Non-established Centre Invigilation Handbook 2019

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Introduction

This handbook is for invigilators of Open University exams held at non-established exam centres, which tend to be outside of the UK and continental Europe. Please read it carefully before the exam, especially the ‘Checklist of invigilation duties’.

You can find general information about the role and responsibilities of an invigilator on our website.

With this booklet you’ll receive a packet of materials from the Open University. This pack will contain everything you need to run the exams for the students.

If you can’t invigilate the exam or need to speak to someone about the exam arrangements, please contact the University as soon as possible.
Checklist of invigilation duties

Before the day of the exam

- Read through this handbook.
- Check the contents of the exam pack.
- If any contents are missing, contact The Open University using the details on the front cover.

On the day of the exam

- Arrive at least an hour before the exam is due to start (Section 2.1).
- Make sure you have the exam materials and your own paperwork to hand (i.e. Invigilator Report for Non-established Centres, EC20/OS and this Non-established Centre Invigilation Handbook).
- Check the set-up of the exam room. Put up signs to help students find the exam room, exits and toilets (Section 2.2).

At the start of the exam

Do the following in this order:

- Let students into the room at least 10 minutes before the start and ask them to leave bags and other items to one side (Section 3.1).
- Put each student's sealed pack of exam paperwork out on the desks (if you haven't already done so) (Section 3.2).
- Ask students to check and sign their desk records (Section 3.2).
- Make your announcements, including any errata from the sheet provided.
- Start the exam promptly at the time agreed with The Open University (Section 3.3).

During the exam

During the first 30 minutes do the following:

- Check student ID documents against their desk records (Section 4.1.2).
- Deal with any student who arrives late (Section 4.1.1).
- Don’t let any student leave the room (Section 4.2.9) except if they feel ill (Section 4.2.8).

At all times:

- Make sure students don’t use unauthorised materials (Section 10).
- Give out further answer booklets and other ‘on request’ items (Sections 4.2.6 and 4.2.7).
- Continue to deal with any student who arrives late (Section 4.2.2).
• Deal with any student who says they’ve experienced special circumstances (Section 6.3) or who needs to finish early (Section 4.2.9).
• Go with any student who needs to leave the room temporarily (Section 4.2.8).
• After the first 30 minutes, collect the desk records and other paperwork for absent students (Section 4.2.3).

At the end of the exam

Do the following in this order:
• Tell students to put down their pens and remain seated, then make your announcements (Section 5.1).
• Collect all exam paperwork, including question papers, making your checks as you go (Sections 5.1).
• Once all paperwork has been collected, if there are no queries, let students leave the exam room (Section 5.2).

After the exam

• Complete the Invigilator Report for Non-established Centres, EC20/OS (Section 7.1).
• Pack each student’s paperwork (Section 7.2).
• Send all the paperwork back to the University using the details provided in the letter.
1 Before the day of the exam

Checklist

- Read through this handbook.
- Check the contents of the exam pack.
- If any contents are missing, contact The Open University using the details in the Introduction.

1.1 Checking the exam materials

At each centre an organiser will make all arrangements for the exam on behalf of The Open University, including the appointment and payment of an invigilator.

The exam materials and question paper will be sent by The Open University to the centre organiser. Any queries about the exam should be raised with the centre organiser, who may refer on to The Open University’s Operations, Planning and Results Centre.

Check that all the materials listed on the invigilator checklist are in your pack, but don’t open the plastic envelope containing the question paper. Report any missing items immediately to the centre organiser. You must also inform the centre organiser immediately if you believe the security of the question paper has been put at risk.

The invigilator is responsible to the centre organiser for the proper conduct of the exam.

1.2 Errata

We will email any exam errata to the centre organiser around two weeks before the exam. Any late errata will also be emailed to the centre organiser.

1.3 If you’re unable to invigilate

If you can’t invigilate an exam because of illness or other serious circumstances, please contact the centre organiser between 08:30 – 17:00 GMT and they will phone the University. Outside these hours email overseas-examinations@open.ac.uk as soon as possible.
2 On the day of the exam

Checklist

- Arrive at least an hour before the exam is due to start (Section 2.1).
- Make sure you have the exam materials and your own paperwork to hand (i.e. Invigilator Report for Non-established Centres, EC20/OS and this Non-established Centre Invigilation Handbook).
- Check the set-up of the exam room. Put up signs to help students find the exam room, exits and toilets (Section 2.2).

2.1 When to get to the exam centre

You should arrive at least one hour before the exam unless the centre organiser tells you otherwise. Students are asked to arrive at the exam centre at least fifteen minutes before the start of the exam.

2.2 Setting up the exam room

Check the room to ensure the following:

- There are no maps, diagrams or other materials in the room that may help students during the exam. Items that can’t be removed should be covered.
- Each student has a separate chair and desk, a minimum floor space of about 2 x 2 metres, and that conditions are suitable for an exam.
- That each student can see a clock clearly.
- There are no prohibited materials in any lavatory or cloakroom that may be used by students during the exam.

When these checks have been made, place the plastic envelope containing the exam materials for each student on the desks. Any extra instructions for the exam will be included in the information from The Open University.

Display a ‘Silence – Exam in Progress’ sign outside the exam room (if possible).

2.3 Students with disabilities and additional requirements

You will have been told about any student who needs reasonable adjustments or have additional requirements, as agreed with the centre organiser. The most frequent requirements are the use of a computer and/or extra time. If this applies see Sections 6.1 and 6.2 for further information.

2.4 Materials to be supplied by the student

Students should bring a valid means of identification with their photograph and signature, and writing materials.
The handbook will set out any additional items allowed. Students may have a single-volume English language and/or foreign language dictionary, unless the Module Specific information sheet says they may not. It shouldn’t contain any handwritten notes (see Section 10.1.3). This does not include specialist dictionaries such as business, technical or subject specific dictionaries.
3 Starting the exam

Checklist

Do the following in this order:

- Let students take their seats at least 10 minutes before the exam is due to start and ask them to leave bags and other items to one side (Section 3.1).
- Put each student's sealed pack of exam paperwork out on the desks (if you haven't already done so) (Section 3.2).
- Ask the students to check and sign their desk records (Section 3.2).
- Make your announcements including any errata from the sheet provided (Section 1.2).
- Start the exam promptly at the time agreed with The Open University (Section 3.3).

3.1 Letting students into the exam room

Let the students into the exam room at least ten minutes before the start of the exam.

As well as the materials to be supplied by the student, they may only take a small bag and small amounts of food and drink into the exam room.

Students aren't allowed to have cell phones, smart watches and any other communication or photographic equipment on their desks or about their person. This includes tablets, laptops and palmtop computers, smart glasses, wearable communication devices, personal organisers, radio pagers, music players and iPods, electronic dictionaries or thesauri. They’re told this in the ‘Exam materials’ section of the Exam Arrangements booklet. Failure to observe the rules is regarded as misconduct (Section 8).

3.2 Placing materials out and making announcements

Check that the sealed plastic envelope contains the correct question paper and place it in front of each student.

Ask the students to check and sign their desk record and to bring any errors to your attention. Make sure you don’t give a named desk record to a different student.

Tell the students they may do the following before the exam begins.

- Read the instructions on the covers of the answer booklet and question paper – but they must not read the contents inside the question paper until the exam begins.
- Write their exam number and personal identifier on their answer booklet(s).
Where a computer-marked exam (CME) form is to be completed, they may remove the CME form(s) from the question paper and, with a pencil, enter their name, personal identifier and assignment number (not their exam number) on Part 1 of the form(s). The students will already have been told their assignment number.

3.3 Starting the exam

Start the exam at the time stated by the centre organiser.

Announce the time at the beginning of the exam, then every hour, and also fifteen minutes before the end. The exact time of starting the exam should be written on the Invigilator Report form EC20/OS.

No extra time is to be allowed for reading the question paper, for transferring answers to a CME form or for students arriving late.
4 During the exam

You must stay in the exam room with the students for the whole exam, to make sure they don’t have an opportunity to look at unauthorised books or notes. If a student leaves the room see Section 4.2.9.

Silence is to be maintained during the whole time the exam’s in progress.

4.1 During the first 30 minutes

Checklist

- Check students' ID documents against their desk records (Section 4.1.2).
- Deal with any students who arrive late (Section 4.1.1).
- Don’t let any students leave the room (Section 4.2.9) except if they feel ill (Section 4.2.9).

4.1.1 Admission of late students

You should admit any student who arrives during the first 30 minutes of the exam. Students who are late should be allowed to sit the exam, but not allowed any extra time to complete the exam.

4.1.2 Checking students' identity

During the first 30 minutes of the exam you must check the identity documentation of each student to make sure they’ve provided a valid form of identification.

You should check that:

- each student has signed the correct desk record
- the names on the desk record and on the identification are the same
- the photo looks like the student
- the signature on the desk record and on the identification bearing the signature are similar.

Acceptable forms of identification with a photo and a signature include:

- photo driving licence
- passport
- some national identity cards
- Irish Public Services Card.

Acceptable forms of photographic identification, which must be accompanied by a debit or credit card as proof of signature, include:

- Blue Badge permit
- Scottish National Entitlement Card
- Northern Ireland Electoral Identity Card.

If the student is a member of the UK forces sitting an exam within a BFPO base, their military ID is accepted as proof of identity.

Expired passports and driving licences are acceptable as ID as long as the photograph still looks like the student. If there are any issues as a result of your checks on expired documents, please complete the Candidate Identity Statement, EC22, with details.

Where students are in the process of changing their name they’re told to bring their deed poll certificate, marriage certificate or decree absolute/nisi to support their identification documents.

In the Exam Arrangements booklet students are given the following advice:

If you’ve recently changed your name, you should update your student record before the exam. Your student support team can tell you how to do this. If you haven’t told us of your name change, or you told us less than 7 weeks before the exam, you’ll need to take your deed poll certificate, marriage certificate, or Decree Absolute/Nisi to the exam as well as your other identity documents listed above. This is because the name on your identity document(s) might not match the name on your desk record.

If students bring a deed poll certificate, marriage certificate or decree absolute/nisi to support their identification documents you should check these additional documents to verify the name change. If you complete a Candidate Identity Statement, EC22, for the student you should ensure you note on the form all the documents presented by the student.

It’s vital that students provide identification in the required format at the start of the exam. If students fail to provide suitable identification their result won’t be released until the matter has been satisfactorily investigated. This will involve the student taking valid ID to a solicitor or notary for verification, at their own expense.

Failure to provide The Open University with an acceptable form of identification will result in the student being issued with a Fail: No Resit result for their examined module.

A student who fails to provide valid form(s) of identification showing both a photo and a signature must complete a Candidate Identity Statement, EC22. Please ensure form EC22 is fully completed and signed by the student, and that you complete and sign Part 2 of the EC22 to state the type of identification (if any) presented. Check the information the student gives on the EC22 against the attendance sheet and, if it matches, attach the completed certificate to the Invigilator Report for Non-established Centres form.

Only complete an EC22 if the student has failed to provide one of the forms of identification listed above, or if there are issues as a result of the checks you’ve made.

Wherever possible, you should avoid disturbing students during their exam. If you need to query their identity, or ask them to complete form EC22, please do so at the end of the exam, before collecting their script.
If a Muslim woman attends the exam wearing a niqab (a veil covering her face), she should be escorted to a private room at the end of the exam, accompanied by a female invigilator or member of staff to check her identity. Where there are no female invigilators present or there’s no suitable location for identity to be checked, form EC22 should be completed at the end of the exam.

4.2 At all times during the exam

**Checklist**

- Make sure students don’t use unauthorised materials (Section 10).
- Give out further answer booklets and other ‘on request’ items (Sections 4.2.6 and 4.2.7).
- Continue to deal with any students who arrive late (Section 4.2.2).
- Deal with any students who say they’ve experienced special circumstances (Section 6.3) or who need to finish early (Section 4.2.10).
- Go with any student who needs to leave the room temporarily (Section 4.2.9).
- After the first 30 minutes, collect in the desk records and other paperwork for absent students (Section 4.2.3).

4.2.1 Unauthorised persons

Don’t allow anyone to enter the exam room between the time that the packets containing question papers are opened and the end of the exam.

Don’t allow a question paper to be given to anyone other than a student, or to be taken out of the exam room.

4.2.2 Admission of late students

You should admit any late student who arrives after the first 30 minutes. You should make it clear that the University reserves the right not to mark the completed answer booklets of any student who is more than 30 minutes late. You must report each case of late admission (i.e. more than half an hour) on the Invigilator Report form, EC20/OS. State when the student arrived, and the reason(s) the student gave for being late.

Students who are late should be allowed to sit the exam, but not allowed any extra time to complete the exam.

4.2.3 Time Announcements

Announce the time one hour before the end of the exam and again 15 minutes before the end. If a clock isn’t clearly visible to all students, announce the time every hour.
4.2.4 Students who don’t attend the exam

If a student is absent, enter an ‘A’ on the attendance sheet in the box headed ABSENT against their name. An ‘A’ must also be entered clearly in the box provided on the student’s desk record.

Don’t make any entry on the sheet for students who’ve attended the exam.

Return the attendance sheet with the completed answer booklets and all other exam materials using the return envelopes provided.

If only one student is expected to attend and hasn’t arrived at the start of the exam, you should wait in the exam room for at least one hour in case the student has been delayed. A late student shouldn’t be given any extra time to complete the exam (Section 4.2.2).

4.2.5 Smoking

Smoking or the use of e-cigarettes isn’t allowed during the exam. Students are told that if they wish to smoke before the exam they may do so only if there’s a smoking area outside the building, and with your permission.

4.2.6 Queries about question papers

Individual students might ask about alleged misprints or ambiguities in the question papers. If this happens and they are the only student on that module, tell them to explain at the beginning of their answer(s) how they’ve interpreted the alleged misprint or ambiguity. In this instance we wouldn’t expect you to contact the centre organiser or The University, and under no circumstances should you attempt to answer such queries. Make a note of the queries raised in Section 4 of the Invigilator Report form, EC20/OS. You may choose to contact us after the exam to inform us of the alleged error.

In the event of a question paper issue being raised by more than one student on the same module, please check your email for any update from the University in the first instance. If the University hasn’t updated you by email you should contact the International Exams Team for advice, whilst ensuring the exam centre remains supervised by the centre organiser. Students should not be allowed to leave the exam hall if there are errors on the question paper, they should always complete the exam at the scheduled time.

4.2.7 Spare stationery

On request, a student may be given a supplementary answer book for rough work. This booklet must be attached to the student’s work and given in at the end of the exam.

All stationery issued to students should be collected at the end of the exam and attached to the completed answer book(s).

4.2.8 Rough notes and mind maps

Students may wish to make notes or essay plans during their exam. This should be done in an Open University answer book, and submitted at the end of the
exam. Students must not use their own paper unless permission has been granted, in which case you’ll have been told about this before the exam.

Students can cross out work they don’t wish to be marked, but they don’t need to do so. Some modules encourage students to make plans in rough and may award marks for it.

4.2.9 Temporary absence from the exam room

Students can’t leave the room during the first thirty minutes or the last fifteen minutes of the exam unless they’re ill, or the information supplied by The Open University gives permission. After the first thirty minutes and before the last fifteen, students may leave the exam room for a short period to go to the bathroom, subject to the following restrictions.

- They must not take with them a question paper, answer booklet or any other exam material.
- They must be supervised when they’re outside the exam room. You must be satisfied that they won’t have access to books, other materials or other students outside the exam room. If you only have one student, you may accompany them. If you have more than one student, you need to ask the centre organiser to accompany them.

If a student is taken ill during their exam, they should be kept under constant supervision. If they intend to continue the exam the student should be allowed to return to it when they’ve recovered sufficiently, but shouldn’t be allowed any extra time.

Details of each case must be recorded on Section 3 of the Invigilator Report form, EC20/OS.

4.2.10 Early completion of an exam

Where there’s only one student and they complete the exam before the scheduled end, you should allow them to leave the exam room early, but not in the first 30 minutes.

Where there’s more than one student sitting an exam, no-one should be allowed to leave during the last fifteen minutes.

A student leaving early must hand in their completed answer booklet(s) and question papers to you before they leave the room. Students should not be allowed to return to the exam room once they’ve completed their exam.

4.2.11 Dealing with misconduct during the exam

You’re able to stop the exam of a student suspected of serious indiscipline if you judge that this is necessary. This is in addition to any penalty that the Central Disciplinary Committee may impose in the future. Stopping the exam should be used only as a last resort, when attempts to resolve the matter by other means have been tried and have failed.

You shouldn’t make a personal search of a student or force them to surrender a bag or other personal property when the use of unauthorised notes or other materials is suspected.
If you suspect a student of misconduct you should take the following actions.

- Polite but firmly challenge the student, taking care to cause as little distress to the student concerned and as little disturbance to others as possible.
- If the suspected misconduct involves prohibited notes or materials, remove these immediately. If you can’t persuade the student to hand them over, try again at the end of the exam. However you shouldn’t force students to hand over the materials.
- Complete the Suspected Misconduct Report form, EC21. At the end of the exam, the student suspected of misconduct must be shown this form and asked to make a written statement on it. Attach any evidence to form EC21 as without this The Open University’s ability to take action may be affected.
- Report any disruption to the exam as a result of the incident on Section 5 of the Invigilator Report, EC20/OS, and send to The Open University in the return envelope.

4.2.12 Penalties for misconduct

A student found guilty of misconduct may be liable to such penalties as the Central Disciplinary Committee of The Open University may determine.

In dealing with a case of suspected misconduct, don’t offer an opinion on the possible penalty that might be applied.
5 Ending the exam

Checklist

Do the following in this order:

- Tell students to stop writing and stay seated, then make your announcements (Section 5.1).
- Collect all exam paperwork, including question papers, making your checks as you go (Section 5.1).
- Once all paperwork has been collected, if there are no queries, let students leave the exam room (Section 5.2).

5.1 Actions at the end of an exam

At the end of the scheduled time for the exam announce the end of the exam and tell students to do the following.

- Stop working and remain seated.
- Make sure that they've written their exam number, personal identifier, make and model of calculator (if they used one), on each answer booklet and CME form (the student's name and assignment number also needs to be on the CME form), as instructed on the question paper or answer book.
- Assemble their answer booklet(s) in the right order with the desk record securely attached to the front, using the plastic paper fastener provided.
- Record the number of answer booklets used in the box on the desk record. If the question paper is designed to record some answers, this should also be counted as an answer book.
- Collect the answer booklet(s) and any other material as indicated in this Non-established Centre Invigilator Handbook. The question paper must also be collected and attached to the back of the completed answer booklet(s) using the paper clip provided.

Please check the following points.

- If a student has more than one answer booklet, check that they're secured together with the paper fastener provided.
- Any CME forms are attached with flat paperclips to the answer booklet(s).
- A signed and completed desk record is attached to the first answer booklet using the paper fastener.
- If a student withholds a completed answer book, CME form, or a question paper, you should make a note of this on the Invigilator Report form, EC20/OS (Section 7.1).
5.2 Dismiss the students

When you’re satisfied that all exam materials have been collected and all queries have been dealt with, you may dismiss students from the exam room.

Ask them to leave the exam centre quietly if there are other students who haven’t yet finished their exams. Occasionally a student may request that you photocopy and keep a copy of the completed answer booklets or exam question paper. You must not do this.
6 Alternative arrangements

6.1 Students using a computer

You’ll be given a USB memory stick for any student who is using a computer for their exam, so they can save their work. They shouldn’t use a CD instead. Work should be saved to the USB stick at regular intervals to safeguard against loss due to computer problems.

You may be asked to invigilate for students using specialist software, such as screen-reading software that reads back their work on the screen, or voice-assisted software used to dictate answers. You’ll have been told by the centre organiser what additional software the student will be using.

If the student is using any type of voice-assisted software you’ll be provided with a digital recorder, which must be used to record the whole of the student’s exam.

If the student is provided with an electronic version of the question paper on CD, they must not record their answers on it unless there’s specifically space in the paper for them to do so. If the student is permitted to type their answers these should be recorded in a separate Word document and then saved to the USB memory stick.

Where the student is using a computer but wishes to make rough notes by hand, these should be made in the University answer booklets supplied, not on paper supplied by the student. Any notes made during the exam should be submitted with the answer book.

In all cases, at the end of the exam you should make sure that the student prints a hard copy of the completed answers, which should be attached to their answer booklets and desk record and submitted along with the USB memory stick.

A blue cover sheet is provided for students using a computer in exams. It’s particularly important that this is completed to confirm copies of the question paper have been deleted from the computer. This cover sheet should be returned with the completed answer booklets.

6.2 Extra time

If extra time and/or rest breaks are allowed, you’ll be told in advance. You should follow the instructions given by the centre organiser or The Open University exactly, and shouldn’t change them without talking to them first.

The arrangements should be explained to the student before the exam starts. If the student wishes to finish the exam before the end of the time allowed, the finish time should be noted on Section 5 of the Invigilator Report form, EC20/OS.

If rest breaks and/or lunch breaks are allowed, students must be closely supervised throughout the break to see that they’ve no access to prohibited materials, to other students, or to any other person who might offer help in the exam. You should also ensure that no other person has access to completed answer booklets and the question papers during any breaks.
You should discuss with the student before the exam starts how they would like to use their break time and how to tell you that they’re taking a break. Don’t remind students during the exam to take a rest break unless they’ve asked you to.

Time allowed for rest breaks shouldn’t be used as extra working time, or for checking or proof reading work. Any attempt by a student to use break time as extra working time should be recorded on section 5 of the Invigilator Report form, EC20/OS.

6.3 Special circumstances

The Exam Arrangements booklet advises students to submit special circumstances if they want to tell The Open University about anything that they think has badly affected their exam performance.

Students asking for details of how to submit special circumstances information should be referred to either the Assessment Handbook, the Exam Arrangements booklet, or to their student support team.

The submission of special circumstances information is the responsibility of the student. As an invigilator, you’re not authorised to submit this information on a student’s behalf. You should, however, use the Invigilator Report form, EC20/OS, to record details of any problems that arose during the exam. This may be used by The Open University to verify any special circumstances submission made by the student.
After collecting the paperwork from the students and dismissing them from the exam room, you should check and pack the paperwork into the envelopes provided.

**Checklist**

- Complete the Invigilator Report, EC20/OS (Section 7.1).
- Pack each student’s paperwork (Section 7.2).
- Send all the paperwork back to the University using the details provided in the letter.

### 7.1 Invigilator Report EC20/OS

Complete one copy of Invigilator Report form, EC20/OS, for each exam session you invigilate. It’s essential that you report all significant incidents or developments during the exam, such as in these examples.

- Students who are ill or who show signs of serious distress. If they leave the exam within the first hour, you must note the exact time and reason for early departure, so the University can decide what action should be taken. You should advise such students to obtain third-party documentary evidence and contact their student support team within 24 hours, as they may be eligible for a discretionary postponement of the exam.
- Misprints or alleged ambiguities in a question paper.
- A student reported on form EC21 for suspected misconduct.
- A student who refuses to hand over their exam question papers.
- A student who arrives more than 30 minutes late.
- Conditions in the exam room that might have adversely affected student performance. Please give a detailed description of what extent the students were affected and for how long. You must also inform the International Exam Team as soon as possible so the problem can be dealt with before a further exam session.
- Any disruption to the exam (such as a power failure or evacuation).
- Shortages of exam materials.
- A delayed start or end to the exam.
- Any announcement you’ve had to make including errata.
- Anything you’ve observed that raises safeguarding concerns (Section 11)
- Any other unusual occurrence.

Your report should contain detailed information, including your own opinion of the effect on students. Completed forms must be returned with the exam answer booklets.
Due to the importance of the Invigilator Report form, EC20/OS, you’ll be contacted by The Open University if we don’t receive it in the envelope with the exam answer booklets.

7.2 Packing and despatch of exam materials

In the pack you’ve received you’ll find return envelopes with pre-printed return labels already attached. Ensure you keep your own record of who sat the exam and any problems that occurred on the day. This is in case the courier package goes missing.

- Please use the return envelopes to return all exam materials (completed answer booklets, spare stationery, attendance sheets and the Invigilator Report form EC20/OS). You’ll have received the same amount of return packaging as was used to courier the materials to you.
- If you’re invigilating more than one exam, only send the materials when all exams have been completed so that you don’t run out of packaging.
- Please ensure you keep a record of who sat the exam and any issues that occurred on the day in case the courier package goes missing.
- Packages are usually sent back on our International centres FedEx account number: 336881080.
- You should contact your local FedEx office to arrange pickup. If a different courier company is used you will receive full details from The Open University before the exam.
- If you have difficulties contacting your local FedEx office, please contact the Open University no later than the day following the exam, so that a remote pick up can be requested.

It’s important to keep any student information confidential. Please ensure that any personal information you have relating to students (that isn’t returned in the package) is destroyed securely.

7.3 BFPO centres

C4 Envelopes are provided to return exam materials (completed answer booklets, spare stationery, attendance sheets and Invigilator Report form, EC20/OS) via BFPO post.
8 Misconduct

8.1 Definition of misconduct

The University considers the following behaviour by students to be misconduct.

- Possession at their desk or about their person of a cell phone, smart watch, photographic equipment, iPod, MP3 player or other means of electronic communication.
- Possession in the exam room of any materials other than those issued by an invigilator, authorised in the current edition of the Exam Arrangements booklet or in Section 10 of this Handbook.
- Helping or receiving help from another student.
- Consulting any materials or online resources outside the exam room during periods of absence while the exam’s in progress.
- Attempting to influence a marker or other University official (including writing messages in an answer booklet).
- Taking photographs or copies of any exam paper or answer booklet.
- Using any computer program or equipment not specified by the centre organiser or University.
- Conduct in the exam room, or elsewhere on exam centre premises, that is a serious breach of regulations of the host institution or could be said to bring the name of The Open University into disrepute.

8.2 Reporting cases of misconduct

All misconduct cases must be reported, as follows:

- Enter full details of the incident(s) on the Misconduct Report form, EC21, including the time at which it was first noticed.
- Form EC21 should be completed immediately after the incident and signed by all invigilators concerned.
- If the incident involves unauthorised materials, attach them to the completed Misconduct Report form, EC21. If the student won’t hand them over, explain in the form.
- At the end of the exam ask the student to read the report of the incident on Misconduct Report form, EC21 and, if he or she wishes, to make a written statement in Section 2. If they decline, they should be asked to sign to confirm they’ve seen it but don’t want to comment.
- Return the completed EC21 and any removed materials to The Open University with the relevant batch of completed answer booklet(s). Please don’t attach them to the student’s answer book.
9  Dealing with emergencies

9.1  Evacuation of the exam room

Very occasionally an exam room may have to be evacuated, for instance if there’s a fire alarm or a bomb alert. In such circumstances you should do the following:

- Tell students to leave their question papers, answer booklets and other exam materials on their desks.
- Make sure students are supervised during the evacuation to ensure their safety and to see that they don’t talk to each other or refer to any prohibited materials while out of the exam room.
- Note the time and duration of the evacuation.
- Inform The Open University as soon as possible.
- When the evacuation is over, allow students to complete the exam, adding the time lost to the time allowed for the exam. Students who wish to leave at the scheduled time should be allowed to leave, but their names and the length of time they’ve worked must be recorded on the Invigilator Report form, EC20/OS.
- Enter full details of the evacuation in section 5 of the Invigilator Report form, EC20/OS.

Bear in mind that disabled students may need assistance when evacuating the exam room, whether they had additional exam arrangements or not.

If any students think they’ve been particularly disadvantaged by the evacuation, they should submit special circumstances (refer them to the Exam Arrangements booklet) by midnight (UK local time) on the day following the exam.

Students who choose to leave a disrupted exam before it’s officially abandoned must be told that they won’t be eligible for a discretionary postponement of the exam.

If the evacuation continues for more than one hour, or if there’s no prospect that the exam can be resumed within a reasonable time, the exam should be abandoned and the centre organiser informed immediately. Completed answer booklets and other materials should be returned to The Open University and a full report of the incident made on Invigilator Report form, EC20/OS. Students must be told that The Open University will give them information about alternative arrangements as soon as possible.

Extra working time should only be allocated in the case of an evacuation where students have left the exam room under your supervision. Extra time shouldn’t be allowed if the alarms are sounded or because of brief fire alarm test.

9.2  Power failure

If there’s a power failure, students should be asked to carry on working while there’s enough light. As soon as it becomes too dark, stop the exam for all students. Tell them to remain in their seats and not to talk to each other.
Once power is restored they should be allowed to continue their exam, with the time lost added to the time allowed for the exam. Students who want to leave at the scheduled finishing time should be allowed to do so, but you should note their names and the length of time they’ve worked.

If the room has to be evacuated during a power failure, act as explained in Section 9.1.

9.3 Student ill-health

If a student is taken ill during the exam you’re not expected to administer first aid. Most centres should have an emergency first aider who can be contacted, or call the emergency services if the illness is serious. If a student is taken ill in the exam room and there are other students present, assist them to leave the room if it’s safe for you to do so but don’t attempt to lift or move them if they’re unable to do so themselves.

It’s in a student’s best interests to complete as much of their exam as possible.

A student who appears to be seriously unwell should be advised that if they leave before completing one third of the exam time (1 hour of a 3 hour exam), they should obtain a medical certificate and contact their student support team to discuss the possibility of applying for a discretionary postponement. Students can find the contact details for this on StudentHome.

If an ill student stays longer for the exam (more than one hour in a three-hour exam) they should submit special circumstances immediately after the exam but won’t be eligible for a discretionary postponement.

Enter full details of any student taken ill, including the exact length of time worked by the student and the impact on any other students, in Section 5 of the Invigilator Report form, EC20(OS). If there isn’t enough room on the form, put full details on a separate sheet and attach it to the report.

9.4 Personal safety

In carrying out your duties as an invigilator, you should be as aware of personal safety as you are in your everyday life. Since you could be invigilating exams in remote areas, we recommend that you always tell someone (a friend or relative) where you’ll be and what time you expect to return.

Should you feel uncomfortable in an exam, your safety is of the primary concern. Leave the exam and contact the centre organiser or The Open University as soon as possible to report.

9.5 Disposal of students’ personal information

It’s your duty as an invigilator to keep personal information about students confidential.

If you’ve been given any personal information about students, you must return this to the University with the invigilator report form in line with data protection legislation. If you have received any student information by email this should be deleted from your mailbox and from your deleted items folder immediately after the exam.
10 Rules about permitted materials

Students are told in the Exam Arrangements booklet about the rules that apply to exam materials. There are general rules, which apply to all exams, and rules for individual modules.

Exam materials are listed/identified as essential, optional or prohibited according to the following rules. Additions or exceptions to these rules for each student are listed on the Module Specific Information sheet.

10.1 General rules

10.1.1 Essential items

- Students must bring a valid form of identification (Section 4.1.2) that includes a photograph and signature.
- A ball-point pen with blue or black ink. The Exam Arrangements booklet tells students they must use pens for all answers, except for answers on CME forms and drawn diagrams, unless they’ve been given permission to write in pencil (evidence to be provided).
- An HB pencil is essential only for students who complete a CME form as part of their exam.

10.1.2 Optional items

- Their confirmation of allocation.
- A ruler, eraser, coloured pencils, fibre-tipped pens, highlighter pens.
- A single-volume English and/or foreign-language dictionary, unless expressly prohibited. It must not be annotated unless stated otherwise in the module rules.
- A small handbag. Briefcases and other large bags must be left in a cloakroom or at the back or front of the exam room.
- Small amounts of food and drink, providing their consumption doesn’t disturb other students and is allowed by the exam venue. Food should be unwrapped before the start of the exam.
- Spare calculator batteries, if calculators are permitted by the module rules.

10.1.3 Prohibited items

- Cell phones, smart watches, fitbit and any other communication or photographic equipment. This includes tablets, laptops and palmtop computers, smart glasses, wearable communication or photographic devices, personal organisers, radio pagers, music players and iPods, electronic dictionaries or thesauri.
- Tippex, erasable pens or other correction fluids. Instead, rough work should be crossed through clearly.
- E-cigarettes.
• Anything not listed as essential or optional in either these general rules or the rules for individual modules, including paper intended for use as rough paper. All rough work must be done in the answer booklet (see Sections 4.2.6 and 4.2.7).

• Module materials, unless specified otherwise in the module rules.

• Certain types of calculators, depending on module (see Section 10.2).

• Science, maths, technical and specialist dictionaries, unless the module rules say otherwise.

Students have been told that if they try to take unauthorised material into an exam they could be charged with misconduct and The Open University may take disciplinary action.

10.2 Calculators

For modules where a calculator is permitted, it must be one of the following three types, as specified in the rules for individual modules:

X  a non-scientific calculator, i.e. with no functionality such as log, sin, cos, etc.

Y  a scientific calculator.

Z  a programmable calculator but without a set of dedicated alphabetic keys.

The calculator must not:

• be designed or adapted to offer any of the following facilities:
  o algebraic manipulation
  o differentiation or integration
  o language translation
  o communication with other devices or the internet,

• have retrievable information stored in it such as:
  o databanks
  o dictionaries
  o mathematical formulas
  o text.

The calculator must be:

• a separate dedicated device (students aren’t allowed to use the calculator feature of another device such as a mobile phone or a smart watch)

• of a size suitable for use on a desk

• either battery or solar powered.

Students are responsible for ensuring before the exam that:

• the calculator complies with the module’s requirements
• the calculator is in working condition (if the calculator is powered by
batteries the student may bring spare batteries as these won’t be
provided at the centre)

• they have the appropriate knowledge and skills to use the calculator
during the exam.

If students use a calculator in an exam, they must write the make and model
number on the front page of their answer book. Operating instructions, apart
from those printed on the calculator lid or hard case, aren’t allowed unless
specified otherwise in the module rules.

It’s the students’ responsibility to ensure their calculators meet module rules.
Invigilators aren’t expected to make decisions about the suitability of a particular
model or to prevent the student from using it.

It is your responsibility to ensure that the student has accurately recorded the
make and model number on the front of the answer book. If you have concerns
about the type of calculator a student is using this should be noted on the
Invigilator Report, EC20/OS. Please note, you are not required to remove a
calculator from a student.

10.3 Annotation of materials permitted in the exam

In most exams no module or other materials are allowed. For some, however,
students are expected to have part of the module materials, or other materials,
with them.

The texts or module units that are permitted are listed on the Module Specific
Information Sheet for invigilators, and the amount of annotation allowed on
these materials is also specified. The entry ‘General rules only apply’ means that
no module materials are permitted in the exam.

Students are told that The Open University reserves the right to decide what an
acceptable degree of annotation is, and that invigilators have authority to
remove any annotated or modified materials that they consider to be
unacceptable. If you do remove any annotated material you feel is inappropriate,
please return this with the student’s completed answer booklet (Section 7.2).

10.3.1 No annotation

The text as printed without any form of annotation.

10.3.2 Basic annotation

The text as printed may be supplemented by handwritten highlights (e.g. by a
highlighter pen or by ringing underlining or side-lining), and by corrected
typographical errors. The addition of comments, marginal notes, notes in the
blank spaces at the end of paragraphs and pages or on fly-leaves isn’t allowed.

10.3.3 Restricted annotation

The text as printed may be supplemented by handwritten (not printed) highlights,
corrections and comments. The intention is that the annotation should
complement the purposes of the text, so the inclusion of large amounts of
additional material (e.g. using the end-papers or insides of covers for recording information) isn’t allowed.

10.3.4 Special annotation

Unrestricted annotation is allowed in module materials listed as allowed in the exam (including any end-papers or blank pages sent as part of the module materials), but no additional sheets of notes, inserts, index tabs or sticky notes.

10.3.5 Indexing

Students shouldn’t use additional items (such as post-its or paperclips) to index permitted texts, unless it’s expressly permitted for a specific module. Some students may cut into permitted texts to create page marks, and as long as they haven’t inserted any additional pages or tabs, this is acceptable. If in doubt, check the module specific information in the Module Specific Information sheet for invigilators.

10.3.6 Rules for individual modules

Some modules, while subject to the general rules listed in Section 10.1, also have their own requirements. These are set out clearly in the Module Specific Information Sheet for invigilators.

10.4 Spell-check devices

Some dyslexic students will have a letter from The Open University authorising the use of a spell-checker, you’ll also have been told about this.

An electronic spell-checker can be any brand, providing it’s hand held, not programmable, and not capable of communicating remotely with other devices. Alternatively, the Ace Spelling Dictionary (a paper-based spell-checker) may be used. No other kind of spell-check device is permitted.

The use of authorised devices is permitted in the following circumstances:

- The student produces the relevant letter of authority from their student support team.
- The module rules allow a dictionary to be used in the exam.
- The device is non-programmable.
- It’s silent in use. If the device is noisy the student should be asked to stop using it.
11 Safeguarding

- If a student discloses any information to you which gives you cause for concern about the welfare of a child under 18 or a vulnerable adult, please make a record of the conversation and refer this to the Open University. Please email the information so we have a written record, unless you think the matter is urgent. If you believe that there may be an immediate risk of harm, call the emergency services and report this to the Open University afterwards.

- The Open University will refer this information to the University’s safeguarding referral team if necessary, you’re not expected to investigate or follow up any issues with the student. For more information about safeguarding, please contact the Open University for copies of the safeguarding policy.

- If you’ve been given information which has upset or distressed you, call the Open University to discuss your concerns. They’ll be able to direct you to sources of support if you need it.