

# **Examination and Invigilation Regulations for Qualifications and End-point Assessments (Excluding Security Qualifications)**

## **1 BIIAB Qualifications Ltd**

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.'s (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.

## **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 can only be used for the designated examination.

## **4 Centre Responsibilities**

- 4.1 It is the responsibility of the Head of Centre to ensure that their 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 guidance.

## 5 Preparation Process for the Examination

### Scheduling Assessments

- 5.1 Assessments are scheduled in the Online Registration Assessment Certification System (ORCAS) <https://orcass.biiab.org> and can be run Online, Offline and on Paper. Please refer to the user guidance documents available for detailed instructions. Online, offline and paper assessments to be downloaded by the centre are on demand and can be scheduled in accordance with our published timescales.
- 5.2 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.
- 5.3 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

- 5.4 The process for ordering examination materials for a retake is the same as for ordering materials for the initial examination.

### Examination Materials and Secure Storage of Examination Papers

**When papers have been downloaded and printed, they must be placed in a sealed examination bag and stored in a secure location until the day of the examination.**

**Under no circumstances must the sealed security bag containing the examination papers be opened except in the examination room in front of the learners not more than 10 minutes prior to the start of the examination.**

### Instructions to Learners

- 5.5 BIIAB's Policy and Guidance on the Application of Reasonable Adjustments and Special Consideration for BIIAB Qualifications can be found on our website.
- 5.6 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 / Cancellation

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

### At the Beginning of the Examination – Paper Based / Online non remote invigilated Examinations only.

For Online Proctored Examinations – please refer to our Proctoring Policy

For Online Remote Invigilated Examinations - please refer to our Remote Invigilation Requirements

### Examination Materials

- 5.8 Invigilators must ensure that they are in possession of the following materials for the examination (paper examinations only)
- sealed security bag containing the examination papers
  - candidate Answer Sheets
  - candidate Nominal Roll
  - spare HB pencils and erasers
  - BIIAB self-addressed security bag for the return of all examination papers and documentation to BIIAB
- 5.9 For Online and Offline assessments, invigilators must ensure they have the log-in sheets to enable learners to log-in.

## 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.

5.10 Upon entering the examination room each learner must

- 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 on our website

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

- failure to present documentary evidence of identity will result in learners being excluded from the examination. There is no right of 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 External Quality Assurer must have unhindered access to the examination room and materials.

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

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

5.11 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.

5.12 The Candidate Answer Sheets are marked by computer therefore it is vital that every care is taken to ensure that learners complete these correctly

as indicated on the answer sheet. The sheets must be marked with an HB pencil and errors rubbed out with an eraser.

### Personal Details (for paper-based examinations)

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

- The BIIAB Learner No. box must be completed if the learner has an existing BIIAB learner number, otherwise it should be left blank
- The invigilator must ask the learners to complete the Forename, Middle Names and Surname boxes by putting one letter in each box below the headers. Learners must use their full first name and surname as recorded on their proof of identity
- Learners must complete the appropriate box to identify their gender
- Date of Birth: it is a common error for learners to enter the current year instead of the birth year. Incorrect dates of birth will cause a delay in processing examination documentation
- Unique Learner/Scottish Learner No: to be completed if learner has this information
- Telephone Number and E-mail address: information provided will only be used by BIIAB regarding the qualification
- Ethnic Origin: learners must complete the appropriate box. 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

5.14 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.

- 5.15 The invigilator is solely responsible for the conduct and integrity of the assessment.
- 5.16 Seating arrangements must be such that the invigilator can always see every learner. 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.
- 5.17 When only one invigilator is present, the invigilator must be able to summon assistance easily, without leaving the examination room and without disturbing the learners.
- 5.18 At least one invigilator must be present per 1-15 learners.
- 5.19 Learners, who have a reasonable adjustment approved which could cause a disturbance to other learners must undertake their examination in a separate setting and be invigilated accordingly.
- 5.20 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.

### Starting the Examination

- 5.21 Invigilators play a key role in upholding the integrity of the examination process and are required to,
- 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
  - provide login details for learners completing assessments online or offline
  - check that devices are secure and suitable for use for online and offline assessments
  - 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

- instruct learners that they must not 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
- check that learners have logged in correctly and enter the invigilator password at the correct time for online and offline assessments
- 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

### Supervision of Learners

- 5.22 Invigilators must be 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

- 5.23 A candidate must not be admitted to the examination room once the examination has started. Candidates who arrive late must be recorded as absent.

### Leaving the Examination Room

- 5.24 Except in the case of emergency, no candidate should be permitted to leave the examination room before thirty minutes of the timetabled examination have elapsed. Normally, a candidate who has left the examination room may not return.
- 5.25 Where a candidate must leave the room with the intention of returning, they must be supervised at all times, and the remaining Invigilator must,
- in the case of a written examination: remove the candidate's script from the desk to prevent copying of any answers by other candidates and in order to maintain the security of the examination
  - in the case of an onscreen test: switch off the monitor only (i.e. without quitting / pausing the test)

### Finishing the Examination

- 5.26 Before the end of the examination the invigilator should remind learners of the time remaining. It is suggested that this warning should be given fifteen minutes from the end.
- 5.27 At the end of the examination invigilators must ensure that learners have signed the Candidate Answer Sheet.

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

- 5.28 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.

- 5.29 Having received the examination documentation and checked that it is correct, the invigilator must immediately place and seal into the security bag (before leaving the examination room) the following examination materials,

- all used and unused Candidate Answer Sheets
- all used and unused examination papers, unless they have downloaded the paper and will be returning one copy and securely shredding the remainder
- the Candidate Nominal Roll.

- 5.30 The centre will need to take a copy of the nominal roll for internal records.

- 5.31 The Centre Contact or invigilator must send 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 5.41.

### Retention of Examination Documentation

- 5.32 Following the examination the Centre Contact must obtain from the invigilator and retain,
- the Candidate Nominal Roll Form for a minimum of 12 months, unless the centre has an extended policy
  - copies of any Centre Contact/ invigilator reports for a minimum of 12 months. The originals must be sent to BIIAB



- documentation for other external agencies, for example, funded qualifications, in these cases centres may be required to hold documentation for at least 3 years. The centre should verify these individual requirements.

### Centre Notification of Results

Once examination documentation has been processed all results will be published in ORCAS. 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.

5.33 For paper-based examinations, there will be a delay to the processing of Candidate Answer Sheets if,

- they have been incorrectly completed / printed
- the Candidate Nominal Roll has been completed incorrectly e.g. names and/or signatures not completed by learner and/or invigilator and / or missing identification details.

5.34 If the examination documentation is incomplete or incorrect, BIIAB will inform the Centre Contact accordingly and agree the actions required.

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

### Learner Notification of Results

5.35 The Centre Contact/ Examination Officer is required to have adequate arrangements in place to notify learners of results.

### Retake of Examination

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

## 6 Examination Accommodation

- 6.1 The examination room must be suitably quiet and not expected to be interrupted, 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 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 1.25 metres.
- 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.

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