

Exam Invigilation

A guide for centres

This document is aimed at centre staff responsible for organising the invigilation of CIPS exams. It offers suggestions of good practice and should be read in conjunction with *CIPS CBE Invigilator Notes (or PBE version where applicable)*, supplied to all approved centres before each exam series.

What is the purpose of invigilation?

- To ensure that every candidate has the opportunity to demonstrate their knowledge and ability in a safe and secure environment.
- To conduct exams in the presence of candidates, ensuring that the integrity of the process is upheld.
- To ensure that all candidates are under active surveillance for the duration of the exam.

Invigilator training

Invigilation is an important activity and centres must ensure that all invigilators are trained in their role and CIPS' exam processes.

CIPS provides training and guidance for all approved Computer Based Exam (CBE) centres via webinar before each exam series. It is extremely important that all invigilators and exams officers attend this training as any updates/changes will be provided during the webinar.

It is important to note that an invigilator must not be a CIPS programme leader, a tutor of the candidates or have a personal interest in the outcome of the assessment. Any of the above may be considered a conflict of interest which could jeopardise the integrity of the exams.

On completion of their training, invigilators should:

- Have a clear understanding of the role and responsibilities of an invigilator for CIPS exams.
- Understand the tasks they will be required to perform.
- Feel confident in dealing with unexpected circumstances.
- Know who at the centre to ask for help if needed.
- Have seen where exams will be held and where the exams office and toilets are.

Before delivering training you should:

- Make sure that the invigilators have a copy of the job description, and the pay and conditions you are offering, before the training session begins.
- Check that invigilators are available for the date(s) you have allocated for training.
- Confirm the date, venue, start and finish times (and book a suitable room accordingly).
- Prepare an agenda and plan the structure of the session. A well-run and professional training session will help the invigilator understand how essential their role is to the exams process.

It will also be helpful if you:

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- Double-check whether any of the invigilators are related to any candidates who will be taking a CIPS exam (a possible conflict of interest).
 - Tell invigilators whether you have a dress code. You may find that suggesting a smart style of dress gives a more professional image.

Recommended points to cover in the training session for computer-based exam delivery

- i. The role and responsibilities of the invigilator, chief/senior invigilator (if you use one) and the exams officer.
- ii. The reason why any relative of a candidate in the exam room may not be an invigilator.
- iii. The kinds of tasks that invigilators may be required to perform.
- iv. The kinds of tasks that invigilators won't be required to perform.
- v. Setting up the exam room – ensure that invigilators understand the requirements set out in CIPS CBE Invigilator Notes document. Desks/tables separated appropriately, removal of wall-mounted material that might assist candidates, putting up warning notices, clock, etc.
- vi. Allowing candidates to enter the exam room: identifying candidates, dealing with anyone not on the attendance list, ensuring that candidates are seated according to the required seating arrangements, ensuring that belongings, mobile phones etc are left in a locker/outside of the exam room or at the front, ensuring that access arrangements are in place for candidates that need them.
- vii. CIPS' required notices to be displayed in and around the exam room and instructions to be read out before exams begin.
- viii. Completing the attendance register.
- ix. Communicating with others in an emergency, for example by mobile phone or walkie-talkie.
- x. Closing the exam and submitting the completed exams in TestReach via the Assessment Offline Portal.

Recommended points to cover in the training session for paper-based exam delivery

- xi. The role and responsibilities of the invigilator, chief/senior invigilator (if you use one) and the exams officer.
 - xii. The reason why any relative of a candidate in the exam room may not be an invigilator.
 - xiii. The kinds of tasks that invigilators may be required to perform.
 - xiv. The kinds of tasks that invigilators won't be required to perform.
 - xv. Setting up the exam room – ensure that invigilators understand the requirements set out in CIPS PBE Invigilator Notes document. Desks/tables separated appropriately, removal of wall-mounted material that might assist candidates, putting up warning notices, clock, etc.
 - xvi. Security of exam material (exam booklets) prior to exam and after the exam, ie candidates do not have access to their completed exam booklets after the exam (PBE only)
 - xvii. Allowing candidates to enter the exam room: identifying candidates, dealing with anyone not on the attendance list, ensuring that candidates are seated according to the required seating arrangements, ensuring that belongings, mobile phones etc are left in a locker/outside of the exam room or at the front at the front, ensuring that access arrangements are in place for candidates that need them.
 - xviii. CIPS' requires notices to be displayed in and around the exam room and instructions to be read out before exams begin.
 - xix. Ensuring candidates receive the correct exam booklets
 - xx. Completing the attendance register.
 - xxi. Communicating with others in an emergency, for example by mobile phone or walkie-talkie.
 - xxii. Closing the exam, collecting the exam booklets and keeping them secure until passed to the exams officer.
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Other possible points to cover:

- Policies regarding candidates bringing food and drink into the exam room.
- Rules for avoiding malpractice (see below): no labels on drinks bottles, pencil cases should be transparent etc (PBE only).
- Dealing with a candidate arriving after an exam has started.
- Fill out the attendance register.
- The importance of invigilators following the CIPS' regulations for starting an exam.
- What to do if a candidate turns up to the exam unable to complete it
- What to do if a candidate suffers a major trauma such as bereavement immediately before an exam
- What to do if a candidate has been granted a reasonable adjustment such as extra time, a separate room or supervised rest breaks (refer to the **CIPS CBE Invigilator Notes** document).
- What to do if a candidate asks an unexpected question, e.g.:
 - Never answer any question relating to the content of the exam
 - Responding to queries relating to authorised stationery. For example, requests for notepaper or calculator which are no longer allowed due to access to these facilities within the TestReach system.
- Action to be taken if a candidate claims that there must be an error in the exam question paper: ask the candidate to continue, if possible, speak to the exams officer/senior invigilator who will then liaise with the awarding body (again, refer to the **CIPS CBE/PBE Invigilator Notes** document).
- Action to be taken if a mobile phone rings during an exam: locate the phone as swiftly as possible and remove it from the candidate for the duration of the exam; report the incident to the exams officer and write a report on the incident for CIPS.

Handling disruption:

It is important to:

- Ensure that late candidates are briefed, seated and allowed to participate in the exam with minimum fuss.
- Know the procedure for dealing with very late candidates.
- Supervise any candidates who may need to leave the room in accordance with exam regulations.
- Understand that penalties can be applied to a disruptive candidate.
- Know how to act if a fire alarm goes off, or there is another noisy disturbance.

Identifying malpractice:

Malpractice includes any kind of irregular conduct in connection with any exam. There are many ways in which candidates might attempt to cheat, such as MP3 players, calculators, using mobile phones as calculators or for searching the internet, notes in calculators, writing on their arms or hands, asking to leave the room to go to the toilet, and trying to get each other's attention.

It is part of the invigilator's job to

- Remain vigilant during the course of the exam.
- Understand how candidates might attempt to cheat.
- Change position in the room regularly, but with minimum disruption.
- Invigilate from the back of the room or a stage or raised area in the room (if possible).
- Know CIPS' policy on malpractice and be ready to report on any breaches of regulations.

If cheating is suspected, the invigilator must always record the details, times and who was involved. If the invigilator retrieves a piece of paper used to conceal notes, this should be retained and given to the exams officer as all details could serve as future evidence.

Further guidance is provided upon formal approval of exam centre status.

Awarding Body
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