

University Examinations

Invigilator Guide



This document outlines Student Services, department and invigilator responsibilities in relation to Brunel University Examinations:

Reference Guide

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Exam Cover Sheet (ECS) – detailed completion instructions

Academic Contact Sheet (ACS) – detailed completion instructions

Venue Observation Sheet (VOS) - detailed completion instructions

Student Observation Sheet (SOS) - detailed completion instructions

Venue Observation Sheet (VOS), Student Observation Sheet (SOS) and Exam Cover Sheet (ECS)

Detailed guidance is provided regarding the use and distribution of these key record forms at the end of the main Guide.

An ECS and ACS will be provided for each exam venue.

Invigilators must ensure they complete a VOS for any incident which affects more than one student in the venue.

An SOS should be used to record any incident involving an individual.

Announcements to be made by Invigilators

A separate appendix provides the text for use before and after examinations and in the case of an emergency evacuation.

The appropriate version should be used as a script, as well as a guide to the general examination rules.

TAG (Student Services Timetabling and Awards Group) provide support for the University examinations, including oversight of the invigilation team.

Queries should usually be directed to this team in the first instance via examinations@brunel.ac.uk

Examination Session Timings

The table below lists key points within an examination, indicating how academic input and support interlace with other roles and activities.

by Friday before examination	SWAN question papers to be delivered to TAG
by -45 minutes	Invigilators sign-in for briefing and to collect examination packs.
by -30 minutes	Papers/Packs delivered to main venues, by academic departments; Invigilators put up candidate lists at main venues and be available to help candidates. These invigilators need to have a radio; Lead invigilator checks number and detail (e.g. date, time, module, duration) of papers; All - Room(s) setup.
-30 minutes	Digital examination candidates should be invited into the examination venue
-20 minutes in IAC -15 minutes in others	Lead - invites candidates into examination room; Room setup needs to be complete.
by -15 minutes	Course leader/academic arrives at main venue and gives contact details to lead invigilator.
Start time	Late candidates are not permitted to enter the examination venue after this time. Any late candidates arriving can be recorded and issued with info sheet. If necessary refer them to IAC Reception/classroom or to Lecture Centre 213. Invigilator gives examination instructions, from script; Hand over to academic if there are extra instructions. Invigilator starts examination, noting start and finish time on local clock.
	Try and keep movement and noise to an absolute minimum for the first 15 minutes, as candidates settle to their task.
from +15 minutes	Invigilator(s) check id cards and mark-up attendance list; Lead Invigilator will: check numbers on the attendance sheet and complete a head count; supervise completion of any SOS forms. Late candidates may only be admitted exceptionally (and given no extra time).
+30 minutes	Course leader/Academic may (choose to) leave the examination, leaving contact details.
+60 minutes after start and <-30 from finish	Candidates may exceptionally leave the examination: temporary exit requires invigilator attendance; final exit ensure answerbook(s) are correctly marked, tagged and remain neatly on candidate desk. Invigilators will deal with candidate queries or requests; any academic queries will be referred to the Academic; all exits noted on attendance sheet and other incidents noted on appropriate sheet.
from -30 (to finish)	No more candidates to leave. Announce examination finishes in 30 minutes.
-15 minutes	Course leader/Academic may (choose to) return to the lead examination room.
-5	Announce examination finishes in 5 minutes.
12:30 and 16:30	A runner from the SWAN examinations office will collect any completed scripts from SWAN venues
Finish time	Finish examination, noting those continuing other exam(s) if appropriate.
	Department staff will arrive to supervise and help with the collection of scripts. Invigilators will help collect examination answerbooks etc. if requested, checking they are correctly completed (including question numbers) and tagged, and ensuring one script for every candidate (including early finishers). Department staff (including academics) may be needed to confirm student identities.
When scripts collected, checked and counted	Allow candidates to leave, noting those continuing examinations in the same and/or nearby rooms, and reminding everyone to take all belongings and any litter.
	(Lead): Check between answerbooks, scripts and attendance sheet; match number of candidates and number of scripts; Records details on ECS Department administrator: re-checks numbers of scripts against the attendance sheet. Lead gives department staff scripts and returns the ECS, VOS (if appropriate) and any SOS forms to the relevant examinations office.
	(All invigilators) Ensure all paperwork and stationary collected and returned to appropriate place. Sign out

Invigilator Guide

1. Essential Requirements

- 1.1 The University requires that a minimum of two invigilators should be present in each examination area, and in larger examination venues there should be a staff:candidate ratio of not less than 1:50 in the Lecture Centre and Sports Centre and 1:75 in the IAC.
- 1.2 An academic responsible for each examination paper must be present for the first 30 minutes of the examination and from then on must be contactable via the details provided to the invigilator in the main venue.
- 1.3 Departments are responsible for advising candidates and invigilators of any special provisions relating to the examination, e.g. Statutes or other texts or type of calculators permitted, concessions for individual candidates (such as access to a dictionary, extra time allowed), and for advising him/her, where necessary, of any additional instructions or corrections to the paper.
- 1.4 All staff involved with examinations, including invigilators, should be familiar with the "Candidate Guide" available from the examinations website; those providing invigilation for candidates with additional needs should also review the guidance notes provided for these examination arrangements.

2. On the Day of the Examination

- 2.1 Invigilators must report to the designated meeting point (noted in the rota) not less than **45 minutes** before the start of the examination session.
- 2.2 Invigilators will be greeted by a member of Student Services (TAG).
Lead invigilators will be given details of the examination(s) they are servicing, a team of invigilators and all appropriate paperwork including an attendance list. There will also be an examination pack in each examination venue, containing all relevant notes, contact details, scripts and equipment: it is the lead invigilators' responsibility to ensure the pack is complete (and if necessary replenished) at the start and finish of each examination.
Lead invigilators should also collect a radio (one radio per venue). This should be switched on and monitored throughout the examination: **any difficulties needing support or any paper/examination updates need to be reported via the radio.**
- 2.3 Lead and regular invigilators will also need to collect sufficient answerbooks, of the appointed colour, for each examination, ensuring that any spares are returned to the relevant store at the end of the examination.
- 2.4 Two invigilators from the Sports Hall, Netball Hall and IAC need to be identified and tasked with putting up candidate lists and waiting outside to help students find their seat numbers as they arrive. These invigilators will also need to greet any late arrivals, collect details and provide them with the helpsheet. These invigilators will also need a radio.
Where necessary, late candidates can be referred to the IAC Reception or to Lecture Centre 213.
- 2.5 Department administrators will bring question papers, any other permitted equipment to the examination room at least 30 minutes before the examination is due to begin, and will help guide the room setup in preparation for the candidates.
Larger venues need to be fully prepared 30 minutes ahead of an examination.
- 2.6 An academic should arrive at least 10 minutes before the examination is due to begin, and has responsibility for confirming any permitted equipment or notes brought into the examination by candidates, and to handle any academic queries raised regarding the paper or the

examination. The academic should also give the lead invigilator their contact details for during the examination.

- 2.7 Digital examinations using Wiseflow are all based in the Sports Hall, currently. For these examinations, candidates should be allowed into the hall at least 30 minutes before the start, so they have plenty of time to set up their laptops ahead of the exam. Technical support staff should also be in the hall, to support students with using Wiseflow. Initially, students will be given hard copy question papers and no answerbooks. Where paper is requested, answer sheets should be provided: These need to be completed with the details shown at the top of the first page, and where necessary multiple pages need to be joined via a treasury tag. All other aspects of these examinations should be carried out in the usual way, including reporting, although there may not be paper scripts to collect, count, report and return.

3. Admission to the Examination Room

- 3.1 One invigilator, as identified by the lead invigilator, should take responsibility for admitting candidates to the examination room, normally not more than 15 minutes before the examination is due to start (up to 30 minutes before in the larger venues and digital examinations). The lead invigilator should check with the department staff supporting preparation of the room that everything is ready, before admitting the candidates, although in extreme cases candidates may be invited in ahead of exam preparations being completed.
- 3.2 All candidates should be silent from the time of entry to the examination room until the examination is concluded, papers collected and they have left the room.
- 3.3 The invigilator should remind candidates to leave coats, books etc. in the designated area - usually the front of the venue. A CD will be used to make these announcements in the larger venues. Coats may not be hung on the back of seats, hats must be removed, and bags etc. must be stored away from desks in a designated area.
- 3.4 Candidates with watch alarms or other apparatus which could create noise or hold revision notes, e.g. calculators and mobile devices, should be instructed to switch them off. These items must then be placed in a clear plastic wallet or bag and placed under the candidate's examination desk or chair. Candidates should not have any personal items on their person during the examination.
- 3.5 Where candidates are permitted to bring texts and/or calculators into the examination room for use at their desks, the attending academic must check and confirm that they meet the department's criteria.
- 3.6 An invigilator, as identified by the lead invigilator, should check toilets for notes once candidates have been allowed into the examination. This needs to be repeated 40 minutes into the examination and at several points throughout the examination. Lead invigilators will need to co-ordinate to ensure the shared facilities within each venue are checked sufficiently but without unnecessary duplication.

4. Seating Arrangements

- 4.1 Candidates should be instructed to sit in the seat designated for them and to display their identity card prominently in the top right hand corner of the desk with their photograph displayed face up. Candidates should be asked to complete the front of their answerbook. All candidates must write their student number and seat number, the date and the title of the paper on the front cover of the examination answerbook before the start of the examination.
- 4.2 The invigilators must be satisfied before the start of the examination that the seating arrangements are satisfactory, e.g., desks are sufficiently spaced; candidates settled, with coats, bags and personal effects stowed out-of-reach, and scripts etc. in place.

5. Starting the Examination

- 5.1 The lead invigilator or those identified by the lead invigilator shall take responsibility for reading the appropriate script, starting the examination, and for telling the candidates the duration and finishing time(s). This should usually take place **after** the doors are closed.
- 5.2 The author(s) of the examination paper is(are) required to be present in the examination room for the first 30 minutes of the examination and following this to be available by phone in case of any problem with the paper. If after the first 30 minutes of the examination there is a question relating to the examination paper please contact the lead invigilator who will contact the paper's author, or Student Services (TAG) for assistance. In this instance please advise candidates to carry on with other sections of the examination and not to wait for an outcome. The invigilator should ask the candidates to read through the paper and raise any queries at the start of the examination.
Where a correction to a paper is given, this must be announced via the radio, so that all candidates in all venues are informed. TAG staff will advise or confirm if additional time is to be given.
- 5.3 The examination may not be started early where candidates are still missing, but if all candidates are known to be present, the invigilator may authorise an early start. The start of an examination may not normally be delayed because of the absence of candidates; Student Services (TAG) will advise in any exceptional instance.
- 5.4 The invigilators shall **not admit to the examination room candidates who arrive after the published start time** of the examination. Details of any candidates arriving late should be taken using the relevant form, and the candidate given the helpsheet regarding the consequences of late arrival.
- 5.5 The invigilator responsible for each examination shall record on the ECS supplied: the time the examination starts, the number of candidates present, late (if known); the number of answerbooks and additional sheets used; and the number of scripts collected.

6. Absentee and Identity Checks

- 6.1 Once the examination has started candidate identity and attendance checks should be carried out. Please give the candidates 15 minutes to get underway before beginning these checks. Using the attendance lists, invigilators should:
- mark candidates as present;
 - check their identity against the identity cards on each desk;
 - ensure the correct candidate is seated at the correct desk;
 - confirm the front cover of the answerbook is correctly completed, but NOT disturb candidates to check the front of answerbooks;
 - Candidates are not permitted to leave before the end of their exam. Candidates leaving early in **exceptional** circumstances need to have their identity checked and attendance recorded, along with their departure time, before leaving. An SOS form should be completed.
- 6.2 Once the examination has been started candidates should not be disturbed for ID checks, where cards are missing. In this instance, Student Services (TAG) should be contacted and the candidate's identity will be checked against SITS data.
- 6.3 Any candidate wearing religious dress that covers their face may need their ID checked at the end of the examination, privately and by a female invigilator. Notify Student Services (TAG) if this is necessary, and support will be given.

7. During the Examination

- 7.1 Invigilators must walk quietly around the room at regular intervals. Soft soled shoes are advisable.
- 7.2 Candidates should request assistance of any sort by raising their hands.
- 7.3 The invigilators should respond promptly to any request from a candidate.
- 7.4 Candidates should be silent and must not be permitted to communicate with each other nor should they have access to any materials not permitted at their desk. The invigilators should ensure that candidates do not disturb each other. The invigilator should instruct a candidate who is disturbing the others or otherwise impeding their work to leave the room.
- 7.5 The invigilators shall note any incidents affecting the whole or part examination cohort on the VOS, e.g. any disturbance and its duration. The invigilators should contact Student Services (TAG) if any incident is sufficiently serious as to indicate that extra time will be needed. The invigilator shall also note any individual incidents on an SOS (Student Observation Form), e.g. where a candidate is unwell, there is a potential of misconduct or an early departure.
- 7.6 Where a candidate is taken ill, the invigilator should follow local emergency instructions as provided in the examination pack. Security should be called if first aid or an ambulance is required.
The candidate, advised by a first aider, will need to decide if they are well enough to continue or not. In either case, the candidate should be advised to consider submitting a case for mitigating circumstances to their department.
- 7.7 Candidates are not expected to leave their desk during the examination, and may only leave the room with the permission of an invigilator.
Any candidate permitted to leave the room temporarily must be accompanied. At least one invigilator should remain in the examination room at all times. Not more than one candidate for the same examination should be permitted to leave the room at any one time, except in the larger venues, where more candidates can be accompanied from the room, provided not more than half the invigilators are absent.
No candidate may leave the room, except in an emergency, within 60 minutes of the start or less than 30 minutes before the end of the examination.
- 7.8 In exceptional instances, candidates may be allowed to use the lavatory. In these cases the candidate must show the invigilator the content of their pockets prior to leaving their desk. The invigilator should usually be of the same sex as the candidate. If no one is available then the candidate must use the disabled toilet and the invigilator should wait outside; otherwise the invigilator must accompany the candidate into the bathroom area, not stand in the corridor outside.
- 7.9 Candidates (and invigilators) are not permitted to smoke or eat during an examination; unless they are allowed to eat on medical grounds.
- 7.10 Should any candidate(s) raise a question about the examination paper, or the means of expressing their answer, academic support needs to be sought. If it is not possible to contact the academic directly, an invigilator should contact the supervisor or Student Services (TAG). Candidate(s) should be advised to continue with another section of the paper in the meantime.
Where appropriate, check if the academic response should be given to the whole cohort or just the individual concerned. Where the whole cohort is to be informed, ensure any additional venues are also included by broadcasting the update via the radio: Remember to clearly state the module code before explaining the update, and check all other relevant venues have received and understood before completing the call.
The time that the query is first raised and then answered should be noted on the Academic Contact Sheet.

8. Suspected Misconduct during an Examination

- 8.1 Where an invigilator suspects actual or planned misconduct in an examination they must confiscate the evidence and the candidate answerbook(s); the candidate(s) involved should be provided with new answerbook(s); a note of the time at which this is done needs to be recorded on both an SOS form and at the point the candidate(s) has reached in the removed examination answerbook(s); details of what occurred should also be recorded on the SOS (Student Observation Sheet).
- 8.2 The SOS will be kept together with any confiscated material, by Student Services, and copies provided to the department. Any disciplinary action will proceed in accordance with SR6. Invigilators may be asked to assist in any investigation of the matter.

9. Emergency Incidents during an Examination

- 9.1 Where a bomb alert has been received by the University, or a fire is discovered in the Indoor Athletic Centre or Sports Centre, an officer of the University will inform the invigilators. The Fire Alarm will be sounded in case of fire or other emergency in other venues. Invigilators should follow the emergency procedures sheet, which includes instructions regarding when any evacuation should be initiated and usual roster points.
- 9.2 Where evacuation is indicated, invigilators should instruct candidates to cease writing, to leave their question papers and answerbooks on the desk and to leave the room in silence. They should not stop to collect personal belongings.
- 9.3 Candidates need to be reminded that they must remain silent if they wish to continue the examination once re-started.
- 9.4 The invigilators should accompany the candidates to a place of safety (University officers will normally be on hand to advise) and keep them silent. Academic Registrar and Director of Student Services will be responsible for authorising a return to the examination room and/or specifying any alternative arrangements to be made. Where an examination is restarted, the invigilators must ensure that the finishing time is recalculated and any additional time agreed by a TAG manager, so that candidates receive the correct total time for the paper.

10. At the End of the Examination

- 10.1 The invigilators will announce when there is 30 minutes left and then 5 minutes left to the end of the examination; this announcement may need to be made more than once if the examination venue is hosting examinations of varying lengths.
- 10.2 Candidates will be told to cease writing, and to ensure that each answerbook they have used is identified with their id, seat number and the examination questions answered. Also remind candidates to fold over the right hand strip to cover their details. Candidates should also be asked to take the removed strips to the recycling bins on their way out.
- 10.3 Where more than one answerbook or additional paper has been used, they should be joined with a treasury tag (or similar). Ensure all answerbooks and extra paper has details completed on the front cover.
- 10.4 Department staff will arrive to provide guidance on the order and to help with the collection of scripts. Departments need to provide sufficient staff to ensure that this can be carried out efficiently and with reasonable speed, especially in larger examination venues.
- 10.5 Candidates must remain seated and silent until all the material to be assessed has been checked and collected.
- 10.6 Unless otherwise specified in the rubric of the examination paper, candidates may not be permitted to take the question paper out of the examination venue. They may not remove any unused answerbooks from the examination venue. Any other materials supplied by the University (e.g. Statutes, calculators or pencils) must also be left on the desk for collection.

- 10.7 The invigilators will count the number of answerbooks and the number of scripts.
(Answerbooks are the actual number of books used – This may be greater than the number of candidates; scripts are the books joined together for each candidate, e.g. 1 candidate may have used 3 books but this would be counted as 1 script – The total number of scripts should match the number of candidates).
- 10.8 Candidates should wait until they are invited to leave. At this point the invigilator should remind everyone that there may be other candidates completing longer examinations, and those leaving should remain quiet until they have left the building and nearby area. Candidates should also be reminded of what should be left, and to collect all their belongings, including litter.
- 10.9 The number of answerbooks and scripts should be entered on the Exam Cover Sheet (ECS) and verified by department staff. Any discrepancy between the number of candidates and the number of scripts needs to be resolved, and an explanation also noted on the ECS before department staff remove scripts from the examination venue.
- 10.10 The ECS should be completed by the lead invigilator and lead department representative to confirm agreed numbers and content. Any SOS should also be signed by invigilator concerned. All forms should be returned by the lead invigilator to Student Services.
- Once numbers are agreed, and the ECS completed and signed, department staff will remove the examination scripts and any other equipment. Help from invigilators may be needed.
- 10.11 Invigilators should make a final check of the examination room:
- all spare examination answerbooks should be removed to the storage area;
 - examination packs should be verified against checklist, replenished if necessary;
 - any litter should be binned, and desks straightened if necessary;
 - return attendance lists, ECS/ACS/VOS/SOS forms and any other equipment to Student Services (TAG).
- 10.12 The lead invigilator must make sure that all spare answerbooks are returned to the storage area, examination packs are complete, and that all paperwork and equipment is returned to Student Services.
- 10.13 All invigilators must sign out in the relevant TAG Examinations office, before leaving the office.

Venue Observation Sheet (VOS)

The VOS is a document used to record details of incidents affecting more than one individual in an examination.

It is an important document, since it may be referenced during later claims of mitigating circumstances or appeals, or in any disciplinary matters. Consequently, it is a key responsibility of invigilators to ensure it is an accurate record of the examination, including any observations.

The VOS must be returned to a Student Services representative by the lead invigilator.

Information that must be recorded on the first section of the VOS is as follows:

- Details of the examination that you are invigilating including date, module code(s), venue and start time;

Section 2 is for the record of any disturbances or other irregularity affecting more than one student.

- Time of incident;
- Description of incident (inc how this was first noticed and by whom);
- Authorised additional time given? Amount; Who authorised;
- All exams effected? If not list exam modules or candidates
- Solution

At the end of the form is one signature to complete:

- Signature of the invigilator verifying that the information recorded on the VOS form is a true account of the incident specified.

Where appropriate, have a second invigilator read and, if necessary, edit the VOS. In a complex situation, it may be appropriate for a second invigilator to complete a second VOS, to ensure the complete account is obtained.

Student Observation Sheet (SOS)

A SOS must be filled out if you observe any of the following incidents:

- Illness
- Potential Misconduct or Cheating
- Other*

*Other can include an extended academic query, or any other situations of note, affecting a single candidate. Toilet breaks need to be recorded separately, on the attendance sheet or (in larger venues) on the separate sheets provided for this purpose.

Please make sure that the SOS is filled out to the best of your ability as this will be used by a department in situations of appeals, disciplinary investigation etc. Notes regarding key elements to record are given on the sheet.

If you need more space than the box provided please continue on a second SOS.

Where appropriate, two SOS forms might be completed by different invigilators, to ensure a complete account is recorded.

Examples of how to fill out a SOS will be shown during invigilator training.

Any Student Observation Sheets (SOS) need to be returned to Student Services.

Exam Cover Sheet (ECS)

At the end of the examination, the number of candidates, scripts and answerbooks needs to be recorded by the invigilator. The lead invigilator and department representative must check these numbers to verify. The departmental representative will need to add their name to the sheet.

- Number of candidates present at the start of the examination;
- Number of any candidates leaving before the end of the examination;
- The exact time the examination commenced;
- The exact time the examination ended;
- The total number of examination answerbooks collected after the examination;
- The total number of scripts collected after the examination.

Academic Contact Sheet (ACS)

At the beginning of the examination the contact details of academic for each examination module should be recorded on the ACS. In the event of a query with the question papers the following details should be recorded;

- Details of query
- Time query was raised
- Details of the resolution