

EXAMINATION AND INVIGILATION POLICY AND PROCEDURE

1. Scope

- 1.01 This document outlines Safe Construction Training Solutions Ltd policy and procedure for the administration, conduct and invigilation of examinations and controlled assessments.

Terminology:

- a) '*Knowledge Examination*' refers to an assessment which requires a test of knowledge, either through written responses, completion of a multiple-choice test, or a combination of the two (both paper-based and online). These are usually always administered and supervised by an Invigilator and the result confirmed by Tutor or Awarding Body.
- b) '*Practical Examination*' refers to all other forms of assessment which are usually practical in nature, for example a skills test, a professional discussion or an interview. These are usually not invigilated but are rather assessed by Tutor or Assessors. In these cases, it is the Tutor's or Assessor's responsibility to ensure that the conditions of the assessment are controlled and in line with this policy and procedure. Specific guidance on the conduct of practical examinations can be found in section 9.
- c) '*SCTS*' refers to Safe Construction Training Solutions Ltd.

- 1.02 This policy applies to all examinations, including those which are completed paper-based and online. Therefore, this policy covers various distinctive methods of invigilation including paper-based, online and remote.

2. Purpose

- 2.01 The purpose of this document is to:

- a) Establish a clear set of rules that address security and control risks regarding the setting, delivery, printing, handling, distribution, transportation and storage of examination papers and material.
- b) Outline individual responsibilities in ensuring that examinations are administered in a way which is compliant with this policy.
- c) Establish resource and space requirements regarding the conduct of examinations.
- d) Establish quality and delivery arrangements of examinations to maintain the confidentiality and integrity of Awarding Body products.
- e) Outline the requirements for the invigilation of knowledge examinations and the control of practical examinations.
- f) Detail the distinctive forms of invigilation.
- g) Confirm the actions that will be taken against individuals, or centres/providers, who are found to be in violation of this policy.

3. Confidentiality of Examination Materials

- 3.01 All Tutors and Sub-contracted training providers delivering the examinations must follow the requirements outlined in this policy and procedure to maintain the security of examination materials. It is the responsibility of all individuals involved in examination administration and delivery (including Safe Construction Training Solutions Ltd / Sub-contracted Training Provider staff) to ensure security of materials are maintained at all times.
- 3.02 Any breaches, or suspected breaches, of the confidentiality of examination materials must be reported to Operations Director to allow this to be investigated.
- 3.03 Examinations will be provided by Awarding Body in a secure manner, such as through a designated examination contact within a Centre, directly to an Assessor or securely through an online Platforms. Once materials are provided, it is the responsibility of the learner/apprentice, the assigned Invigilator/Assessor and the Safe

Construction Training Solutions Ltd / Sub-contracted Training Provider to ensure that the material and any associated passwords to access that material, remains secure and confidential at all times.

- 3.04 If issued in advance, examination papers must be stored and kept securely at all times and must only be accessed by authorised individuals. At no point before, during, or after the assessment must unauthorised individuals, including delivery staff, have sight of the material (unless otherwise specified – see Section 7 for details). SCTS Admin must hold details of the named contact who is responsible for maintaining the security of assessment material within their examination and invigilation policy or secure storage policy. For Sub-contracted Training Providers delivering end point assessments, at no point must any individual have access to examination material other than the Tutor/ Assessor, the assigned Invigilator and the apprentice.
- 3.05 If it is identified by SCTS that examination material has been accessed, amended or distributed in an unauthorised manner by a Tutor, Sub-contracted Training Provider or other individual, or that a learner or apprentice has had access to examination material outside of the examination window, SCTS will investigate the breach in line with the SCTS Malpractice and Maladministration Policy and Procedure. This may lead to SCTS voiding any linked examination paper(s).
- 3.06 No examination material must be amended or annotated by SCTS/Sub-contracted Training Provider unless prior authorisation has been provided by Awarding Body as part of a reasonable adjustment or special consideration application. Examination papers or questions must also not be copied or used for training purposes (such as for mock examinations) under any circumstance. Both of these practices are classified as acts of malpractice by SCTS.

4. Provision of Examination Materials (Knowledge)

- 4.01 Dependent on the examination and the type of booking made, SCTS will issue knowledge examinations through SCTS Admin on Dropbox Platform.

I. Dropbox Platform Test Download

- 4.02 Where the required notice is given to book an examination, SCTS will aim to ensure that materials are made available to Tutors 2 *working days* before the date of the first examination. SCTS is not able to, unless in exceptional circumstances, provide access to examination material outside of this period to protect the confidentiality of materials.
- 4.03 All examination papers provided by SCTS will be password protected. Access to the password will be provided by SCTS Admin and will only be made available to authorised individuals. Under no circumstances must any individual involved in the teaching/training or assessing of the qualification in which the examination relates have access to the paper or the password at any time.
- 4.04 Tutors/Assessors must only print the exact number of papers that are required for the number of learners who will be in the specific examination sitting, this must be in line with the number of learners the SCTS UK notified to Awarding Body upon examination registration or ordering. If this number has changed, SCTS UK must notify Awarding Body as soon as possible. Where Awarding Body authorises the access to, or issuing of, additional examination papers, these must be accessed and securely stored in line with this policy. Where additional examination papers are in possession due to a decrease in the number of learners, unused papers must be securely destroyed by the Tutors/Assessors.
- 4.05 The Tutors/Assessors staff member printing examination papers must not hand over said papers to learners or unauthorised staff members. Tutors/Assessors must consider the arrangements they have in place when printing hard copies of papers to ensure that the security of examination material is maintained. After each printing session, checks must be carried out to ensure that:
 - a) No master copies are left on the machine and that all papers, including spoilt copies, are removed and confidentially destroyed by the designated staff member.
 - b) No electronic images or memory are remaining on the printing machine after examination papers have been printed in cases where papers are electronically downloaded to a printing machine.

- 4.06 Once printed, examination papers must be placed into a sealed envelope. The individual must also sign and date over the seal to confirm who printed the material and when. Once printed, the sealed envelope must be taken to the SCTS secure storage location. Where possible, the envelope must be stored in a lockable safe. Where a safe is not available, a suitable lockable cabinet/storage unit is appropriate. The secure storage unit must be kept in a secure location and only be accessed by appropriate staff members and a record of key holders must be kept. The sealed envelope *must not* be opened until the five minute period before the examination start time by the assigned Invigilator.
- 4.07 The transportation of examination papers is permitted however, the security of the papers will be maintained at all times. Papers must remain in their sealed package and be placed in a sealed unit during transit. The container must not be left unattended at any time during the transportation. The papers must be kept in a secure location at all other times.

II. Paper-Based Examinations

- 4.08 Paper-based examinations are handled at the SCTS's main site address, unless a specific site has been requested when the examinations were ordered.
- 4.09 Upon receipt, the package containing the examination material must be taken to a secure room for checking. This must be conducted by a SCTS staff member who has had prior authorisation from the Operations Director to handle examination material. SCTS must notify Awarding body if any issues are identified, including, but not limited to:
- a) If it appears that the parcel has been opened during transit.
 - b) The material has been significantly damaged in transit.
 - c) There are discrepancies or errors with the assessment materials assigned (the individual must not review the actual content of the examination papers).
 - d) Where there is any suspicion that the security of the examination material has been breached.
- 4.10 As soon as the checks in 4.09 have been completed, the sealed package must be securely stored, unopened, at all times to ensure confidentiality, in line with the requirements of 4.06.

III. Return of Examination Papers

- 4.11 Tutors/Assessors must ensure that examination papers and associated material are packaged appropriately immediately after the examination has concluded.
- 4.12 Tutors/Assessors who packages the material must ensure that any unused examination papers are separated from completed papers/response sheets and that the unused papers and material are securely destroyed within the SCTS or other Training Centre Facility. Completed examination papers and material must be placed into a sealed package for return to SCTS or Awarding Body. The package must be stored securely at all times while a courier service to SCTS or Awarding Body is arranged.
- 4.13 SCTS must receive, *within 2 working days* of the examination date, the sealed package containing all used examination papers using a trackable method such as recorded delivery or courier. SCTS must keep records of the courier and tracking numbers.
- 4.14 Where an examination paper sent via a secure and traceable method becomes lost, the SCTS should notify Awarding Body as soon as this is identified.
- 4.15 Failure to return papers using a traceable method such as recorded delivery or courier is considered an act of maladministration in line with the SCTS Malpractice and Maladministration Policy and Procedure. Where examination papers are lost and they were not returned by the Tutor/Assessor through a secure and traceable method, the learner's result may be voided.

- 4.16 If a Tutor/Assessor is unable to return the papers *within 2 working days* of the examination, they must confirm this in writing to info@sctsuk.co.uk as soon as possible, explaining the reason for the delay and the expected date of receipt. SCTS then must contact Awarding Body about the circumstances and accounted delays.

IV. Online Examinations

- 4.17 Online examinations are administered through the Awarding Body platforms. SCTS must ensure that all of its examinations are administered and invigilated in a robust and secure way.
- 4.18 For online examinations, the examination will be made accessible on the day and time that the assessment has been booked/scheduled for. Wherever possible, the examination must start at the time the examination was booked for with SCTS or Awarding Body. SCTS does recognise that there may be instances where examinations may be required to start late and therefore SCTS provides a 2 hour window at either side of the scheduled examination time to allow for flexibility in relation to start times.
- 4.19 Tutor /Sub-contracted Training Provider must ensure that learners/apprentices are familiar with the examination instructions provided by the online testing platform before the start of their examination, as well as instructions and regulations for the online examination, particularly on how to navigate and respond to questions. SCTS must also ensure that invigilators are familiar with the systems used prior to an online examination, and that technical support is available throughout all online examinations in case of malfunctioning equipment or software.
- 4.20 Where online examinations are administered and invigilated by sub-contracted training providers, electronic usernames and passwords must be stored securely, with only authorised staff members having access. Learner usernames and passwords *must not* be provided to learners until the ten minute period before the scheduled examination start time.
- 4.21 Section 10 contains further information and guidance regarding the invigilation and administration of online examinations.

5. Provision of Examination Materials (Practical)

I. Regulated Qualifications

- 5.01 Tutors/ Sub-contracted Training Providers/Assessors must ensure that they do not publish or disseminate any examination material at any time or access practical examination material unless assessments are being carried out with registered learners.
- 5.02 It is the responsibility of the SCTS to ensure that learners are not provided with access to examination material before their planned assessment date.
- 5.03 Where a learner fails a practical assessment, SCTS Admin is responsible for allocating a resit assessment (where this is available).
- 5.04 Records of all completed assessments must be kept in sealed envelope in secured storage place until it is in transit to SCTS Main Office. This includes ensuring that access to learner work is only provided to authorised individuals and that these are not shared externally outside of the SCTS, including with potential learners.

6. Use of Appropriate Venues

- 6.01 All examinations must be conducted in an appropriate setting, which is conducive to examination conditions. The room must be one in which learners and apprentices will not be disturbed and be of a sufficient size. Rooms must also be of a comfortable atmosphere in terms of hygiene, noise levels and temperature.
- 6.02 SCTS is responsible for ensuring that only venues and rooms which have been deemed appropriate are used.

I. Arrangement of Desks/Workstations for Knowledge Examinations

- 6.03 The arrangement of desks/workstations and the position of the Invigilator's desk must facilitate the detection of any unauthorised activity by learners/apprentices, for example, communication with others or use of unauthorised reference material.
- 6.04 Each learner/apprentice's desk/workstation for both paper-based and online examinations must be spacious enough to hold question papers and answer booklets and/or computer equipment. For online examinations, sufficient workstations must be available, including at least one replacement computer in case of any technical issues.
- 6.05 Learners/apprentices desks/workstations must be far enough apart so that their work cannot be seen by, and contact cannot be made with others.
- 6.06 For paper-based examinations, all learners must be facing in the same direction. For online examinations, learners/apprentices can face each other if the setup of workstations allows for the security of examination material to be upheld. However, where possible, it is recommended that all learners/apprentices face the same direction.
- 6.07 Prior to each examination session, a seating plan must be created by the Tutor/Invigilator. This must be retained and provided to Awarding Body upon request.

II. Information to Display

- 6.08 The Invigilator must ensure that all unauthorised display material which could assist a learner/apprentice with the skill or knowledge being tested (such as maps, diagrams, wall charts and projected images etc.) are not visible in the examination room.

III. Open Book Examinations

- 6.09 A small number of examinations have been designed by Awarding Body to allow learners/apprentices to have reference material with them to support their responses. Awarding Body refers to these examinations as 'open book'. Awarding Body confirms whether an examination can be conducted as an open book examination within the relevant qualification specification.
- 6.10 When undertaking an open book examination, learners/apprentices are permitted to:
 - a) Use textbooks or online books which have been deemed appropriate for use for the examination by the SCTS.
 - b) Access the internet during online examinations, providing that the Invigilator can see the materials being accessed.
 - c) Use their findings from any appropriate resources to interpret an answer to a question. For long written responses, the resources should be referenced and not copied.

IV. Additional Requirements for Practical Examinations

- 6.11 Once the assessment is booked, it is the SCTS's responsibility to ensure that on the day of the assessment:
 - a) That all of the materials and equipment listed on the relevant materials list provided by Awarding Body are available to all applicable apprentices in the specified quantities.
 - b) All assessments bays are clear of any obstruction and are in close proximity to the required materials and equipment needed to complete the assigned tasks.
 - c) A technician/chaperone is available to support all apprentices/learners throughout the assessment.

- 6.12 SCTS will ensure there is a suitable designated break area for learners/apprentices during their assessment. It is the responsibility of the technician/chaperone to ensure the validity of the assessment is maintained during any breaks.
- 6.13 It is important that all parties ensure that learners/apprentices are not left unsupervised during their assessment to ensure valid assessment outcomes.
- 6.14 Technicians/chaperones are only permitted to support learners in assessments by lifting heavy materials, retrieving tools/equipment, or supporting safe working practice where appropriate (e.g., working at height) at the learner/apprentice's instruction. Technicians/chaperones are not permitted to undertake any action which forms part of the assessment. This includes, but is not limited to measuring, mixing and/or cutting materials, providing any instruction or advising a learner/apprentice on the quality of completed work.
- 6.15 Where it is identified that a chaperone/technician has undertaken any action forming part of the assessment, SCTS will investigate this in line with the Malpractice and Maladministration Policy and Procedure.

7. Invigilator Role and Responsibilities

I. Invigilator Requirements

- 7.01 All SCTS knowledge examinations must be invigilated, by an individual who has not prepared the learners for the examination, including the learners' Tutor/Trainer or Assessor. These individuals *must not* have access to examination papers for qualifications which they deliver, unless this is a requirement stated in the qualification's specification.
- 7.02 The Invigilator is the appointed person (or software) who has the responsibility for conducting an examination session, usually in the presence of learners/apprentices. Invigilators have a key role in upholding the integrity of the examination process and therefore must be suitably experienced adults who are not current learners at SCTS.
- 7.03 SCTS will manage any potential conflict of interest regarding their Invigilators. Invigilation cannot be carried out by a person related to the individual sitting an examination, or an individual who has a personal interest in the examination result. If an actual, or potential, Conflict of Interest is identified after a learner/apprentice has completed an examination, the Tutor/Trainer or Assessor must notify SCTS Admin as soon as they are able.
- 7.04 At least one Invigilator must be present for groups of up to 30 learners in examinations. Where only one Invigilator is present in an examination, they must be able to summon help, in case of an emergency, without leaving the room or disturbing learners/apprentices. For this reason, a switched-off mobile phone, two-way radio or other suitable communication device, may be taken into the examination room by the Invigilator. The mobile phone must only be turned on to summon assistance from a colleague, if required, (i.e., text message or telephone call) and must be switched off immediately after assistance has been received.
- 7.05 SCTS Admin must consider which staff members will be available for assistance during each examination session. The Invigilator must be aware of who they must contact if assistance is required.
- 7.06 The role of the Invigilator is to ensure that all examinations are conducted in accordance with SCTS requirements, in order to:

- a) Ensure that all learners/apprentices have an equal opportunity to demonstrate their abilities.
- b) Maintain the security and confidentiality of examination material, before, during and after the examination – this includes the security of online examinations.
- c) Prevent possible learner/apprentice malpractice, including plagiarism.
- d) Prevent possible administrative failures.
- e) Ensure that SCTS's identification requirements are adhered to.

II. Application of Reasonable Adjustments/Special Considerations

- 7.07 SCTS will ensure that all Invigilators have been sufficiently trained on the application of reasonable adjustments and special considerations. This includes training on any additional activities that Invigilators may need to carry out such as re-arranging a room, organising a separate room, accounting for extra time, or ensuring more than one Invigilator is available.
- 7.08 Where specific arrangements are being made for learners/apprentices with approved reasonable adjustments or special considerations, these must be adhered to, and the approval documentation must be available at the time of the examination. Further guidance for the implementation of reasonable adjustments can be found within the SCTS Reasonable Adjustments and Special Considerations Policy and Procedure.

8. Invigilation Procedure

I. Before the Examination

- 8.01 Prior to commencing the examination, Invigilator(s) must establish the identity of all learners/apprentices who will be sitting the examination. The identification process should be completed by the Invigilator in line with the SCTS own identification policy.
- 8.02 The Invigilator must check with the relevant in-house staff members with sufficient notice prior to the examination session that they have been, or will be, provided with all the required materials that learners/apprentices will need to complete their examination. This includes stationery, calculators, or approved course materials/notes where required or permitted.
- 8.03 Where a laptop or computer is required, the Invigilator must ensure that learners/apprentices are provided with a laptop or a computer which does not have unauthorised internet access or external communication channels with other users of electronic equipment. Invigilators must also ensure that learners/apprentices do not have access to any unauthorised facilities on their electronic equipment such as a spellchecker or a calculator, unless this is required to complete the examination. Learners/apprentices are permitted to use their own laptop or computer if necessary. It is the Invigilator's responsibility to ensure that this is appropriately.
- 8.04 SCTS does not permit use iPhones or Tablets to complete online assessments without prior authorisation from SCTS. To safeguard the assessment processes where an iPhone or Tablet is used, remote invigilation is not permitted.
- 8.05 Learners/apprentices must be aware that they are under examination conditions from the time they enter the examination room/session until the point when they are permitted to leave. Learners/apprentices must not communicate with or disturb others once they have entered the examination room/session.

II. During the Examination

- 8.06 Where only one learner/apprentice is booked to sit an examination, the Invigilator is able to allow the examination to go ahead if the learner/apprentice arrives within the 30 minute

period before or after the scheduled examination start time. A learner/apprentice is not permitted to take their examination once a session has started. The booking/registration fee for the examination is non-refundable.

- 8.07 During the examination, the Invigilator must give all their attention to invigilating the examination. Invigilators are prohibited from carrying out any other task (such as reading a book, using a computer or mobile phone).
- 8.08 Invigilators must ensure that they are vigilant at all times and remain aware of emerging situations, such as identifying signs of suspected malpractice. It is the Invigilator's responsibility to ensure confidentiality of assessment materials is maintained throughout the examination session. Any irregularities must be recorded, stored at SCTS.
- 8.09 The Invigilator must inform SCTS Operations Director if they are suspicious about the security of examination papers, completed response sheets or any other issue that threatens the integrity of the examination process. In these instances, the Operations Director should be contacted immediately via phone call on +447947 113671.
- 8.10 If, during an examination of a single learner/apprentice, the Invigilator suspects that malpractice may be occurring, the Invigilator must raise concerns directly to the learner/apprentice and should continue to monitor the situation closely throughout the examination session. Full details of the suspicious activity should be documented on the SCTS Invigilator's Log of Irregularities form (provided on a day of examination by SCTS Admin) after the completion of the examination and should include a time/date of where suspicious activity has been identified.
- 8.11 If a learner/apprentice is continuously causing disruption and the Invigilator cannot continue with their duties effectively, the Invigilator has the option to terminate the examination. This must be done in occasions where other individuals sitting the same examination may be affected or disturbed. The Invigilator should directly address the learner/apprentice taking the examination and inform them that they are to be removed from the examination session due to disruption. This must be logged on the SCTS Invigilator's Log of Irregularities form and sent to SCTS Operations Director and Awarding Body.

III. Emergencies and Evacuation

- 8.12 Where an emergency arises and an evacuation is necessary, the Invigilator must follow the Training facility procedure for safely evacuating all individuals from the examination room. Learners/apprentices must be supervised and under examination conditions at all times during an evacuation to ensure that they can continue their examination once they are permitted to return to the examination room, wherever possible. If, at any point, the Tutor/Assessor/Invigilator believes that the confidentiality or integrity of the examination has been compromised, they should notify SCTS Admin.
- 8.13 In the event of an emergency, the examination and recording must be stopped. If the examination is taking place on the on-line Platform, the Invigilator should lock the test. As soon as it is safe to do so, the Invigilator should notify Awarding Body to be advised of next steps.
- 8.14 In each case of an emergency or an evacuation, the SCTS will keep a written record of the events, including a statement from the Invigilator of how the confidentiality of assessment materials was kept during the emergency or evacuation. The record of each incident must be shared with the Awarding Body. All records of emergency or evacuation incidents during examination sessions must also be stored for quality assurance purposes.

IV. Ending the Examination

- 8.15 Before ending an examination, Invigilators must provide learners/apprentices with a fifteen minute and five minute warning prior to the finish time of the examination. The Invigilator must ensure that all examination material is collected and collated (or submitted in the case of online examinations) prior to allowing learners/apprentices to leave the examination room.
- 8.16 At the finish time of online examinations, learners should be logged out of their examination session. Where exams are remotely invigilated, the recording of the session will be stored in the applicable platform/software (Dropbox). Recordings will be stored by SCTS for 30 days following the date of the examination for quality assurance purposes.
- 8.17 In the instances where apprentices may choose to finish their assessment early, the Invigilator must document the request, ensure that the apprentice understands the implications of ending an assessment early, and may suggest the assessment continues.
- 8.18 At no point can the Invigilator inform a learner/apprentice of whether they have passed or failed the examination. Learners/apprentices *must* be aware that only SCTS or Awarding Body can confirm whether the learner has in fact achieved or not achieved the examination.
- 8.19 Unauthorised marking of examination papers by the Tutor/Assessor/Invigilator is malpractice, unless this is a specific requirement of the qualification being examined. For further information, please refer to the SCTS Malpractice and Maladministration Policy and Procedure.

V. Leaving the Examination Room

- 8.20 Learners/apprentices are not permitted to leave the examination room until at least twenty minutes of examination time has elapsed (other than in an emergency/medical situation, or where they have been provided authorisation) and may not leave in the last ten minutes of the examination. For examinations which are 30 minutes in length or less, learners/apprentices are not permitted to leave the examination room until the full examination time has elapsed.
- 8.21 Learners/apprentices who have been provided authorisation to leave the examination room temporarily must be accompanied by a member of SCTS staff. Remotely invigilated learners are not permitted to leave the examination room, unless a reasonable adjustment has been approved, or in an emergency or medical situation.
- 8.22 Where learners/apprentices have completed their examination, and are permitted to leave before the finish time, they must be instructed to do so quietly, without causing undue distraction to others. If learners/apprentices leave the examination room unaccompanied, they *must not* return to the examination room until the examination session has concluded.
- 8.23 Where required for the examination, the Invigilator must ensure that the Invigilator sections of the learner/apprentice's examination paper or response sheet are fully completed and signed by both the Invigilator and learner/apprentice *before* they leave the room.

10. Additional Guidance Regarding Invigilation of Online Examinations

I. Remote Invigilation

- 10.01 SCTS might need permission to conduct their own remote invigilation following written approval by Awarding Body. This will be applied on an individual qualification basis. Once approved, all sessions must be conducted using Awarding Body approved systems and processes.

- 10.02 To ensure that Invigilators can perform their role in a compliant manner, they must be comfortable with the number of learners that they are invigilating. SCTS recommends that additional invigilators are used where there is more than 1 learner present, unless the Invigilator is competent at concurrent remote invigilation, either by offsetting the assessment starts or by starting a number at the same time.
- 10.03 Where sessions are remotely invigilated, it is important that invigilators have sufficient understanding of the systems and processes which must be utilised. Further guidance on the procedures regarding remote invigilation can be found within the Awarding Body guidelines.

II. Observe, Record and Review (ORR) Invigilation

- 10.04 Observe, Record and Review (ORR) is a remote invigilation option whereby SCTS can conduct a remotely invigilated exam for up to 20 learners, with a SCTS-appointed Invigilator present.
- 10.05 The role of the Invigilator in ORR exams is no different to their role in any other form of SCTS permitted remote invigilation. All checks and procedures should be followed in accordance with this policy.
- 10.06 There are additional checks undertaken by SCTS upon reviewing ORR examinations. Learners are expected to:
- a) Upload a photo of their ID document.
 - b) Complete a 360° recording of their environment (known as a room sweep).
- 10.07 To safeguard the integrity of the assessments where ORR is used, all observed sessions will be recorded and reviewed by SCTS/ Awarding Body to ensure that no incidents or suspected cases of malpractice has taken place. Despite this, it is the responsibility of the Invigilator to highlight to SCTS and Awarding Body any suspicious activity which may constitute as malpractice in line with the Malpractice and Maladministration Policy and Procedure. Where suspicious activity is identified by the Invigilator, a formal log of this must be reported to SCTS Operations Director.

III. Record and Review

- 10.08 Record and Review is an invigilation method whereby learners/apprentices undertake a recorded examination on Awarding Body Test Platform, invigilated live by AI and subsequently reviewed by Awarding Body. Examinations conducted via this method are subject to all applicable conditions within this Policy and Procedure.
- 10.09 Learners/apprentices must complete all mandatory checks according to the instructions on the Awarding Body Test Platform. Failure to do so will result in their examination result being flagged and may be voided through the review process.
- 10.10 In addition to flagging recordings which do not include completed mandatory pre-examination checks, the following will be reviewed as suspected malpractice:
- a) An unusual/unacceptable level of background noise.
 - b) Instances where a learner/apprentice covers, obscures or turns off their camera.
 - c) Leaving the view of the camera.
 - d) Communicating with other people.
 - e) Use of unauthorised devices and materials, including access to notes, textbooks or the internet where these are not permitted.
 - f) Erratic eye movement which may suggest looking at unauthorised material or devices.

- 10.11 To safeguard the integrity of the assessments where Record and Review is used, all recordings will be reviewed to verify ID requirements and ensure that these have been met.
- 10.12 Awarding Body will review all flags made by the Test Platform of potential malpractice, as well as a sample of learners whose sittings have not raised any flags. The review will take place by Awarding Body prior to results release. Results will remain as provisional until the review stage of the invigilation process has been completed. The review will confirm whether all examination conditions and requirements have been met through the footage captured. If following the review, a result is required to be amended, the SCTS will be notified.

IV. Loss of Internet Connection or Power

- 10.13 Where available, Award Body online testing platforms will be configured to attempt to save learner/apprentice's completed responses if there is a loss of internet connection or power during their examination. The attempt time and parameters of where the attempt is possible will differ for each testing platform. Please refer to the relevant test platform user guide for further information.
- 10.14 Where a test platform has not been able to recover responses after a loss of internet connection, the learner/apprentice will not be able to complete their examination and a new examination will need to be assigned. Where this is the case, please contact SCTS for further guidance.
- 10.15 To mitigate any risks regarding losing examination responses, examination venue(s) should have a strong and reliable internet connection.

V. Switching from Online to Paper-Based

- 10.16 Some SCTS examinations can be switched from online to paper-based through Awarding Body online testing platform.
- 10.17 SCTS is able to switch from online to paper-based modes by printing examination papers directly from the system. Where this is the case, Tutors/Assessors must ensure that the paper examinations are handled and stored as described in 4.08 – 4.10.
- 10.18 Once examinations have concluded, the results from the paper-based examination must be uploaded to the test platform system on the same day as the examination. Completed examination papers must be stored securely until the period that the learner's responses have been uploaded to the test platform. Access to both complete and incomplete examination papers must not be given to any individual involved in the teaching, assessing or quality assurance of relevant qualifications.
- 10.19 Once the learner's responses have been uploaded and submitted to Awarding Body by the SCTS, SCTS must ensure that an authorised member of SCTS Admin staff destroys all copies of the examination papers.

VI. Offline Examinations

- 10.20 Where examinations are required to be taken offline, the Invigilator must ensure that an appropriate internet connection is in place prior to the start time of the examination to download the relevant examination paper(s) onto the learner's computer or laptop. It is important that the Invigilator downloads the correct examination for each learner's computer or laptop, in line with the SCTS examination seating plan. Examination papers must not be downloaded onto a learner's computer or laptop until 2 *working days* prior to the examination date.

- 10.21 Once the examination session has concluded, SCTS will ensure that the internet connection to all computers or laptops used in the examination session is restored to allow for the learner's responses to be uploaded to the testing platform's server. Completed responses must be uploaded to Awarding Body via an internet connection on the same day of the examination to allow for the results to be processed.

11. Cancellation or Amendment of Examinations

- 11.01 Where SCTS is required to cancel an examination session, or amend the site or times of the examination, they must confirm this in writing as soon as they are able to Awarding Body, as well as providing the rationale for the change or cancellation. This includes situations where an examination session does not go ahead due to the absence of learners. Failure to timely notify Awarding Body of a cancellation or amendment of an examination session may incur a charge.



Andrew Sutton
Director
Dated: May 2025