Exam System

Invigilator Requirements and Guidance

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Introduction

The following requirements and guidance relate to online exams that are invigilated in person by either a Recognised Centre's employee or the learner's employer. In both cases, the Invigilator must not be:

- involved in the teaching or assessment of the learner in any way
- the direct line manager of the learner.

This document must be reviewed by the Invigilator to ensure that they understand their role and responsibilities and that exams are completed in an effective and compliant manner.

Responsibilities of the online Invigilator

As part of their responsibilities, an Invigilator must:

- organise for the exam to be sat in a venue that is deemed suitable and safe
- ensure that the exam is conducted in exam conditions as specified in this document
- prevent malpractice and maladministration wherever possible
- ensure any occurrences of malpractice are documented and reported to VQA using the appropriate channels
- be aware of authorised and unauthorised materials
- ensure all approved reasonable adjustments are in place for learners
- ensure learners' ID has been checked and verified prior to the exam taking place
- remain fully vigilant for the duration of the exam
- ensure that all sections of the Invigilation Form are completed within one hour of the exam being sat. Failure to complete all sections of the Invigilation Form will result in the exam being voided.

It is the responsibility of the training provider to induct their invigilators and train them appropriately to conduct invigilation of exams.

Exam conditions

Before the exam

When carrying out online invigilation, the appointed Invigilator should locate a quiet, appropriate space free from the risk of disturbance for the learner to sit their exam and be invigilated face to face. The Invigilator must also inform any other individuals present in the building/exam environment that an exam is taking place.

An appropriate space is defined as being:

- free from noise
- free from visual or physical access to unauthorised supporting materials (such as notes, posters or educational texts)
- free from visual or physical access to electronic devices other than the computer used to undertake the exam. No second computer monitor is permitted.

If there is a need to change location during an exam, due to the loss of internet connectivity, Invigilators must ensure that the new location meets exam requirements. A change of location must be documented in the invigilation report, detailing the reason for the change in location and confirming that the new location met exam requirements.

The Invigilator must also display an 'exam in progress' sign. This must be printed before the exam begins and placed in a clearly visible location (for example, on the exam room's entrance door) to prevent interruptions.

During the exam

The Invigilator must ensure exam conditions are met throughout the full duration of the exam. In addition to the conditions set out above, the Invigilator must also ensure that the following conditions are met:

- Mobile phones and electronic devices, except for the computer being used to undertake the exam, must be switched off and stored in an inaccessible location to minimise the risk of distraction.
- Headphones must not be worn.
- Learners must not access any programs or websites during the exam other than the exam system.
- Food is not permitted, and water must be stored in a clear glass or a clear bottle with the labels removed. No other drink is allowed.
- The working out area will not be marked and therefore will not count towards additional marks for this exam.

Unforeseen circumstances

Unforeseen circumstances are defined as any emergency, unpredicted or unusual incidents which compromise exam conditions. Examples could include:

- A fire alarm requiring temporary evacuation.
- A medical incident affecting the learner or Invigilator.
- An unintentional interruption from a third party.

Should such an incident occur, the Invigilator must provide a full description on the Invigilation Form. Unforeseen circumstances will not necessarily lead to a voided exam, but the Invigilator's report will be critical when our team makes that decision.

In the event of an emergency occurring during an exam, the training provider/recognised centres and/or the location's policies on emergencies must be followed.

Logging in

Please note: these instructions are for you as the Invigilator and not the learner. The learner will use a different URL to access their exam. Please make sure they are using the Google Chrome web browser (available here).

Once a booking has been made and you are named as the appointed Invigilator, you will receive an email from the exam system containing the URL and your Invigilator login details. These details will remain the same for any future exam bookings that you invigilate for this learner or another learner.

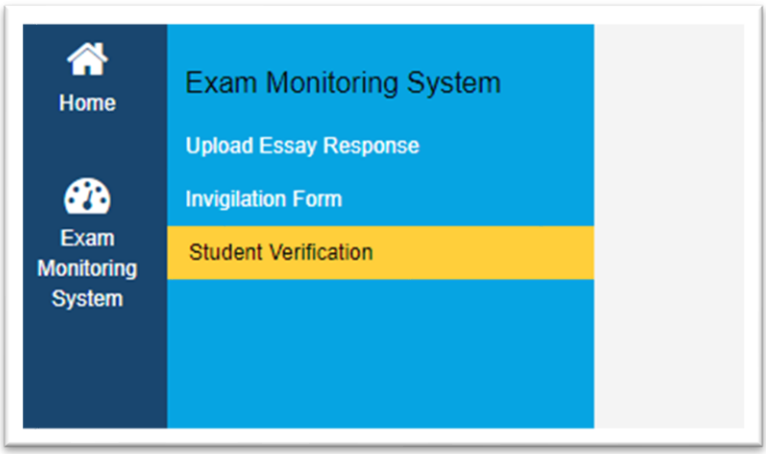
To access the exam system, follow this link.

Unlocking the exam

Once the learner has successfully logged on and completed the system checks, you will need to unlock the exam. You will receive an email with login details and the necessary next steps to do this.

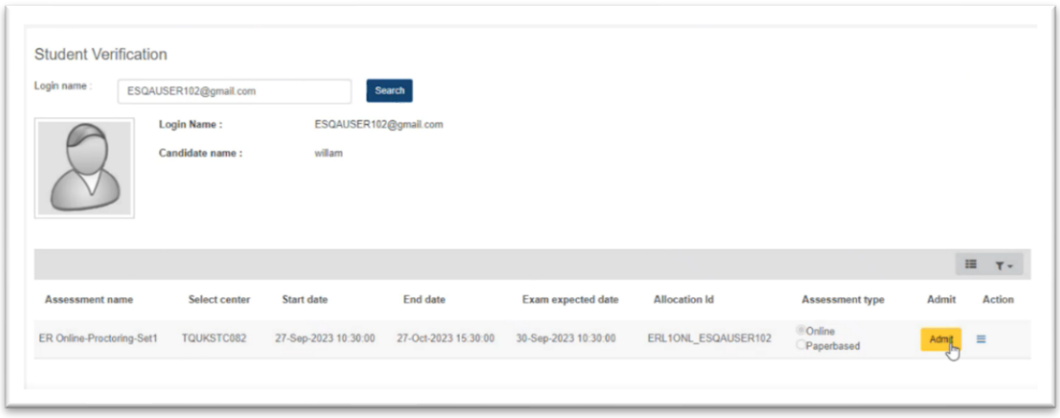
First, confirm that the exam environment meets the exam conditions specified above. Then, follow the steps below:

1. Select 'Exam Monitoring System' on the left side panel.
2. Select 'Student Verification' from the list.



3. Search for the learner using their email address.
   - Ensure the details match the exam due to be sat.

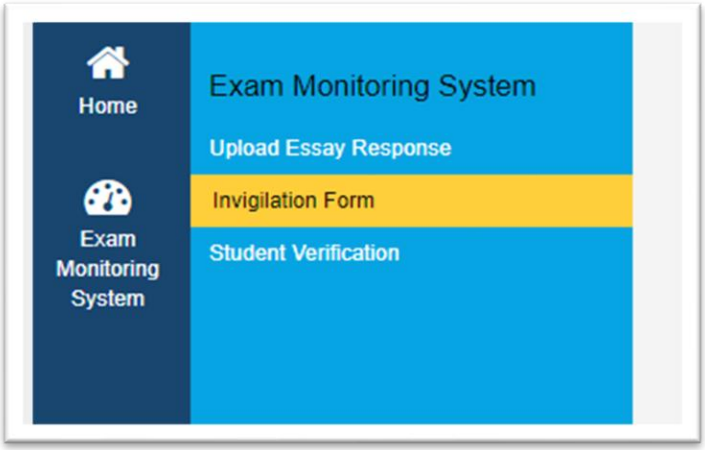
- Click ‘Admit’ beside the learner’s details to unlock the exam. The learner will then be presented with the exam and can move through each question in turn.



Completing the Invigilation Form

Once the learner has finished their exam, you must complete the Invigilation Form by following the below steps.

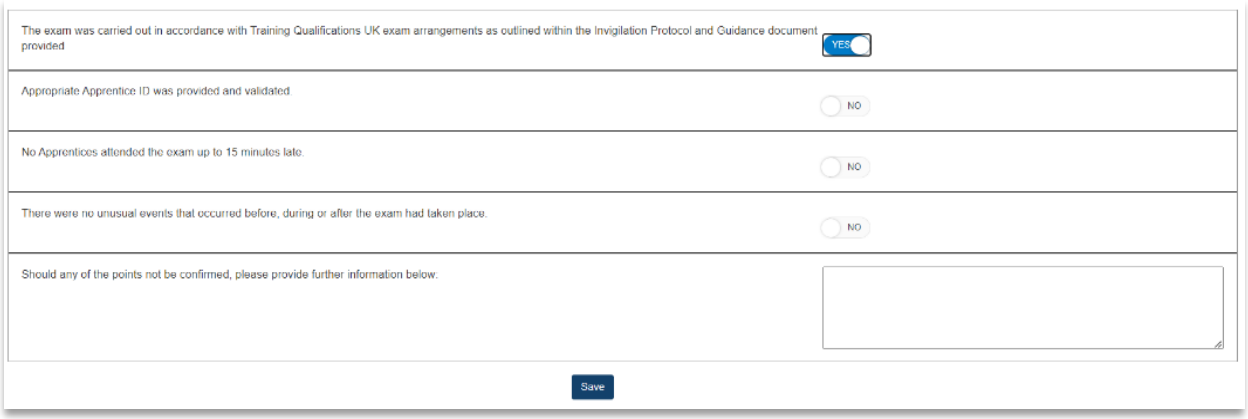
1. Select ‘Exam Monitoring System’ on the left side panel.
2. Select ‘Invigilation Form’ from the list.



3. Fill in the search boxes with your centre name, the date of the exam and the batch label you were sent in the booking email.

- Ensure the details match the learner and assessment name of the exam you have just invigilated.
    - Toggle either ‘yes’ or ‘no’ against each of the four confirmation statements. If any are ‘no’ answers, you must provide further details in the text box at the bottom of the form. There is also a comments box beside the learner's name where you can provide further information. This is especially useful if you are invigilating multiple learners at the same time. Remember: the more detail you can give, the better.

- Once you are certain you have fully completed the form, click ‘Save’.



Plagiarism and cheating

Plagiarism occurs when an apprentice takes someone else's work to submit or pass as their own and as such, VQA will classify this as cheating. Examples of plagiarism include:

- Word-for-word quotation - copying another person's (including another apprentice’s) work with no reference or acknowledgement.
- Cut/copy of material directly from a website/text book etc. without reference or acknowledgement.
- Paraphrasing (altering a few words of another to pass as your own) from books, websites, or another individual’s work.
- Collusion - unauthorised collaboration between Apprentices which unfairly assist an apprentice to produce work which is not purely their own.
- Employment/engagement of another person, professional or other, to produce work on your behalf.

You can read VQA’s full Plagiarism Policy here.

Troubleshooting

If you have any questions or experience any issues, please contact our Customer Service Team on 0333 3583 344 or email us at support@vqa.org. Our office hours are 08:30-17:00 Monday-Friday.

Further invigilation guidance can be found on the Joint Council for Qualifications (JCQ) website by following this link.

www.vqa.org

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