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INVIGILATION POLICY

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1. Introduction

This policy is provided for Gold Tap Training customers, learners and staff members who are using or delivering courses and qualifications offered by Gold Tap Training.

This policy will be revised annually, and when necessary, in response to customer and learner feedback or good practice guidance issued by an awarding organisation or other regulatory body.

Every staff member involved in the management, delivery, assessment, and quality assurance of qualifications offered by Gold Tap Training shall be made aware of this policy during their induction period of employment. Learners undertaking Gold Tap training and/or qualifications shall be informed of this policy during the issue of Terms and Conditions when booking.

2. Invigilating Procedures

This policy must always be adhered to.

Pre-Exam preparation:

- The number of learners an invigilator can invigilate should be a ratio of 20:1.
- *In an examination setting learners should be seated at a distance that prevents learners copying from each other and mobile telephones and other electronic equipment are not permitted.*
- When preparing an examination room, invigilators should consider an area for learners to store their personal belongings. Bags and other belongings should be out of reach of learners and access to them must be monitored by the invigilator.
- *Ideally learners should be seated and ready to take the exam 5 minutes before the start of an exam.*
- A clock must always be visible to learners throughout the exam.
- *The start and finish times of an exam must be clearly visible for all learners to view in the exam room.*
- The guidance to learners relating to the exam must be read out by the invigilator prior to the commencement of the exam.

During the Exam:

- Once the exam has started learners may not ask questions about the exam except for in exceptional circumstances, for example if they need to use the toilet.
- *Invigilators must not talk to or distract learners during the exam.*
- An invigilator should behave and communicate with others in a way that does not disturb learners taking an exam. For example, when asking for help from other invigilators or managers.

- *Invigilators must be able to always observe all learners during an exam.*
- If a learner wishes to leave the room for any reason and intends to return to continue their exam, they must be accompanied. The invigilator must always remain with them. The learners remaining in the exam room must continue to be invigilated.

Lateness to an exam:

- Learners arriving late for an exam (by less than 15 minutes) must be seated near to the door and the disturbance to other learners kept to a minimum.
- *Learners who are more than 15 minutes late will not be able to enter the exam room or undertake the exam. In such cases, a FAIL will be recorded.*

Taking a register of attendance:

- An invigilator must complete an Exam Attendance Register and Exam Invigilation Report for every exam session. The report should show:-
 - the date of the exam
 - the time the exam took place
 - the location of where the exam took place
 - any learner who attended the exam late (up to 15 minutes)
 - any learners who attended the exam late (beyond 15 minutes)
 - any other circumstances of unusual exam practice must be identified on the invigilator's exam report

Malpractice:

- If a learner is suspected of malpractice, the invigilator must warn the learner that he/she may be removed from the examination room. The candidate should also be warned that the awarding organisation will be informed and may decide to disqualify the candidate.
- *The invigilator is required to notify the awarding organisation immediately of any suspected malpractice and provide a full report*
- The invigilator is required to report the malpractice to management immediately following the exam

On completion of an exam:

- Invigilators must remind learners when there are ten minutes of the exam remaining.
- *At the end of the exam learners must be told to stop writing and ensure that their name and reference number is on the exam answer sheet.*

- Exam papers and learner exam answer sheets (if different) must be collected immediately at the end of the exam. The invigilator must check that the learners have completed their details correctly before the learners have left the exam room.
- The answer papers must not be changed, checked, or altered in any way between the time of collection from learners to the dispatch/scanning for marking at the awarding organisation.

In case of an emergency:

- An invigilator must take the following action in an emergency such as a fire alarm:-
 - Stop learners from writing
 - Collect the Learner Attendance Register and evacuate the examination room
 - Advise learners to leave all exam papers in the examination room
 - Ensure all learners are supervised as closely as possible while they are out of the exam room to make sure there is no discussion about the exam
 - Make a note of the time of the interruption and how long it lasted
 - Allow learners the full working time set for the examination. If there are only a few learners, consider the possibility of taking the learners (with question papers and scripts) to another place to finish the examination
 - Make a full report of the incident and of the action taken in the Invigilation Report and send it to the awarding organisation.