Additional Centre Invigilation Handbook
2019

Contact

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Introduction

This handbook is for invigilators of Open University exams held in additional exam centres in the United Kingdom and Continental Europe, including those for resit and postponed exams. Please read it before the exam session, along with the general information about the role and responsibilities of an invigilator on our website.

Please read the ‘Checklist of invigilation duties’ carefully. You can follow the links to further information if you’re using the online version of this handbook.

- The handbook relates to students who take their exam at an additional exam centre, which may be their home, a hospital or another location, because they can’t attend a main exam centre, for example due to illness or disability.
- Students may be given extra time to complete the exam, or allowed to use a PC, audio equipment or other facilities not available in main centres.
- You’ll be given full details of the arrangements for each student before the day of the exam.

You’ll be sent a pack of information about the exam session, either to your home address or to the exam venue, well in advance of the exam day. We will let you know if this is going direct to the venue rather than your home address. This pack will contain everything you need to run the exam for the student and will have a checklist on top of the pack, detailing everything provided for the exam.

Note that an errata sheet may be provided. We’ll let you know by email before the exam whether to expect one. Any announcements given on the errata sheet should be read out to students before the exam.

The University responds sympathetically to students with additional needs, but it’s important that proper standards of supervision are maintained. For this reason, the arrangements we specify mustn’t be changed unless you’ve spoken to us first.

Please be patient and wait for us to contact you with your exam session information. We usually send it at least two weeks before the exam day. If you haven’t heard from us by four days before the exam, or you don’t have an errata sheet you were expecting by the day before the exam, please contact us.
Checklist of invigilation duties

Before the day of the exam

- Read this handbook.
- Check all exam paperwork is in the exam pack (Section 1.1).
- If you’re invigilating a home exam, contact the student at least 48 hours beforehand (Section 1.3).
- If your home exam student tells you they want to cancel their exam, contact Invigilation Management Services (Section 1.4).

On the day

- For a home exam, arrive at the student’s address at least 15 minutes before the exam is due to start, and check all rooms and equipment the student will be using (Sections 2.1, 2.2, 2.3, 2.4).
- For other venues, arrive at least half an hour before the exam is due to start.
- Make sure you have your own paperwork to hand (i.e. Invigilator Report for Additional Centres (EC20/AC) and this Invigilation Handbook) (Section 2.2.1).
- 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 take their seat(s) 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).
- Put out any special materials if necessary.
- Make your announcements and read out any errata (Section 3.3, 3.4).
- Start the exam on time.

During the exam

During the first 30 minutes do the following:

- Check the ID document(s) of all students (Section 4.1.2).
- Deal with any students who arrive late and give them an instruction card (Sections 4.1.1, 4.2.1).
- Don’t allow any departures from the room (Section 4.2.6) except for students who feel ill (Section 8.4).
At all times:

- Ensure students don’t use unauthorised materials (Sections 4.2.13, 9).
- Respond to requests for further answer booklets and other ‘on request’ items (Section 4.2.11).
- Continue to deal with any students who arrive late and give them the instruction card (Section 4.2.1).
- Deal with any students who indicate they’ve experienced special circumstances (Section 4.2.9) or who need to leave early (Section 4.2.8).
- Accompany any student who needs to leave the room temporarily (Section 4.2.6).
- Make time announcements (Section 4.2.2)
- After the first 30 minutes, collect the desk records and other paperwork for absent students (Section 4.2.5).

At the end of the exam

Do the following in this order:

- Tell students to stop working (or typing/dictating if applicable) and remain seated, then make your announcements (Section 5.1).
- Ask them to check they’ve written their personal details on their paperwork and have written their make and model of calculator on their answer booklet (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, ensure there are no queries then allow students to leave the exam room (Section 5.2).

After the exam

- Complete the Invigilator Report for Additional Centres (EC20/AC) (Section 6.1).
- Batch each student’s paperwork (completed answer booklets, any supplementary booklets, desk record and question paper) and pack into the C4 envelopes (Section 6.2).
- Post all envelopes to Walton Hall using the postal service and get a Certificate of Posting.
1 Before the day of the exam

Checklist

- Read this handbook.
- Check all exam paperwork is in the exam pack (Section 1.1).
- If you’re invigilating a home exam, contact the student at least 48 hours beforehand (Section 1.3).
- If your home exam student tells you they want to cancel their exam, contact Invigilation Management Services (Section 1.4).

This section covers the actions you need to take before the day of the exam.

1.1 Checking the exam materials

Shortly before each exam you’ll receive a pack of materials containing instructions, an exam pack checklist and any other stationery and materials needed for the exam.

Use the exam pack checklist to make sure all the materials are included, but don’t open any envelopes containing question papers. You’ll also be sent any errata for the exam you’re invigilating by email before the exam.

Ring us immediately if there’s anything missing or if you believe the security of the question paper has been put at risk.

Check the materials a student may bring into the exam against the Exams – Module Specific Information sheet in the pack.

Resit and postponed exams

For resit exams in JUNE, SEPTEMBER and DECEMBER: Question papers for resit and postponed exam students are included in Individual Student Packs (ISPs). If you have any students who are resitting or sitting postponed exams, this red sealed plastic envelope will come with the exam pack. At no point should you open a student’s ISP envelope. Only the student must open their own ISP.

1.2 Errata

We will email any exam errata to you around two weeks before the exam. Any late errata will be emailed to you or the exam centre custodian (see Section 3.4).

1.3 Personal safety

In carrying out your duties as an invigilator, you should be as aware of your personal safety as you are in your everyday life. We recommend always telling someone (a friend or relative) where you’ll be and what time you expect to return.
A student having a PC or home exam (or both) completes a checklist to confirm that their home is a suitable exam venue. You'll receive a copy of this before you attend the exam. If you feel uncomfortable in a home exam, make your safety the primary concern. Leave the exam and contact Invigilation Management Services as soon as possible to report it.

1.4 Contacting the student before a home exam

For students sitting their exams at home in the UK, the pack we send you will contain their contact details. These students need to be contacted, by phone, at least 48 hours before the exam to confirm the arrangements. When you phone the student, you must make sure you're speaking to the right person by asking them to confirm their name. If you're not sure you should also ask for other details such as their address or the module code of the exam they're expecting to sit. You must not give any of the student’s details to anyone other than the student. If the student has an advocate, you must call the Invigilation Management Services team to confirm the advocates details before discussing arrangements to comply with GDPR.

Each exam must be held on the date and at the time stated in your instructions. An exam must never be held earlier or later than the time stated unless authorised by the University.

1.5 What to do if a student tells you they want to cancel their exam

Where a student tells you they'd like to cancel their exam, advise Invigilation Management Services by phone straight away. Keep the exam pack until the scheduled day of the exam, then complete and return the paperwork using the C4 envelopes as normal, making it clear that the student was absent. The Exam Attendance List and desk record should be marked with an ‘A’.

1.6 If you’re unable to invigilate

If you can't invigilate an exam because of illness or other serious circumstances, please phone Invigilation Management Services as soon as possible.
2 On the day of the exam

Checklist

- For a home exam, arrive at the student’s address at least 15 minutes before the exam is due to start, and check all rooms and equipment the student will be using (Sections 2.1, 2.2, 2.3, 2.4).
- For other venues, arrive at least half an hour before the exam is due to start.
- Make sure you have your own paperwork to hand (i.e. Invigilator Report for Additional Centres (EC20/AC) and this Invigilation Handbook) (Section 2.2.1).
- Check the set-up of the exam room. Put up signs to help students find the exam room, exits and toilets (Section 2.2). If you are the senior invigilator you have overall responsibility for making sure the exam room conditions are satisfactory and that health and safety requirements are met.

2.1 When to get to the exam centre

You should arrive at least 15 minutes before the scheduled start time for a home exam and 30 minutes for all other venues so your checks can be completed before the exam start time. If you find you’re running late, let the student and Invigilation Management Services know.

2.2 Setting up the exam room

If the exam is held at the student’s home, you should ask to check the room where it’s to be held, and the bathroom or toilet, to make sure they don’t contain anything that might help the student, such as maps, diagrams, textbooks or other similar items. If the student needs to visit other parts of the house during the exam (for instance to rest or feed a baby) you should agree either to accompany them or to inspect these rooms too.

At an additional centre, venue staff will usually set out the desks and chairs in the exam room. Maps, diagrams or anything else that could help students in the exam should be moved from the exam room or covered. Make sure all students can see a clock clearly, if possible, and display a ‘Silence - Exam in Progress’ sign if appropriate.

2.2.1 Information

Make sure you have your own paperwork and information to hand as follows:

- details of the fire exit routes and evacuation procedures; please ask the exam centre contact for these details
- the current Invigilation Handbook in case there are any questions about exam procedures or regulations
- the list of invigilator announcements to be made before, during and at the end of the exam, and the errata sheet, if applicable
- Invigilator Report for Additional Centres (EC20/AC).
2.3 Exam materials and equipment

We will let you know about the arrangements for each student, and will answer any queries you may have about the use of additional equipment.

Students who are permitted to use a PC, voice-assisted software or any other equipment or aid are expected to provide these items themselves unless otherwise stated.

The University may provide alternative versions of the question paper, such as an audio or electronic version on CD.

Some students may have the question paper supplied in a format such as Braille or audio CD, printed in enlarged font, or containing alternative non-visual questions. These alternative format question papers will be supplied in the pack of materials. A copy of the normal printed paper will be supplied for your reference.

If the student’s using a Braille writer, digital recorder or PC and printer, the exam mustn’t begin until they’ve set up the equipment satisfactorily, and are sure it’s in good working order. This includes creating and printing a test document saved to the USB stick (see Section 2.4). Occasionally, this may mean you need to start the exam late, but the student should still be given their full working time and rest breaks. Any such circumstances should be noted on the Invigilator Report for Additional Centres (EC20/AC).

2.4 Students using a computer

Students using a computer will be given a USB memory stick on which to save their work. This will be included in the pack of materials. 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 had notice of this, and students shouldn’t be allowed to use any software packages that haven’t been specified, including spell-checking tools.

If the student is using any type of voice-assisted software, the University will provide a digital voice recorder, which must be used to record the whole of the student’s exam. If the student has stated that they will be using a digital voice recorder as a back-up if their computer fails, the University will provide this also.

If the student is given an electronic version of the question paper on CD, they must use this as a standard question paper, and not record their answers on it unless specifically told to do so. If the student’s 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 wants to make rough notes by hand, these should be made in the University answer booklets supplied. All notes made during the exam, including mind maps or additional printed copies of the script used for proofreading, should be submitted with the script.
• In all cases, at the end of the exam you should make sure the student prints a hard copy of the script, which should be submitted along with the USB memory stick. You must also make sure the student has deleted any copies of their script from their computer (including deleting it from the recycle bin).

• Please complete the cover sheet for students using a PC in exams. The cover sheet comes with the exam pack and is usually supplied on blue paper. It’s particularly important to confirm copies of the question paper have been deleted from the PC by ticking the relevant box. This cover sheet should be returned with the exam script (see Section 6.2 for more on returning exam paperwork).

2.5 Materials to be supplied by the student

The student should have their exam centre allocation, a valid means of identification, and writing materials. Acceptable forms of identification are listed in Section 4.1.2.

The checklist that comes in the exam pack will list any additional items permitted. Invigilators should check that prohibited materials aren’t brought into the exam room.

Students may also have an English and/or foreign language dictionary, unless the checklist in the exam pack says they may not. The dictionary must be in one volume and not annotated in any way.

2.6 Agreement about extra time

If extra time and/or rest breaks are permitted, we’ll tell you about these in advance. Ask the student before the exam starts how they’d like to use their rest time, and how to indicate they’re taking a break. Don’t remind students during the exam to take a rest break unless they’ve asked you to.
3 Starting the exam

Checklist

Do the following in this order.

- Allow students to take their seat(s) 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 on the desks (if you haven't already done so) (Section 3.2).
- Put out any special materials if necessary.
- Make your announcements, including asking students to check and sign their desk records, and read out any errata (Sections 3.3, 3.4).
- Start the exam on time.

3.1 Letting students into the exam room

Students should be let into the exam room at least 10 minutes before the exam is due to start.

Students aren't allowed to have mobile phones, smart watches, fitbit and any other communication or photographic equipment on their desks or about their person. This includes tablets, laptops and palmtop computers, 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 7.1).

3.2 Seating the students and placing materials out

The appropriate sealed envelope containing the paperwork should be placed on the desk of each student listed on the Attendance List. At the start of the exam please ask all students to open the pack, check the question paper and materials are correct and sign the desk record.

Please note on some modules, a single-question answer booklet is to be used for answering one part of the question paper. In some cases, one part may in fact consist of a number of short answers. If a student notices the discrepancy between the instructions on the question paper and the front of the answer booklet, please reassure them that the use of the single-question answer booklet is correct.

Don't issue additional single-question answer booklets except on request. Issue the plastic paper fasteners and paper clips as indicated (one of each per student) during the exam.

Please note that paper fasteners mustn't be used to attach computer-marked exam (CME) forms, as a form that's been pierced by a fastener or damaged in any other way can't be read by the University's document reader. Students should use flat paper clips to attach CME forms.
Resit and postponed exams

For resit exams in JUNE, SEPTEMBER and DECEMBER: students each receive a red sealed Individual Student Pack (ISP) that contains everything they need for the exam. At no point should you open a student's ISP envelope. Only the student must open their own ISP.

3.3 Starting the exam

Tell the student(s) they may do the following tasks before the exam starts:

- Sign their desk record.
- Read the instructions on the covers of the answer booklet and question paper, but they mustn't read the contents inside the question paper.
- Write their exam number and personal identifier on their answer booklet(s).
- If a computer-marked exam (CME) form is to be completed, they may remove the form from the question paper and, with an HB pencil, write their name, personal identifier and assignment number (not their exam number) on Part 1 of the form.

Start the exam at the time specified. Announce the time at the beginning of the exam, then at every hour, and also fifteen minutes before the end. The exact time of starting the exam should be noted.

No extra time is to be allowed for reading the question paper or for transferring answers to a CME form.

3.4 Announcements and errata

Read out the invigilator announcements including any errata. Errata should be read exactly as they appear on the errata sheet. It's important, for consistency, that all students have the errata announced to them as written. Errata shouldn't be delivered by any other method, such as in writing, or at any other time, such as during the exam.
4  During the exam

Please be aware of your own behaviour during an exam, so students aren’t
distracted by unnecessary noise. If you’re reading or using an electronic device
such as an iPad or laptop (which can emit noise) please aim to be as quiet as
possible. If necessary, check with the student(s) that this isn’t disturbing them.
Your mobile phone should be switched off. If you intend to bring food to
consume during an exam held in the student’s home, discuss with the student
beforehand when and where it’s appropriate to eat this, especially if the exam’s
scheduled over the lunch period. Remove the wrappings from any snacks or
sweets before the exam, so the student isn’t disturbed. Please bear in mind that
you’re there to supervise the student and should be well positioned to observe
them.

You must remain in the exam room with the student(s) for the whole period
allocated for the exam, to ensure they don’t have an opportunity to consult
books or notes. Absolute silence is to be maintained during the exam. If a
student leaves the room see Section 4.2.6.

Additional centre exams should be invigilated with the same professionalism as
main centre exams. Students shouldn’t be disturbed after the start of the exam
unless necessary.

4.1  During the first 30 minutes

Checklist

During the first 30 minutes do the following.

- Check students’ ID documents against their desk records (Section 4.1.2).
- Deal with any students who arrive late and give them an instruction card
  (Sections 4.1.1, 4.2.1).
- Don’t allow any departures from the room (Section 4.2.6) except for students
  who feel ill (Section 8.4).

4.1.1 Admission of late students

Any student who arrives during the first 30 minutes of the exam should be
allowed to sit the exam without questions being asked. Make sure late students
sign their own desk records, not the record of an absent student. Likewise, take
care that resit and postponed exam students receive their own ISP, not another
student’s.

Students aren’t allowed any extra time to complete the exam, however late they
arrive. Give the student the instruction card.

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
- national identity card
- Irish Public Services Card.

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

- CitizenCard
- Validate UK card
- 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 provided 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 advised 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 will provide guidance on how to do this. If you haven’t told us of your name change, or told us less than six weeks before the start of the exam period, the name on your identity document(s) might not match the name on your desk record. In this case, you’ll need to take your deed poll certificate, marriage certificate or decree absolute to the exam as well as your other identity documents.

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 indicate 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 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 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 Additional 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**

- Supervise to ensure students don’t use unauthorised materials (Sections 4.2.13, 9).
- Respond to requests for further answer booklets and other ‘on request’ items (Section 4.2.11).
- Continue to deal with any students who arrive late and give them the instruction card (Section 4.2.1).
- Deal with any students who indicate they’ve experienced special circumstances (Section 4.2.9) or who need to finish early (Section 4.2.8).
- Accompany any student who needs to leave the room temporarily (Section 4.2.6).
- After the first 30 minutes, collect the desk records and other paperwork for absent students (Section 4.2.5).
4.2.1 Admission of late students

Students who arrive more than 30 minutes after the exam has begun should be allowed to sit their exam. However, they should be asked why they're late and given the card with instructions to late students, so there's as little disruption as possible to other students.

Students arriving more than 30 minutes late for the exam should be told that the University reserves the right not to accept their completed exam scripts for marking.

Where students arrive more than 30 minutes late, their time of arrival at the exam, the reason for this and whether any other student has already left the exam room should be noted in Section 5 ‘Other information’ of the Invigilator Report for Additional Centres (EC20/AC).

Extreme care must be taken to make sure late students sign their own desk records, not the record of an absent student.

Students aren't allowed any extra time to complete the exam, however late they arrive.

4.2.2 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 the student(s), announce the time every hour. Please note that some exams are designed to be completed in two hours but students still have three hours to complete them.

4.2.3 Unauthorised persons

From the time the packets containing question papers are opened until the end of the exam, only officials of the University, staff of the exam centre or late students (all of whom must provide satisfactory proof of identity) may enter the exam room.

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

4.2.4 Smoking

Smoking or the use of e-cigarettes isn’t permitted during the exam. Students are advised that if they wish to smoke before the exam they may do so only if there’s a designated smoking area outside the building.

4.2.5 Absentees

If a student is absent, enter ‘A’ on the Exam Attendance List 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 have attended the exam.

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 they’ve
been delayed. A late student shouldn't be given any additional time to complete the exam.

4.2.6 Temporary absence from the exam room

If there's more than one student in the exam room, students may not leave the room during the first 30 minutes or the last 15 minutes of the exam period unless they're ill, or the information we've supplied gives permission.

If someone becomes ill at any time during the exam, ask an assistant invigilator or a responsible member of staff in the exam centre to take the student out of the exam room to a place where they can recover but be kept under constant supervision. Students should be allowed to return to the exam if they've recovered sufficiently, but shouldn't be allowed any extra time. Details of each case should be recorded in the Invigilator Report for Additional Centres (EC20/AC).

After the first 30 minutes and before the last 15, students may leave the exam room for a short period to go to the bathroom provided that:

- they don't take with them a question paper, answer book or any other exam material
- they're properly supervised by an invigilator outside the exam room to make sure that there's no opportunity for misconduct
- you're satisfied they won't have access to books, other materials or other students outside the exam room.

4.2.7 Rest breaks and extra working time

If extra time and/or rest breaks are allowed, these will be specified in advance by Invigilation Management Services. You should follow the instructions we've given you exactly and not change them without consultation.

The arrangements should be explained to the student before the exam starts. If the student wants to finish the exam before the end of the allotted time, the actual finishing time should be noted on the Invigilator Report for Additional Centres, EC20/AC.

If rest breaks and/or lunch breaks are permitted, the student must be closely supervised throughout the break to make sure they have no access to unauthorised 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 scripts and the question papers during a break.

Please discuss with the student before the exam starts how they'd like to use their rest time and how to indicate to you that they're taking a break. You shouldn't remind students during the exam to take their rest breaks unless they've asked you to.

Time allocated for rest breaks shouldn't be used as extra working time, or for checking or proofreading work. Any attempt by a student to use rest break time as extra working time should be recorded on the Invigilator Report for Additional Centres (EC20/AC). All extra working time and rest breaks used by the student should also be recorded on this form.
In a few cases the exam may be split over two or more sessions, for which separate portions of the question paper will be supplied. You should take away the student’s script and the question paper at the end of each session. Instructions for the conduct of the exam on the subsequent session(s) will be included with the exam materials. Unless otherwise directed by Invigilation Management Services, a new answer booklet or USB stick must be used for each session, the script produced in each session should be sent back after that session, and the student mustn’t be allowed access to their previous work.

4.2.8 Early completion of an exam

Students who finish the exam before it’s scheduled to end are allowed to leave the exam room early, but not in the first 30 minutes. Where there’s more than one student present, they’re not allowed to leave in the last 15 minutes.

They must hand their question paper, answer books and other exam materials to an invigilator before they leave the room.

4.2.9 Special circumstances

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

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

The submission of special circumstances information is the responsibility of the student. As an invigilator, you’re not authorised to submit such information on a student’s behalf. You should, however, use the Invigilator Report for Additional Centres (EC20/AC) to record details of any problems that arose during the exam. This may be used by the University to verify any special circumstances submission made by the student.

4.2.10 Queries about question papers

Individual students might ask about alleged misprints or ambiguities in the question papers. If this happens and other students on the same module aren’t raising an issue, 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 Invigilation Management Services and under no circumstances should you attempt to answer such queries. Make a note of all such cases in Section 3 of the Invigilator Report (EC20). 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 several students on the same module, you may have to seek advice from Invigilation Management Services to check if there has been an error on the question paper. If possible, 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 Invigilation Management Services for advice, whilst ensuring the exam centre remains supervised by other invigilators at all time. Students should not be permitted to leave the exam hall if there are errors on the question paper, they should always complete the exam at the scheduled time.
4.2.11 Spare stationery and rough work

On request, a student can be given a supplementary answer book for rough work, or they may simply make notes in their main answer book. All rough work, including additional answer books, must be attached to the student’s work and handed in at the end of the exam, even if it hasn’t been used. University stationery must be used for all rough work, and students can’t use their own paper unless special permission has been granted. This is so we can be sure students haven’t brought any unauthorised notes into their exam.

Students are advised to cross through any rough work they don’t wish to be marked, but this isn’t essential. Be aware that some modules may allow marks for rough work.

Some students at additional exam centres may be permitted to create mind maps electronically. These must be printed and saved to the USB stick and submitted as rough work.

All stationery issued to students should be collected at the end of the exam.

4.2.12 Amanuenses

Some students are permitted to use an amanuensis appointed by the University to transcribe their answers (you’ll have been told about this beforehand). The amanuensis writes the answers for a student who’s unable to do this.

In most cases the amanuensis will also act as invigilator for the exam, but if the amanuensis is known personally to the student an invigilator will be appointed by the University to be in attendance throughout.

The amanuensis mustn’t help the student with the interpretation of a question or the answer to a question. The answers must be written in the words of the student, even if the amanuensis knows or thinks the answers they’re recording are incorrect.

Although the University supplies the question paper in the most accessible format for each student, if part or parts of the paper can’t be read by the student then the amanuensis may read these parts out as many times as the student needs.

4.2.13 Checking students for prohibited materials

You should make random checks to see that prohibited materials aren’t brought into the exam room. See Section 9 and the Module Specific Information sheet for the materials students must, may or may not bring in to the exam. If a student is seen using prohibited items, please see Section 4.2.14 for further details on dealing with misconduct. The Module Specific Information sheet will appear on the invigilation website before the exam and will be provided in hard copy at the exam.

4.2.14 Dealing with misconduct during the exam

Senior invigilators are authorised to stop the exam of a student suspected of serious indiscipline, and to expel the student from the exam room if they judge it necessary.
Don’t expel a student from the exam room solely on the grounds of suspected misconduct unless their behaviour has become aggressive or disruptive. Dismissal from the exam room is a last resort, to use when attempts to resolve the matter by other means have failed. This is in addition to any penalties that the Central Disciplinary Committee may subsequently impose.

You’re not authorised to make a personal search of a student, or to make them surrender handbags or other personal property when the use of unauthorised notes or other material is suspected.

If you suspect a student of misconduct, you should do the following:

- Politely but firmly challenge the student straight away, taking care to cause as little distress to them and as little disturbance to others as possible.
- If the suspected misconduct involves unauthorised notes or materials, confiscate them immediately. The University may not be able to take action without these. If you can’t persuade the student to give them to you, ask for them again when the exam has ended. Attach them to the completed Suspected Misconduct Report (EC21), (see Section 7.2) and send them to the University with the batch of exam scripts for the module. If the student refuses to hand over the material, make as full a report as possible.
- At the end of the exam, the student suspected of misconduct must be shown the Suspected Misconduct Report (EC21) before being invited to make a written statement on the form.
- Note any significant disruption to the exam resulting from the incident on the Invigilator Report for Additional Centres (EC20/AC).
- Always retain the evidence associated with the alleged misconduct, as without this the University’s ability to act may be affected.

4.2.15 Penalties for misconduct

A student found guilty of misconduct may be liable to penalties imposed by the Central Disciplinary Committee of the University. In dealing with a case of suspected misconduct, don’t offer any opinion about the possible penalty that might be imposed as a consequence of the student’s conduct.
5 Ending the exam

Checklist

Do the following in this order.

- Tell students to stop writing and remain seated, then make your announcements (Section 5.1).
- Ask them to check they’ve written their personal details on their paperwork and have written their make and model of calculator on their answer booklet (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, ensure there are no queries then allow students to leave the exam room (Section 5.2).

5.1 Actions at the end of an exam

At the end of the scheduled time, announce the end of the exam and tell the student(s) to do the following:

- Stop working and remain seated.
- Make sure that they’ve written their exam number, personal identifier and make and model of calculator (if they used one) on each answer booklet and CME form, as instructed on the question paper or answer booklet. The student’s name also needs to be written on the CME form.
- Assemble their answer booklet(s) in the right order, with the desk record securely attached to the front, using the plastic paper fastener provided.
- Write 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 booklet.

Then you should collect the answer booklet(s), question paper and any other material as indicated on the checklist.

You should also make sure of the following:

- The student has attached the question paper to the back of the script using the paperclip provided.
- If a student has more than one answer booklet, they’re secured together with the paper fastener.
- If CME forms have been used, they’re attached with paperclips to the script(s).
- A signed and completed desk record is attached to the first answer booklet of each script using the paper fastener.

If a student withholding a script, CME form or question paper, make a note of this on the Invigilator Report for Additional Centres (EC20/AC) in Section 5.
5.2 Dismiss the students

When the exam materials have been collected, all queries from students have been answered and any other matters have been dealt with, the students can be allowed to leave the exam room.

Ask them to leave the additional exam centre quietly if there are other students who haven’t yet finished their exams.

Occasionally a student may request that the invigilator photocopies and retains a copy of a script or exam question paper. You must not do this.
6 After the exam

Having collected the paperwork from the students and dismissed them from the exam room, you should check and pack the paperwork into the appropriate envelopes.

Checklist

- Complete the Invigilator Report for Additional Centres (EC20/AC) (Section 6.1).
- Batch each student’s paperwork (completed answer booklets, any supplementary booklets, desk record and question paper) together with the blue/yellow carbonised copies of the Invigilator Report for Additional Centres and pack into the C4 envelopes (Section 6.2).
- Post all envelopes to Walton Hall using the postal service and get a certificate of posting.

6.1 Invigilator Report for Additional Centres

You must complete one copy of the Invigilator Report for Additional Centres (EC20/AC), 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 Invigilation Management Services as soon as possible so the problem can be dealt with before a further exam session.
- Anything you’ve observed that raises safeguarding concerns.
- 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.
- Any other unusual occurrence.
Your report should contain detailed information, including your own opinion of the effect on the student(s). Completed forms must be returned with the Exam Attendance Lists.

Section 4 of the form should be used for additional issues that students raise, not to restate the errata that have been announced.

Section 7 of the form asks you to record whether all the additional time was used and the amount of time used for extra working time and rest breaks. Any attempt by a student to use time allocated for rest breaks as extra working time should also be recorded.

### 6.2 Packing and despatch of exam materials

If a student has used a Brailed sheet or printed out their answers, the sheets should be securely fastened inside a conventional answer booklet, and you should fill in the details required on the cover of the book. An individually numbered USB memory stick should be packed carefully and included with the other materials.

Place the following in a C4 grey plastic envelope (addressed to Walton Hall):

- students’ scripts, with attached desk record and question paper, the blue/yellow carbonised copies of the Invigilator Report for Additional Centres (EC20) together with any USB sticks, digital recorders, etc.
- desk records for any absent students
- Suspected Misconduct Report forms (EC21)
- spare stationery
- spare copies of the question paper.

Place the following in a second pre-paid envelope (addressed to Walton Hall):

- completed Exam Attendance List
- the white top copy of the Invigilator Report for Additional Centres (EC20/AC)
- completed Candidate Identity Statements (EC22)
- paperwork from students with a resit or postponed exam
- E301 forms containing information any personal information about students.

The white Exam Attendance List must not be packed and mailed with scripts.
Resit and postponed exam paperwork

Please complete one copy of the Invigilator Report Form (EC20/AC/FT) for each exam session you invigilate. Return the green/yellow copy with the scripts in the C4 envelope to Walton Hall, and the top white copy separately to Walton Hall using the prepaid envelope provided.

You will also have a yellow carbonised copy of the Attendance List. Please return this with the scripts.

Seal the envelopes securely before mailing.

Invigilators should post the envelopes on the day of the exam and no later than the day after the exam. A certificate of posting is required.

6.2.1 Packing and despatch of exam materials for Continental European centres

If a student has used a Brailed sheet or printed out their answers, the sheets should be securely fastened inside a conventional answer booklet, and you should fill in the details required on the cover of the book. A USB memory stick with a numbered identity tag should be packed carefully and included with the other materials.

In the pack you have received you will find FedEx envelopes with pre-printed return labels already attached.

Please use these to return all exam materials including:

- student scripts, with attached desk record and question paper, together with any USB sticks, digital recorders, etc.
- desk records for any absent students
- suspected Misconduct Report Forms (EC21)
- completed Candidate Identity Statements (EC22)
- spare stationery
- spare copies of the question paper
- completed Exam Attendance List(s)
- the Invigilator Report for Additional Centres (EC20/AC)
- paperwork from students with a resit or postponed exam.

Please ensure that you keep a record of who sat the exam and any issues that occurred on the day in case the courier package goes missing.

Any information containing personal details about students must be returned to the University or securely destroyed, for instance by shredding it.

Packages are being sent back using our International FedEx account 336881080.

You should contact your local FedEx office to arrange pickup.
7 Misconduct

7.1 Definition of misconduct

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

- To have on them or on their desk: mobile phones, smart watches and any other communication or photographic equipment. This includes tablets, laptops and palmtop computers, wearable communication or photographic devices, personal organisers, radio pagers, music players and iPods, electronic dictionaries or thesauri.

- Having any materials other than those issued by an invigilator or authorised in the current edition of the Exam Arrangements booklet, Appendix 2 and in the Module Specific Information sheet. This includes permitted materials containing unauthorised or excessive annotation. Use of a student’s own rough-working paper is also prohibited.

- Helping or receiving help from another student.

- Using any materials or online resources outside the exam room during periods of absence while the exam is in progress.

- Attempting to influence a script marker or other University official (including writing messages in their script).

- Taking photographs or copies of any exam papers or scripts.

- Using a computer program or equipment not specified by Invigilation Management Services or detailed on the PC checklist.

- Conduct in the exam room, or elsewhere on exam centre premises, that constitutes a serious breach of regulations of the venue or could bring the name of the University into disrepute.

7.2 Reporting cases of misconduct

All misconduct cases must be reported as follows:

- Enter full details of the incident(s) on the Suspected Misconduct Report (EC21) including the time at which it was first noticed:

- If the incident involves unauthorised materials, attach them to the completed EC21 form.

- The EC21 form should be completed immediately after the incident and signed by the invigilators concerned.

- At the end of the exam ask the student to read the report of the incident on the EC21 form and, if he or she wishes, to make a written statement in Section 2 overleaf. If they decline, they should be asked to sign the section to confirm they’ve seen it but don’t want to comment in writing.

Return the completed EC21 form and any confiscated materials to the University with the relevant batch of scripts. Please don’t attach them to the student’s script.
8 Dealing with emergencies

8.1 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 that they don’t talk to each other while out of the exam room.
- Note the time and duration of the evacuation.
- Contact Invigilation Management Services.
- When the evacuation’s 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 do so, but their names and the length of time they’ve worked must be recorded on the Invigilator Report for Additional Centres (EC20/AC).
- Enter full details of the evacuation on the Invigilator Report for Additional Centres (EC20/AC).

If they think they’ve been particularly disadvantaged by the evacuation, students should be advised to submit special circumstances (refer them to the Exam Arrangements booklet) by midnight (UK local time) on the day following 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 Invigilation Management Services informed immediately. Exam scripts and other materials should be returned to the University in the usual way, and a full report of the incident made on the Invigilator Report for Additional Centres (EC20/AC). Students must be told that the University will give them information about alternative arrangements as soon as possible.

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.

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

Extra working time should only be allocated in the case of an evacuation. Fire alarm tests and brief interruptions due to alarms being sounded shouldn’t be allocated extra time.

8.2 Power failure

If there’s a power failure, students should be asked to carry on working while there’s enough light. If light levels become unsatisfactory, stop the exam for all students. Tell them to remain in their seats and not talk to each other.
Once power’s 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.

8.3 Severe weather

In exceptionally severe conditions, such as flooding or heavy snow, the Director of Assessment, Credit and Qualifications or a nominee will issue instructions to exam centres in the affected area. Under these exceptional conditions, until confirmation of emergency procedures is issued, you’re advised to assume that, if possible, the full exam period is to be permitted to late arrivals. This provision only applies where students are late as a result of exceptionally severe weather conditions. Full details of late arrivals should be entered on the Invigilator Report for Additional Centres (EC20/AC).

8.4 Student ill-health

If a student is taken ill during the exam you’re not expected to administer first aid. If you’re at a home exam and the student has a chaperone or there is another family member in the home, you should alert them first. Other venues should have an emergency first aider who can be contacted. In all cases, call 999 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 finish before completing one hour of a three-hour exam, they should obtain a medical certificate and refer to their Exam Arrangements booklet for advice on applying for a discretionary postponement of the exam.

Inform students that, if they complete more than one hour of the exam, they won’t be allowed discretionary postponement of the exam, so they should submit special circumstances immediately after the exam.

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 the Invigilator Report for Additional Centres (EC20/AC). If there’s not enough room on the form, put full details on a separate sheet and attach it to the report.
9 Rules about permitted materials

Students are told the rules about exam materials in the current edition of the Exam Arrangements booklet. There are both general rules, which apply to all exams, and rules for individual modules. Please remember the general rules apply even when there are individual module rules.

Exam materials are classified as essential, optional or prohibited according to the following general rules, which apply to all modules. Additions or exceptions to these rules are listed under the individual modules in the Exam – Module Specific Information sheet.

9.1 General rules

9.1.1 Essential items

Students should bring the following to the exam:

- A valid form of identification (Section 4.1.2).
- A pen with blue or black ink. The Exam Arrangements booklet tells students they must use pens for all answers, with the exception of answers on CME forms and drawn diagrams, unless they've been given permission to write in pencil (evidence to be provided).
- A pencil. Essential only for students who have to complete CME forms as part of their exams.

9.1.2 Optional items

- Their confirmation of allocation.
- A ruler, eraser, coloured pencils, fibre-tipped pens, highlighter pens.
- English language and/or foreign-language dictionaries, unless expressly prohibited. They must be one-volume dictionaries and not annotated unless stated otherwise in the Exam – Module Specific Information sheet. This does not include specialist dictionaries such as business, technical or subject specific dictionaries. Dictionaries should only be general language ones.
- 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, as long as consumption of them 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 in the module rules.

9.1.3 Prohibited items

Students must not bring the following to the exam:

- Mobile phones, smart watches 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.

- Tipp-Ex, erasable pens or other correction fluids. Instead, rough work should be crossed through clearly.
- E-cigarettes or any other kind of hand-held electronic nicotine delivery system.
- Certain types of calculators, depending on module (see the checklist and Section 9.2).
- Scientific, mathematical, technical and other specialist dictionaries, unless the module rules state that they're permitted.
- 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 (Section 4.2.11).

For most modules the following items are also prohibited, apart from exceptions detailed in the Module Specific Information sheet:

- all module materials
- calculators (Section 9.2 below).

Prohibited items mustn't be placed on or under the desk, stored inside permitted small handbags, or about the student’s person. If students have no alternative but to bring items classed as prohibited into the exam room, they must be left at the back or front of the exam room and on no account should students be allowed access to them at any stage of the exam (Section 4.2.13). Pagers and mobile phones must be switched off.

Students have been told that if they try to take unauthorised material into an exam, they could be found guilty of misconduct and be liable to disciplinary action. You should make random checks to see that prohibited materials aren’t brought into the exam room or, if there’s no alternative, that students have no access to them. If the usage of prohibited materials is identified, please refer to Sections 4.2.13 and 7 for further details on dealing with misconduct.

### 9.2 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:
  - algebraic manipulation
• differentiation or integration
• language translation
• communication with other devices or the internet.

• have retrievable information stored in it such as:
  • databanks
  • dictionaries
  • mathematical formulas
  • 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 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/AC). Please note, you are not required to remove the calculator from a student.

9.3 Annotation of materials permitted in the exam

University policy states that all students must be assessed on the same basis and that none should have an unfair advantage.

In most exams, no module or other materials are permitted. 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 checklist, and the amount of annotation allowed on these materials is also specified according to the levels given below. The entry ‘General rules only apply’ implies that no module materials are permitted in the exam.

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

9.3.1 No annotation

The text as printed without any form of annotation.

9.3.2 Basic annotation

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

9.3.3 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 fly-leaves, end-papers or insides of covers for recording information) isn’t permitted.

9.3.4 Special annotation

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

9.3.5 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 if they haven’t inserted any additional pages or tabs, this is acceptable. If in doubt, check the module specific information in the Exam – Module Specific Information sheet.

9.4 Spell-check devices

Some dyslexic students will have a letter from their student support team authorising the use of a spell-checker. 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. This shouldn’t be annotated in any way. 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 proves noisy the student should be asked to stop using it.
10 Other matters

10.1 Communication with script markers

As an invigilator you’re expressly forbidden from passing any information to the script marker about an exam paper or about an individual student. You must not write any notes on exam scripts, even if the student has asked you to. Students should be referred to the Exam Arrangements booklet or their student support team if they need advice. Any concerns must be reported on the Invigilator Report for Additional Centres (EC20/AC).

10.2 Lost property

The University doesn’t accept liability for the use, misuse, damage or loss, however caused, of motor vehicles, bags or any other personal property brought to an exam centre by a student or invigilator.

Any personal property left behind in the exam room should be handed to a porter or a responsible person in the exam centre.

10.3 Invigilator claim form

Use form EC27 to claim fees and expenses incurred. Send the completed form and any receipts to Invigilation Management Services at the end of the exam period. Please see your Terms of Engagement for more information about your expenses.

10.4 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.

You must not disclose any personal information that you’re given about students to any other person. If you’re invigilating for a home exam you may tell a friend or family member the address and when you’re likely to return, although you must not disclose the student’s name or any other personal details.

10.5 How we use your information

The Open University will process and retain personal information that you give us for purposes connected with your work record or your health and safety while invigilating, and any statistical analysis.

If you’re appointed to invigilate an exam at a main exam centre, we’ll share your name and contact telephone number with the senior invigilator so they can contact you before the exam if necessary.
For further information on how The Open University uses personal data, please see the Staff, Workers and Applicants Privacy Notice.

You have the right under data protection legislation to a copy of information held about you (the right of 'subject access'). You can obtain this information by writing to: The Data Protection Co-ordinator, The Open University, PO Box 497, Walton Hall, Milton Keynes MK7 6AA.

10.6 Safeguarding

If a student discloses any information to you or you witness something 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 Invigilation Management Services team. 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 Invigilation Management Services afterwards.

The Invigilation Management Services team 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.

If you’ve been given information or seen something which has upset or distressed you, call the Invigilation Management Services to discuss your concerns. They'll be able to direct you to sources of support if you need it.

For more information about safeguarding, please see the Open University’s Safeguarding Policy and the Safeguarding Training materials on the invigilation website.