Main Centre Invigilation Handbook 2020

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Introduction

This handbook is for all invigilators of Open University exams held in main exam centres in the United Kingdom and Continental Europe. Please read it before the exam, together 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 following information will be available at the exam centre, and also on the Invigilation website:

- paper copies of the Handbook.
- a Module Specific Information sheet, outlining the module specific materials a student can bring into their exam.
- exam session forms.
- invigilator claim forms.

Before the exam, if you are a senior invigilator you will be sent further exam specific information including:

- details of your contact at the exam centre.
- the Exam Session Summary (EC26) detailing exam sessions, invigilator details, candidate numbers and modules.
- the Student Additional Arrangements Report (E301) detailing additional arrangements for students who are permitted rest breaks or extra working time in the main hall (if applicable).
- any exam errata.
Checklist of invigilation duties

Before the day of the exam

- Read this handbook.
- Read through the errata sheet you are sent shortly before the exams. If you have any queries about the errata, contact Invigilation Management Services.

On the day

- Arrive at least an hour before the exam is due to start.
- Familiarise yourself with any fire exits, centre evacuations procedures and any other health and safety issues.
- Collect the paperwork and start to prepare.
- If you notice any contents are missing or you have any concerns, phone the Invigilation Management Services (01908 332130)
- Check your emails and voicemails between every session as we may contact you with updates.

Setting up the exam venue

- Check the set-up of the exam room (Exam Session Summary (EC26)). Put up signs to help students find the exam room, exits and toilets (Section 2.2).
- Fill out the seating plan and pin it up for students to see (Section 2.2.2)
- Place row cards on the first desk of each row (Section 2.2.2).
- Put desk records out on the desks (Section 2.2.4), using the Exam Session Summary (EC26) and the Exam Attendance List (Section 1.2.4).
- Put question papers and answer booklets out on the desks (note: only do this if two or more invigilators are present, otherwise wait until students have been admitted) (Section 2.2.5).
- Put out any special materials, if necessary (Section 2.2.6).

Setting up the exam venue for resits in June September and December

- You will receive a red Individual Student Pack (ISP) which contains the student desk record, question paper, and all stationery items required for the student.
- Put out the red plastic ISP envelopes on the desks of any resit students (only the student should open the ISP pack) (Section 2.2.4).
At the start of the exam

Do the following in this order:

- Let students into the room 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).
- Deal with any additional E301 arrangements (Section 4.2.7).
- Place question papers on the desks (if you haven't already done so) (Sections 2.2.4, 2.2.5 and 3.3).
- Inform student of evacuation routes in case of an emergency.
- Read out any errata (Section 3.3).
- Start the exam on time (Section 3.3.1).

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 (Sections 4.1.1 and 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 (Section 4.2.12).
- 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 (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 60 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 writing (or typing/dictating if applicable) and remain seated, then make your announcements (Section 5.1).
- Collect all exam paperwork, including question papers, making your checks as you go (Sections 5.1.1, 5.1.2 and 5.1.3).
- Once all paperwork has been collected, ensure there are no queries then allow students to leave the exam room (Section 5.1.4).

After the exam

- Complete the Invigilator Report (EC20) (Section 6.1).
- Batch each student’s paperwork (completed answer booklets, any supplementary booklets, desk record and question paper) in exam number order and pack them into the C4 envelopes together with the paperwork for absent students (Sections 6.2 and 6.3).
- Batch the paperwork for those without valid ID and the Invigilator Report (EC20) together with the Exam Attendance List into the C3 envelopes (Section 6.3).
- Pack all C4 envelopes into the pouches (Section 6.4) or FedEx Envelopes (Section 6.10) depending on whether centre is in the UK or Central Europe.
- Make arrangements for the disposal or return of surplus stationery (Section 6.7).
1 Before the day of the exam

Checklist

- Read this handbook.
- Read through the errata sheet you are sent shortly before the exams. If you have any queries, contact Invigilation Management Services.

1.1 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 3.3).

1.2 Exam Material Boxes

We will send exam materials direct to the exam centre around a week before the exam day. These are checked by The Open University prior to despatch of the materials.

All exam materials will be packed in sealed cartons marked as Carton QS. This means the carton contains both question papers and stationery. Cartons will be labelled with ‘Consignment Content’ stickers which will be ticked to show which materials are within each specific box.

Any cartons containing only question papers will have a pink fluorescent spot sticker on the QS label to help larger centres find and store cartons with confidential materials. Where desk records are stored in boxes this will be noted on the QS label.

On the day, ring Invigilation Management Services immediately if there’s anything missing. Also ring us immediately if there’s any evidence that the question papers or student information has been interfered with, or that their security might have been at risk while they were stored at the exam centre.

Note: much of the paperwork in the carton will be in C4 and C3 envelopes. It’s advisable to keep hold of these envelopes because you may need to use them at the end of the exam to repackage and despatch all paperwork. When you return the various items to the University at the end of the exam, they’ll need to be returned in a particular way. See Section 6 for details.

1.2.1 Stationery despatch note

The stationery despatch note can be found on top of the contents of the final (or only) carton. The despatch note should be used to check that all items have been included. If you find any discrepancy between the contents of the cartons and the despatch note, please ring Invigilation Management Services as soon as possible.

1.2.2 Question papers

Question papers for each exam are in sealed packets banded together by session. They’ll be packed after the stationery in the cartons. At the top of each
packet is a code printed in bold (e.g. ‘M876/F’). The characters before the ‘/’ are the module code and the last character is the exam session code. The first letter of the module code identifies the academic unit (faculty or school) that produced the module.

There are five question papers in each packet. You must not open the sealed packets to count the papers under any circumstances. You must only open the question paper packets on the day of the exam, in the presence of either another invigilator or the students themselves (Sections 2.2.5 and 3.3). The despatch note which lists the question papers and number supplied for each exam session, can be found at the top of the final (or only) QS carton for the exam period.

Resit and postponed exams

For resit exams in JUNE, SEPTEMBER and DECEMBER: Note that question papers are included in red ISP (Individual Student Packs). If you have any students who are resitting or sitting postponed exams, this red sealed plastic envelope will come in the cartons. Note that at no point should you open a student’s ISP envelope. Only the student must open their own ISP. Students are permitted to open the pack and sign the desk record as well as complete the front of the answer book before the start of the exam.

1.2.3 Emergency pack of question papers

UK exam centres with over 10 students have an emergency pack of question papers. The pack contains one copy of each question paper, and is to be used only in an emergency, for example if a paper is missing. If you need to use the pack, you should do the following:

- If possible, ring Invigilation Management Services for authorisation to use it; if not, use your own discretion and notify them later.
- Open the pack in the presence of a witness (preferably an assistant invigilator or member of staff of the centre), take out the paper you need and seal the pack again immediately.
- Make as many photocopies as you need for students.
- Write brief details of the circumstances leading to the use of the pack in Section 6 of the Invigilator Report (EC20) including the date and time when you opened the pack, your signature and that of the witness.

1.2.4 Exam Attendance List and desk records

Cartons containing desk records will be clearly marked on the QS label. These are packed by session in envelopes marked ‘C3’ and labelled ‘Exam Attendance List and desk records’ on the back. There should be a printed desk record for each student listed on the Exam Attendance List, packed in the same envelopes as the Exam Attendance List. Ten blank desk records and Exam Attendance Lists are provided in an envelope marked ‘Spare Exam Attendance Lists and desk records.’
Resit and postponed exams

For resit exams in JUNE, SEPTEMBER and DECEMBER: Note that desk records for resit and postponed exams are included in the red ISP (Individual Student Packs). You’ll see the student’s desk record inside, at the front of the ISP envelope. Each desk record shows the student’s name, exam number, personal identifier, module code, centre number and session code.

Where students have been allocated to your centre late, we’ll send a separate envelope with any late desk records to the centre. We may also provide an extra question paper where a late allocation means there aren’t enough copies.

For very late allocations, you may need to create a manual desk record. You will have received blank copies of desk records and attendance sheets in your stationery pack for the centre. You should complete the blank desk record with the student name, Personal Identifier and module code. This should be given to the student to sign in the usual way and returned as normal.

1.2.5 Invigilation Handbook

A spare copy of this handbook is provided within your materials at main exam centres.
2 On the day of the exam

Checklist

- Arrive at least one hour before the exam is due to begin.
- Collect the paperwork and start to prepare.
- Check the set-up of the exam room (Exam Session Summary (EC26)). Put up signs to help students find the exam room, exits and toilets (Section 2.2).
- Fill out the seating plan and pin it up for students to see. Place row cards on the first desk of each row (Section 2.2.2).
- Put desk records out on the desks (Section 2.2.4), using the Exam Session Summary (EC26) and the Exam Attendance List (Section 1.2.4).
- Put question papers and answer booklets out on the desks (note: only do this if two or more invigilators are present, otherwise wait until students have been admitted) (Section 2.2.5).
- For resit exams in JUNE, SEPTEMBER and DECEMBER: Put out the Individual Student Pack (ISP) red plastic envelopes on the desks of any resit students (only the student should open the ISP pack).
- Put out any special materials, if necessary, as detailed on the module specific sheet (Section 2.2.6).

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

Get to the exam centre at least an hour before the exam is due to start. You need time to collect the exam materials, check the layout of the exam room and put out any paperwork.

Please ring us if you’re unable to invigilate on the day, or if you can’t get to the exam centre one hour before the exam is due to start. If the senior invigilator doesn’t arrive at the exam centre at least 45 minutes before the start of the exam, one of the assistant invigilators should ring us to agree what should be done.

We’ll tell you the arrangements for collecting the exam materials on the day. Please liaise with the centre custodian and make sure you only collect the materials for the exam(s) that you’re invigilating that day.
2.2 Setting up the exam room

2.2.1 Desks, chairs and clocks

Exam centre staff will set out the desks and chairs in the exam room. Before the exam, the senior invigilator is responsible for checking that:

- There are enough desks and chairs for the students expected at the exam, as shown on the Exam Session Summary (EC26).
- Each student has a separate chair and desk and a floor-space of around 2m x 2m.
- Desks are arranged so invigilators have a clear view of all students.
- There are a few extra desks, either as an extra row or at the back of the ordinary rows, for unexpected students.
- Maps, diagrams or anything else that could help students in the exam are moved from the exam room or covered.
- All students can see a clock clearly, if possible.

Make any alterations you think are necessary.

2.2.2 Seating plan, row cards and other signs

Produce a seating plan and row cards for larger exam centres to help students find their desks. Do not put student personal identifier numbers onto the seating plans. The seating plans are included in the cartons.

If you have any E301 forms, check to see what reasonable adjustments have been agreed for the individual students. You'll need to consider the best place to seat these students before putting out your desk records (section 2.2.4).

The following signs and notices should be put up:

- Seating plan – prominently display outside the exam room (if appropriate) so students can find their seat easily.
- Row cards – put these in front of each row of tables. This will help with the distribution and collection of question papers and other materials and will help students find their seat.
- Toilets and cloakrooms signs – identify and signpost the toilets and cloakrooms for student use.
- ‘Silence – Exam in Progress’ signs – display these outside the exam room (if appropriate).

Invigilators should wear the badge provided in the cartons, so students can recognise them easily.

2.2.3 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 Information for students sheet for reference, and the errata sheet, if applicable.
• The Invigilator Report (EC20).

2.2.4 Put out desk records

There will be a desk record for each student listed on the Exam Attendance List. Each desk record shows the student’s name, Personal Identifier, exam number, module code, centre number and session code.

The desk records and Exam Attendance List are in envelopes marked ‘C3’ in the cartons.

Put a desk record on each desk. Desk records are provided in module order and then sorted by surname. Modules are listed alphabetically by academic unit (first letter of module code) and then sorted by student surname.

Modules are grouped by academic unit and listed in ascending alphanumerical order (e.g. B624, D823 and D843). You should place desk records on desks in this sequence but should consider where to seat students who have been allowed extra time, so that they’re disturbed as little as possible when other students enter or leave.

The exam number shown on the desk record consists of eight characters. The first is a letter identifying the academic unit responsible for the module being examined (e.g. B = Business School). The next three characters are the exam centre number. The fifth character identifies the exam session, and the last three form a number identifying individual students by exam session. For example, the exam number B060A001 means the student is sitting a Business School exam, in exam centre number 060, session A and is student 001.

All exam scripts are marked anonymously, so students’ names aren’t shown on them. The desk record has three pages, with the student’s name shown only on the first (although the personal identifier, exam number and module code are shown on all three). Students must sign on the first page of the desk record only (pages 2 and 3 have been designed so the signature doesn’t copy through). A suitable statement has been included in the list of Information for students sheet.

When an exam script arrives at the University, the first page of the desk record is removed, and the script will be identified by the barcode on the second page. It’s therefore vital that students sign and use only the desk record that shows their own name, personal identifier and module. Please be particularly vigilant when checking desk records against ID and make sure the name matches as well as the signature and photo.

Do not under any circumstances give a personalised desk record to another student. You’ll have spare blank desk records to give to unexpected students.

Students have been reminded in their Exam Arrangements booklet that they must check their desk record carefully and tell an invigilator if it’s wrong.
Resit and postponed exams

Please note there are some differences from the procedures outlined below for the resit exams in JUNE, SEPTEMBER and DECEMBER. The primary difference is that rather than separate question papers and answer booklets, students are given a red ISP (Individual Student Pack) which contains everything they need for the exam. Place the red pack on the students’ desks in the order detailed below. Note that at no point should you open a student’s ISP envelope. Only the student must open their own ISP. Students are permitted to open the pack and sign the desk record as well as complete the front of the answer book before the start of the exam.

2.2.5 Put out question papers and other exam materials

The carton(s) marked QS contain sealed packets of question papers for all the sessions, each identified by a code printed in bold at the top of the packet (see Section 1.2.2). The distribution of exam papers depends on the number of invigilators present.

If more than one invigilator is present open the packet(s) containing the question papers in the presence of at least one other invigilator. Place the question papers, answer books and other materials on the desks before the students are admitted to the exam room.

If no other invigilator is present the question papers can’t be placed on desks before students are admitted. Open the packet(s) containing the question papers, in the full view of the students after they have been admitted to the exam room. Materials other than question papers can be placed on desks beforehand.

If a packet containing the wrong papers is opened by mistake, seal it again immediately and report the incident to Invigilation Management Services as soon as possible.

Take care that only the correct question papers are issued for the exam. If the wrong paper is issued in error, all copies must be collected as soon as the mistake is discovered and sealed in the original packet. Tell Invigilation Management Services immediately.

When handing out exam materials, remember the following:

- All students should be given a coloured plastic paper fastener (unless answers are only to be recorded on a CME form). The paper fastener is used to fasten together the desk record, answer books and any other sheets on which the students have written answers, such as graph paper or answer sheets (with the exception of CME forms, used for computer marked exams).

- Where a question paper will be used to record answers, it will have a hole in the top left-hand corner and will be attached to the desk record and answer books using the paper fastener.

- Paper fasteners shouldn’t be used to attach CME forms, which are computer marked. A form that has been pierced by a fastener or damaged in any other way can’t be read by the CME document reader. Students should use only flat paper clips to attach CME forms.
• Some exams ask for answers to certain questions, or to a part of the paper, to be written in a separate answer book. Students may be unsure what to do if they’re told to use a separate, supplementary/single-question answer book for a question that consists of several short questions. Please assure them that one single-question answer book should be used for such composite questions.

• Extra supplementary/single-question answer books and other items listed in column 4 of the Module Specific Information sheet may be issued to students on request. This sheet will appear on the invigilation website before the exam and a copy sent with the centre materials.

• Where the instructions say ‘answer book’ this refers to a main answer book. Where supplementary/single-question answer books are required this is clearly stated in the instructions.

• Some CME forms don’t have the facility to record Personal Identifier numbers beginning with ‘V’. If a student raises this issue, ask them to ignore the letter part of their Personal Identifier and fill in only the numbers. Reassure the student that the omission will be corrected at Walton Hall. Some CME forms now have a V printed on them.

• An information for student’s sheets should be put on each desk, this gives student information required before taking the exam (replacing the invigilator announcements)

2.2.6 Put out any special materials

Using the information in the Module Specific Information Sheet, put out any special materials listed for specific modules. Any special or additional materials listed in column 4 of the Module Specific Information sheet will be supplied by students themselves.

The Module Specific Information sheet will appear on the invigilation website before the exam and be provided in hard copy with the Invigilation Handbook.
# 3 Starting the exam

## Checklist

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).
- Deal with any additional arrangements (Section 4.2.7).
- Place question papers on the desks (if you haven’t already done so) (Sections 2.2.4, 2.2.5 and 3.3).
- Ensure the Information for Student’s sheet is on every desk, Make your errata announcements (Section 3.3).
- Start the exam (Section 3.3.1).

## 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 and asked to sit at the desks bearing their desk records.

Briefcases, large bags and other sizeable belongings should be left in a cloakroom if there is one. If there’s no cloakroom, students should leave them at the back or front of the exam room, where an invigilator can see them.

Students are allowed to take a small bag with them to their desks, and small amounts of food (excluding nuts) and drink as long as consumption of it doesn’t disturb others and is permitted by the centre. Drinks should be in a plain bottle with all labels removed. Food should be unwrapped and all labels removed before start of the exam room.

Students are allowed to use in-ear, ear plugs, a cushion, back support, desk writing slope, magnifying glass, small book light, and a hot water bottle with plain cover (subject to inspection by the invigilator).

Students aren’t allowed to have mobile phones, smart watches, fitness trackers and any other communication or photographic equipment on their desks or about their person. This includes: tablets, laptops, e-readers and palmtop computers, smart glasses, wearable communication devices, personal organisers, radio pagers, music players and iPods, electronic dictionaries or thesauri. Watches must be placed on the desk in clear view. They’re told this in the ‘Exam materials’ section of the Exam Arrangements booklet. Failure to observe the rules is regarded as misconduct (Section 4.2.13, and Section 7).

## 3.2 Additional students

You may have some students who attend the exam but aren’t listed for the centre or exam session. These students won’t appear on the Exam Attendance List, nor will they have a printed desk record, but they should be allowed to sit the exam as long as:

- There’s adequate space when the expected students have arrived.
- It's the correct day and session for the module.
- They have their allocation notification, or some form of written authority from the University confirming their entitlement to sit the exam.
- They have a valid form of ID that shows both a photograph and a signature or refer to Section 4.1.2.

These students should start and finish the exam at the same time as the others.

If we are aware that the student is reallocating to your exam centre, and there is enough time for delivery before the exam, then we may have sent a pack to the exam centre. Please check with reception. If we have not sent an exam pack, then please use an emergency pack question paper.

Record details of additional students as follows:

- Write the student’s name and personal identifier on the appropriate Exam Attendance List, below the last student listed for the module.

Prepare a desk record for the student by writing their name, personal identifier and module code in the space provided. There will be some blank desk records in an envelope marked ‘Spare Exam Attendance Lists and desk records’. You don’t have to make up an exam number for the student, as that will be done when the exam script arrives at the University. Ask the student to sign the desk record and check the signature against the valid form of ID provided by the student. Do not give the student another student’s desk record, even if the other student is absent.

Put the student’s initials and surname, personal identifier and the exam paper code (e.g. K203/M) in Section 1 (‘Additional students’) of the Invigilator Report (EC20).

### 3.3 Errata announcements

Read out any errata announcements.

Announcements listed on the errata sheet must be read before the start of the exam, exactly as they appear on the errata sheet.

It’s vital for consistency that all students have the announcements read out to them as they’re written. Announcements shouldn’t be delivered by any other method or at any other time.

#### 3.3.1 Start the exam

Each exam must start promptly at the stated time. Make a note of the precise time so you can end the exam exactly on time.

Extra time is not permitted for:

- Reading the question paper.
- Students who arrive late.
- Transferring answers to a CME form.
4 During the exam

Students must be kept under constant and effective supervision throughout the exam. This means at least one invigilator must always be present in the exam room, for the whole exam. Where there is a team of invigilators you will need to agree who will do certain tasks so there is always active supervision of students. As this can be a very busy role, it’s unlikely invigilators will have time to do any other activities during the exam.

If there’s only one invigilator, ask the exam centre to nominate a responsible person to take over if the invigilator must leave the room during the exam.

Ensure there’s absolute silence in and immediately around the exam room whilst the exam is in progress. Arrange for frequent but unobtrusive walks of inspection around the room to check the exam is going smoothly. Please be sensitive to how your own conduct will affect students, especially those sitting closest to you. It’s a careful balance, but students complain every year about disturbances caused by invigilators whispering to each other or rustling papers.

4.1 During the first 30 minutes

Checklist

During the first 30 minutes do the following:

- Check the ID document(s) of all students (Section 4.1.2).
- Deal with students who arrive late (Sections 4.1.1 and 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 any questions being asked. 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.

4.1.2 Checking students’ identity

During the first 30 minutes of the exam you should check each student’s identity documentation carefully 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 photograph and a signature include:

- Photo driving licence
- Passport
- National identity card
- Irish Public Services Card

Acceptable forms of ID, 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 will be accepted as proof of identity.

Expired passports and driving licences are acceptable as ID provided the photograph still looks like the student.

If students have recently changed their name, they're advised to update their student record before the exam. Where students are in the process of changing their name, haven't updated their record or told us less than six weeks before the exam, they're advised to bring their deed poll certificate, marriage certificate or decree absolute/nisi, to support their identification documents.

If students do bring one of these additional documents to support their ID, you should check it carefully to verify the name change. If you do complete a Candidate Identity Statement (EC22) for the student, you must list 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 ID, their result will not be released until their identity has been verified. This will involve the student taking valid ID to a solicitor/notary for verification, at their own expense.

Failure to provide the University with an acceptable form of ID means the student will be issued with a Fail: no resit result for their examined module.

If you have any concerns after these checks or believe there could be an issue (for example with the validity of the ID), you should complete a Candidate Identity Statement (EC22).

Don't complete an EC22 unless the student has failed to provide one of the forms of ID listed above, or if there are issues as a result of the checks you've made.
Check the information the student gives on the EC22 against the Exam Attendance List and, if it matches, attach the completed certificate to the Invigilator Report (EC20). Please ensure that the EC22 is fully completed and signed by the student. You must also complete Part 2 and sign the form.

Wherever possible, please 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 you collect their script.

If there are any Muslim women attending the exam wearing a niqab (a veil covering the face), they should be escorted to a private room with a female invigilator or member of staff to check their identity at the end of the exam. If there are no female invigilators present or there isn’t a suitable location for the check, form EC22 should be completed at the end of the exam.

4.2 At all times during the exam

<table>
<thead>
<tr>
<th>Checklist</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ensure students don’t use unauthorised materials (Section 4.2.12).</td>
</tr>
<tr>
<td>Provide further answer booklets and other items (Section 4.2.11).</td>
</tr>
<tr>
<td>Continue to deal with any students who arrive late (Section 4.2.1).</td>
</tr>
<tr>
<td>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).</td>
</tr>
<tr>
<td>Accompany any student who needs to leave the room temporarily (Section 4.2.6).</td>
</tr>
<tr>
<td>Make time announcements (Section 4.2.2).</td>
</tr>
<tr>
<td>After the first 60 minutes, collect the desk records and other paperwork for absent students (Section 4.2.5).</td>
</tr>
</tbody>
</table>

4.2.1 Admission of late students

Students who arrive after the exam has begun should be allowed to sit their exam.

Students arriving more than 30 minutes late for the exam should be admitted but told that the University reserves the right not to accept their completed exam scripts for marking. The students 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 2 (‘Student information’) of the Invigilator Report (EC20).

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 all students, 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

When the exam has been in progress for about an hour, an invigilator should collect the desk records for students who haven’t attended. To record absentees, you should do the following:

- Enter ‘A’ clearly in the box on the absent student’s desk record. Check this has carried through legibly to the second and third copies.
- For each absent student, enter ‘A’ in the box headed ‘ABSENT’ on the far right of the Exam Attendance List. It’s very important that absences are clearly recorded on the sheet, and that ‘A’ is entered for the right students. This box shouldn’t be ticked where a student attends the exam. Under no circumstances should any other marks such as ticks, strike through marks or any other letter be entered in the box headed ‘ABSENT’.
- Keep the desk records for absent students until the end of the exam.

If a late student arrives after you’ve done this:

- Cross out the ‘A’ on the desk record.
- Ask the student to check and sign the desk record and display it on the desk.

Cross out the entry in the ‘ABSENT’ box of the Exam Attendance List.

4.2.6 Temporary absence from the exam room

Students aren’t allowed to leave the exam room during the first 30 minutes or last 15 minutes of an exam, except in cases of illness. 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. Details of each case should be recorded in Section 2 of the Invigilator Report (EC20).
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 (E301)

You’ll be emailed an E301 to be told about any students who are permitted rest breaks or extra working time in the exam. If rest breaks are permitted, students must be supervised throughout the break to see they don’t have access to unauthorised materials, to other students or to any other person who might offer help in the exam. Speak to the student before the exam starts to agree how they’ll let you know they’re taking a break.

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 a rest break as extra working time should be recorded on the Invigilator Report (EC20). Note the amount of rest breaks used by the student to ensure their exam is finished at the correct time.

4.2.8 Early completion of an exam

Students who finish the exam before the end are allowed to leave the exam room early, but not in the first 30 minutes or last 15 minutes. They must hand their question papers, answer books and other exam materials to an invigilator before they leave the room. They can’t be readmitted into the room.

4.2.9 Special circumstances

Students have been told in the Exam Arrangements booklet what to do if they want to report matters, they think have adversely 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 their Student Support Team for further advice.

The submission of special circumstances information is the responsibility of the student. As an invigilator, you’re neither required nor authorised to submit such information on any student’s behalf and you shouldn’t offer to do this.

You should, however, use the Invigilator Report (EC20) to record details of any problems which arise during the exam, either about students or the exam environment. 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. Be aware that some modules may allow marks for rough work.

A student can also request an extra copy of any standard item included with their question paper as an insert, such as a CME form or graph paper.

4.2.12 Checking students for prohibited materials

You should be vigilant that prohibited materials aren’t brought into the exam room. Check 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 4.2.13 for further details on dealing with misconduct.

4.2.13 Dealing with misconduct during the exam

Don’t expel students solely on the grounds of suspected misconduct, unless their behaviour has become aggressive or disruptive.

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.
You’re not authorised to make a personal search of students or 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 the student concerned and as little disturbance to others as possible.
- Enter full details of the incident on the Suspected Misconduct Report (EC21), including the time at which it was first noticed.
- The EC21 should be completed immediately after the incident and signed by all invigilators involved.
- If the suspected misconduct involves unauthorised notes or materials, attempt to confiscate them immediately. The University may not be able to take action without these. If you can’t persuade the student to hand them over, ask for them again when the exam has ended. Attach them to the completed Suspected Misconduct Report (EC21) and send them to the University with the batch of exam scripts for the module. If the student refuses to hand over the material (an unlikely event), make as full a report as possible.
- Note any significant disruption caused to the exam by the incident on the Invigilator Report (EC20).
- Dismissal from the exam room should be used only as a last resort, 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.

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. Students who don’t wish to make a statement must be asked to sign the section to confirm they’ve seen it but don’t want to comment in writing.
5  Ending the exam

Checklist

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 5.1.1, 5.1.2 and 5.1.3).
• Once all paperwork has been collected, ensure there are no queries then allow students to leave the exam room (Section 5.1.4).

5.1  Actions at the end of an exam

At the end, announce the end of the exam and tell students to do the following:

• Stop writing and stay in their seats until their answer books and question papers have been collected.
• Make the standard announcements.
• Check that they’ve written their exam number, personal identifier and make/model of any calculator used on their answer book.
• Check that the printed desk record on their desk has their own name and Personal Identifier on, and they’ve signed it.
• Assemble their answer books in the right order
• Students should put together: their desk record; their question paper; any case study; their answer book(s); any stationery items (such as graph paper or answer sheets) which are hole-punched in the top-left corner (this includes any unused stationery) and join them together with the plastic paper fastener.
• Students should only use a flat paper clip if they need to attach a CME form or an alternative format paper to the back of their script. All other documents should be joined together using the plastic paper fastener.
• Write the number of answer books (including question papers used to record answers and answer books containing only rough work) and CME forms used in the appropriate boxes on the desk record.
• Students shouldn’t take any exam materials from the room unless they brought them in with them.
• Any student suspected of misconduct must be shown the Suspected Misconduct Report (EC21) before being invited to make a written statement on the form. Students who don’t wish to make a statement must be asked to sign the section to confirm they’ve seen it but don’t want to comment.
5.1.1 Collecting materials

Collect answer books, question papers, desk records and any other module-specific materials from each student, even from those who don’t appear to have done any work.

Make sure that:

- All exam materials, including the question paper and extra answer books used for rough work, are attached together with the paper fastener.
- Students who used CME forms have attached these using the flat paper clip provided, and haven’t punched or made any holes in the form.
- If a student withholds a script or question paper, a note of this is placed on top of the other scripts for the module and details are entered on the Invigilator Report (EC20).
- A signed and completed desk record is attached to the front of each script.

5.1.2 Checking that all exam materials have been collected

It's imperative that no student is allowed to leave the exam room until all scripts, including question papers, have been collected.

5.1.3 Dealing with student enquiries about the collection of question papers

All question papers need to be collected to ensure their security until all students have completed their exams. Exams are held in many different countries and time zones.

If a question paper isn’t restricted for academic or copyright reasons it will be made available for students to download from StudentHome. Students have been informed of this in the Exam Arrangements booklet.

5.1.4 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.
6 After the exam

Once you’ve collected all paperwork and dismissed the students, you’ll need to check and pack it into the appropriate envelopes.

UK Checklist

- Complete the Invigilator Report (EC20) (Section 6.1).
- Make sure you have a script for each attending student which will include: desk record, completed answer booklets, any inserts they have written on such as answer sheets or graph paper, any answer booklets used for rough work, question paper and CME form where used.
- Batch scripts together in exam number order and pack them into the C4 envelopes together with the paperwork for absent students (Sections 6.2 and 6.3).
- The white top copy of the Invigilator Report (EC20), together with the Exam Attendance List and any Candidate Identity forms completed by students should be batched together into the C3 envelopes to be sent separately (Section 6.3).
- Pack all C4 envelopes into the pouches provided (Section 6.4).
- Make arrangements for the disposal or return of surplus stationery (Section 6.7).

Central Europe (CE) Checklist

Complete the Invigilator Report (EC20) (Section 6.1).

- Make sure you have a script for each attending student which will include: desk record, completed answer booklets, any inserts they have written on such as answer sheets or graph paper, any answer booklets used for rough work, question paper and CME form where used.
- Batch scripts together in exam number order and pack them into the C4 envelopes together with the paperwork for absent students (Sections 6.2 and 6.3).
- The white top copy of the Invigilator Report (EC20), together with the Exam Attendance List and any Candidate Identity forms completed by students should be batched together into the C3 envelopes to be sent separately (Section 6.3).
- Pack all C3 and C4 envelopes into the FedEx pouches provided (Section 6.11) ready to be posted back.
- If there is space in the FedEx return envelope then please return any surplus stationery, otherwise please confidentially dispose of this.
6.1 The Invigilator Report (EC20)

Form EC20, the Invigilator Report, is a two-part carbon copy document which comes in pads of 20. Please complete it in black ink and check that copies of the completed form can be read.

Please complete a report for each exam session, reporting all significant incidents or developments during the exam, including the following:

- Additional students.
- 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.
- Students who arrive more than 30 minutes late.
- Misprints or alleged ambiguities in a question paper.
- Students reported on form EC21 for suspected misconduct.
- Students who refuse to hand over their exam question papers.
- Conditions in the exam room that might have adversely affected students’ performance. Please give a detailed description of what extent the students were affected and for how long. Inform Invigilation Management Services as soon as possible so the problem can be dealt with before the next exam.
- Any announcement you’ve had to make in addition to those on the invigilator announcements list. This includes announcements from the errata sheet.
- Any disruption to the exam (such as a power failure or evacuation).
- Shortages of exam materials.
- A delayed start or end to the exam.
- Anything you’ve observed that raises safeguarding concerns (Section 9.6).
- Any other unusual occurrence.

The white copy of the completed EC20 form should be returned with the Exam Attendance List in the pre-addressed C3 envelope after each exam. (Section 6.3).

The information you provide is vital as it will be used in cases of misconduct, and in deciding whether students should be given special consideration because of adverse conditions in the exam room. It may also be used to support students’ claims of special circumstances. It’s therefore very important that a detailed description is given.
6.2 Checking the exam scripts

Make sure that:

- The exam scripts (including desk record, completed answer booklets, any inserts such as answer sheets and graph paper, any supplementary booklets, the question paper and CME form where used) are put into exam number order (i.e. alphabetically by the academic unit prefix).
- There’s a script and a question paper for each student recorded on the Exam Attendance List (including any additional students).
- There are no scripts for students recorded as absent.

6.3 Packing the exam scripts

### Packing breakdown

**Place into the C3 envelope:**

- The completed white top copy of the Invigilator Report (EC20).
- The Exam Attendance List.
- E301 forms containing information relating to students with reasonable adjustments.
- Any completed Candidate Identity Statements (EC22).

**Place into the C4 envelope:**

- Each student’s batched exam paperwork (completed answer booklets, desk record and question paper).
- Absent students’ desk records.
- The emergency pack of question papers and any surplus question papers and surplus ISPs.
- The completed carbonised copies of the Invigilator Report (EC20) but not the white top copy.
- Any misconduct forms (and any confiscated material).

Pack the scripts as follows:

- For each module, divide the scripts into batches of not more than 15 (there’s room for 15 records on each Exam Attendance List).
- Put the batches of scripts and desk records of any absent students into the plastic envelopes marked ‘C4’, together with all carbonised copies of the Invigilator Report (EC20) but not the white top copy. Also include any Suspected Misconduct Report (EC21) forms and related confiscated materials. Complete the panel on the back of each envelope and seal it.
- The number of C4 envelopes provided allows one envelope for up to 15 scripts. Don’t put more than 15 scripts in one envelope, or scripts for different modules in the same envelope.
If more than one C4 envelope is used for a module, number them (for example, if there are three C4 envelopes for a module, the first should be numbered ‘1 of 3’, the second ‘2 of 3’ and the third ‘3 of 3’).

If all students are absent from an exam, enter absentee markers on the Exam Attendance List(s) and desk records in the usual way. Put the Exam Attendance List(s) and the white top copy of the Invigilator Report (EC20) in the C3 envelope. Put absent students' desk records in a separate C4 envelope, completing the back panel before sealing.

6.4 Despatch bags

Centres using a courier service will be supplied with blue zip-fastening despatch bags. Each bag will hold about 10 normally filled C4 envelopes.

For resit exams in JUNE, SEPTEMBER and DECEMBER: Exam scripts should always be returned in red despatch bags. Please return the carbonised copies of the Invigilator Report (EC20) and the yellow copy of the Exam Attendance List with the scripts.

It’s important that the pouches are not over-filled as this can result in bags splitting and scripts falling out. If more bags are needed, please contact us and we’ll arrange for more bags to be provided. Don’t return scripts for each session in separate despatch bags. This is unnecessary and incurs extra cost for the University. Please only request extra pouches from Invigilation Management Services if this is essential.

Check and pack the scripts as explained in Sections 6.2 and 6.3. A simple plastic seal must be fitted once the zip has been closed. Make sure each bag is full before using another. If labels have been provided by the courier company, affix one to each bag, marking them ‘1 of 3’, ‘2 of 3’, etc.

It’s important that the labels provided for the current period are used on the bags and that the centre is clearly shown on the label. Old labels should be removed, but if any remain then it’s essential that these are removed or crossed out. Please ensure labels are securely stuck to the pouches before collection.

6.5 TNT Despatch Bags & Labels

You will have been provided with despatch bags relevant to the total number of students you have over the whole exam period. Each blue despatch bag needs to have one TNT label stuck firmly onto it.

The number of despatch bags provided is as follows:

- Centres with less than 50 students over the whole exam period will be provided with 1 despatch bag per day, plus 1 spare. Multiple sessions can go in a single bag.
- Centres with more than 50 students over the whole exam period will get 1 bag per session, plus 1 spare.
6.6 Exam Attendance List and Invigilator Report

An Invigilator Report (EC20) should be completed for every session with exams taking place at a centre.

Place the following documents in pre-addressed C3 envelope

- The top white copy of the Invigilator Report (EC20),
- Exam Attendance List,
- Identity Statements (EC22 forms),
- E301 forms containing information relating to students with reasonable adjustments.

This is an important safeguard in case one of the packages goes astray.

The Exam Attendance List and top white copy of the Invigilator Report (EC20) shouldn’t be packed or mailed with batches of scripts. The two sets of materials must be kept separate and returned to the University by different routes. C3 envelopes containing Exam Attendance List and EC20 forms should be sent by first-class post no later than the day after the exam.

| For resit exams in JUNE, SEPTEMBER and DECEMBER: You'll have been provided with a carbonised two-page Exam Attendance List. You must return the yellow copy of the Exam Attendance List and the white top copy of the Invigilator Report (EC20) with the completed scripts for that session. The other copies of both should be posted in the prepaid C3 envelope separately. This is necessary for exams where results are issued very quickly, in order that student attendances are confirmed without delay. If you don't have carbonised copies, Exam Attendance Lists must be returned in the C3 envelope. All surplus ISPs for absent students must be returned in the same C4 envelope as the completed scripts for each module. Emergency packs for each session should be returned in a separate C4 envelope. |

6.7 Unused exam stationery and materials

For main centres with more than 10 students we may collect unused surplus stationery materials. The carton containing this non-confidential exam stationery should be handed to the member of centre staff from whom it was collected, after the last exam session each day. If that person isn’t available, lock the materials in a secure cupboard overnight.

Under no circumstances should scripts or question papers be placed in cartons, as it will be assumed that cartons contain only surplus exam materials which are delivered to a different address and may not be unpacked for some time.

Before you hand the carton with the surplus stationery over to the member of centre staff, please ensure that any original delivery labels are removed from the boxes, and the EO109 stationery return labels are added to the boxes in their place. You only need 1 label per box.

If the original delivery labels are not removed then this can cause the boxes to be picked up from the venue, go to the depot and then redelivered back to the same venue – which incurs extra cost for the university.
For UK centres with less than 10 students and CE centres, please confidentially destroy of any unused materials.

6.8 Despatch of exam scripts

Most UK exam centres use a courier service to send the scripts to Walton Hall. Invigilation Management Services will arrange for the courier to collect scripts from the exam centre at a specified time. You'll be told about these arrangements before the exam and should try to have the scripts at the collection point five minutes before the agreed time. We'll send you more information about the courier service, and what to do in case of problems.

The courier service is for the collection of scripts only. Please don't pack scripts in cartons with leftover exam materials. This causes problems in retrieval and can delay the marking of scripts and the release of results to students.

Working at smaller exam venues might mean you need to return the scripts by post in C4 envelopes rather than in pouches collected by courier. Invigilation Management Services will confirm which method is to be used.

Courier pouches (blue for standard conflations or red for re-sit conflations) are collected either the same day or the next day.

- Same-day courier collections use pouches with a TNT label. Pouches and labels will be packed separately in the stationery box. If you have pouches and TNT labels, you need to put the labels on the pouch and wait with the pouches for the courier collection.

- Next-day courier collections use pouches with a pre-inserted yellow card showing the Open University address at Walton Hall and the relevant exam centre number. These pouches will be collected by the courier the next day, so you will need to leave them securely at the venue.

Normally the packing of scripts and collection by the courier takes up to 30 minutes following the end of the exam. For example, if an exam finishes at 5.30 pm. you'll be expected, where necessary, to stay until 6pm. On the rare occasion that the courier is delayed unexpectedly beyond this time, Invigilation Management Services should be informed. Depending on the length of the delay an additional payment may be authorised.

If the courier doesn’t arrive within a reasonable time, please alert the named person at the centre to ask for the scripts to be left in a secure area until they’re collected. Please ask for a signed receipt with details of the date, time and location of the scripts and let us know about this as soon as possible, so we can track the script collection.

You must make adequate security arrangements for the handling and storing of completed exam scripts, and make sure no unauthorised person has access to them. If the scripts have to be kept in the centre overnight, they should be locked in a secure cupboard. The University reserves the right to refuse to accept an exam script that isn’t sent at the proper time.
6.9 Small centres (less than 10 students)

If a courier service is uneconomical for small UK exam centres, normal post is used instead. Where this is the case, you won’t have any blue or red pouches included in the materials we have sent to you. Please use the envelopes marked ‘C4’ rather than the despatch bags. Seal the envelopes securely before mailing.

Scripts must be despatched daily and no later than the day after the exam.

6.10 Centres in Europe.

- A FedEx envelope with pre-printed return labels already attached will be in your pack.
- Please use the FedEx envelope to return all exam materials (completed answer books, spare stationery, attendance sheets and the Invigilator’s Report Form). You will have received the same amount of return packaging as was used to courier the materials to you.
- 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.
- Please send the materials when all exams have been completed so that you do not run out of packaging.
- Packages are being sent back on our International centres FedEx account number: 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.

- Having on them or on their desk: mobile phones, smart watches, fitness trackers and any other communication or photographic equipment. This includes tablets, laptops, e-readers 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 about special circumstances).

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

- 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.
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 these cases, you should do the following:

- Tell students to leave their question papers, answer books and other exam materials on their desks.
- Make sure students are supervised throughout the evacuation to ensure their safety. Disabled students may need assistance when evacuating the exam room, whether they had additional exam arrangements or not.
- Remind students they are still under exam conditions during the evacuation process.
- Inform Invigilation Management Services 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 do so, but their names, PI numbers, module and the length of time they’ve worked must be reported on the Invigilator Report (EC20).
- Enter the time, duration and full details of the evacuation on the Invigilator Report (EC20).

Students who choose to leave a disrupted exam before it’s officially abandoned must be told they will not 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, contact the Invigilation Management Services immediately, who will make the decision whether to abandon the exams. 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 (EC20). Students must be told that the 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. Don’t add extra time for brief interruptions due to fire alarm tests or alarms being sounded.

8.2 Power failure

If there’s a power failure, students should be asked to carry on working as long as there’s enough light. If there’s not, or if it becomes unsatisfactory, stop the exam for all students. Tell them to stay in their seats and not to talk to each other. Once power is restored, they should be allowed to continue their exam, with any lost time 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, see Section 8.1.
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 in Section 2 of the Invigilator Report (EC20).

8.4 Student ill health

If a student is taken ill during the exam, you’re not expected to administer first aid. Main centres should have an emergency first aider who can be contacted or call 999 if the illness is serious. If a student is taken ill in the exam room, 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.

Students who are unwell should be told that if they leave 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 stay longer than one hour, they won’t be allowed discretionary postponement of the exam, so they should submit special circumstances immediately after the exam (Section 8.5).

Enter full details of any students taken ill, including the exact length of time worked by the student and the impact on any other students, in Section 2 of the Senior Invigilator Report (EC20). If there’s not enough room on the form, put full details on a separate sheet and attach it to the report.

8.5 Special Circumstances

Students should be told that if they think they’ve been particularly disadvantaged by the evacuation, they should submit special circumstances by midnight (UK local time) 3 days following the exam (students can find information about this in the Exam Arrangements booklet).
9 Other matters

9.1 Communication with script markers

As an invigilator you’re 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 (EC20).

9.2 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.

9.3 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.

9.4 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 Invigilation Management Services or securely destroy it in line with data protection legislation. You must securely destroy the information by shredding it or otherwise making sure it can no longer be read – you can’t just throw the information away. If you can’t securely destroy the information, you should send it back to the University with the invigilator report form. If you have received any student information by email this should be deleted from your mail box 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.

9.5 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.

9.6 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.
10 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 Module Specific Information sheet.

10.1 General rules

10.1.1 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.

10.1.2 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 Module Specific Information sheet. This does not include specialist dictionaries such as business, technical or subject specific dictionaries. Dictionaries must 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.
- Hot water bottles, cushions or back supports.
- Ear plugs or ear defenders.
- Small reading light / book light (which fits at the top of a page).
- A magnifying glass.
- Desk raiser.
• Spare calculator batteries if calculators are permitted in the module rules.

10.1.3 Prohibited items

Students can't bring the following to the exam:

• Mobile phones, smart watches, fitness trackers and any other communication or photographic equipment. This includes tablets, laptops, e-readers and palmtop computers, smart glasses, wearable communication or photographic devices, personal organisers, radio pagers, music players and iPods, electronic dictionaries or thesauri.
• Tipp-Ex or other correction fluids, erasable pens. Instead, rough work should be crossed through clearly.
• E-cigarettes or any other kind of hand-held electronic nicotine delivery system.
• 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 book. (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 10.2 below).

Prohibited items can'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 4.2.12). 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.

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:
  - 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 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). You should not take the calculator from the student.

### 10.3 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 exams students are expected to have part of the module material, or other materials, with them. The texts or module units that are permitted are listed in the rules for individual modules in the Module Specific Information sheet, and the amount of annotation allowed on these materials is also specified according to the levels below.

The entry ‘General rules only apply’ means that no module materials are permitted in the exam.

Students have been told that the University reserves the right to decide what an acceptable degree of annotation is, and invigilators have authority to remove any annotated or modified materials they consider to be unacceptable.

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 (for example, 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 permitted.

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 (for example, using the fly-leaves, end-papers or insides of covers for recording information) isn’t permitted.

10.3.4 Special annotation

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

10.3.5 Indexing

Students shouldn’t use additional items (such as post-it notes 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.

10.4 Spell-check devices

Some dyslexic students will have a communication from their student support team authorising the use of a spell-checker. You’ll be given details of such students beforehand on the Student Additional Arrangements Report (E301). An
electronic spell-checker can be any make as long as it’s hand-held, not programmable and not capable of communicating remotely with other devices. Alternatively, the Ace Spelling Dictionary (printed spell-checker) may be used. It shouldn’t be annotated in any way. No other kind of spell-check device is permitted.

The use of such a device is permitted in all exams as long as:

- The details are on the E301 or the student produces the relevant approval from their student support team.
- The device is non-programmable.
- The device is silent in use – if it proves noisy, the student should be asked to stop using it.