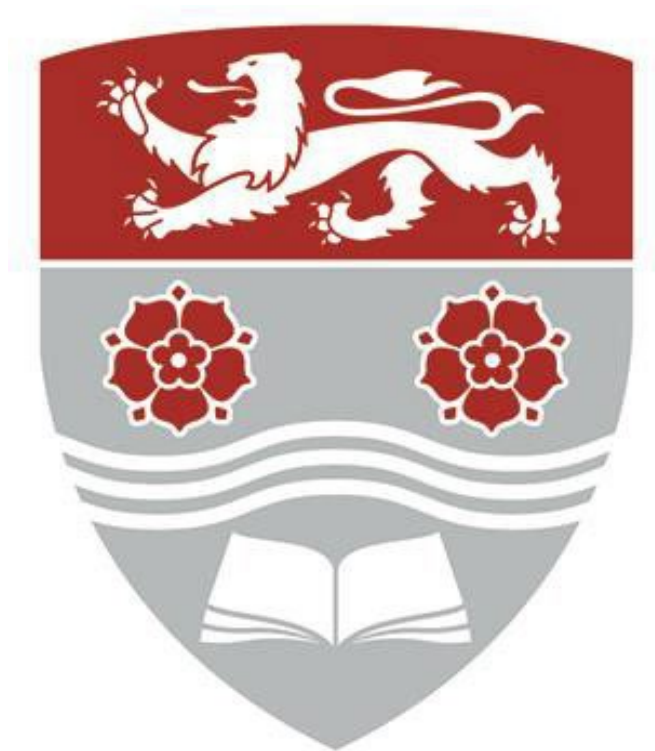


Examination Procedures and Invigilation Guidelines



Contents

| | |
|---------------------------------------------------------------------------------|-----------|
| General Information | 3 |
| Assessment and Awards Team Exams Office - Location and Contacts..... | 3 |
| Timing of Examinations | 3 |
| Examination Venues..... | 4 |
| Invigilator Roles | 4 |
| Reporting for duty..... | 4 |
| Before the examination starts..... | 7 |
| Lead Invigilator duties and responsibilities | 7 |
| Academic Advisers | 8 |
| Assistant Invigilator duties and responsibilities..... | 8 |
| During the examination..... | 9 |
| Lead Invigilator and Invigilators duties and responsibilities | 9 |
| Code of conduct | 10 |
| Malpractice in Examinations (Cheating) | 10 |
| If you suspect a candidate of cheating | 11 |
| Candidates wishing to leave the room whilst the examination is in progress..... | 11 |
| Medical Emergencies..... | 12 |
| Fire Alarm..... | 12 |
| Power Cut | 12 |
| At the end of the examination..... | 13 |
| Script collection (general) | 13 |
| Script collection (department collecting from the venue)..... | 14 |
| Adapted Examination Arrangements | 14 |
| General overview of Adapted Examination Arrangements | 14 |
| During the exam..... | 15 |
| At the end of an exam..... | 15 |
| Guidelines for students sitting exams on a computer | 15 |
| Main PC Lab | 15 |
| Students in smaller venues using a PC or Laptop..... | 16 |
| Help and Support for Students | 17 |
| Exams and assessment advice for students | 17 |
| Assessment Regulations..... | 17 |
| Exceptional circumstances information for students | 17 |
| Appendix 1 - Announcements | 18 |

General Information

Assessment and Awards Team Exams Office - Location and Contacts

The Student and Programme Administration Assessment and Awards Team are based in the Exams Office which is located in A18 University House.

The Assessment and Awards Team schedules and manages the logistical arrangements for running centrally organised examinations.

These responsibilities include the provision of invigilators who are responsible for the general conduct of the examinations.

In person examinations run simultaneously in multiple venues both across campus and externally scale main venues holding 250+ students down to small single candidate venues.

The Team can be contacted via email at: exams@lancaster.ac.uk

Or via Teams:

| | |
|-----------------|-------------------------------------|
| Val Bramhall | Assessment and Awards Manager |
| Angie Kitchen | Assessment and Awards Administrator |
| Hannah Stoddart | Assessment and Awards Assistant |
| Joe Price | Assessment and Awards Assistant |

Timing of Examinations

Morning examinations start at 9:30am and afternoon examinations at 2.00pm.

All examinations should start promptly so invigilators must allow adequate time to complete set up preparations.

Examination Venues

Examination venues at the University are spread across campus; there is a North and South hub of main venues.

North hub:

- Great Hall
- Minor Hall
- County South Lecture Theatre
- LICA
- Bowland North Seminar Rooms

South hub:

- George Fox 5/6
- George Fox 4
- George Fox 2/3

Adapted arrangements venues

- Bowland North Seminar rooms
- Science & Technology A001 Computer lab
- Bowland North A064 Computer lab
- Mngt School A001 Computer Lab

Invigilator Roles

The role of an invigilator is to ensure that examinations are conducted professionally in accordance with the University's assessment regulations. In the main venues there will be a team of invigilators with a Senior invigilator nominated as a lead. For the adapted venues there will also be invigilators and there may be additional roles such as an amanuensis, typist or reader. Sometimes one person may take of two roles i.e. invigilator and reader.

Reporting for duty

- Senior Invigilators who have been designated as the Lead (main venues) should report to Assessment and Awards Team Exams Office (A18 University House) one hour prior to examination start time.
- Assistant Invigilators for main venues should report direct to venue 45 minutes prior to examination start time.
- Senior Invigilators (larger adapted venues) should report to the Assessment and Awards Team Exams Office (A18 University House) 45 minutes prior to examination start time.
- Adapted Arrangement Invigilators (1 -1) should report direct to the Assessment and Awards Team Exams Office (A18 University House) 30 minutes prior to examination start time.

Please remember to be....

- Welcoming
- Approachable and helpful
- Sympathetic
- Understanding
- Available to answer non-academic questions



Be professional....

- Make sure the venue is set up correctly and ready for a prompt start
- Question papers and answer books should be laid out neatly
- Be a presence but not a distraction
- Ensure the exams code of practice is followed at all times
- Do not engage in any activity that may stop you from performing your duties
- Bring any issues or suspicions of malpractice to the attention of the Senior Invigilator



Always....

- Wear soft soled shoes
- Avoid unnecessary conversations
- Avoid doing anything that may cause a distraction to candidates.
- Be vigilant



Permitted Items

- ✓ **University card.** (passport/driving license are acceptable)
- ✓ **Pens, pencils and any equipment necessary for completion of the exam.** These must be placed in a **clear pencil case or clear plastic bag**
- ✓ **Calculator.** (*only if permitted for the exam*) – calculators must be in accordance with the University's Calculator Policy
- ✓ **Dictionary.** Dual language dictionaries are permitted for students who have the required permissions letter from departments
- ✓ **Drinks.** Clear container only and with no labels

Prohibited Items

- × **Mobile phones, tablets, smart watches or any other electronic devices.** Even if they are switched off, they must still not be on the student's person (e.g. in pockets) Items may be placed in the container provided or left in the area designated for bags and personal belongings.
- × **Headwear.** (except for religious purposes)
- × **Coats / Outdoor wear.** These are not permitted to be worn or placed on the backs of chairs
- × **Books, lecture slides, notes, or anything else not specifically authorised for the exam**
- × **Bags** must be left at the perimeter of the room. **NO BAGS to be left outside of the venues**

Remember....

- Invigilators must never advise candidates on the meaning or interpretation of questions or attempt to answer queries themselves.
- Candidates arriving late (after the 30-minute deadline) will not be permitted to start the exam. NO exceptions.

Before the examination starts

Lead Invigilator duties and responsibilities

- Collect the examination material from the Assessment and Awards Team Exams Office (A18 University House) 1 hour before the start of the examination. This should include a front sheet, attendance lists, examination question papers and any other supplementary stationery or documents.
- Collect venue radio.
- Immediately take the material to the examination venue and enter the room.
- Check the room is fit for purpose including a working clock / PC and projector (Larger venues only), and make yourself familiar with the emergency exits.
- You should now be joined by assisting invigilators, their names will be listed on the venue front sheet (record arrival time), if they don't arrive by 45 minutes prior to the start of the examination, contact the Assessment and Awards Team Exams Office using the radio or via Teams.
- Senior invigilators who are assisting are expected to support the Lead; shadow / provide training for any inexperienced staff and deputise as required.
- Ensure one copy of the examination A-Z attendance list is displayed outside the venue.
- Supervise the setting up of the examination venue ensuring that the correct examination material is placed on the candidate's desks, with the question papers being placed face down (face up if there is a cover sheet). The number of answer booklets can be determined by the rubric on the question paper, if not put one answer book out for each examination hour.
- Assign each invigilator areas of responsibility for during the examination.
- At 10 minutes before the start of the examination (15 minutes in the Great Hall and LICA building) ask the students to enter the venue, stating the instructions to satisfy the next bullet point.
- Candidates should enter in silence, and only bring to their desk, identification (photo ID); allowed stationery in a clear container, dual language dictionaries, for overseas students whose first language is not English (must have letter giving permission from department) and a clear drinks container with no labels.
- All other belongings including coats, hats, bags, headphones, mobile phones and digital / smart watches (switched off) should be left at the perimeter of the room. There are some open book examinations when material is unlimited and other examinations when specific material is permitted. information will be included on the examination front sheets.
- If any belongings are taken to desks (phones, all watches, wallets etc) they must be placed in the provided containers prior to the exam start. Containers should then be kept under desks until the end of the examination.

- Any student who arrives and is not on the attendance list should be seated in a spare seat and given the relevant examination paper. The senior invigilator should add the students name to the attendance list and inform the Assessment and Awards Exams Team.
- Read out the examination announcements just before the start of the examination and then instruct the candidates to commence (unless there is additional reading time which will require a further announcement).

Academic Advisers

- Academic advisers are expected to arrive 20 minutes before the examination start time and remain in the examination venue for the first 10 minutes. ***(The Lead Invigilator should record any no-shows on front sheet).***
- Check that the question paper is complete and correct.
- Ensure that special requirements statistical tables, graph paper, etc. are in place.
- Advise of any special announcements relevant to the examination paper.
- Resolving or assisting to resolve any issues to avoid a delay in starting the examination.
- Lead Invigilator should ask for contact number in case any problems are identified once the exam is underway.
- In the event that a problem is identified, the Academic Advisor should be asked to return. Remind them that students in adapted venues will need to be informed – IMPORTANT

Assistant Invigilator duties and responsibilities

- You should arrive at the venue 45 minutes before the start of the examination.
- Taking instruction from the Lead Invigilator, assist with the setting up of the examination venue. You will also be assigned your responsibilities for during the examination.
- Ensure that the correct examination materials are neatly and uniformly placed on each of the candidate's desks, with the question papers being placed face down on the desks (face up if there is a cover sheet).
- At 10 minutes before the start of the examination (15 minutes in the Great Hall and LICA building) the Lead Invigilator asks the students to enter the venue, stating the instructions to satisfy the next bullet point.
- Candidates should enter in silence, and only bring to their desk, identification (university card or other Photo ID); allowed stationery in a clear container, dual language dictionaries, where permitted for overseas students whose first language is not English (must have letter giving permission from department) and water in a clear bottle with no labels.

- All other belongings including coats, hats, bags, headphones, mobile phones and digital / smart watches (switched off) should be left at the perimeter of the room. There are some open book examinations when material is permitted in which case the Lead Invigilator will advise.
- Any belongings taken to desks (phones, all watches, wallets etc.) must be placed in the provided containers which should then be kept under desks until the end of the examination.
- Any student who is not on the attendance list should be brought to the Lead Invigilators attention.

During the examination

Lead Invigilator and Invigilators duties and responsibilities

- **Unauthorised material** – At the outset of the examination walk each aisle to check for unauthorised material, if discovered you should follow malpractice procedures.
- **Stationery** - Should be in a clear container, if not empty into a plastic bag and place unauthorised pencil case on the floor under the candidate's desk.
- **Electronic devices** – Carrying a smart watch, mobile phone or similar electronic device in an examination is an academic offence. If a candidate is found with such a device once an exam is underway, inform the Lead Invigilator and follow malpractice procedures.
- **Dictionaries** – It should be a dual language paper dictionary only and there should be a letter of authorisation from the academic department inside the front cover (if there is no authorisation it will need to be removed from the desk). Check the dictionary for any hidden notes and if any are discovered you should follow the malpractice procedures. Electronic dictionaries are not permitted in any examination.
- **Calculators** – Are only permitted where the examination allows (stated on the front sheet). These are basic non-programmable calculators; if unclear you should ask the departmental academic advisor for guidance. Any programmable calculators that students have been permitted to use, must have their memories cleared in an invigilators presence. Ensure all detachable cases are removed and inspected for notes, if any are discovered you should follow the malpractice procedures. All calculator lids to be placed on floor under desks.
- **Queries and errors on the question paper** – If errors are discovered at the outset of the examination these should be brought to the attention of the academic adviser who is still present, if they are identified later, contact Academic Adviser/ Exams Team and record as an incident. **IMPORTANT – Adapted venues must be made aware of any problems with the question paper - Please make academics aware of them.**
- **Attendance** – With the attendance list in hand, visit each desk to complete the attendance register. Each candidate should have their university card or other photo ID on their desk. If not mark them on the list to revisit, by obtaining a photo from the Assessment and Awards Team. Where a female Muslim candidate in a Niqab (full face veil), you should request a second form of ID.

If you have collected attendance data within the first 30 minutes, keep a look out of late

arrivals and mark the time of arrival on the attendance sheet. Revisit desks of any initially absent candidates after 30 minutes to ensure see if they have arrived.

- **Late Arrivals** – Candidates can be admitted into the venues up to a maximum of 30 minutes after the start of the examination, beyond that there are no exceptions. Late arrivals up to 30 minutes late should be recorded as normal on the attendance list making a note of the time of arrival; other later arrivals are simply recorded as ABSENT and sent away.
- Late arrivals (within the allowable 30-minutes) should be made aware of any missed announcements – give them the sheet to read to avoid disturbance to other candidates.

Code of conduct

- You should only talk to candidates and fellow invigilators when absolutely necessary and in a quiet manner.
- Ensure the candidates are under constant scrutiny.
- Be alert to candidates wanting assistance (extra answer books etc.).
- Ensure that no one other than candidates and University staff involved in the examination enters the room.
- Patrol the whole examination room regularly and quietly and carry spare answer books.
- Try to ensure that at least one invigilator is at the back of the room as often as possible.
- Be alert but discreet as you invigilate and if you suspect malpractice you should inform the Senior Invigilator and follow malpractice procedures.
- You are there to invigilate only, not to read, write or do any other private work.
- Switch off your own private electronic devices.

Malpractice in Examinations (Cheating)

Cheating occurs when:

- a candidate communicates, or attempts to communicate, with a fellow candidate or individual who is neither an invigilator nor member of staff.
- Attempts to copy from a fellow candidate
- Attempts to introduce or consult any unauthorised printed or written material, or electronic calculating or information storage device.
- Personates or allows himself or herself to be impersonated.
- Is in possession of a mobile phone/smart watch or other communication device (this is a serious academic offence, even if the device is switched off).

If you suspect a candidate of cheating

- Observe carefully and discreetly the candidate(s) concerned.
- Discuss the matter quietly with the Senior Invigilator and if need be contact the Exams Team for advice – they may come over to the venue immediately or advise you of further action.
- Reach a decision before acting.
- If you are concerned that cheating may have occurred or is occurring, confiscate any unauthorised material, remove any answer books the candidate has already used and replace with new ones of a different colour.
- If you discover a candidate with notes on their hand or other body part, you should take a photo using the iPad and escort the candidate from the venue to wash the material off, remove any answer books the candidate has already used and replace with new ones of a different colour.
- In all malpractice cases, candidates can continue (in the time remaining) with the examination but should be told to remain behind at the end.
- Contact the Assessment and Awards Team who may come over to the venue immediately or at the end of the examination.
- Complete a malpractice report form and keep all answer books that the candidate has used, together with any evidence.
- Please keep to the facts and include all relevant information.

Candidates wishing to leave the room whilst the examination is in progress

- Candidates are not allowed to leave the examination (except in emergency) during the first 30 minutes or the last 15 minutes.
- Candidates who leave the room early because of illness (not intending to return) must leave all papers on the desk and the reason and time of the departure should be recorded in the answer book (Complete incident report).
- Any candidate wishing to leave the room temporarily e.g. to visit the toilet or due to illness, will not be permitted to take personal belongings with them (except for female hygiene purposes) and must be accompanied at all times.
- The toilet escort (of the same gender where possible) should be to the entrance area of the toilet only.
- After toilet visits, students will be expected to demonstrate, when asked, that they have no unauthorised items on their person.

- Candidates must ask permission to leave if they finish the exam early. All question papers / answer books / papers must be left on desks and candidates must leave quietly (they cannot be permitted to re-enter the room).

Medical Emergencies

- If a candidate is suffering from a severe medical episode and is unable to leave the room comfortably and you consider it appropriate to call for an ambulance, you should dial 999 from your mobile. You should also advise security who can meet the ambulance and quickly direct it to the scene. If you are unable to access a mobile, call the security reception and request they call an ambulance **01524 594541**
- If a candidate is suffering from a severe medical episode and is unable to leave the room comfortably but you consider an ambulance is not necessary you should call the Exams Team / Security who will come to the venue to assist.
- Complete an incident report form in all cases.

Fire Alarm

- Note the time that the fire alarm was raised
- The lead invigilator instructs candidates to stop writing; leave all scripts and examination papers on their desks; not to communicate with students or staff regarding the examination and to leave the room as quickly and quietly as possible and proceed to the designated assembly point.
- Maintain silence as far as possible.
- Contact the Exams Team who will advise.
- When declared safe to do so, instruct the candidates to return to the venue.
- Calculate the time that has elapsed, add five minutes and confirm the total amount of extra time and announce to the candidates.
- Candidates should be instructed to draw a line across the page immediately below their last sentence or workings, and to leave a clear space before continuing their work.
- Complete an incident report form.

Power Cut

- Note the time of the power cut.
- If the venue has adequate natural light and there is emergency lighting in the toilets, the exam may continue.

- If there is no natural light and the students are disadvantaged, follow the relevant fire alarm procedures and safely exit the venue providing that there is sufficient emergency lighting.
- In the event that there is no natural light and minimal emergency lighting, please ask the students to remain seated until the venue can be evacuated in a safe and controlled manner.
- The Exams Team / security will attend all venues with instructions.
- In all cases, incident reports should be completed.

At the end of the examination

- Announcement by the Lead Invigilator to the candidates 15 minutes before the end of the examination.
- Candidates are not permitted to leave during the last 15 minutes.
- At the end of the examination instruct the candidates to stop writing.
- Students must remain seated and in silence until all the scripts and other papers have been collected from all the desks.
- Once all the students have left, tidy the venue, remove external attendance list.

Script collection (general)

- There should be a treasury tag on each desk (unless otherwise instructed) and candidates should attach together all their answer books.
- Walk up each aisle and systematically collect all the answer scripts in seat order number for each separate examination. Place scripts in envelopes (List contents on each envelope i.e.; Seats 1-20 - Psys 101, absent students should also be listed).
- Complete envelope checklist listing each envelopes contents and absences.
- Collect up any other materials from the desks.
- Once **all** desks have been cleared you can instruct the candidates to quietly leave the venue reminding students to take all belongings.
- Each examination should be bundled up separately, together with relevant documentation and taken directly to the Registry by the Senior Invigilator.
- One copy of the attendance list (unless attendance taken via Collect / iPad) to the department and the other copy returned to the Registry.

Script collection (department collecting from the venue)

- Consider the specific instructions and either follow above first three points, or allow the department to collect from the desks if that is the arrangement.
- You should ask to see the ID of the person nominated to collect the scripts and ask that they print and sign the front sheet to confirm their collection.
- The department representative collecting should **check what they are signing for**.

Adapted Examination Arrangements

The purpose of adapted exam arrangements (AEAs) is to provide an environment that gives all students an equal opportunity for assessment.

The Assessment and Awards Team work closely with the Disabilities Service in order to provide a fair and flexible exam system for any students who may require specific arrangements.

These arrangements may include:

- Rest breaks
- Extra time
- Smaller venue
- Specific seat
- Use of a computer

Some students may also qualify for special equipment / software or the use of a reader / scribe.

General overview of Adapted Examination Arrangements

- Although the main examination guidelines and procedures must be adhered to, AEA exams are run in smaller and slightly more relaxed settings.
- Various venues are used around campus for one to one, multiple candidate AEAs and exams taken using a computer.
- It is very important to follow exam procedures without deviation.
- Be aware that some students have heightened awareness and are extremely attuned to their surroundings.
- Be mindful of the above point and keep a respectful distance.
- You must not engage the candidates in conversation.
- You must not do anything that may cause a distraction.
- Make sure your mobiles are turned off / silent and do not use them.

- Late Arrivals - Entry is permitted up to 30 minutes into the exam (make latecomers aware of any announcements).

During the exam

- Once the candidate is seated and ready to begin, remind them of the rules regarding prohibited items and check that mobiles are turned off and left with other belongings in a designated area.
- No watches or any type of electronic device.
- Toilet breaks - must be accompanied.
- Rest breaks – When a candidate who is permitted rest breaks asks for one, add the time taken to the overall exam duration. For example, a 3.00hr exam where 2 x 10-minute breaks are taken would mean a total running time of 3.20.

At the end of an exam

- Ensure candidate correctly completes the front of any answer books used.
- Important - Candidate must record question numbers, book numbers and total amount of books used.
- All completed answer books should be secured using treasury tag.
- Invigilator to record attendance and number of answer books used on front sheet.
- Return completed exam materials to the Registry.
- Departmental collections from AEA venues are not permitted.

Guidelines for students sitting exams on a computer

Main PC Lab

- All PCs are to be logged onto the network by the Invigilators with the provided username and password.
- Create Word document with student ID, module and page numbers in header.
- Students may change fonts / backgrounds in Word if required.
- Students are to be instructed to use Word only.

- Remind students to regularly save the document to the desktop and that spell checking must be completed during the time allowed for the exam.
- When a student has finished they should be instructed to write END after the last line of their work before sending to print.
- Once work has been printed, ask students to sign the front sheet as confirmation that they have checked that their work has been printed correctly.
- Printed work should be placed inside a correctly completed anonymised answer book.
- Students must indicate on answer book cover that printed work is enclosed (number of pages printed).

Students in smaller venues using a PC or Laptop

- Procedures are broadly the same for these students although work is not printed. Instead work should be saved to the desktop and onto the provided USB.
- All PCs are to be logged onto the network by the Invigilators with the provided username and password.
- Students are to be instructed to use Word only.
- Create Word document with student ID, module and page numbers in header.
- Students may change fonts / backgrounds in Word if required.
- Remind students to regularly save the document to the desktop / USB
- Spell checking must be completed during the time allowed for the exam.
- When a student has finished they should be instructed to write END after the last line of their work.
- Students should still fully complete the cover of an answer book listing the questions attempted.

Help and Support for Students

Exams and assessment advice for students

- <https://portal.lancaster.ac.uk/ask/assessment-progression/>
- <https://portal.lancaster.ac.uk/ask/exams/>

Assessment Regulations

- <https://portal.lancaster.ac.uk/ask/marp/>
- [Undergraduate examination rules](#)

Exceptional circumstances information for students

- <https://portal.lancaster.ac.uk/ask/study/programme/study-assessment-progression/exceptional-circumstances/>

Val Bramhall
Assessment and Awards Manager
April 2023

Appendix 1 - Announcements

ANNOUNCEMENTS TO BE MADE BEFORE THE START OF THE EXAMINATION

- You must not turn over the question paper until instructed to do so.
- Please read the regulations on the cover of the answer books.
- Place your University Card on the corner of your desk.
- Silence must be preserved at all times.
- It is an academic offence to attempt to communicate with or copy from any other student or to introduce any unauthorised material into an examination room.
- It is an academic offence to have a mobile phone, smart watch or any other electronic device in an examination.
- Any belongings that you still have with you, including all watches, should be put in the container provided and placed under your desk.
- The use of calculators, paper dictionaries and other material is only allowed if your department has given specific permission.
- If you need to attract the attention of an invigilator please raise your hand.
- You may only leave the room with an invigilator's permission and you will be accompanied. You may be asked to demonstrate that you have no unauthorised items.
- You must not leave the examination during the first half-hour or during the last 15 minutes. If you leave early you must leave all material behind on your desk and leave quietly. You should not destroy any work – you may put a line through anything that you do not wish to be considered by the examiners.
- Answer books must be made anonymous by all candidates. The instructions for this are on the cover of the answer book.

ANNOUNCEMENTS TO BE MADE DURING AND AT THE END OF THE EXAMINATION

15 Minutes before the end of the examination

- Please note there are just 15 minutes left before the end of the examination, you will not be permitted to leave the examination during this period

At the end of the examination

- The examination is now over and you must stop writing
- Silence must be preserved
- Please ensure that you have completed the cover of each answer book and made them anonymous
- All completed scripts must be attached together using the treasury tag provided on your desk (unless department have said otherwise)
- You must remain seated and in silence until all the scripts collected and desks cleared
- You will be told when you can leave the venue

Once all the scripts are collected

- Thank you for your cooperation, you may now leave the room, not forgetting to pick up your belongings on your way out (please leave the containers on your desk)

NOTES