

SQA is a member of the Joint Council for Qualifications. Delivery of assessments for SQA Functional Skills must be in line with the JCQ *General and Vocational Qualifications – Instructions for conducting examinations*, which can be accessed at

<http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations>.

### **Summary of JCQ Instructions relevant to delivery of SQA online Functional Skills assessments**

The JCQ *instructions* cover the conduct of all types of examinations. For ease, this document has been produced to summarise the instructions most relevant to the delivery of SQA's online Functional Skills assessments.

For clarity and relevance, please note that some terms have been amended, for example:

“examinations” and “tests” have been replaced by “assessments”

“exams officer” has been replaced by “SQA co-ordinator”

“teacher” has been replaced by “trainer”

Please note that any reference to sections or page numbers (for example, “[Appendix 4, page 54](#)”) (highlighted in purple text) refer to the *Instructions for conducting examinations*, and not to parts of this document.

## **General and Vocational Qualifications**

### **Instructions for conducting examinations**

The Joint Council for Qualifications has written these *Instructions for conducting examinations in examination centres*.

These *Instructions* are for use in all General and Vocational Qualifications. They apply to written and on-screen examinations as well as practical and oral examinations, and timed examinations in Art.

The qualifications include, but are not limited to, GCSE, GCE, ELC, Basic Skills, Functional Skills and Principal Learning.

These *Instructions* are for examinations held between 1 September 2012 and 31 August 2013.

## **Introduction**

For the purposes of this document:

An assessment centre (the centre) is an establishment approved and registered by one or more of the awarding bodies for the registration or entry of candidates to its assessments and for the conduct of those assessments.

The head of centre is responsible to the awarding bodies for making sure all assessments / assessments are conducted to instructions and the qualification specifications issued by the awarding bodies.

These *Instructions* must be read in conjunction with the JCQ publication:

- General Regulations for Approved Centres, 1 September 2012 to 31 August 2013 - [http://www.jcq.org.uk/exams\\_office/general\\_regulations/](http://www.jcq.org.uk/exams_office/general_regulations/)

## **On-screen external assessments**

Where a centre conducts on-screen external assessments the head of centre is responsible for ensuring that the awarding body requirements are met for downloading software and assessment materials. Centres must also ensure that all technical requirements have been met. Some technical requirements should be met in advance of the assessment.

You should refer to [Appendix 1, page 46](#) where information is provided on conducting on-screen assessments. [Appendix 1](#) provides a summary of the necessary actions which you **must** adhere to when conducting such assessments.

## 5. Accommodation

5.1 Centres **must** ensure an appropriate assessment environment.

### The assessment room

5.4 Any room in which an assessment is held **must** provide candidates with appropriate conditions for taking the assessment. You should pay attention to conditions such as heating, lighting, ventilation and the level of outside noise.

5.7 A reliable clock must be visible to each candidate in the assessment room. The clock must be big enough for all candidates to read clearly.

**Advice:** You should carry out regular checks to make sure all clocks used in the assessment room are in good working order and show the same time.

5.8 The JCQ *Warning to Candidates* poster ([Appendix 4, page 54](#)) must be displayed in a prominent place outside the assessment room.

The JCQ *Mobile Phone* poster ([Appendix 7, page 57](#)) must be displayed in a prominent place outside the assessment room.

5.9 A display must be visible to all candidates showing the centre number and the actual starting and finishing times of each assessment.

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

5.13 You **must** create a seating plan that shows the position of each candidate in the assessment room.

5.15 For any other assessments where candidates will be using computers and/or associated IT equipment, centres should refer to [Appendix 1, Section 6, Accommodation, page 48](#).

**Advice:** Publish and display seating plans in advance so that candidates know where they will be sitting and ensure that invigilators have been

briefed on seating plans in advance.

**Advice:** Produce an assessment room checklist in order to make sure you have fully prepared the assessment room, including clocks, correct seating arrangements, appropriate heating and lighting.

## 6. Invigilation arrangements

The invigilator is the person in the assessment room responsible for conducting a particular assessment session in the presence of the candidates. Invigilators have a key role in upholding the integrity of the external assessment/assessment process.

The role of the invigilator is to ensure that the assessment is conducted according to these instructions in order to:

- ⤴ ensure all candidates have an equal opportunity to demonstrate their abilities;
- ⤴ ensure the security of the assessment before, during and after the assessment;
- ⤴ prevent possible candidate malpractice;
- ⤴ prevent possible administrative failures.

### 6.1 Invigilators **must**:

- ⤴ be familiar with these Instructions ;
- ⤴ give all their attention to conducting the assessment properly;
- ⤴ be able to observe each candidate in the assessment room at all times;
- ⤴ be familiar with the JCQ *Mobile Phone* poster, JCQ Information for candidates, the JCQ *Warning to Candidates* (see [Appendices 4, 5, 6 and 7](#)) and any specific instructions relating to the subjects being examined;
- ⤴ inform the head of centre if they are suspicious about the security of the assessment papers. (In such cases, the head of centre **must** inform SQA immediately and send a full written report within 7 days of the suspicion arising.)

### 6.2 Invigilators **must not**:

- carry out any other task (for example, reading a book or marking) in the assessment room.

**Advice:** Centres should prepare a handbook for invigilators incorporating appropriate sections from [this booklet](#).

A training session should be held for any new invigilators.

An update meeting should be held for the existing invigilation team so that they are aware of any changes. Make sure that invigilators know what is expected of them.

Consideration should be given to the appointment of senior invigilators.

Invigilators should always be provided with badges so that they may be easily identified and acknowledged as a member of centre staff.

### 6.3 The head of centre, or SQA co-ordinator **must**:

- ⤴ make these Instructions available to each invigilator in the assessment room. This may be a printed hard copy version or an electronic copy which is visible at all times via a computer;
- ⤴ appoint invigilators to make sure that the assessment is conducted according to the following requirements:
  - ⤴ at least one invigilator must be present for each group of 20 candidates or fewer sitting written assessments;
  - ⤴ invigilators may be changed, as long as the number of invigilators present in the assessment room 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 room and without disturbing the candidates.
- ⤴ make sure that all invigilators are suitably qualified and experienced adults who **must not** be current students at the centre. Although you may decide who is suitably qualified and experienced, any relative of a candidate in the assessment room **must not** be the sole invigilator;
- ⤴ 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 the assessment or on-screen assessment;
- ⤴ keep signed records of the seating plan, the invigilation arrangements and the centre's copies of the attendance registers for each assessment. The awarding bodies may need to refer to these records. You should keep them until the deadline for enquiries about results has passed.

**Advice:** An invigilator should be asked to declare whether he/she has invigilated previously, so as to allow the head of centre to be satisfied that the person is a competent invigilator of assessments. As good practice, centres should consider devising a standard template which each invigilator is required to complete.

**Advice:** There is a range of acceptable ways for an invigilator to get help easily without leaving the assessment room and without disturbing the candidates, such as using a mobile phone or a two-way radio. Mobile phones are only

allowed in the assessment room 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.

If a number of assessment rooms open off the same corridor, it may be possible to have a person stationed in the corridor to give or ask for help.

## 8.8 Word processors

Centres are allowed to provide a word processor with the spelling and grammar check/predictive text disabled to a candidate where it is their normal way of working within the centre, unless an awarding body's specification says otherwise. This also includes an electronic braille, an iPad or a pc tablet.

Exception to the rule:

In Functional Skills English, (Reading and Writing components) the use of a word processor with the spell check facility switched on is permitted for all candidates.

## At the beginning of the assessment

### 9. Identifying candidates

9.1 It is important that invigilators are able to establish the identity of all candidates sitting exams. The head of centre **must** make sure that appropriate arrangements are in place so that all invigilators can carry out adequate checks on the identity of all candidates.

**Advice:** Centre staff **who have been authorised by their head of centre** may be present at the start of the assessment for the purposes of assisting with the identification of candidates.

### 10. The people present

10.1 The head of centre has a duty at all times to maintain the integrity of the assessment.

10.2 Invigilators **must** carry out their duties as defined in [section 6, page 17](#).

10.7 Centre staff who are called upon to enter the assessment room during the course of the assessment (because a candidate has identified a possible problem which the invigilator is unable to resolve) **do not** need prior authorisation from the head of centre.

### 11. Question papers, stationery, materials and other equipment

11.1 The invigilator **must** take all reasonable steps to make sure that the following conditions are met.

In the assessment room candidates **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. 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:

- ⤴ ideally, all unauthorised items are left outside of the assessment room;
- ⤴ any pencil cases taken into the assessment room **must** be see-through;
- ⤴ any unauthorised items that have been taken into the assessment room **must** be placed

out of reach of the candidates (and not under their desks) **before** the assessment starts; This would normally be at the front of the assessment room or a similar arrangement that enables the invigilator to control access to the items.

Food and drink may be allowed in the assessment room at the discretion of the head of centre. However, this is on the condition that any food brought into the assessment room by the candidate is free from packaging and all labels are removed from drink containers.

Following the invigilator's announcement (see [Appendix 3, page 53](#)) any mobile phones or other unauthorised items in the candidates' possession **must** be handed to the invigilator prior to the assessment starting.

If candidates have access to unauthorised items in the assessment room this may be considered as malpractice and they could be subject to sanctions and penalties.

**Advice:** By making provision for personal belongings to be stored outside of the assessment room you will help to reduce the risk of candidates contravening the malpractice regulations.

## 12. Starting the assessment

12.1 An assessment is treated as in progress from the time the candidates enter the room until all the scripts have been collected. Candidates must be under assessment conditions from the time that they enter the room in which they will be taking their assessment(s).

12.2 The JCQ considers the introduction of unauthorised material into the assessment room where the assessment is to be held (including coaching, subject specific PowerPoint™ presentations or any other subject specific material), by either candidates or staff, as malpractice, and those who have done so may be subject to sanctions and penalties.

12.3 Before candidates are allowed to start work in the assessment, the invigilator **must always**:

- ✦ make sure that candidates are seated according to the set seating arrangements; (see [section 5, page 15](#) of these Instructions);
- ✦ tell the candidates that they must now follow the regulations of the assessment;
- ✦ instruct candidates about emergency procedures.

Invigilators must also give candidates the following information before the assessment.

You **must** hand in your mobile phone if you have not already done so. This is your final chance. Failure to do so may lead to disqualification;

The invigilator **must**:

- ✦ announce clearly to the candidates when they may begin;
- ✦ 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 room;

The invigilator **must not**:

- ✦ direct candidates to particular questions or particular sections of the question paper;
- ✦ make any comment where a candidate believes that there is an error or omission on the question paper. The invigilator **must** however, refer the matter immediately to the SQA co-ordinator;
- ✦ offer any advice or comment on the work of a candidate.

The invigilator must not undertake any of the above as they constitute malpractice.

## During the assessment

### 13. Supervising the candidates

13.1 Invigilators **must** supervise the candidates throughout the whole time the assessment is in progress and give complete attention to this duty at all times.

13.2 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.

13.3 Invigilators are required to move around the assessment area quietly and at frequent intervals.

### 14. Candidates who arrive late

14.1 A candidate who arrives after the start of the assessment may be allowed to enter the assessment room and sit the assessment. This is entirely at the discretion of the centre.

**Advice:** it is good practice for a centre to have a policy for late and absent candidates. Invigilators **must** be made aware of this policy.

14.2 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.

### 15. Completing the attendance register

Centres must pay close attention to the completion of the attendance register as failure to do so will impact upon an awarding body's ability to deliver an accurate set of results.

The invigilator **must:**

- ✦ accurately complete the attendance register during the assessment, in line with the awarding body's instructions, clearly indicating those candidates who are either present or absent;

The centre **must:**

- keep a copy of the attendance register until the deadline for enquiries about results has passed.

**Advice:** Once candidates are seated and have started the assessment, complete the attendance register. This will allow for the identification of absent candidates who can be contacted as to their whereabouts. Completing the attendance register before the end of the assessment will enable a check to be made that all scripts have been collected when the assessment has finished.

## **16. Leaving the assessment room**

16.5 Candidates who are allowed to leave the assessment room temporarily **must** be accompanied by a member of staff. Those candidates may be allowed extra time at the discretion of the centre to compensate for their temporary absence.

16.6 Candidates who have finished their work and have been allowed to leave the assessment room early ... **must not** be allowed back into the room.

## **17. Malpractice**

17.1 If a candidate is suspected of malpractice, the invigilator **must** warn the candidate that he/she may be removed from the assessment room. The candidate should also be warned that the awarding body will be informed and may decide to disqualify the candidate.

17.2 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.

17.3 The head of centre **must** report to SQA as soon as possible all cases of suspected or actual malpractice in connection with the assessment. The head of centre has the authority to remove a candidate from the assessment room, but should only do so if the candidate would disrupt others by remaining in the room.

17.4 The head of centre has a duty to monitor and report potential malpractice by invigilators.

17.5 If candidates commit malpractice, SQA may decide to penalise or disqualify them.

## 18. Emergencies

The invigilator **must** take the following action in an emergency such as a fire alarm or a bomb alert.

- ✦ Stop the candidates.
- ✦ Collect the attendance register (**in order to ensure all candidates are present**) and evacuate the assessment room in line with the instructions given by the appropriate authority.
- ✦ Advise candidates to leave all materials in the assessment room. Candidates should leave the room in silence.
- ✦ Make sure that the candidates are supervised as closely as possible while they are out of the assessment room to make sure there is no discussion about the assessment. Make a note of the time of the interruption and how long it lasted.
- ✦ Allow the candidates the full working time set for the assessment.
- ✦ If there are only a few candidates, consider the possibility of taking the candidates to another place to finish the assessment.
- ✦ Make a full report of the incident and of the action taken, and send to the relevant awarding body.

**Advice:** In dealing with emergencies you should be aware of your centre's policy. You **must** have a centre policy for dealing with an emergency evacuation of the assessment room.

## At the end of the assessment

### 19. Finishing the assessment

At the end of the assessment invigilators **must**:

- ✦ tell the candidates to stop working;
- ✦ allow candidates who arrived late, and were allowed the full working time to do their assessment, to continue after the normal finishing time and tell them to stop working after the extra time allowed has passed.

**Advice:** Make sure that candidates with additional time allowances or supervised rest breaks carry on for the necessary additional time. Invigilators **must** be aware in advance of the assessment which candidates have been granted extra time to complete their assessment and those with supervised rest breaks.

## **Checklist for heads of centre and SQA co-ordinators –**

### **The Equality Act 2010 and conduct of assessments:**

The following checklist, which is not an exhaustive one, has been produced as a good practice guide for centres.

#### **A Training invigilators**

- 1 Ensure that invigilators are made aware of the Equality Act 2010 and are trained in disability issues.
- 2 As part of the training process make sure that invigilators are aware of policies and procedures relating to emergency evacuation and medication, especially where they relate to candidates with a disability.
- 3 Ensure that invigilators are aware of alternative means of communication, especially in the assessment room when conveying information to disabled candidates.

#### **B Information for candidates**

- 1 Ensure that information supplied to candidates with a disability, such as JCQ Information for candidates, are suitably sized and adapted.

#### **C Seating arrangements**

- 1 Make sure that there are chairs available outside the assessment rooms to enable those with a disability or those candidates who may simply be experiencing extreme stress or anxiety, to sit and rest before they enter the assessment.
- 2 Ensure that there is sufficient space between desks and chairs to enable a candidate (or an invigilator) who uses a wheelchair to enter and leave the room without difficulty.
- 3 If you know that a candidate may become unwell during the assessment due to the nature of their disability, try to ensure that you seat them close to the exits to make them feel more comfortable and to limit any disruption to others within the assessment room.
- 4 Ensure that the seating is both appropriate and comfortable for those who may have a disability which affects sitting and posture.

#### **D Candidates requiring access arrangements**

- 1 Where a candidate has been granted the use of an Oral Language Modifier, a reader or a scribe, ensure that those individuals who will be acting as an Oral Language Modifier, a reader or a scribe are introduced to the candidate prior to the assessment(s) taking place. This is particularly important for those candidates with autism, who will find it difficult to

relate to someone who is a stranger.

- 2 Where a candidate has been granted supervised rest breaks, try to ensure that the rest areas are suitably comfortable as well as maintaining the security of the assessment. Supervised rest breaks will apply to those candidates who suffer from fatigue, hyperactivity, obsessive compulsive disorders or long term health conditions.
- 3 Where a candidate has been granted the use of a prompter, it is important that the person appointed to act as a prompter is aware of disability etiquette, particularly when touching the candidate's desk as a means of a prompt, or tapping the candidate's arm or shoulder. This will apply to those candidates with autism who may have difficulty with time.
- 4 For on-screen assessments, ensure that hardware and software have been adapted for those candidates with a visual or aural impairment.

### **E Emergency evacuation procedures**

- 1 Invigilators and all other centre staff involved in conducting assessments should be aware of the emergency evacuation procedures in place for those candidates with a disability who may need assistance in leaving the building.
- 2 When evacuation and emergency procedures are being explained to candidates, attention should be given to those candidates with a disability, for whom such procedures may be different.

## Checklist for invigilators (for on-screen assessments)

This checklist summarises the most essential actions for invigilating on-screen assessments. You **must** fully understand the Instructions for conducting assessments, particularly [Appendix 1, Page 46](#).

### A Arranging the assessment room

- 1 Check that any charts, diagrams, etc. have been cleared from the walls.
- 2 Check that you have the following on display:
  - A clock that all candidates can see clearly;
  - A board/display showing the centre number and the starting and finishing time of the on-screen assessment.
- 3 Check that you have:
  - A copy of the current JCQ Instructions for conducting assessments 1 September 2012 to 31 August 2013 ;
  - Any subject-specific instructions issued by the relevant awarding body;
  - A seating plan of the assessment.
- 4 Check that sufficient work stations are available, including at least one replacement computer (and printers where required).

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### B Identifying candidates

- 1 Check the identity of each candidate. If the awarding body requires you to do so, check that the correct ID and password is issued to each candidate sitting the on-screen assessment.
- 2 The awarding body may require you to oversee the input of the ID and the password for each candidate; check to see that the name on the assessment screen matches the name of the candidate.

### C Before the assessment

- 1 Ensure that candidates are seated comfortably, (in their designated place if a seating plan has been prepared) with access to any assistive technology where approved by the awarding body.
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- 3 Tell candidates that they must now follow the regulations of the assessment.
- 4 Warn candidates that they **must** give you any unauthorised materials, including iPods, mobile phones, MP3/4 players, wrist watches which have a data storage device or any

other product with an electronic communication/storage device or digital facilities.

- 5 Unless otherwise stated by the awarding body's subject specific instructions, remind candidates that they must not have access to the Internet, e-mail, data stored on the hard drive or portable storage media (e.g. floppy disks, CDs, memory sticks or pre-prepared templates).

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- 9 Make sure that candidates are familiar with the instructions, procedures and regulations for the on-screen assessment, particularly on how to navigate and respond on-screen.

- 10 Remind candidates when they may begin and how the assessment will be terminated.

- 11 Check that candidates know how to request technical assistance.

- 12 Check that all candidates have logged on successfully, or have been logged on by the centre.

- 13 Ensure that technical support is available throughout the on-screen assessment in relation to malfunctioning of equipment, software or the on-screen assessment itself.

#### **D During the assessment**

- 1 Accurately complete the attendance register where supplied in hard copy paper format (see section 15 of the Instructions for conducting assessments) or alternatively the online register.

- 2 See section 14 of the Instructions for conducting assessments if a candidate arrives late.

- 3 Be vigilant. Supervise the candidates at all times, including any planned or unplanned breaks, to prevent cheating and distractions.

- 4 Do not give any information to candidates about a specific question or the requirements for answering particular questions.

- 5 Make sure that you are aware of the requirements for supervising candidates.

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- 7 Make sure that an appropriate member of staff is available to accompany any candidates who need to leave the room temporarily.

- 8 In an emergency see Appendix 1, section 8 of these Instructions and any separate instructions issued by your centre.

- 9 Record and report any complaints from candidates relating to system delays or any other IT irregularities.

- 10 Record and report all emergencies and/or technical failures.

#### **E After the assessment**

- 1 Check and sign the attendance register (where supplied in hard copy paper format).

- 2 Supervise the conclusion of the assessment, ensuring that candidates' responses are

saved and secure from unauthorised access.

3 Ensure that the software is closed as necessary (some may close automatically).

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## Instructions for conducting on-screen assessments

### 2. Security

2.4 Candidate assessment password information **must** be stored securely and only given to candidates at the time of the assessment.

2.5 The invigilator **must** check the identity of each candidate and ensure that the correct ID and password are issued. The invigilator **must** oversee the input of the ID and password for each candidate and check to see that the name on the assessment screen matches the name of the candidate. If, in spite of these checks, the invigilator becomes aware that a candidate is sitting an assessment in another candidate's name, or a candidate becomes aware that he/she is sitting an assessment in another candidate's name, then the assessment **must** be stopped. If a candidate sits an assessment in another candidate's name (whether or not it is intentional), this may constitute malpractice.

**2.8 Centres must** have appropriate security systems and procedures in place to prevent candidates using computers/laptops in assessments having unauthorised external communication with other users of computers/laptops.

### 3. Timetabling of assessments

3.1 For assessments which are timetabled, assessment sessions **must** take place according to the timetable and will be restricted to the scheduled period.

3.2 You will need to plan and set up the sessions **before** the assessment date, taking into account that access to the assessments will be restricted to the assessment window by the software.

3.3 You **must** inform candidates which session and room they should attend.

3.5 Where an assessment is on-demand, once the candidate has completed his or her assessment, there is no reason for the candidate to remain seated for a further period of time.

## 5. Resources

5.1 Where centres are undertaking on-screen assessments, centres **must** ensure that sufficient work stations are available, including at least one replacement computer and printers where required. The equipment must be fit for purpose, meet the awarding body's minimum technical specifications and must be checked by a competent person before use.

5.2 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.

5.3 If more than one assessment is being conducted at the same time, you should consider using an additional 'control centre'.

5.5 The centre's management of the secure assessment environment in which on-screen assessments operate must be robust.

5.6 You **must** display the following JCQ notices:

- ⤴ Warning to Candidates (A3 version) outside the assessment room;
- ⤴ Mobile Phone Poster (A3 version) outside the assessment room.

5.7 Individual computers will show the time left for the assessment to run, if not, a clock should be visible to all candidates. The centre number, start and finish times should be displayed prominently.

**Advice:** Care should be taken to ensure that the clock displays on individual computers are accurate and synchronised for assessment purposes.

## 6. Accommodation

6.1 Centres **must** ensure an appropriate assessment environment.

6.2 Where computers are used for assessment purposes the head of centre is responsible for ensuring that health and safety laws are followed. Particular attention should be given to:

- ✦ 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.

6.3 The arrangement of workstations and the position of the invigilator's desk should facilitate detection of any unauthorised activity by candidates, for example communication with others or use of unauthorised reference material.

6.4 The layout of the room for on-screen assessments cannot be specifically defined since there will be a number of solutions to organising work stations within the space available. When planning the layout of the room, centres must consider the following limitations:

- ✦ the distance between the screens as defined in [section 6.5, page 49 of Appendix 1](#);
- ✦ the division of the work space to allow any permitted additional materials to be used;
- ✦ the use of booths, screens or partitions whether temporary or permanent;
- ✦ impact on invigilation requirements;
- ✦ ratio of invigilators.

6.5 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.

6.6 Under certain circumstances 1.25 metres may prove to be an insufficient distance to prevent candidates seeing, intentionally or otherwise, the work of others. The principal objective is to ensure that no candidate's work can be overseen by others. SQA co-ordinators **must** take appropriate steps to ensure that this can be achieved.

6.7 Candidates should normally 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.

6.8 Candidates **must not** be permitted to change seats unless asked to do so by the invigilator.

**Advice:** Centres should decide how to accommodate large numbers of candidates. The following alternatives should be considered:

- seating candidates sitting the same assessment at alternate computers;
- seating a candidate next to someone entered for a different tier;
- seating a candidate next to someone entered for a different subject or component;
- seating the candidates before handing out their confidential log-in details.

If confidential log-in details are placed at workstations before the candidates are seated, you **must** check to ensure that candidates are seated correctly.

## 7. Invigilation arrangements

7.1 There **must** be at least one invigilator for each group of 20 candidates or fewer taking computer based and on-screen assessments, unless an awarding body has given permission to do otherwise. This will, however, be dependent on the nature of the assessment and the layout of the room. Further invigilators should be employed at the SQA co-ordinator's discretion to ensure that all candidates are in view at all times.

7.2 Technical help should be available throughout the assessment(s) in case of hardware/software problems and to assist with invigilation of the assessment.

7.3 Invigilators **must** ensure that candidates **do not** bring iPods, mobile phones, MP3/4 players, wrist watches which have a data storage device or any products with an electronic communication/storage device or a digital facility into the assessment room.

7.4 There **must** be no access to:

- ✦ the internet;
- ✦ e-mail;
- ✦ data stored on the hard drive;
- ✦ portable storage media, e.g. CDs, memory sticks;
- ✦ pre-prepared templates.

7.5 You **must** keep a signed record of the seating plan.

7.6 During an assessment, work stations may be networked. Candidates **must** be closely supervised so as to ensure they have access to only their own work.

**Advice:** For on-screen assessments, particularly those involving a large number of candidates and where more than one assessment is being conducted, it is recommended that a specialist invigilator is appointed. The specialist invigilator should have proven IT skills and experience in conducting on-screen assessments, and be assisted by at least one other invigilator.

## 8. Emergencies

8.1 You **must** ensure that candidates are closely supervised if an evacuation is necessary.

8.2 You should refer to any software specific instructions to safeguard:

- ✦ BS17.1a the security of assessment content and responses (for example by pausing the assessment for all candidates and locking the assessment room which has been evacuated without closing down the software);
- ✦ BS17.2.1 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. In extreme cases it may be preferable to provide a paper assessment;
- ✦ BS17.3 procedures for re-starting an assessment after an unplanned break (i.e. an emergency or a technical failure) should ensure that the invigilator:
  - a) controls the re-start;
  - b) re-sets the timing, where necessary;
  - c) ensures that candidates can re-access their previous responses where this is technically feasible and permitted by the assessment regulations.

[The JCQ instructions take account of BS ISO/IEC 23988:2007 which is the British Standard Code of Practice for the use of information technology in the delivery of assessments.]

**Advice:** In dealing with emergencies you should be aware of your centre's policy.

**Advice:** In dealing with emergencies you should be aware of your centre's policy.

**Advice:** Where the integrity of the assessment or the candidates' performance may have been affected, a report must be sent to the appropriate awarding body.

## 9. Finishing the assessment

9.1 You **must** ensure that all candidates' work is saved and secure from unauthorised access.

**A suggested wording for the invigilator's announcement at the beginning of an assessment:**

(You may wish to laminate copies of this announcement or alternatively record it on a CD or tape.)

- 1 You must now follow the regulations of the assessment.
- 2 **Only** material listed on the question paper is allowed in the assessment room. **You must not have on or near you any other material.**
- 3 **Check your pockets now. Check for things such as notes, books, papers, reading pens, iPods or mobile phones. This is your last chance to hand things in without any penalty.**
- 4 If you have any unauthorised items in your possession, you must hand them in to an invigilator now. **This is your last chance to hand in your mobile phone. Failure to do so may lead to disqualification.**
  
- 6 Check that you have the right question paper for your **subject, unit and level or tier.**
- 7 Check that you have everything you need to do the assessment, including **all** the items listed on the question paper.
- 8 Read the instructions on the front of the question paper.
- 9 You must write in **black ink**, except for drawings and rough notes.
  
  
  
  
  
  
  
  
  
  
13. Do not communicate with other candidates. You may not give help to another candidate or ask for help from another candidate. You should put up your hand to attract the invigilator's attention.
14. In the unlikely event of the fire alarm going off, please stay seated and wait for instructions from the invigilator.
  
  
  
  
  
  
  
  
  
  
16. **You may start now.**

## 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 room.
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 room. 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

## Information for candidates

### For on-screen assessments – 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 trainer.

### A Regulations – Make sure you understand the rules

- 1 Be on time for your on-screen assessment(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 assessment.
- 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 room the materials and equipment which are allowed.
- 5 You **must not** take into the assessment room:
  - ⤴ 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.

You **must not** have access to:

- ⤴ the Internet, e-mail, data stored on the hard drive, or portable storage media such as CDs and memory sticks;
- ⤴ pre-prepared templates.

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.

- 6 Do not talk to or try to communicate with or disturb other candidates once the on-screen assessment has started.
- 7 If you leave the assessment room unaccompanied by an invigilator before the on-screen assessment has finished, you will not be allowed to return.

8 Do not borrow anything from another candidate during the on-screen assessment.

**B Information – Make sure you attend your on-screen assessment and bring what you need**

- 1 Know the date and time of your on-screen assessment(s).
- 2 Arrive at least ten minutes before the start of your on-screen assessment.
- 3 If you arrive late for an on-screen assessment, report to the invigilator running the assessment.
- 4 If you arrive more than one hour after the published starting time for the on-screen assessment, 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 assessment.

**D Instructions during the on-screen assessment**

- 1 Listen to the invigilator and follow their instructions at all times.
- 2 Tell the invigilator at once:
  - ⌘ if you have been entered for the wrong on-screen assessment;
  - ⌘ if the on-screen assessment is in another candidate's name;
  - ⌘ if you experience system delays or any other IT irregularities.
- 3 Read carefully and follow the instructions.

**E Advice and assistance**

- 1 If on the day of the on-screen assessment 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 assessment if:
  - ⌘ 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 assessment**

1 Ensure that the software closes at the end of the on-screen assessment.

2

3 Do not leave the assessment room until told to do so by the invigilator.

4 Do not take from the assessment room any materials provided for the on-screen assessment.

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

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