



Invigilation Policy for Training Qualifications.

1. Introduction

Integral to Cano Training Services Ltd commitment to excellence in customer service and security of certificated claims for its training qualifications, this document details the requirements to ensure thorough security and quality assurance of training qualifications, while at the same time being as fair and equitable to centres and learners.

2. Scope

This policy covers Cano Training Services Ltd training qualifications requiring multiple choice unit questions which test the learning outcomes of a unit/qualification ensuring they have been met using either electronic (NOCN Test Platform) or written delivery methods. The qualification types are for QCF training qualifications. The multiple choice unit questions must be treated as an examination to measure learning outcomes of the qualification and should not be used to pre-prepare (mock test) any learners.

The quality assurance of Cano Training Services Ltd training qualifications are further amplified in:

- The qualification specification (standards)
- NOCN/Cskills Awards Qualifications and Credit Framework (QCF) Requirements for Approved Centres.

The policy covers all staff involved in the management, administration and invigilation process including managers, administrators, trainers, invigilators and quality assurance staff. The person signing up to this agreement will be held responsible for the centres compliance with the Cano Training Services Ltd Invigilation Policy.

3. Purpose

The purpose of this policy is to:

- Establish a clear set of rules that addresses security and control risks regarding the setting, delivery, printing, handling, distribution, transportation and storage of examination papers.
- Establish resources and space requirements regarding the delivery and invigilation of examinations.
- Establish the quality arrangements and delivery of examinations through Cano Training Services.

- Detail intellectual property rights.
- Provide rules that govern the non-compliance and/or malpractice by Learners or invigilators during the examination.

4. Security Arrangements

All examinations are set by Cano Training Services and must not be amended. If any papers or questions are amended, the examination will be void.

Examination papers will only be made available to Centres via Quartzweb, a secure test platform, or via recorded delivery. Examination papers must only be accessed by the nominated person/s and authorised staff. Examination papers must be stored securely and access should be limited. The person who is responsible for delivery of training must NOT be given access to, or sight of, examination papers for courses which they are delivering.

5. Online Tests/Examinations For all online tests/examinations:

- Access to the test platforms must be controlled by the Centre Contact/Quality Assurance Contact and electronic passwords and user access only provided to authorised staff.
- Each work station must be isolated by a minimum space of 1.25 metres between each screen.
- Only one candidate per workstation is permitted.
- Venues used for examinations must be appropriate. There must be a room available where candidates will not be disturbed.
- Candidates are prevented from using computers/laptops in examinations which have unauthorised external communication with other users of computers/laptops.
- Sufficient work stations must be available, including at least one replacement computer.
- Candidates should not have use of any other electronic equipment besides the ones that are required for the examination.
- It is the Centre's responsibility to ensure candidates are familiar with the instructions, procedures and regulations for the on-screen test, particularly on how to navigate and respond on-screen.
- Check that all candidates have logged on successfully, or have been logged on by the centre.
- Ensure that candidates know how to request technical assistance if required during the examination.
- At the end of the examination, the candidate must be logged out of the system.

6. Paper Based Examinations Centres must ensure that:

- Appropriate security systems are in place to prevent unauthorised access to examination materials.
- Appropriate arrangements are in place to ensure that examination materials are delivered/accessed only to/by those authorised by Cano Training Services
- Examination materials (including response sheets) must be stored securely at all times to ensure confidentiality. They must be locked away. This includes at all delivery venues and not just the Centre's main address.

7. Storage of Examination Papers

All examination papers must be stored in a secure location.

8. Administering the Examination – Invigilation Requirements

All examinations must be administered securely by Centres, using appropriately trained Invigilators. The Centre are responsible for training Invigilators and ensuring they are fully aware of their roles and responsibilities in assuring the validity of the qualification.

9. Role of the Invigilator

The examination invigilator is the person in the examination room with responsibility for conducting a particular examination session in the presence of candidates. Invigilators have a key role in upholding the integrity of the examination process. The role of the invigilator is to ensure that examinations are conducted in accordance with regulatory requirements, in order to:

- Ensure that all candidates have an equal opportunity to demonstrate their abilities.
- Ensure the security of the examination papers.
- Prevent possible candidate malpractice.
- Prevent possible administrative failures.

The invigilator must:

- Be appropriately trained in their duties and a responsible adult.
- Give all their attention to conducting the examination properly.
- Be able to observe each candidate in the examination room at all times.
- Inform the head of the centre if they are suspicious about the security of examination papers, completed response sheets or any other issue that threatens the integrity of the examination process.

10. Who can invigilate examinations?

At Cano Training Services we ensure that invigilation is carried out by a person who has not prepared the candidates for the examination. Unless otherwise stated in the relevant qualification specification, this means that the trainer cannot act as the exam invigilator, and should not be present in the examination room. Invigilators must be responsible adults, appropriately trained in their duties.

11. Examination Room layout

The seating arrangements must prevent all candidates from overlooking (intentionally or otherwise) the work of others. The minimum distance in all directions from centre to centre of candidates' chairs must be 1.25 metres.

All candidates must face in the same direction.

Each candidate must have a separate desk or table big enough to hold question papers and answer booklets.

The principal objective is to ensure that no candidate's work can be overseen by others.

12. Information to be displayed

The invigilator must ensure the following are prominently displayed:

- Examination warning notice for candidates.
- Centre Appeals Procedure.
- Emergency/evacuation procedures.
- Examination in Progress' notices outside of the examination room.
- A board/flipchart/whiteboard should be visible to all candidates showing the centre number, subject / Unit title and paper number; and the actual starting and finishing times of each examination.
- Ensure a reliable clock is visible to each candidate in the examination room.

13. Instruction to Candidates – start of the examination

The invigilator must:

- Advise candidates of the emergency/evacuation procedures.
- Inform candidates that they must follow the regulations of the examination.
- Advise the candidate should write in blue or black ink (written examinations).
- Inform the candidate they should not make any other marks on the examination paper (written examinations).
- Instruct the candidate they must not have access to items other than those stated in the instructions on the question paper, the stationery list or the specification for that subject in the examination room.
- Inform that mobile phones, electronic communication or storage devices are not permitted.

The invigilator must:

- Specify the length, start and finish time of the examination, and the earliest time that candidates can leave the examination room.
- Read the Instructions on the front of response sheet to candidates and demonstrate how to complete the response sheet.
- Remind candidates that they cannot communicate in any way with, ask for help from or give help to another candidate while they are in the examination room.
- Announce clearly to candidates when they may begin.
- Be present in the examination room at all times.

14. During the examination

The invigilator must not:

- Make any comment where a candidate believes that there is an error or omission on the question paper.
- Comment on the content of the question paper.
- Read a word or words printed on the question paper to a candidate, other than the instructions on the front cover.
- Offer any advice or comment on the work of a candidate.

Invigilators must supervise candidates throughout the whole time that an examination is in progress. This means that:

- Invigilators must give complete attention to this duty at all times.

- Invigilators must be vigilant and remain aware of emerging situations, looking out for cheating and malpractice or candidates who may be feeling unwell. Any irregularities must be recorded.
- Invigilators must not carry out any other tasks in the examination room.
- Invigilators are required to move around the examination room quietly and at frequent intervals.

15. Ending the Examination

When ending the examination, invigilators should give sufficient notice to candidates. At the end of the examination the invigilator should:

- Tell the candidates to stop working and remind them that they are still under examination conditions.
- For paper based examinations, collect all examination papers and examination response sheets to place in secure storage.

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