



**Examination and Invigilation Regulations for the  
Administration of BIIAB Qualifications and End Point  
Assessments  
(Excluding Security Industry Authority regulated  
assessments)**

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## OVERVIEW OF THIS MANUAL

### 1 BIIAB Qualifications Ltd

BIIAB Qualifications Ltd awards its qualifications throughout England, Northern Ireland, Scotland and Wales. It is a wholly owned subsidiary of BII.

BIIAB Qualifications Ltd is recognised by Ofqual, SQA Accreditation, Qualification Wales and CCEA. It is named as a recognised End Point Assessment Organisation (EPAO).

### 2 The Purpose of the Manual

2.1 The manual specifies the examination regulations; invigilator instructions and administrative processes approved centres are required to adhere to when administering BIIAB Qualifications Ltd (hereon referred to as BIIAB) qualifications and assessments.

2.2 The manual is regularly reviewed and updated to ensure that BIIAB's administrative systems continue to meet the requirements of regulatory bodies. Centres will be notified in writing of any changes.

### 3 General

3.1 All examination materials supplied by BIIAB remain the property of BIIAB and must be returned on demand.

3.2 All examinations, papers and materials are copyright and can only be used for the designated examination.

### 4 Centre Contact Responsibilities

4.1 It is the Centre Contact's responsibility to ensure that his/her approved centre fully complies with the following Examination and Invigilation Regulations for the administration of BIIAB examinations.

4.2 The Centre Contact is responsible for ensuring that invigilators are trained in order to fulfil BIIAB Examination Regulations and Invigilation Instructions regardless of the method of invigilation used. All personnel involved in invigilation should also have a copy of this manual.

## 5 Preparation Process for the Examination

### Scheduling Assessments

- 5.1 Assessments are scheduled in the Online Registration Assessment Certification System (ORCAS) <https://orcas.biiab.org> and can be run Online, Offline and on Paper. Please see the user guidance documents on CentreZone for detailed instructions. They can be found on CentreZone under CentreZone/ORCS and ORCAS/ORCAS. Online, offline and paper to be downloaded by the centre assessments are on demand and can be scheduled up to the day of the assessment.
- 5.2 Paper-based examinations for dispatch by BIIAB can only be scheduled in ORCAS by a centre at least 14 days prior to the examination. **Please note that this service is currently suspended.**

Note: Orders made less than 14 days before the date of the examination can only be processed by arrangement with BIIAB and will be subject to a late fee and courier charge. Please contact [customersupport@bii.org](mailto:customersupport@bii.org) for further details.

**Please note that this service is currently suspended.**

- 5.3 For paper-based examinations that BIIAB send and are not downloaded by the centre, BIIAB will normally within 10 working days of examination date, forward to the centre by First Class post in a padded bag the following:
- 5.3.1 a sealed (blue) security bag containing examination papers, as ordered
  - 5.3.2 Candidate Answer Sheets
  - 5.3.3 Nominal Roll
  - 5.3.4 An unsealed security bag (grey) for the return of all examination papers and associated documentation to BIIAB.
- 5.4 Assessments are booked for a specific date, time, and venue; materials cannot be used for any assessment other than the one for which it was scheduled.
- 5.5 BIIAB will not forward any examination materials more than 4 weeks in advance of a scheduled assessment.
- 5.6 Examination materials will only be sent to the address of a Centre Contact or in the case of FE/HE Colleges to the Examination Officers, as nominated by the Centre Contact. For security reasons examination materials will not be sent directly to venue addresses.
- 5.7 BIIAB reserves the right to raise a charge if examinations, for which materials have been sent out, are repeatedly cancelled.

- 5.8 Examination papers to be downloaded by the centre will only be available for printing exactly two weeks before the stated exam date and time.

#### Ordering Examination Materials for a Retake

- 5.9 The process for ordering examination materials for a retake is the same as for ordering materials for the initial examination.
- 5.10 Centres running courses over consecutive days, may order examination materials for a retake at the same time when ordering materials for the initial examination. This may enable the Centre Contact to arrange a retake, if appropriate, for unsuccessful learners before they leave the course.

#### Receipt of Examination Materials and Secure Storage of Examination Papers sent by BIIAB

Please note that this service is currently suspended.

- 5.11 On receipt of the padded bag containing the examination materials the Centre Contact/Examination Officer must check that the correct materials have been received (see 5.3) and notify BIIAB immediately by telephone or e-mail at [customersupport@bii.org](mailto:customersupport@bii.org) for example:
- 5.11.1 there are any discrepancies between the centres order and the content noted on the sealed (blue) security bag containing the examination papers
  - 5.11.2 an insufficient number of Candidate Answer Sheets has been sent
  - 5.11.3 any materials have been damaged in transit
  - 5.11.4 the sealed (blue) security bag containing the examination papers must be kept locked in a secure place until the examination takes place and, if taken to another site, transported in a case with a secure lock.

**Under no circumstances must the sealed (blue) security bag containing the examination papers be opened except in the examination room in front of the learners not more than 5 minutes prior to the start of the examination.**

#### Instructions to Learners

- 5.12 Learners must be advised well in advance that if they require reasonable adjustment/special consideration they must notify the centre immediately to ensure that the centre has sufficient time to make suitable arrangements for them. Any claims for reasonable adjustment must include documentary evidence attesting to the authenticity of the claim.

- 5.13 BIIAB's Policy and Good Practice Guide on the Application of Reasonable Adjustments and Special Consideration for BIIAB Qualifications can be found in Centrezone/Useful Information/Policies and Procedures.

Please note:

Where a learner claims to require a Reasonable Adjustment/Special Consideration, which is not covered within the Guidance Notes, the Centre Contact must contact the Quality Assurance Department to seek clarification/advice.

- 5.14 In order to complete the examination learners should also be advised to supply an HB pencil and eraser. Where examinations are being delivered by remote invigilation, centres must ensure that their learners have access to appropriate IT equipment to support the invigilation.

#### Change of Venue, Time and/or Date of Examination

- 5.15 The venue, time and/or date of the examination can be changed in ORCAS and any changes made within 48 hours of the proposed start time must be communicated to BIIAB in case EQAs are planning to carry out a monitoring visit of the examination.

#### Cancellation of Examination

- 5.16 BIIAB must be notified immediately if the examination has been cancelled and the unopened security bag containing the examination papers and associated examination materials returned within 1 working day, unless a re-scheduled date has been agreed with BIIAB. If the centre has downloaded and printed the examinations for its learners to complete using pen and paper then they must return the unused print-outs to BIIAB within one working day. Following agreement, the Centre Contact is required to confirm the changes in writing.

#### At the Beginning of the Examination

##### Examination Materials

- 5.17 Invigilators must ensure that they are in possession of the following materials for the examination (paper examinations only):

- 5.17.1 sealed security (blue) bag containing the examination papers

- 5.17.2 candidate Answer Sheets
- 5.17.3 candidate Nominal Roll
- 5.17.4 spare HB pencils and erasers
- 5.17.5 BIIAB self-addressed security bag (grey) for the return of all examination papers and documentation to BIIAB
- 5.18 for Online and Offline assessments invigilators must ensure they have the login sheets to enable the learners to log in, in addition to the nominal roll.

## Pre-Examination Administration

### Identification of Learners

**Note:** The centre must allocate sufficient time prior to the commencement of the examination for the invigilator to verify learner identity for each learner sitting the examination.

- 5.19 Upon entering the examination room each learner must:
  - 5.19.1 present documentary evidence of identity to the invigilator and sign the Candidate Nominal Roll Form, as applicable. A list of acceptable proof of identification can be found in CentreZone/Useful Information/Centre Materials/Invigilator Materials. If the examination is taking place using remote invigilation then all such identifying materials must be presented to the online invigilator.

**The invigilator must be satisfied that the documentary evidence presented by learners confirms their identity. For further clarification please contact the Customer Support Department.**

- 5.19.2 failure to present documentary evidence of identity will result in learners being excluded from the examination. There is no appeal to BIIAB against this decision.

BIIAB reserves the right to carry out unannounced quality control assessment inspections shortly before or during an examination to confirm that the centre's examination arrangements meet BIIAB's conditions for the security of examination materials and the conduct of the examination. The EQA must have unhindered access to the examination room and materials. Where remote invigilation is being used, BIIAB retains the right to observe the examination remotely/conduct further sampling as part of its external quality assurance.



## Candidate Answer Sheets (for paper-based examinations)

### Partial Completion of the Candidate Answer Sheet Prior to the Invigilation of the Examination.

- 5.20 This can be carried out by learners during the course under tutor guidance. However, at this stage, learners can only enter their details onto the Candidate Answer Sheet. The tutor must collect the Candidate Answer Sheets and pass them on to the invigilator prior to the examination. Learners must sign the Candidate Answer Sheets under examination conditions.
- 5.21 The Candidate Answer Sheets are marked by computer therefore it is vital that every care is taken to ensure that learners complete these correctly. The sheets must be marked with an HB pencil and errors rubbed out with an eraser.

## Personal Details (for both paper-based tests and e-invigilated examinations)

Candidates are required to fill out all the required information as listed below:

- 5.22 The Learner number (No) boxes should be completed if the learner has an existing BIIAB learner number otherwise left blank.
- 5.23 The invigilator should ask the learners to complete the boxes for Forename, Middle Names and Surname by putting one letter in each box below the headers.

Note: It is essential that learners use their full first name and surname as recorded on their proof of identity.

- 5.24 Learners should shade the appropriate box to identify their gender.
- 5.25 Date of Birth: it is a common error for learners to enter the current year instead of the birth year. Invigilators must ask learners to double check that they have entered the year of birth and advise them that BIIAB will be unable to process results if the current year has been entered. Incorrect dates of birth will cause a delay in processing examination documentation.
- 5.26 Unique Learner/Scottish Learner No: to be completed if learner has this information. Numbers are to be entered starting from the left
- 5.27 Telephone Number and E-mail address: the telephone number is mandatory, and the e-mail address is optional and would only be used by BIIAB in regard to the qualification.
- 5.28 Ethnic Origin: shade the appropriate box as indicated.

A learner's 'Ethnic Origin' is required by qualification regulators. This information helps BIIAB to ensure that access to assessment and the assessments themselves do not disadvantage any group of people with particular characteristics. Learners should be advised of this and reassured that their individual details are not passed on. In the extreme case of a learner refusing to provide this information, BIIAB will process the Candidate Answer Sheet without these details.

Note: Incomplete and incorrectly marked Candidate Answer Sheets may result in the learner having to retake the examination.

## Invigilation Arrangements

### Invigilation Instructions

- 5.29 The centre contact has the discretion to delegate the responsibility of invigilating the examination. Invigilators should not be the nominated tutor who has prepared and trained learner(s) for the qualification or apprenticeship being examined.
- 5.30 The invigilator is solely responsible for the conduct and integrity of the assessment.
- 5.31 Seating arrangements must be such that the invigilator can see every learner at all times. See requirements for examination accommodation on Page 12. Where e-invigilation is taking place invigilators must ensure that they can see every learner and that there has been a 360 degree sweep of the room to ensure that no other person is present and that no materials or devices that could offer the learner an unfair advantage (e.g. mobile phones, smart watches secondary laptops or computers, crib notes and the like) are available to the learner.
- 5.32 When only one invigilator is present, the invigilator must be able to summon assistance easily, without leaving the examination room or the e-invigilation screen and without disturbing the learners.
- 5.33 BIIAB would recommend the following ratio of invigilators to learners 1-15 learners = 2 invigilators, 16-30 learners = 3 invigilators, 31-45 learners = 4 invigilators. Where e-invigilation is taking place BIIAB recommends a maximum of 8 learners per invigilator if the proctoring programme allows.
- 5.34 Learners, for whom a reader has been arranged, must be examined separately to avoid disturbing the other learners. This assistance must be reported to the invigilator at least 24 hours prior to the examination.
- 5.35 The centre contact must ensure that sufficient time has been allocated to the invigilator to enrol learners, verify identity, and instruct learners how to enter their details onto the Candidate Answer Sheet prior to the examination. This is particularly important where e-invigilation is taking place and centres should ensure that they have factored this in.

## Starting the Examination

- 5.36 Invigilators play a key role in upholding the integrity of the examination process and are required to:
- 5.36.1 arrive at the examination location/ be available for the e-invigilation in good time
  - 5.36.2 check that the examination conditions conform to BIIAB requirements
  - 5.36.3 inform learners that they are not permitted to refer to any materials during the examination and that any such materials must be placed out of their reach before the examination commences
  - 5.36.4 inform learners that mobile phones, smart watches and any other electronic devices must be switched off and removed from reach or sight as they are not permitted to use these for the duration of the examination
  - 5.36.5 check that learners have the necessary materials to complete the examination
  - 5.36.6 check that only authorised materials are permitted on the desk for use during the examination e.g. Candidate Answer Sheet, Examination Paper and writing materials when using pen and paper tests. When using e-invigilation, the desk on which the learner is working should be completely clear
  - 5.36.7 instruct learners on how to complete the Candidate Answer Sheet
  - 5.36.8 where paper-based examinations are being used, invigilators should open the sealed envelope containing the question papers and count the number of question papers to ensure that there are exactly the required number as ordered. They should then issue the examination papers to learners and instruct them not to open the paper until asked to do so
  - 5.36.9 provide login details for learners completing assessments online or offline
  - 5.36.10 check that devices are secure and suitable for use for online and offline assessments.

For paper assessments the sealed examination envelope containing the papers must remain sealed until the start of the examination and must be opened in the examination room in front of the learners not more than 5 minutes prior to starting the examination.

- 5.36.11 for paper-based examinations ask learners to check that they have been given the correct examination paper and then take them through the instructions on the front page. The paper number on the front of their candidate answer sheet should match the paper number of the examination paper

- 5.36.12 for paper-based examinations remind learners that they must use an HB pencil

- 5.36.13 remind learners that they are forbidden to communicate with, or seek assistance from, any person other than the invigilator and If taking a paper-based examination give assistance to any other person during the examination
- 5.36.14 check that learners have logged in correctly and enter the invigilator password at the correct time for online and offline assessments
- 5.36.15 for paper-based examinations, announce clearly to learners when to begin the assessment and write the starting and finishing times of the assessment on a board which is visible to all learners.

## During the Examination

### Supervision of Learners

- 5.37 The invigilator must supervise the learners throughout the whole time the examination is in progress.
- 5.38 Invigilators must be mobile if invigilating a paper-based examination and attentive at all times during the examination. They must not read or carry out any other activities, and ensure learners record answers on the Candidate Answer Sheet and not the examination paper for paper assessments.

### Late Arrival of Learners

- 5.39 A learner who arrives after the starting time for an examination may, at the discretion of the invigilator, be allowed to sit the examination. The learner must complete the examination within the allocated time.

In cases where a Learner has been admitted late the invigilator must ensure that all checks are carried out in accordance with BIIAB regulations.

- 5.40 Latecomers should only be permitted to take the examination provided that this does not compromise the invigilation of the other learners.
- 5.41 The invigilator must submit a written report to the Centre Contact about the late arrival, which contains the following details:
  - 5.41.1 name of learner and reason for late arrival
  - 5.41.2 actual starting time of the examination

5.41.3 time at which the late arrival started the examination.

Leaving the Examination Room – note that for e-invigilation, learners must complete the examination in one sitting. Leaving an e-invigilated examination will void their results.

- 5.42 Where paper-based tests are being used under standard examination condition, learners, who need to leave the examination room temporarily, during the examination because they are unwell or need to go to the toilet, must be accompanied by an invigilator who must ensure that they do not speak to anyone else, consult any notes, make a telephone call or breach the security of the examination. The number of invigilators present in the examination room must not fall below the number specified.
- 5.43 Learners who have completed their examination, should not leave the examination room until 50% of the time has passed. Learners should be instructed that this has the potential to disturb other learners and may lead to an appeal against their result.

#### Malpractice during the Examination

- 5.44 Should the invigilator observe a learner or learners referring to materials which could be of assistance in answering the examination questions, or colluding with another learner, the learner must be asked to stop. If the action by the learner(s) is considered serious enough the Candidate Answer Sheet(s) should be collected, and the learner(s) instructed to leave. Where this happens during e-invigilation the learner's paper will be voided.
- 5.45 In all circumstances the invigilator must submit a written report to the Centre Contact, who must notify BIIAB of the incident.

Note: for further guidance on Malpractice please refer to BIIAB's policy contained in Centrezone

Emergencies – please note items 5.47 and 5.48 are only relevant to paper-based examinations.

- 5.46 In the event of an emergency e.g. fire alarm, bomb warning, etc., the invigilator must evacuate the examination accommodation in accordance with venue procedures. During e-invigilation where there has been an interruption to, for example, the power supply / broadband connectivity, the learner may re-sit the examination once this has been rectified.
- 5.47 Learners must leave examination papers and Candidate Answer Sheets on their desk in the room.
- 5.48 If the invigilator can assure BIIAB that learners have been closely supervised and that the integrity of the examination has not been compromised i.e. learners did not converse with

each other or any other person, nor consult books or notes during the enforced break, then the examination may be resumed and the full remainder of the allocated time may be given.

- 5.49 All such incidents must be recorded and submitted to BIIAB with the completed examination documentation.

## At the End of the Examination

### Finishing the Examination

- 5.50 Before the end of the examination the invigilator should remind learners of the time remaining. It is suggested that this warning should be given between fifteen and five minutes from the end.
- 5.51 At the end of the examination invigilators must ensure that learners have signed the Candidate Answer Sheet. If the examination is remotely invigilated then the e-invigilator must ensure that all learners have submitted their assessment correctly.

### Collecting, Checking and Despatch of Examination Papers and Documentation – for paper-based examinations only

- 5.52 The invigilator must collect all Candidate Answer Sheets and examination papers before learners leave the examination room, and ensure that all are accounted for.

Candidate Answer Sheets are confidential between the learner and BIIAB. They must not be read or photocopied by any person prior to dispatch.

- 5.53 Having received the examination documentation and checked that it is correct, the invigilator must immediately place and seal into the security bag (grey) (before leaving the examination room) the following examination materials:
- 5.53.1 all used and unused Candidate Answer Sheets
  - 5.53.2 all used and unused examination papers, unless they have downloaded the paper and will be returning one copy and securely shredding the remainder
  - 5.53.3 the Candidate Nominal Roll.
- 5.54 The centre will need to take a copy of the nominal roll for internal records.

After the Examination - for paper-based examinations only

### Postage of Candidate Answer Sheets and Documentation

- 5.55 After the examination the Centre Contact or invigilator must send by First Class post to BIIAB (if possible on the same day of the examination, and in all cases within 1 working day) all examination documentation as listed in paragraph 5.53.

BIIAB reserves the right not to process any examination documentation, which has been retained by the centre over the prescribed time limit.

### Retention of Examination Documentation

5.56 Following the examination the Centre Contact must obtain from the invigilator and retain:

- 5.56.1 the Candidate Nominal Roll Form for a minimum of 12 months, unless the centre has an extended policy
- 5.56.2 copies of any Centre Contact/invigilator reports for a minimum of 12 months. The originals must be sent to BIIAB
- 5.56.3 documentation for other external agencies, for example, funded qualifications centres may be required to hold documentation for at least 3 years. The centre should verify these requirements.

### Centre Notification of Results

- 5.57 On the day of receipt of the complete examination documentation BIIAB will mark the Candidate Answer Sheets and results will be published in ORCAS.
- 5.58 The Centre Contact/Examination Officer is required to check that the results page lists all learners who sat the examination and that the name and date of birth of each learner is correct. Any discrepancies should be reported to BIIAB immediately by e-mail. Failure to notify BIIAB of any discrepancies will result in certificates being issued with incorrect learner details. This is the responsibility of the centre.
- 5.59 For paper-based examinations, Candidate Answer Sheets cannot be processed if:
- 5.59.1 they have been completed incorrectly and the computer is unable to read them
  - 5.59.2 the Candidate Nominal Roll has been completed incorrectly e.g. names and/or signatures not completed by learner and/or invigilator.

- 5.60 If the examination documentation is incomplete or incorrect, BIIAB will inform the Centre Contact accordingly and agree the actions required within one day of receipt of the documentation. The Centre Contact is required to respond to BIIAB's request within three working days.

Note: Failure to return examination documentation is considered a breach of terms and conditions of centre approval.

### Learner Notification of Results

- 5.61 The Centre Contact/Examination Officer is required to make suitable arrangements to notify learners of results within 5 working days of receipt.

### Qualification Certificates

Please note certificates will be issued twice weekly.

- 5.62 Learner certificates are sent to the Centre Contact/Examination Officer.
- 5.63 Faulty certificates must be returned to BIIAB within 10 days of receipt.
- 5.64 Centres have 10 days from the day results are released to notify BIIAB of name amendments for their learners; any amendments during this time will be free of charge. After 10 days centres will be charged the current replacement certificate fee.
- 5.65 It is the responsibility of the Centre Contact/Examination Officer to issue original certificates directly to learners (not via a third party) within 5 working days of receipt.

Note: Failure to ensure that learners' certificates are issued without undue delay is considered to be malpractice and subject to a sanction on the centre. It must be noted that this is a qualifications regulatory requirement.

- 5.66 If a certificate has been returned to the centre by the post office due to the learner having moved, please return the certificate to BIIAB.

### Replacement of Certificates



- 5. 67 if a centre loses a learner's certificate whatever the reason for the loss, BIIAB will replace the certificate on receipt of a letter from the Centre Contact confirming that the centre has lost it. BIIAB will raise a replacement fee.
- 5.68 If learners lose their certificates, they are required to complete a Replacement Certificate form available at [www.biiab.org](http://www.biiab.org).

### Retake of Examination

- 5.69 Learners, who fail an examination, can retake it as many times as they wish unless the specific qualification or apprenticeship assessment plan specifies.

### Apprentice Certificates

- 5.70 Apprentice EPA certificates are sent to the employer's address which has been provided to BIIAB, upon the completion of the End-Point Assessment process.

## 6 Examination Accommodation – for paper-based examinations

- 6.1 The examination room must be in a suitably quiet and undisturbed location, with adequate heating, lighting and ventilation.
- 6.2 Only learners and persons required to administer the examination, as authorised by the centre contact, should be allowed in the examination room before, during and after the examination.
- 6.3 Any display materials (like wall/flip charts or maps), which might be helpful to learners, must be removed.
- 6.4 A reliable clock must be visible to each learner in the examination room.
- 6.5 A sign, giving notice that an examination is in progress, must be placed on all doors that allow access to the examination room.
- 6.6 A board must be visible to all learners to show the actual starting and finishing times of the examination.
- 6.7 Seating must be arranged in such a way that it prevents learners from seeing and possibly copying each other's answers. The minimum distance in all directions from centre to centre of learners' chairs must be 1.20 metres (4 feet).
- 6.8 Each learner must have a separate desk or table of sufficient size to accommodate the examination paper and Learner Answer Sheet and they should face the same direction.
- 6.9 Examination accommodation must not be a residential address, and must meet the accommodation requirements above.

**Please see the separate BIIAB Remote Invigilation Policy for guidance on remote assessments.**