

## Examinations Policy

Welcome Skills Limited has created the following policy to ensure the robustness of security and administration when dealing with examinations. The Quality Assurance Manager has the overall responsibility for ensuring compliance.

1. Examination papers should be ordered from the respective Awarding Organisation or exam source at least ten days prior to the examination date.
2. The order for Examination papers should be submitted using the method that is stipulated by the respective Awarding Organisation. The schedule of candidates who are registered for that examination must be maintained for audit purposes.
3. Welcome Skills Limited will provide the appropriate information to registered candidates prior to the examination together with the date, location and rules of conduct for the examination process.
4. Any change in the location of the examination must be notified to the respective Awarding Organisation.
5. On receipt of the examination papers, the nominated person must check the right number of papers have been received and for the correct examination. These must then be re-sealed and stored in the approved secure location until the exam time.
6. The examination must be conducted in accordance with the regulations of exam conduct and Welcome Skills Limited examination procedures.
7. It is forbidden under any circumstances for examination papers to be copied, provided to candidates prior to the exam, or any information that could influence results be given to invigilators or assessors. Any such action is considered malpractice and will result in disciplinary action.
8. The Invigilator must be aware of the Awarding Organisations regulations and adhere to them at all times, and regarding the security and sealing of the completed papers in the envelope supplied prior to leaving the examination room. These must be handed in or posted via registered post to the Welcome Skills Limited office.
9. The examination papers must be returned to the Awarding Organisation according to the regulations and by using registered post or courier.

## Examination Procedures

### Appointing and Briefing of Invigilators

The Quality Assurance Manager is responsible for appointing suitably qualified individuals to act as Invigilators. All Invigilators will be briefed on the respective Codes of Practice or Regulations for the Awarding Organisations.

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The Invigilator is responsible for preparing candidates for the examination. In addition, the Invigilator must declare a conflict of interest if a candidate taking the exam is related and notify Welcome Skills Limited prior to the examination. The Invigilator cannot also act as a reader or writer for any candidate undertaking an exam that they are invigilating.

A sufficient number of Invigilators must be appointed to ensure proper conduct of the examination. One Invigilator cannot invigilate more than 30 candidates. Welcome Skills Limited will ensure that a sufficient number of Invigilators are available for examination learner cohorts.

In the event of a candidate(s) taking the examination in a separate room due to Special Consideration measures being agreed, a separate Invigilator must be present in this room. The number of invigilators must never fall below the prescribed number enforced by the Awarding Organisation.

## Responsibilities

Invigilators have a key role in upholding the integrity of the examination process and are responsible for the proper conduct of the examination. Invigilators must give their whole attention to the proper conduct of the examination and must not undertake other activities whilst invigilating.

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## Invigilating the Examination

### Before the Examination

Invigilators must arrive at the location in sufficient time to ensure the room is set up correctly and within the guidance of the Awarding Organisation.

The following checks must be made

- The room is set up correctly, clocks synchronised, and that spare writing equipment is available.
- Adequate checks are made to ensure the identity of the candidates and that registration numbers are correctly issued
- Only the official stationery can be issued to candidates
- Candidates must be checked to ensure they have not brought any materials/items/equipment that is unauthorised
- Any unauthorised materials/equipment/mobile phones/electrical equipment or items must be switched off and out of candidates reach during the examination.

### Starting the Examination

Before candidates can begin their examination the Invigilator must:

- Read out the invigilation instructions and examination rules contained in the examination pack
- Inform candidates that they are now subject the rules of the examination
- Open the sealed envelope and distribute the question and answer sheets
- Ensure the candidates sign the candidate list, confirm their name is spelled correctly for the Certificate and enter the candidate number on the on their examination paper
- Check the candidates have the correct and necessary materials
- Draw the candidates attention to the instructions on the front of the examination papers
- Ensure candidates know how to complete their answer sheets and front and back covers of the of their question paper, be aware of the personal details that have to be entered and that they have the correct candidate number, test and version number
- Remind candidates they cannot communicate with other candidates during the examination period
- Announce clearly when the examination starts and the time allowed
- Write the start and finish times on a board which is clearly visible to all candidates.

### During the Examination

Invigilators must supervise candidates throughout the whole examination session. They must be alert and observe candidates at all times and must not undertake other activities whilst invigilating. If a candidate is suspected of malpractice, the invigilator must take the actions

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they feel necessary to maintain the integrity of the examination for all candidates. Any breach must be reported to the Quality Assurance Manager.

The examination arrangements should allow all candidates to be easily observed. Invigilators have no authority to comment, interrupt, or express an opinion on any examination question.

Candidates who arrive after the publicised start time of the examination may generally be allowed to enter the room and to sit the paper at the discretion of the Invigilator but only if the invigilation of the other candidates is not compromised.

Candidates who arrive late into the examination must not be allowed to sit the examination if any other candidate has completed and left the examination room. Under normal circumstances candidates arriving 30 minutes late or more would not be allowed to sit the examination.

The invigilator should notify the candidates at 15 and 5 minutes prior to the end of the examination.

Candidates who need to leave the room temporarily must be accompanied by an invigilator or another member of staff to ensure they do not speak to anyone else, make phone calls or breach any examination protocols. If an Invigilator leaves the room to accompany the candidate, another Invigilator must remain in the room to ensure prescribed numbers are not breached.

Candidates that complete their exam papers early can ask to leave the room. If permitted they must hand in their answer sheets and question paper to the Invigilator. No re-admission is permitted.

### **End of the Examination**

At the end of the examination candidates must be instructed to stop writing. The Invigilator must then:

- Remind candidates to check they have entered all the required information onto their exam sheets and attach any additional sheets securely
- Collect all answer sheets, examination papers and related documents before candidates leave the room
- Check all details have been entered correctly and that they have the required sheets for each candidate
- Check and sign the control sheet and/or candidate list
- Ensure the scripts are placed securely in a sealed envelope
- Hand in or post the secure papers via registered post to the Welcome Skills Limited office.

### **Examination Accommodation and Equipment**

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Any room allocated for an examination should satisfy the criteria for the respective Awarding Organisation. The levels of heating, ventilation and seating type should be considered relevant to the length of the examination and comfort for candidates. All examination rooms should be in quiet locations wherever possible and appropriate signage is used on the outside of the door.

Only candidates and examination personnel are permitted to access the examination room.

Wherever possible and appropriate, candidate should be seated at separate desks and always seated in a way that prevents them from contact with other candidates or viewing of other examination papers. All candidates must be seated facing the same direction.

Individual desks should usually be placed not less than 1.2 metres apart (measured from the centre of the desks). Where individual desks are not available, candidates must be seated 1 meter apart.

Desks should be large enough to accommodate all necessary examination materials.

Examination Notices as issued to candidates must be clearly displayed. The room must not have displays of materials that would be deemed to be of assistance to candidates during the exam.

The following must be visible at all times:

- A clock showing the accurate time
- Examination information including Centre Code, name and number
- The name of the Examination
- The date
- The test and version numbers as shown on the examination papers
- The start and finish time of the examination.

### Special Considerations

Candidates that have Special Considerations and have received prior notice from the Awarding Organisation accepting the support of a reader or writer should be accommodated in a separate room. The reader or writer must not provide any other assistance to the candidate nor advise or comment on any question or answer given by the student. An Invigilator must be available for this room.

### Misconduct and Irregularities

If an Invigilator observes any inappropriate behaviour, they must take steps to stop it and to inform the Quality Assurance Manager. If the incident is serious then the candidate should be instructed to leave the examination room and hand in their examination and answer papers.

A Notification of Malpractice Form should be used to record any incidents.

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Any disturbance to the conduct of the examination must be recorded on the Request for Special Consideration Form so that consideration may be given to affected candidates.

If an emergency occurs during the examination e.g. fire alarm, bomb warning; the examination room must be evacuated in accordance with the building evacuation procedure. Candidates must leave all their materials on the desks.

In accordance with the Policy on Special Consideration, a Request for Special Consideration Form must be completed detailing the date and time of the incident and should be returned to the Awarding Organisation with the examination papers.

If the candidates have been closely monitored and the Invigilator can be assured that there has been no breach of examination security, i.e. candidates did not communicate with each other or other persons, and did not consult books or notes whilst they were out of the examination room, the examination may be resumed and the full time given to complete the examination. No extra time may be given.

If the security has been compromised, the Invigilator should contact the Awarding Organisation immediately during or office hours, or at the earliest opportunity.

Any disturbance to the conduct of the examination must be recorded on the Special Considerations Request Form so that consideration can be given to affected candidates.

All reasonable adjustments for candidates with particular assessment requirements must be notified to the Awarding Organisation by the Quality Assurance Manager to obtain prior approval.

## Examination Papers

### Receipt

The Quality Assurance Manager is responsible for the receipt of all examination materials and should check the correct materials have been received. The Awarding Organisation should be contacted immediately if:

- There are discrepancies between the materials ordered and those received

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- The materials do not meet the Centre's requirements
- The materials have been damaged in transit
- There is evidence of a security breach whilst the materials were in transit.

### Storage

All examination materials must be securely stored and locked in a fireproof container, safe or cabinet. Access must be restricted and the room locked when unoccupied by authorised personnel. If the materials need to be transported to another location, they should be carried within a sealed container.

### Dispatch

The Invigilator should collect all examination materials before candidates leave the examination room, and ensure they are all accounted for, sealed and returned to the Centre either by hand or post via registered post. The Centre must return all the required papers to the Awarding Organisation within the stipulated timeframe using the official envelopes provided. Registered, recorded or courier post must be used.

### Issue of Results

Welcome Skills Limited will ensure that candidates receive their results within two days of receiving them. This is to ensure candidates have minimal delay in the notification so as not to prejudice any enquiry, feedback or appeal by the candidate.

All appeals, enquiry and feedback request are time limited by the Awarding Organisation.

### Notification of Loss or Breach of Confidentiality

In addition to the guidance within this document, in the event of loss, theft or any breach of Confidentiality, the Director and CEO must be informed immediately. The process for this is as follow.

1. Contact by Phone (leave message if necessary).
2. Send E-mail to the Director and CEO at [khussin@welcomeskills.com](mailto:khussin@welcomeskills.com) advising of the nature of situation stating the location, breach of security/confidentiality, employer and/or learners affected, the Awarding Organisation concerned and any other useful and relevant information.

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