



Invigilator's Handbook

Content

Foreword

Invigilators Duties

Examination Procedures

School Policy

Emergency Procedures

Exam Papers

General Information

JCQ Warning Notice

Questionnaire

Date of Policy. November 2023
Frequency of Review: 2 years.
Date of Next Review: November 2025.

Foreword

This handbook has been designed to help you to understand how the exams procedure works at Wize Up School. It also covers the rules and regulations set by the Exam Boards as well as school policies.

It defines your role as an exam invigilator, and the kind of tasks that are expected of you. This handbook together with the ongoing training sessions will help prepare you for this important role.

I hope that you find this handbook useful and informative, however if you have any further queries please do not hesitate to come and see me.

Karlene
Exams Officer

Invigilator's Duties

Health and Safety

Adherence to COVID safety MUST be taken into account when setting up examination rooms to ensure safe distance is adhered to and hygiene is followed.

1. Set up the layout of the room in accordance with the seating plan for that day. This involves putting cards on the relevant desks for candidates detailing their name and exam number. You will also put out the examination answer booklets plus any additional stationary that is required for that exam. You must ensure that the timings, code and centre number for the examination are marked out on the white board. A clock should also be visible for the duration of the examination facing the young people i.e. they do not need to turn around to see the time.
2. Before candidates enter the room they need to, sanitise their hands, confirm that all their valuables have been locked away in the lockers provided including their mobile phones. Should anyone have forgotten to do this, please radio for assistance for these items to be taken and locked away.
3. An additional member of staff must check the relevant details of the examination papers (that is, day, date, time, subject, unit/component, and tier of entry, if appropriate) immediately before a question paper packet is opened.
4. You will be expected to start the exam using the script provided.
5. Collect the candidate cards from the desks and put back in the box numerically. If there is an exam following on immediately from another with the same candidates, you will be expected to give out their examination papers. Ensure that once the candidates are settled that you take a phone of them in their seats, this will need to be printed at the end of the examination after the papers have been handed to the examination officer.

6. During the exam you will be expected to walk up and down the desks so it is seen that you are active. For this reason, you are not allowed to bring reading material with you or your personal phone.
7. If any candidates put their hand up for attention during any part of the examination you will be expected to go and assist them the best you can. You are not allowed to help them answer the questions. If you are unsure how to deal with their request, then please seek advice from the main office by radioing for assistance.
8. You will be expected to close the exam using the script provided.
9. Once the examination has finished you will collect all the examination papers from the pupils. It is best to collect the examination papers in numerical order as this can save a lot of time. Therefore, use the seating plan to assist you. Please note answer booklets need to be collected in a separate pile.
10. Once you have all the examination papers please mark on the register provided whether that pupil was present or absent. Once this is complete there will be a box provided for you to put all these papers in as well as the attendance register.
11. Before dismissing pupils – ask pupils to put their hands up if they have borrowed any school equipment and collect in. This helps to keep stock levels at a maximum level.
12. Dismiss candidates one column at a time – they must leave the same way they were brought. If they fail to do so – tell them to go back to their desk and do it again until they get it right.
13. Return all exam scripts immediately to Karlene along with any blank exam. Put all scripts and registers in the box provided. Please also return the seating plan for that exam also together with the printed photo of the young people in their seats before the exam.

EXAMINATION PROCEDURES

Before the Exam

Know what's going on

Candidate Bags

All candidate(s) personal belongings must be stored in the locker provided during the examination. No bags are allowed in the examination room.

Spread yourself around the room.

Once the exam has started please ensure that you are evenly spread around the room so that the candidates are aware that invigilator is not just in the one place all the time

Ensure young people are sitting facing the front at all times.

From the time the young people enter the room they must face the front of the room at all times and not communicate with any other candidate in any shape of form for example, nodding, winking etc. If you see someone turning around then ask them politely to face the front. If they persist to carry on turning around after several warnings – inform the exams officer who will then either have a word to them or decide whether to move them.

Food and Drink

No food is allowed in the exam room. In exceptional circumstances e.g. a diabetic candidate, the invigilator will be briefed on the procedure.

Water bottles are allowed in the exam room if necessary. These should be clear bottles with a spill-proof cap. There should be no label on the bottle.

During The Exam

Silence

All young people have to be silent during the exam and also invigilators. If any conversations have to take place during the exam by invigilators, then it must be about exam related issues only. You can catch up with each other before or after the exam has finished. Please give the young people this courtesy as I am sure if you were in their position you would be annoyed. Please note that once all young people are in the examination venue no contact must be made with them unless they request it.

Stationery

If a young person requests any stationery from us, then please when you hand it to them do not talk to them as often this can distract them from their thoughts. You will need to prompt candidates at the end of the exam to hand back stationery. New regulations now state the candidates can only write in black ballpoint pen. **No blue pens allowed.**

Toilet

All young people are to be warned prior to the examination beginning they will not be permitted to go to the toilet once in the exam room and are reminded to go before entering. This measure is to protect the integrity of the exam thus reducing any possibility of malpractice.

If a young person requests to go the toilet, then please discourage them and remind them of the notice they were given prior to entering from doing so as it also disturbs the other candidates.

Usually toilet requests are an exercise young people use to kill time and once one starts they all want to follow. Young people that do have genuine problems will have a note and only these pupils will be allowed to go. Any toilet breaks must be escorted by the appropriate female/male invigilator at all times – just stand inside the door so you can hear if they are talking to someone. If you are willing to grant someone a toilet break, then please radio the office for someone to take them or use your second invigilator. The young person must be taken back to the exam room by the invigilator who must check the toilet after use to ensure no unauthorised materials have

been left in there. THE ONLY TOILET TO BE USED DURING EXAMS ARE: THE STAFF TOILET AND IF LOCKED AND CHECKED PRIOR TO THE EXAM, THE UPSTAIRS GIRLS TOILET IS TO BE USED.

Monitoring the young people

You must be seen to be active but not intrusive (i.e. You should not look over pupils shoulders). Be aware of any unusual behaviour. For example, when an invigilator is walking along an aisle watch their reaction after you have passed. Be aware of any unauthorised pieces of paper. Do the young people have any earpieces?

Cheating in Exams

Please be extra vigilant during exams of any cheating that may occur especially in this modern day and age of technology. The favourite way of cheating at the moment is MP3 players, smart watches/ glasses, which only requires an ear piece in the ear so anyone with long hair could easily hide one. MP3 players can hold up to 30 music albums on so imagine how much text they could hold too. However, the playing device would have to be in their pocket so be aware of young people fiddling in pockets or if you see a young person with a bulky pocket just ask what they have in it. Glasses cases should not be allowed as they can hold information, all pencil cases should be clear. Be aware of the usual items such as notes or if you see them acting suspiciously. If you suspect a candidate of cheating please do not approach the young person yourself, NOTE your concerns on the incident log, but report it to the examination officer who will deal with the situation. Invigilators are at liberty to use the metal detection device prior to the start of an examination.

Watches are not permitted in the exam room and glasses must be checked.

Exam Registers

Thirty minutes into the exam the Invigilator has to fill in the exam register whether candidates are present or absent. This is a legal requirement and must be done whilst all pupils are still in the room. Just be aware that while doing this task you are required to still be vigilant.

Exam Cards

These can usually be collected 15-30 minutes into the exam so that these can then be filed away in strict numerical order in the boxes. If young people are sitting a second paper then please do not remove their exam card they should be left on the desk.

Cleaning Desks

I know it can be tempting to clean desks if there are a few candidates in the room sitting an exam. However, please refrain from doing as this will distract the candidates from their exam and they could lose their trail of

thought. If any cleaning has to be done then this must be done when there are no candidates in the room. If you catch a candidate vandalising/defacing the desks during the exam, then ask that candidate to stay after the exam has finished to clean up their “artwork”. The more you inconvenience the candidate the less likely they are to do this in the future.

After the Exam

Ending the exam

Please refer to the end of exam script

Collection of Papers

Please remember that, young people are sat in numerical order therefore, they must be collected this way and can be done so easily with a little organisation. When collecting the papers just have a quick glance at the front of each young person’s paper as you are picking it up to ensure they have at least written their name on it.

This is very important and being under pressure this may be the one thing they forget to do. If they haven’t then get them to do so before you accept it from them.

Collection of Stationery

Then ask young people who have borrowed school stationery/equipment to put their hand up so that it can be collected in. This is important as we need to keep stock levels at maximum capacity.

Dismissal of candidates

Finally, the Invigilator will dismiss the 1st column that entered the room 1st as they have been in the room the longest. All young people must walk down the side of their column and past the front. Whilst dismissing the young people please be vigilant again that other young people waiting to be dismissed are not talking as they are not allowed to do so until out of the exam room.

Exam register and scripts

The Invigilator will then check the register that they have already filled in against the scripts returned at the end of the exam. All spare exam papers must be returned to the exams officer and not given to any teachers that request them as this is not allowed until all papers have been checked and sealed in the envelope and the official end time of the exam has passed. Exam papers can only be removed from the exam venue should a problem arise and needs to be resolved. This ensures that any scripts do not go astray.

Setting the room for next exam.

Once all young people have gone, the room can then be laid out for the next set of exams if required. The room is laid out exactly as specified on the

seating plan. Young people sit in candidate number order which is also the same as the exam registers, however, this is still numerical as the lowest number is usually 1 to the highest number 19.

School Policy

School policy always encompasses exam regulations.

a) Late arrivals

The Invigilator will mark on one copy of the room layout the words master copy. After starting the exam, it is important that the invigilators are very alert should young people require assistance. Immediately after starting the exam, the Invigilator should mark the room layout with those young people who are absent. It should be made sure that the teacher who arranged the young people to sit the exam are chasing up any absentees.

Young people entering the room late will be noted on the master layout sheet with an "L" and how many minutes late or on the incident log. The young person can be given that number of minutes at the end of the exam to complete (they will be permitted the full duration of the exam). The Invigilator must be sure that anyone entering late has not had any communication with anyone who could have knowledge of the paper contents.

Young people wishing to sit the exam will be allowed to do so between 30 to 60-minute period after the exam has started providing security has been maintained. After 60 minutes' late arrivals will only be accepted in exceptional circumstances and the exams officer will complete the appropriate form to accompany that candidate. You should warn late young people that the exam boards may not accept their script if they are over 60 minutes late and they believe security has been compromised. In the case of any later disputes the notes on the room layout sheet will be very important and a very handy reference point for all concerned.

b) Early Leavers

Candidates can only leave an exam early where prior permission has been given by the exams officer and not any earlier than 1 hour after the official start time. Should a candidate leave early the completed exam paper and question papers must be collected before they leave the room ensuring that their name is clearly printed on it.

If a young person requests to leave early unauthorised then the Invigilator will ask the exams officer permission. If a young person leaves the room early unauthorised then the exam officer should be notified immediately and the exam board has the right to disqualify their paper. They should remain under supervision until the official end time of the exam.

c) Disruptive Behaviour

Invigilators should be very alert to any form of disruptive behaviour. In

minor cases of disruptive behaviour the invigilator will warn the candidate as to their conduct. The Invigilator will issue a first warning. They should make a note of the occurrence on the log sheet. If it continues to occur the Invigilator will issue a second and final warning. This also be recorded on the log sheet. If it continues to occur then the Invigilator will ask the main office to take action. Where it cannot be dealt with it in the exam room then the member of staff will remove them from the exam room and thus utilise the school disciplinary procedures. Invigilators must be very vigilant during any disruption in order to minimise the effect on other young people taking the exams. In such a case, a report to the relevant exam board will need to be made, so the invigilator will need to write a statement.

Emergency Procedures

The following action must be taken immediately in the event of a fire alarm.

The Invigilator will ask the main officer via radio if the alarm is real or false and to alert the exams officer of the situation. The young people will be asked to stop writing and place their answer sheet on the top of any other papers with their name etc uppermost. A note will be taken of the time; in the event of a false alarm they can be restarted with the appropriate additional time allowed.

In the event of an evacuation:

- a) The invigilators will collect the attendance register and identify which group they are going to take charge of. You will then count the young people in your group. Any spare invigilators will be allocated to the largest of the groups. Valuables will be left in the exam room and no candidate should be allowed to remove anything especially mobile phones. The room must be locked when leaving
- b) Young people to remain SILENT at all times and not to speak to each other as they are still under exam conditions, they must be reminded of this.
- c) Each invigilator will escort the young people they are in charge of to the evacuation area. When they get to the evacuation area the young people should be counted again.
- d) A support member of staff will go to the evacuation area in order to maintain discipline. If a spare support member of staff is available then they should be enlisted to help with maintaining discipline.
- e) The Invigilator will have with them the master room layout which has the details of everyone who should be present etc.
- f) The Invigilator will check with each group that all young people are accounted for and that discipline is being maintained.
- g) When the “all clear” has been confirmed then the invigilator escorts their (still silent!) young people quietly back to the examination room. They must ensure that they are back at the correct desk.

h) When all pupils are settled at their desk the Invigilator should ask the young people if they have all their papers in front of them. When confirmed they can be restarted.

i) A note should be taken of the restarted time and the front board and log sheet amended appropriately.

j) The rear of the master attendance sheet should have the amended times recorded on it and any disciplinary problems.

k) The exam officer should then be notified that everything is in order.

Exam Papers

a) Queries

Invigilators should be aware that they can only read the question to the candidates. NO explanation of the question can be given. If something is wrong with the exam paper then the Main Invigilator must be notified immediately who will then inform the Exams Officer.

b) Errors on papers

Erratum notices will have been read out at the start of the exam. If any mistake has been identified from a candidate, Karlene must be informed immediately who will then seek advice from the examination board to resolve the situation. Candidates can continue with other questions and then come back to the one with the error once an outcome has been decided.

c) Invigilators reading papers

Invigilators should not read the papers before the exam as this can give too much help to candidates and no assistance should be given unless specified as it is about testing their knowledge not yours. I will point out any problems to the Invigilators should they arise and you will then be informed of this problem. Also you are there to watch the candidates and you cannot do this if you are reading a paper. You are more than welcome to read a question paper once the exam has finished providing there are no other exams at a later date due to a clash.

General Information

Confidential Pupil Information

If you are told any confidential information by Karlene or the Invigilator. For example, that a pupil is pregnant this must remain confidential and **not** discussed with anyone. The reason being that if you have friends or relatives in the school and they find out they could spread the word and put the school in a very awkward and embarrassing

position.

Illness

If you cannot attend due to illness or any other emergency on the day you are invigilating, please call Karlene in line with the recording of absences as soon as possible to enable her to arrange for somebody else to attend in your absence. Her telephone number is 0208 859 9711 (Direct Line). If there is no answer then leave a message on the voicemail and it will be dealt with immediately.

Dress Code

You should dress smartly in order to command respect. Please do not wear denim clothing or trainers. Quiet shoes should be worn as you will be walking. No provocative clothing, for example, low cut tops, short skirts or shorts. Please note that venues can be either hot or cold even in the height of summer therefore, please keep this in mind. You must wear your name badges at all times, if you do not have a name badge or lose it please see Karlene.

Time Keeping

We would appreciate it if you can arrive at least 15 minutes before the exam to enable the exam to commence on time. You will be expected to remain roughly about 15 minutes after the exam has finished to continue with your duties.

The Box

The invigilation box should contain the following:

- Registers
- Pens, pencils rubbers and rulers
- Transcript/scribe cover sheet (if applicable)
- JCQ Instructions for conducting examinations handbook, Access arrangements and general information for conducting examinations
- Tissues
- Calculators
- Exam log sheet

Scribes

You must ensure that you write word for word what the candidate dictates to you and not your own wording. Please ensure that you have completed the scribe cover sheet at the end of the examination and that this is handed over to the invigilator together with the answer booklet when the exam has finished. A copy of this is attached.

Readers

Please ensure that you follow the instructions i.e. for some parts of English examinations you are not permitted to read to the candidate as this is what

is being tested. You are also not permitted to explain the text to the candidate, just repeat either the question or portion of text slower.

The Board

The board in the classroom should detail the following information:

- Date of the examination
- Start and finish time of the examination
- Duration of the exam
- Centre number: 10672
- Subject code

Scribe Cover Sheet

JCQ/scribe Form 2
--

Please read the attached notes before completing this form.			
Examination series			
Centre No			
Candidate No		Candidate name	
<i>Examination for which a scribe was used</i>			
Awarding body	Specification title	Specification entry code	Unit/ component
Comments (if appropriate)			
Were diagrams/graphs completed by the candidate or the scribe?			
The attached copy of the above named candidate's script was produced by a scribe during the examination/assessment period in accordance with the regulations.			
Scribe		Date	
Name (Please print)			
Signature			
Head of centre/Exams officer		Date	
Name (Please print)			
Signature			
<i>To be completed by the examiner or moderator</i>			
I have read the scribe's cover sheet. I have marked the script/moderated the work in accordance with the instructions given.			
Comments (if appropriate) for awarding body attention			
Examiner/Moderator		Date	
Name (Please print)			
Signature			

Notes on the completion of the Scribe Cover Sheet

Centre:

- **Examination scripts:** the form **must** be completed and securely attached to the front of the script, which **must** be sent to the examiner in the normal way, together with the awarding body's letter of agreement to the use of a scribe. **(N.B. please obscure the centre name and address if this appears in the awarding body's letter of agreement.)**
- **Controlled assessment/coursework/portfolios:** the form **must** be completed and securely attached to the front of the work, together with the awarding body's letter of agreement to the use of a scribe. The work **must** be sent to the moderator in addition to the sample requested. **(N.B. please obscure the centre name and address if this appears in the awarding body's letter of agreement.)**
- The script/controlled assessment/coursework/portfolio **must** be produced in accordance with the regulations in **Chapter 2, section 2.7. Failure to do so has the potential to constitute malpractice which may lead to the disqualification of the candidate.**
- The information required in the boxes on the form **must** be correct and complete.
- In the box marked, 'Comments' please indicate whether any problems were experienced with the production of the script, which should be drawn to the attention of the examiner.
- The form **must** be signed by the scribe and countersigned by the head of centre/examinations officer in order for the candidate's work to be accepted.

Scribe:

During the examination or the production of controlled assessment/coursework/portfolio, a scribe:

- **must** write down or word process accurately what the candidate has said, except in an examination requiring word processing, in which case, a scribe will not be permitted;
- **must** draw or add to maps, diagrams and graphs strictly in accordance with the candidate's instructions, **unless the candidate is taking a design paper, in which case a scribe will only be permitted to assist with the written parts of the paper;**
- **must** abide by the regulations since failure to do so could lead to the disqualification of the candidate;
- **must** write or word process a correction on a typescript or Braille sheet if requested to do so by the candidate;
- **must** immediately refer any problems in communication during the examination to the invigilator;
- **must not** give factual help to the candidate or indicate when the answer is complete;
- **must not** advise the candidate which questions to do, when to move on to the next question, or on the order in which questions should be answered;
- **must not** expect to write throughout the examination if supervised rest breaks have been permitted;
- **may**, at the candidate's request, read back what has been recorded.

N.B: Where an application for the use of a scribe in GCSE and/or GCE qualifications is processed using *Access arrangements online*, the centre must generate a pre-populated scribe cover sheet. In such circumstances, the completed scribe cover sheet is the only document which needs to accompany the candidate's script/controlled assessment/coursework.

Start of exam script

Please ensure that you are aware of the notices displayed on the front of the room advising you that you are under examination conditions and are expected to remain silent for the duration of the time you are here even once the exam has finished.

In addition to the mobile phone and other electrical items warning, please advise me if you have anything of this nature on you as I will need to take it. Additionally, you need to remove watches if you have them on you and place them in front of you.

Please check to ensure you have the correct question paper for (state the date), time, subject, unit and tier of entry.

Please fill out the information required on the front of your exam paper and read the instructions, your candidate number which is 4 numbers, the center number, name (if relevant: examination date, paper reference number). Do not open the paper until instructed to do so.

You should ensure that you are writing in black ink only and not using gel pens, please put your hand up if you need another pen or are unsure if your pen is ok. You are not allowed to leave the exam room without permission and being escorted by a member of staff, if you do not follow this instruction, you will not be permitted to re-enter

If you need any items during the examination, please put your hand up, wait and someone will assist you, this includes if you need another answer booklet. If anyone has a question or needs any help with the information I have just provided, please put your hand up.

Start of exam script
Onscreen test

Please ensure that you are aware of the notices displayed on the front of the room and inside the room advising you that you are under examination conditions and are expected to remain silent for the duration of the time you are here even once the exam has finished. In addition to the mobile phone and other electrical items warning, please advise me if you have anything of this nature to hand in.

Please could you now fill out the information required and read the instructions for your information you may want to refer to the board when filling out this information.

If you need any items during the examination, please put your hand up and I will assist you. Does anyone have a question or need any help with the information I have just provided?

You may begin, you have (detail the amount of time they have) and good luck, remain calm!

You may begin, you have (detail the amount of time they have for this exam) good luck, remain

End of exam script

(You can only give candidates a 5minute notice for the end of the exam, be mindful of those who may have extra time or arrived late)

Please can everyone stop working, please your pens on the desk and close all booklets. I would like to remind you that you are still under examination conditions and must remain silent.

(if there are late arrivals please say: ‘with the exception of the late arrivals, please can everyone else stop working, please your pens on the desk and close both booklets. I would like to remind you that you are still under examination conditions and must remain silent and be aware that there are still others completing their exam”)

Please check you have filled out your details on the front of your answer booklet/s which are on the name cards on your desk. Place any additional answer booklets inside the main booklet and cross through any rough or unwanted answers.

Please make sure that you have signed the front of your booklet/s confirming that this is your own work.

Once you have collected the scripts please dismiss the young people row by row reminding them that they are to remain silent and are still under exam conditions until they leave the room. If there are late arrivals, they will need to be reminded of this and to be considerate of any noise made outside the examination room as this may disturb them.

If there is a separate room: Please ensure that they are aware to leave the exam room via the route to reception not down the fire exit towards the RE room as those with access arrangements are likely to still be in their exams.

End of exam script
For on screen tests,

Please can everyone stop working, and turn around. I would like to remind you that you are still under examination conditions and must remain silent

If there are late arrivals please say:

With the exception of the late arrivals please can everyone else stop working, and turn around. I would like to remind you that you are still under examination conditions and must remain silent and be aware that there are still others completing their exam.

Please ensure that you have saved your work before shutting down your computer, and have all of your print outs with you.

Once you have all of the printouts:

Please dismiss the young people row by row reminding them that they are to remain silence and are still under examination conditions until they leave the room. If there are late arrivals they will need to be reminded of this to be considerate of any noise made outside of the examination room and that this may disturb them. Please ensure that they are aware to leave the exam room via the route to reception not down the fire exit towards the library as those with access arrangements will still be completing their exam.

Questionnaire/Feedback

Your feedback to this handbook is valued and appreciated. To ensure continued training and development, please could you take a few minutes to complete this questionnaire.

Please rate how informative you found the following area's on a scale of 1-5. (1=Poor and 5=Excellent) Please circle your answer.

Invigilator Duties 1 2 3 4 5

Examination Procedures 1 2 3 4 5

School Policy 1 2 3 4 5

Emergency Procedures 1 2 3 4 5

Exam Papers 1 2 3 4 5

General Information 1 2 3 4 5

JCQ Warning Notice 1 2 3 4 5

Which parts of the booklet have you found useful/informative?

Were there any area's that you felt were not covered or not explained thoroughly?

Any other comments?

Please continue on the reverse of this sheet if necessary

Thank you for your time and co-operation.