the invigilator. Candidates requiring an ID verification check may not leave early.
- (m) At the end of the examination you will be asked to remain seated and silent for further announcements.
- (n) You must not remove any answer books or question papers from the examination venue.

***Once it is time for the examination to start the following announcement should be made***

- (o) The time is <state start time>. Good luck everybody, you may now open your exam paper and commence writing.



## **EXAMINATION ANNOUNCEMENTS MAIN VENUE (END OF EXAMINATION)**

You should announce when there are only 15 minutes left of the examination and that candidates are not allowed to leave the examination.

At the end of the examination announce that the examination time has finished:

- (a) The examination has now finished, please stop writing now.
- (b) Ensure that you have completed the appropriate sections of the answer books. You must not amend existing answers. Make sure the numbers of the questions you have answered are written in the relevant section on the front of the answer book and that you have also written the module title and module number on the cover.
- (c) Any supplementary books should be attached to the main book with a treasury tag.
- (d) Check that you have written the first 8 digits of your student number correctly.
- (e) You must remain seated and silent until all answer books have been collected and you have been told to leave.
- (f) You must not remove any answer books or question papers from the examination venue.
- (g) Any candidate who has been unable to provide ID is required to report to the Invigilators Desk and should not leave the venue.

When all the answer books have been collected, ask the candidates if they have all handed their examination scripts to an invigilator (just to check that none have been missed) and instruct the candidates that they may leave the examination venue.

**EXAMINATION ANNOUNCEMENTS 1-1 INVIGILATION (START OF EXAMINATION)**

- (a) You are now subject to the University examination regulations.
- (b) All personal belongings must be placed away from your desk. This includes pencil cases, revision notes, smart watches and mobile phones, which must be switched off and any alarms deactivated. You should note that possession of any form of notes, either on your person, or on or around your desk is not permitted and would be viewed as a serious breach of University examination regulations.
- (c) If you are wearing a watch then this needs to be removed and placed on the desk in front of you.
- (d) If you have a calculator it must be a model that is on the University approved list.
- (e) Begin each answer on a new page in the answer book. All rough work must be completed in the answer book, pages must not be torn out of the book.

Ask the student to check that they have the correct exam paper and to write the first 8 digits of their student number in the appropriate space on the answer book/answer sheet/examination paper. If the student is using an answer book then they should also write their details in the top right-hand corner, then fold and seal the flap to cover their name.

Ask the student to complete and detach the attendance slip.

Inform the student that they may not leave the examination room during the first 30 minutes of the examination.

Let the student know that if they require any assistance, would like to borrow a dictionary etc. during the examination then they should ask. If the student is entitled to rest breaks and/or toilet breaks make them aware that they should indicate to you when they wish to take a break.

If the student is using a laptop remind them that they should regularly save their work.

Once the student is happy to start you may commence the examination; state the start and end time of the examination to the student. You may if the student is happy to do so, start the exam early.

**EXAMINATION ANNOUNCEMENTS 1-1 INVIGILATION (END OF EXAMINATION)**

You should let the student know when there are only 15 minutes left of the examination.

At the end of the examination announce that the examination time has finished and that the student should stop writing.

If the student has completed their work on a laptop make sure that they have saved their work on both USB sticks provided.

Check that the student has completed the appropriate sections of the answer books.

Ensure that all supplementary books etc. are attached to the main book with a treasury tag.

Ensure that the student does not remove any answer books or question papers from the examination room.

If the student has completed their work on a laptop then ask if they wish to accompany you to the Tawney Building where their work will be printed and they can check that it is correct. It is ok if the student does not wish to do this.