



SQA Functional Skills

A Guide for Invigilators

First published: August 2013

Publication code: BA6600

Published by the Scottish Qualifications Authority
The Optima Building, 58 Robertson Street, Glasgow G2 8DQ
Lowden, 24 Wester Shawfair, Dalkeith, EH22 1FD

www.sqa.org.uk

The information in this publication may be reproduced in support of SQA qualifications. If it is reproduced, SQA should be clearly acknowledged as the source. If it is to be used for any other purpose, then written permission must be obtained from SQA. It must not be reproduced for trade or commercial purposes.

© Scottish Qualifications Authority 2013

For an up-to-date list of prices visit the **Publication Sales and Downloads** section of SQA's website.

This document will be produced in alternative formats, including large type, Braille and community languages. For further details telephone SQA's Customer Contact Centre on 0843 279 1000.

SQA is committed to using plain English. We will try to make our publications as easy and straightforward to understand as we can, and will try to avoid all unnecessary jargon. If there is any language in this document that you feel is hard to understand, or could be improved, please write to the Editorial Team at the Glasgow address above or e-mail: editor@sqa.org.uk.

Contents

Introduction	1
Instructions for conducting SQA Functional Skills External Assessments	2
Accommodation	2
Timetabling of assessments	4
Resources	4
Invigilation guide	5
Invigilation arrangements	5
Conduct of Invigilators	6
Identifying candidates	7
The assessment area	8
Starting the assessment	8
Supervising the candidates	9
Questions from candidates	9
Late admission of candidates	10
Leaving the assessment area	10
Malpractice	10
Emergencies	11
Appendix 1: JCQ — Warning to Candidates poster	12
Appendix 2: JCQ — No Mobile Phones poster	13
Appendix 3: Information for candidates for on-screen tests	14

Introduction

SQA is a member of the Joint Council for Qualifications (JCQ).

Assessments for SQA Functional Skills should be delivered in line with the *JCQ General and Vocational Qualifications — Instructions for conducting examinations* and can be accessed at www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations.

The JCQ instructions cover the conduct of all types of examinations. This document covers those JCQ instructions that are most relevant to the delivery of SQA's online Functional Skills assessments.

JCQ and SQA use different terms to describe the same items. For clarity:

- ◆ 'examinations' and 'tests' have been replaced by 'assessments'
- ◆ 'exams officer' has been replaced by 'SQA Co-ordinator'
- ◆ 'teacher' has been replaced by 'trainer'
- ◆ 'room' has been replaced by 'assessment area'

Please note that references to sections or page numbers in the right-hand column (for example, 'A1 S6, p48') refer to the *JCQ Instructions for conducting examinations*, and not to parts of this document. The following notation has been used: A for Appendix, S for Section, p for page.

For more information please visit the Functional Skills' section in SQA's webpage. www.sqa.org.uk/sqa/64362.3086.html

Instructions for conducting SQA Functional Skills External Assessments

Functional Skills external assessments must be conducted in designated 'assessment centres'. In the instructions which follow, the term 'Head of Centre' denotes the person in charge of the centre. The Invigilator should liaise with this person or with the SQA Co-ordinator, as appropriate.

Accommodation	JCQ ICE Section, page
<p>Accommodation arrangements, including the allocation of candidates to assessment areas, are the responsibility of the Head of Centre.</p>	S5, p14
<p>The Head of Centre is responsible for ensuring that health and safety regulations are followed. When conducting SQA Functional Skills e-assessments, particular attention should be given to:</p> <ul style="list-style-type: none"> ◆ electrical safety ◆ environment, heat, light and ventilation ◆ user comfort and safety, such as the position of screens, wrist rests, foot rests, chairs, adjustable tables, copyholders and computer screens on adjustable arms 	A1 S6, p48 S5.4, p15
<p>Heads of Centre need to ensure that candidates are seated in a way that minimises the possibility of malpractice.</p> <p>The arrangement of workstations and the position of the Invigilator's desk/workstation should facilitate detection of any unauthorised activity by candidates, including communication with others or use of unauthorised reference material.</p>	S5.10, p15
<p>When planning the layout of the assessment area, centres must consider the following:</p> <ul style="list-style-type: none"> ◆ Each work station must be isolated by a minimum space of 1.25 metres, measured from the nearest outer edge of one screen to the next, unless the monitors are positioned back to back or separated by dividers or protected by privacy screens. ◆ Under certain circumstances, 1.25 metres may prove to be an insufficient distance to prevent candidates seeing the work of others, intentionally or otherwise. The principal objective is to ensure that no candidate's work can be overseen by others. Centres must take appropriate steps to ensure that this can be achieved. ◆ The use of booths, screens or partitions whether temporary or permanent. ◆ Impact on invigilation requirements. ◆ The ratio of Invigilators. 	A1 S6.4, p48 A1 S6.5, S6.6, p49

Accommodation	JCQ ICE Section, page
<p>If the accommodation for any assessment is considered unsatisfactory in any way, the Invigilator should discuss the situation with the Head of Centre.</p> <p>All maps, diagrams, pictures and similar teaching aids must be removed from the walls of assessment areas.</p> <p>Prior to each assessment, the Head of Centre must provide a method of requesting assistance in the assessment area during the assessment and ensure that Invigilators are aware of the procedure.</p> <p><i>Advice: There is a range of acceptable ways for an Invigilator to get help easily without leaving the assessment area and without disturbing the candidates, such as using a mobile phone or a two-way radio. Mobile phones are only allowed in the assessment area for this purpose. Any mobile phone used in this situation should be switched off to prevent any incoming calls or messages which may disturb candidates.</i></p> <p>Normally, the seats should be consecutively numbered and candidates should be seated in candidate number order. However, candidates permitted extra time should be seated where they will not be disturbed by candidates who have completed the assessment.</p> <p>To ensure there is no disruption to candidates during the assessment, centres are advised that separate accommodation must, where possible, be provided for candidates with certain assessment arrangements (eg reader/scribe).</p> <p>Centres should produce a seating plan for each assessment session taking into consideration the arrangements mentioned above. Seating plans should be used by Invigilators to avoid delays in the start of the assessment. Seating plans would also be useful in helping to identify a candidate involved in an incident.</p>	<p>A1 S6.7, p49</p> <p>S5.13, p15</p>

Timetabling of assessments	JCQ ICE Section, page
<p>Each centre will need to plan and schedule Functional Skills assessments in SOLAR to suit each candidate by opting for the most suitable date and time during the assessment window set by SQA. When an e-assessment is scheduled a unique code is generated.</p> <p>The centre must provide keycodes to candidates, but the invigilator will need to 'unlock' the e-assessment to enable the candidate to begin. More information on this is available in the Invigilation section of the SOLAR training materials.</p> <p>Candidates must sit e-assessments at the time scheduled by their centre. Centres must inform candidates which session and location they should attend.</p>	<p>A1 S3, p47</p> <p>www.sgasolar.org.uk</p>

Resources	JCQ ICE Section, page
<p>Centres must ensure that sufficient work stations are available; it is advisable to have replacement equipment. The equipment must be fit for purpose, meet the minimum technical specifications required for the assessment and must be checked by a competent person before use.</p> <p>You should consider using one work station as a 'control centre', which must be monitored by an Invigilator or a member of your centre's IT support team.</p> <p>The secure assessment environment in which on-screen assessments take place must be managed robustly by the centre.</p> <p>You must display the following JCQ notices outside the assessment area:</p> <ul style="list-style-type: none"> ◆ Warning to Candidates (A3 version) — See Appendix 1 ◆ Mobile Phone Poster (A3 version) — See Appendix 2 <p>Candidates must be aware of the time available for completing the assessment. Functional Skills Assessments provide a digital readout at the top of the screen which shows the amount of time remaining for the assessment from the time the student starts the assessment.</p>	<p>A1 S5.1, p48</p> <p>www.sgasolar.org.uk</p> <p>A1 S5.2, p48</p> <p>A1 S5.5, p48</p> <p>S5.8, p 15</p> <p>A1 S5.6, p48</p> <p>S5.7, p 15</p> <p>A1 S5.7, p48</p>

Invigilation guide

Invigilation arrangements	JCQ ICE Section, page
<p>There must be at least one Invigilator for each group of 20 candidates, or fewer, taking computer-based and on-screen assessments. This will, however, be dependent on the nature of the assessment and the layout of the assessment area. Further Invigilators should be employed at the SQA Co-ordinator's discretion to ensure that all candidates are in view at all times.</p>	A1 S7.1, p49
<p>Technical help should be available throughout the assessment(s) in case of hardware/software problems and to assist with invigilation of the assessment.</p>	A1 S7.2, p49
<p>During an assessment, work stations may be networked. Candidates must be closely supervised to ensure they have access to only their own work. Access to e-mail or any pre-prepared material should be disabled.</p>	A1 S7.6, p49
<p>The Head of Centre, or SQA Coordinator must:</p> <ul style="list-style-type: none"> ◆ make these Instructions available to each Invigilator in the assessment area ◆ appoint Invigilators to make sure that the assessment is conducted according to the following requirements: <ul style="list-style-type: none"> — at least one Invigilator must be present for each group of 20 candidates or fewer sitting on-screen assessments — Invigilators may be changed, as long as the number of Invigilators present in the assessment area does not fall below the required number — when one Invigilator is present, he or she must be able to get help easily, without leaving the assessment area and without disturbing the candidates ◆ make sure that all Invigilators are suitably qualified and experienced adults. They must not be current students at the centre. Although you may decide who is suitably qualified and experienced, any person with a close connection to a candidate (for example a relative) must not be the sole Invigilator present in the assessment area ◆ make sure that Invigilators are appropriately trained in their duties ◆ make sure that a trainer who has directly prepared the candidates for the subject being examined, or a senior member of teaching staff who has had overall responsibility for the candidates preparation for the assessment, is not the sole Invigilator at any time during on-screen assessment 	S6.3, p18

The assessment area	JCQ ICE Section, page
<p>In the assessment area, candidates must not have access to items other than those stated in the instructions. Mobile phones, electronic communication or storage devices such as iPods, MP3/4 players, reading pens, wrist watches which have a data storage device, and any other products with text or digital facilities, are not permitted. This means that:</p> <ul style="list-style-type: none"> ◆ ideally, all unauthorised items are left outside of the assessment area ◆ any pencil cases taken into the assessment area must be see-through ◆ any unauthorised items that have been taken into the assessment area must be placed out of reach of the candidates before the assessment starts — this would normally be at the front of the assessment area (or similar) so that the Invigilator can control access to the items <p>Food and drink may be allowed in the assessment area at the discretion of the Head of Centre. However, this is on the condition that any food brought into the assessment area by a candidate is free from any features that might facilitate malpractice activities.</p>	S11.1, p28

Starting the assessment	JCQ ICE Section, page
<p>An assessment is treated as in progress from the time the candidates enter the assessment area until all the candidates have finished/submitted the e-assessment. Candidates must be under assessment conditions from the time that they enter the area in which they will be taking their assessment(s).</p> <p>Following the Invigilator's announcement (see below), any mobile phones or other unauthorised items in the candidates' possession must be handed to the Invigilator prior to the assessment starting.</p> <p>The JCQ considers the introduction of unauthorised material into the assessment area where the assessment is to be held, by either candidates or staff, as malpractice and may be subject to sanctions and penalties.</p> <p>Before candidates are allowed to start work in the assessment, the Invigilator must always:</p> <ul style="list-style-type: none"> ◆ make sure that candidates are seated according to the set seating arrangements ◆ tell the candidates that they must now follow the regulations of the assessment ◆ instruct candidates about emergency procedures ◆ remind candidates to switch off and hand in mobile phones 	<p>S12.1, p29</p> <p>S12.2, p29</p> <p>S12.3, p29</p>

Starting the assessment	JCQ ICE Section, page
<ul style="list-style-type: none"> ◆ specify the time allowed for the assessment(s) ◆ remind candidates that they are not allowed to communicate in any way with, ask for help from, or give help to, another candidate while they are in the assessment area <p>If confidential log-in details are placed at workstations before the candidates are seated, the Invigilator must ensure that candidates are seated correctly.</p>	
Supervising the candidates	JCQ ICE Section, page
<p>Invigilators must supervise the candidates throughout the whole time the assessment is in progress and give complete attention to this duty at all times.</p> <p>Invigilators must be vigilant and remain aware of emerging situations, looking out for malpractice or candidates who may be feeling unwell. Any irregularities must be recorded.</p> <p>Invigilators are required to move around the assessment area quietly and at frequent intervals.</p> <p>Candidates must not be permitted to change seats unless asked to do so by the Invigilator.</p>	<p>S13.1, p31</p> <p>S13.2, p31</p> <p>S13.3, p31</p> <p>A1 S6.8, p49</p>
Questions from candidates	JCQ ICE Section, page
<p>The Invigilator must not:</p> <ul style="list-style-type: none"> ◆ direct candidates to particular questions or particular sections of the assessment ◆ make any comment where a candidate believes that there is an error or omission in the assessment. The Invigilator must, however, refer the matter immediately to the SQA Co-ordinator ◆ offer any advice or comment on the work of a candidate <p>The Invigilator must not undertake any of the above as they constitute malpractice.</p>	<p>A6 SE3, p56</p>

Late admission of candidates	JCQ ICE Section, page
<p>A candidate who arrives after the start of the assessment may be allowed to enter the assessment area and sit the assessment. This is entirely at the discretion of the centre.</p> <p>Invigilators must be made aware of the centre policy regarding late and absent candidates.</p>	<p>S14.1, p32</p>
<p>A candidate who arrives after the start of the assessment should be allowed the full time for the assessment, depending on the centre's organisational arrangements and provided adequate supervision arrangements are in place.</p>	<p>S14.2, p32</p>

Leaving the assessment area	JCQ ICE Section, page
<p>Once a candidate has completed their assessment, there is no requirement for the candidate to remain seated for a further period of time. The centre should advise candidates of its policy.</p>	<p>A1 S3.5, p47</p>
<p>Candidates who are allowed to leave the assessment area temporarily must be accompanied by a member of staff. Invigilators can pause an assessment for any candidate and resume it when the candidate is available to return to the assessment area. Those candidates will be able to re-enter their keycode to re-start the assessment.</p>	<p>S16.5, p35</p>
<p>Candidates who have finished their work, and who have been allowed to leave the assessment area early, must not be allowed back into the assessment area.</p>	<p>S16.6, p35</p>

Malpractice	JCQ ICE Section, page
<p>If a candidate is suspected of malpractice, the Invigilator must warn the candidate that he/she may be removed from the assessment area. The candidate should also be warned that SQA will be informed and that potentially they could be disqualified.</p>	<p>S17.1, p36</p>
<p>The Invigilator must record what has happened and, wherever possible, the Invigilator should remove and keep any unauthorised material that a candidate may have in the assessment. If necessary, the Invigilator should summon assistance.</p>	<p>S17.2, p36</p>

Malpractice	JCQ ICE Section, page
<p>The Head of Centre must report all cases of suspected or actual assessment malpractice to SQA as soon as possible. The Head of Centre has the authority to remove a candidate from the assessment area, but should only do so if the candidate would disrupt others by remaining in the assessment area.</p>	S17.3, p36
<p>The Head of Centre has a duty to monitor and report potential malpractice by Invigilators.</p>	S17.4, p36
<p>If candidates commit malpractice, SQA may penalise or disqualify them.</p>	S17.5, p36

Emergencies	JCQ ICE Section, page
<p>The Invigilator(s) must ensure that candidates are closely supervised if an evacuation is necessary.</p>	A1 S8.1, p50
<p>The (Chief) Invigilator must also safeguard the security of assessment content and responses (for example, by pausing the assessment for all candidates and locking the evacuated assessment area without closing down the software).</p>	A1 S8.2, p50
<p>When re-starting an assessment after an unplanned break (ie an emergency or a technical failure) the Invigilator must control the re-start. This is done by using the 'resume' function on the Invigilator tab in the SecureAssess dashboard in the SOLAR website.</p>	www.sgasolar.org.uk
<p>Procedures for dealing with hardware, software and communication failures (which may affect individual workstations or the whole network) should normally allow the candidate(s) to continue the assessment session at a different workstation or at a later time, if necessary, without loss of working time.</p>	
<p>A report must be sent to SQA if the integrity of the assessment, or the candidates' performance, may have been affected.</p>	

Appendix 1: JCQ — Warning to Candidates poster

Warning to Candidates

1. You **must** be on time for all your assessments.
2. You **must not** become involved in any unfair or dishonest practice in any part of the assessment.
3. You **must not**:
 - sit an assessment in the name of another candidate;
 - have in your possession any unauthorised material or equipment which might give you an unfair advantage.
4. **Possession of a mobile phone** or other unauthorised material **is breaking the rules**, even if you do not intend to use it, and you will be subject to penalty and possible disqualification.
5. You **must not** talk to, attempt to communicate with, or disturb other candidates once you have entered the assessment area.
6. You **must** follow the instructions of the Invigilator.
7. If you are in any doubt, speak to the Invigilator.

The Warning to Candidates must be displayed in a prominent place outside each assessment area. This may be a hard copy A3 paper version or an image of the poster projected onto a wall or screen for all candidates to see.

Effective from 1 September 2011

Appendix 2: JCQ — No Mobile Phones poster



NO MOBILE PHONES, IPODS, MP3/4 PLAYERS.

**NO PRODUCTS WITH AN ELECTRONIC
COMMUNICATION/STORAGE DEVICE OR DIGITAL
FACILITY.**

Possession of unauthorised items is an infringement of the regulations and could result in

DISQUALIFICATION

from the current assessment and the overall qualification.

Candidates are advised that mobile phones in particular **must not** be in their possession whether switched on or not.

This poster must be displayed in a prominent place outside each assessment area.

Appendix 3: Information for candidates for on-screen tests

Effective from 1 September 2012

This document has been written to help you. Read it carefully and follow the instructions.

If there is anything you do not understand, ask your teacher.

A Regulations — Make sure you understand the rules	
1	Be on time for your on-screen test(s). If you are late, your work might not be accepted.
2	Do not become involved in any unfair or dishonest practice during the on-screen test.
3	If you try to cheat, or break the rules in any way, you could be disqualified from all your subjects.
4	Only take into the assessment area the materials and equipment which are allowed.
5	<p>You must not take any of the following into the assessment area:</p> <ul style="list-style-type: none">◆ notes◆ a calculator case/instruction leaflet◆ a reading pen◆ a mobile phone, iPod, MP3/4 player, a wrist watch which has a data storage device, or any other product with text/digital facilities <p>Unless you are told otherwise, you must not have access to:</p> <ul style="list-style-type: none">◆ the internet, e-mail, data stored on the hard drive, or portable storage media such as CDs and memory sticks◆ pre-prepared templates <p>Remember: possession of unauthorised material is breaking the rules, even if you do not intend to use it, and you will be subject to penalty and possible disqualification.</p>
6	Do not talk to, or try to communicate with, or disturb other candidates once the on-screen test has started.
7	If you leave the assessment area unaccompanied by an Invigilator before the on-screen test has finished, you will not be allowed to return.
8	Do not borrow anything from another candidate during the on-screen test.
B Information — Make sure you attend your on-screen test and bring what you need	
1	Know the date and time of your on-screen test(s).
2	Arrive at least ten minutes before the start of your on-screen test.
3	If you arrive late for an on-screen test, report to the Invigilator running the test.
4	If you arrive more than one hour after the published starting time for the on-screen test, you may not be allowed to take it.
5	Your centre will inform you of any equipment which you may need for the on-screen test.

C Calculators, dictionaries and computer spell-checkers	
1	You may use a calculator unless you are told otherwise.
2	If you use a calculator: <ul style="list-style-type: none"> ◆ make sure it works properly ◆ check that the batteries are working properly ◆ clear anything stored in it ◆ remove any parts such as cases, lids or covers which have printed instructions or formulas ◆ do not bring into the assessment area any operating instructions or prepared programs.
3	Do not use a dictionary or computer spell-checker unless you are told otherwise.
D Instructions during the on-screen test	
1	Listen to the Invigilator and follow their instructions at all times.
2	Tell the Invigilator at once: <ul style="list-style-type: none"> ◆ if you have been entered for the wrong on-screen test ◆ if the on-screen test is in another candidate's name ◆ if you experience system delays or any other IT irregularities
3	You may be given a question paper or the instructions may be on-screen. In either case, read carefully and follow the instructions.
E Advice and assistance	
1	If on the day of the on-screen test you feel that your work may be affected by ill health or any other reason, tell the Invigilator.
2	Put up your hand during the on-screen test if: <ul style="list-style-type: none"> ◆ you have a problem with your computer and are in doubt about what you should do ◆ you do not feel well
3	You must not ask for, and will not be given, any explanation of the questions.
F At the end of the on-screen test	
1	Ensure that the software closes at the end of the on-screen test.
2	If you are required to print off work outside the time allowed for the on-screen test, ensure that you collect your own work. You must not share your work with other candidates and make sure that another candidate does not collect your printout(s).
3	Do not leave the assessment area until told to do so by the Invigilator.
4	Do not take from the assessment area any stationery, this includes rough work, printouts or any other materials provided for the on-screen test.

This information must be made available to all candidates in advance of their on-screen test(s) for each series.

It may be provided electronically to candidates or in hard copy paper format.