Instructions for Conducting Examinations within EAL Qualifications

Excellence, Achievement and Learning (EAL) Ltd

A copy of these procedures must be provided to each supervisor / invigilator for use prior and whilst conducting an exam.

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INSTRUCTIONS FOR CONDUCTING EXAMINATIONS WITHIN EAL QUALIFICATIONS

1 DEFINITIONS

For the purposes of these instructions:

1.1 An examination/assessment centre (the centre) is an organisation that is approved by EAL for the registration of candidates undertaking EAL examinations/assessments and for the conduct of those examinations/assessments.

A centre may be:

- A school, college or other educational organisation
- A training provider/organisation

The centre coordinator is:

- A named individual who is recognised and listed on the EAL SmarterTouch system
- Responsible for ensuring that EAL examinations / assessments are conducted in accordance with all instructions, and the qualification specifications issued by EAL

2 INTRODUCTION

2.1 These instructions outlined in this document are designed to direct and assist EAL Centres and Centre Coordinators (or acting member of staff in the Centre Coordinators absence) to ensure that examinations are undertaken in a consistent and fair manner for each candidate, with no undue advantage or disadvantage. These instructions are used in conjunction with the centre recognition requirements to ensure centres meet the criteria for being an EAL Centre.

2.2 The invigilator/supervisor who administers any examination must have a copy of this document for reference prior and during every examination.

2.3 You should follow these procedures as closely as possible to avoid any instances of malpractice or maladministration. You must consult these procedures in conjunction with any specific instructions for the conduct of the examinations that are detailed in delivery support materials for the qualifications.

2.4 If a scenario arises relating to the conduct or administration of examinations where the procedures are not outlined in this document, or there is difficulty meeting the requirements outlined in this document, you must contact EAL directly to discuss your approach to ensure that the security and integrity of the delivery of examinations are maintained.

2.5 This document relates to the conduct of both on-screen and paper-based examinations for all appropriate EAL qualifications, including Functional Skills.

3 EXAMINATIONS NOT TAKEN IN THE MAIN OR SATELLITE CENTRE

3.1 In some instances, EAL external assessments and examinations are taken in the workplace or a remote location, rather than in a main centre; these must be undertaken under specified examination conditions set down within these instructions. The procedures in this document are meant to be flexible to accommodate such situations. If a situation arises with an examination, the procedures for which are not outlined in this document, or there is difficulty meeting the requirements outlined in this document, you must contact EAL directly to discuss your approach to ensure that the security and integrity of the delivery of examinations are maintained.
4 EXAMINATION AUDITS VISITS

4.1 You are advised that EAL representatives and regulatory authority representatives have the right to visit centres before, during and after the examination to verify the arrangements made for the security of examination materials and the conduct of the examinations.

4.2 You must co-operate with any visit from an EAL representative and regulatory authority representative. A senior member of Centre staff or a member of the examinations office must be available to accompany the EAL representatives throughout the course of their examination audit visit, including inspection of the centre’s secure storage facility.

5 MALPRACTICE & MALADMINISTRATION

5.1 By EAL issuing these instructions to you as a recognised centre outlining the procedures for examinations you are notified that any breach of these procedures can constitute maladministration and/or malpractice which is defined as:

5.2 Malpractice is any deliberate activity, neglect, default or other practice that compromises the integrity of the examination/assessment process and/or the validity of certificates.

5.3 For the purpose of these instructions this term also covers misconduct and forms of unnecessary discrimination or bias towards certain individuals or groups of candidates.

Examples of examination malpractice include but are not limited to:

- Criminal offences such as bribery or fraud
- Fraudulent claim for certificates
- Assisting candidates in the production of evidence, to such an extent that the evidence is not authentic (i.e. does not represent the candidates own achievement)
- Assisting candidates in examinations (Not including special considerations and reason adjustments in place)
- Actions compromising the credibility of EAL examinations
- Actions compromising the reputation of EAL’s regulators, or which bring the wider qualifications systems into disrepute

5.4 Maladministration is any activity, neglect, default or other practice that results in the centre staff or learner not complying with the specified requirements for the delivery of units or qualifications.

5.5 Examples of examination maladministration include but are not limited to:

- Issuing an incorrect examination/assessment material
- Failure to follow procedures when entering learner data or recording examination/assessment decisions
- Inaccurate recording of assessment/examination records
- Negligent or uninformed destruction of assessment/examination records
- Failure to keep unseen examination/assessment papers or mark schemes secure prior to assessment
- Failure to keep candidate data secure
- Failure to declare a conflict of interest

6 PREPARING FOR THE EXAMINATION

Secure storage of paper based questions papers and other examination materials prior to use

6.1 The Centre Coordinator must ensure that sufficient and robust arrangements are in place for the secure storage and handling of questions papers and other examination materials prior to use.
6.2 The following procedures apply to all confidential examination materials:

- The centre is responsible for ensuring that all examination materials are stored securely at all times.
- The centre must be able to demonstrate that appropriate processes are in place to prevent unauthorised access to the test/examination materials.
- Centres must ensure that when receiving envelopes and boxes containing confidential examination materials from EAL that they are appropriately logged and recorded for audit purposes.
- Centres must ensure that they inform EAL of the Centre’s named point of contact(s) to receive test/examination materials. EAL will ensure that all test/examination materials are only sent to the centre’s named individuals.

6.3 Checking paper based questions examination papers and other examination materials packets prior to use

- The centre must notify EAL immediately it appears or they suspect that the parcel or one of the packets has been opened during transit and therefore there may have been a breach of security.
- The centre must check all EAL examination materials upon receipt against internal records to ensure that all necessary materials have been received.
- The centre must notify EAL immediately if materials do not match their records and/or if the materials have been damaged or security has been breached.
- The centre must notify EAL immediately if the examination material appears not to meet your requirements.
- Examination materials must be securely stored until the examination and must not be opened beforehand. In some cases, materials for practical examinations need to be opened in advance of the examination for checking; this must be done in a secure environment and should be stored securely once checked until the examination.

6.4 If materials cannot be checked immediately on receipt, you are advised to securely store these materials until an authorised person is available to check them.

7 CONDITIONS FOR STORING PAPER BASED QUESTION PAPERS AND ANY OTHER CONFIDENTIAL MATERIAL DISTRIBUTED TO CENTRES IN ADVANCE OF THE EXAMINATIONS

7.1 Question papers and any other confidential material, such as, but is not limited to: answer booklets, must be stored securely at the centre’s registered address in a secure room or cabinet solely assigned for the purpose of administering secure examination materials, restricted to limited key holders only.

7.2 The information below sets out the minimum requirements that EAL expect centres to have in place for the storage of paper based question papers and any other confidential examination material.

- A secure room solely assigned to examinations in a fixed building; this room must be of solid construction. Have a solid or reinforced lockable door (with limited key access) and secured windows. Where a window is fitted, the window should have solid access bars to prevent access or the room fitted with a security alarm.
- The secure room should have a strong non-portable safe (Small safes must be fixed securely in place) or Metal cabinet with full locking, bolted to wall or floor.

8 INFORMATION FOR ALL CENTRES PREPARING FOR EXAMINATIONS

8.1 Question papers should be kept in their sealed packets at all times.
8.2 IMPORTANT - Centres should open as few packets as possible and only within **60 minutes** of the published starting time for the examination.

8.3 If circumstances are such that the packet of question papers is to be split i.e. one candidate is taking the examination in a different room due to learning support requirements, the question paper packet must be opened in the secure room and not in the examination room. The question paper packet must always be re-sealed and placed back into the centre’s secure storage facility.

8.4 The question papers extracted from the packet will be taken to the allocated room in a sealed envelope. An invigilator **must** be present in the room at all times. Question papers **must not** be left unattended.

8.5 In order to avoid potential breaches of security, care must be taken to ensure the correct question paper packets are opened. An additional member of centre staff, who can be an invigilator, **must** check the time, date and any other paper details before a packet is opened.

8.6 Centres **must** store examination stationery and materials securely at all times so that no unauthorised person has access to them.

8.7 Centres **must** make sure that a system is used for recording when material is taken from or returned to the secure storage facilities throughout the time the material is confidential.

9 REQUESTS FOR REASONABLE ADJUSTMENT

9.1 Information on and the general procedures for requesting and providing reasonable adjustments are set out in EAL’s Reasonable Adjustment and Special Considerations policy. Arrangements for reasonable adjustment need to be in place before the examination takes place. Applications must be submitted to EAL at least 30 days before the candidates sits the examination. You should contact the EAL Exams Team if you wish to discuss EAL’s decision regarding your application for reasonable adjustment.

10 TIMETABLING OF EXAMINATIONS

10.1 Within the examination dates permitted by EAL, candidates may sit an examination over more than one session. You are required to schedule examination sessions as close together as possible to minimise the risk of discussion of the content of the examination. There should also be no teaching or revision sessions taking place between sessions. Any examination taken outside the normal windows must be taken on the date agreed by EAL.

10.2 Where an examination takes place over more than one session, in addition to scheduling examinations as close together as possible, all reasonable steps **must** be taken to ensure that candidates cannot communicate with each other about the content of the examination, including having instructions for how you will minimise this risk. You **must** notify EAL immediately if you suspect communication about examination content may have occurred between sessions of the same examination.

10.3 EAL allows centres in the UK to start examinations by **up to 30 minutes** earlier than, or later than, the published starting time for the examination, without the need to complete any paperwork. Prior permission from EAL is not required.

10.4 Where this instruction is followed, to avoid any possible breach of security, late arriving candidates or early departing candidates must be supervised as if the specified starting time had been in place.
11  EQUIPMENT / RESOURCES FOR EXAMINATIONS INCLUDING USING CALCULATORS

11.1 The front cover sheet of each question paper for a paper-based examination and the introductory screen of an onscreen examination will list all the necessary equipment and resources, which are required or which may be used during the examination.

11.2 Centres must give candidates prior notice that they are responsible for bringing with them any materials needed for the examination. Where specific materials are permitted for an exam, they will be listed in Section 6 of the relevant Qualification Manual. Qualification manuals can be referred to in the Publications tab of ‘EAL’s online services’. The front cover sheet of each question paper for a paper-based exam and the introductory screen of an onscreen exam will list all the necessary equipment and resources, which are required or which may be used during the exam.

11.3 IMPORTANT - If candidates have any unauthorised material in an examination (whether or not they intend to use it), this may be considered as malpractice and will be dealt with by EAL in line with our Malpractice and Maladministration policy.

11.4 In examinations where resources are not shown on the question paper; the introductory screen of an onscreen examination, or on the stationery list (including those where calculators are not allowed), the centre must notify candidates that taking a resource into an examination may be considered as malpractice in the same way as having any other unauthorised items and therefore their results may be voided if proven.

12  CALCULATORS

12.1 Where a calculator is permitted in the examination, it is the responsibility of the candidate to bring a working calculator for his/her own use. Calculator cases, instruction leaflets or cases with instructions and formulae printed on the inside are not permitted. Programmable calculators may not be used.

12.2 Where access is permitted to a calculator for part of an examination, it is acceptable for candidates to place their calculators on the floor under their desks in sight of the invigilator(s) for the non-calculator portion of the examination.

Allowed functions:
- add, subtract, multiply and divide logarithms and exponentials
- \( \pi \)
- factorial
- brackets
- \( ^nC_r \)
- square, square root standard deviation
- nth power and root sign change
- reciprocal
- memory
- sin, cos, tan and their inverses
- execute/enter or =
- degrees and radians
- cancel
- standard index notation
- clear all

Forbidden functions:
Calculators must not be:
- Designed or adapted to offer any of these facilities: -
  - Language translators
  - Graph plotting
  - Vector and matrix handling
  - Equation solving
  - Symbolic algebra manipulation
  - Symbolic differentiation or integration
  - Communication with other machines or the internet
- Be borrowed from another candidate during an examination for any reason**
- Have retrievable information stored in them - this includes:
  - Databanks
  - Dictionaries
  - Mathematical formulas
  - Text

12.3 **Supervisors/invigilators may give a candidate a replacement calculator if needed, provided that it meets the specifications stated. You are advised that a fault in the calculator would not normally be considered grounds for special consideration.

13 DICTIONARIES

13.1 The use of dictionaries, including bilingual dictionaries, is permitted in the Functional Skills examinations for English. Except for these examinations, dictionaries must not be used. However, if a candidate requires the use of a bilingual dictionary as a form of reasonable adjustment, the centre is able to internally approve such a request without prior consultation to EAL. Please note that this is only in a situation where a reasonable adjustment is applied.

14 VENUE

14.1 Candidates must sit their examination at a centre registered address or a satellite centre (i.e. an alternative centre address), that is approved by EAL. For examinations that are delivered remotely i.e. in the workplace or on a one-to-one basis, you must record details of the sites where these examinations have taken place, should EAL request these details.

14.2 It is possible to hold other examinations in the examination room at the same time, provided that there is no disturbance and candidates are not disadvantaged.

15 THE EXAMINATION ROOM

15.1 The room(s) in which the examinations are conducted should provide candidates with the appropriate examination conditions. There should also be a visible clock (analogue or digital) in the room. It must be visible to each candidate in the examination room. The clock must be big enough for all candidates to read clearly.

15.2 A board/flipchart/whiteboard should be visible to all candidates showing the:

  - Centre number, subject title and paper number; and
  - The actual start and finish times of each examination.

15.3 Centres must pay attention to conditions such as heating, lighting, ventilation and the level of outside noise. These conditions will affect the level of concentration of candidates undertaking examinations so must be managed carefully by centres.

15.4 Display material (such as maps, diagrams, wall charts and images) which might be helpful to candidates must not be visible in the examination room.

15.5 Seating arrangements must prevent candidates from overlooking (intentionally or otherwise) the work of others. Candidates must be seated far enough apart to work independently. When using computer based examination stations, 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.

15.6 You must create a seating plan that shows the exact position of each candidate in the examination room. Any changes made to seating arrangements during the examination must be
noted on the seating plan. The seating plan must be available to EAL on request as part of the invigilation document.

15.7 It is good practice for centres to publish and display seating plans in advance so that candidates know where they will be sitting and ensure that invigilators have seen the seating plans in advance.

16 PAPER BASED EXAMINATIONS

16.1 For paper based examinations, candidates should ideally face the same direction, each with a separate desk large enough to accommodate all the necessary materials.

17 ONSCREEN EXAMINATIONS

17.1 For onscreen examinations, centres must consider the layout of the room. Candidates must be seated far enough apart to work independently, but centres may be limited due to the fixed positions of workstations. The main objective is to ensure that a candidate's work cannot be overseen by others.

18 PERSONAL BELONGINGS

18.1 When preparing an examination room centre staff should consider making provision for candidates to securely store their personal belongings outside the room. If this is not possible, determine how bags and other items could be stored within the examination room so that they are out of reach of candidates and access to them can be monitored by the invigilator.

19 SYSTEM TEST AND PRACTICE EXAMINATIONS FOR ONSCREEN EXAMINATIONS

19.1 Before candidates sit the live onscreen examinations, you are able to schedule both a system test and a practice examination. The system test is available for centres to test out the IT settings of the computers to be used during the live examinations and to ensure that the minimum IT requirements are met. The system test is not content-specific, rather it allows centres to explore the testing interface and understand the range of question types used across onscreen assessments.

19.2 Centre staff must not undertake examinations/assessments in which they are not actively registered on the qualification(s). This includes undertaking examinations/assessment for the purpose of identifying examination/assessment styles, questions, etc. Staff found to have sat examinations/assessment that are not actively registered on the qualification; have to the potential to occur malpractice against the individual and the centre.

19.3 You must liaise with internal IT specialists or relevant department(s) in order to ensure that they have sufficient upload bandwidth to conduct examinations that may require advanced download or upload of examination content and/or evidence without hindrance to the candidates as the exam is underway.

19.4 For most onscreen examinations, a practice examination is available. A practice examination allows candidates to sit an examination that is content-specific and is a true representation of what is expected from a live examination. Centres are free to schedule these practice examinations at their discretion, but must ensure that this is done with care to ensure that a live examination is not erroneously scheduled as a practice examination. This could otherwise lead to cases of maladministration by the centre.

20 INVIGILATION ARRANGEMENTS

20.1 The invigilator/supervisor is responsible for ensuring that the examination is conducted as per the procedures in this document, and, as such, upholding the integrity of the external examination process.
20.2 Invigilators/supervisors should also be familiar with any additional instructions for specific examinations. They must be able to observe each candidate in the examination room at all times and should inform the Centre Coordinator if the security of the examination materials and the conduct of the examination are compromised. You should ensure that there is always at least one supervisor in the examination room at any time.

20.3 Invigilators must not carry out any other task(s) (for example, reading a book, using a mobile phone or marking) in the examination room; whilst undertaking invigilation of EAL examinations.

20.4 IMPORTANT - A tutor or assessor of that subject/cohort being examined, or a relative of the candidate(s) must not be the sole invigilator/supervisor at any time during an examination.

20.5 For paper-based examinations, at least one Supervisor must be present for 30 or fewer candidates. Further supervisors are required for each extra 30 candidates.

20.6 For onscreen examinations, at least one supervisor must be present for every 15-20 candidates, depending on the layout of the room. Further supervisors can be appointed at the Centre Coordinator’s discretion. You must be able to contact an IT specialist during an onscreen examination in case of hardware or software problems.

20.7 For examinations that are delivered remotely, a teacher/trainer who has been directly involved in teaching the candidate must not be the sole assessor/supervisor/invigilator who administers and manages the examination.

20.8 If a centre chooses to contract supply staff to act as invigilators/supervisors, the Centre Coordinator must ensure that such persons are competent, fully trained, and understand what is and what is not permissible.

20.9 The centre must ensure that this document is available to invigilators in the examination room. This may be a printed paper copy or an electronic copy which is accessible via a laptop or tablet.

21 INVIGILATORS COMMUNICATION DURING EXAMINATIONS

21.1 There is a range of acceptable ways for an invigilator to get help easily without leaving the examination room and without disturbing the candidates, such as using a mobile phone or a two-way radio. Mobile phones are only allowed in the examination room for this purpose. Any mobile phone used in this situation should be kept on silent mode to prevent any incoming calls or messages which may disturb candidates.

22 INVIGILATION ARRANGEMENTS FOR CANDIDATES WITH ACCESS ARRANGEMENTS

22.1 Practical Assistant

Candidates using a practical assistant may need to be accommodated in another examination room. Where the candidate and practical assistant are accommodated in another room, on a one to one basis, the invigilator may additionally act as the practical assistant.

The practical assistant must be made aware, prior to the examination, of the specific task(s) they will be performing as specifically approved by EAL.

22.2 Reader

The centre is responsible for ensuring that the candidate and reader cannot be overheard by, or distracts other candidates. Where the candidate and reader are in a separate room, the invigilator may additionally act as the reader.
Where candidate require only occasional words or phrases to be read, three or four candidates may share one reader. The candidate will need to put up their hand or use a prompt card when they need help with reading. If the group is accommodated in another room a separate invigilator will be required.

22.3 Scribe/Speech recognition technology

The centre is responsible for ensuring that the candidate and scribe cannot be overheard by, or distracts other candidates. (This will also apply if the candidate uses speech recognition technology.)

Normally, the candidate and scribe will be accommodated in another room. Where the candidate and scribe are accommodated in a separate room, the invigilator may additionally act as the scribe.

22.4 Sign Language Interpreter

Candidates requiring the use of a Sign Language Interpreter may need to be accommodated in another room, in which case a separate invigilator will be required.

22.5 Other arrangements

The following arrangements may be provided to a candidate at the time of their examinations (without prior approval):

- Amplification equipment
- Braillers
- Coloured overlays
- Low vision aid/magnifier
- Optical character reader (OCR) scanners

Please note: Centres must consult EAL about any new technology prior to its use.

22.6 Bilingual translation dictionaries

A bilingual translation dictionary must:
- only be used in examinations by a candidate whose first language is not English, Irish or Welsh; and
- reflect the candidate’s normal way of working within the centre
- held in the centre under secure conditions; and
- thoroughly checked to ensure that no unauthorised information such as notes, revision data, have been enclosed within or written on the pages of the dictionary.

The bilingual translation dictionary must not:
- contain/display pictures; or
- provide an explanation or clarification of words and phrases

22.7 Prompter

A prompter may be permitted by the appropriate appointed centres SENCo where a candidate has little or no sense of time, or loses concentration easily, or is affected by an obsessive-compulsive disorder which leads them to keep revising a question rather than moving onto other questions. In line with Joint Council for Qualifications (JCQ) arrangements:

- A prompter is a responsible adult who may sit beside the candidate in order to keep them focused on the need to answer a question and then move on to answering the next question.
- A prompter is not a reader, a scribe or a practical assistant but the same person may act as such, as long as EAL has granted permission for any or all of these arrangements.
- The prompter is responsible to the Centre Coordinator/exams officer and must be a person acceptable to the Centre Coordinator.
The prompter must not be the candidate’s own subject teacher or a relative, friend or peer of the candidate.

The invigilator may act as a prompter, a practical assistant, a reader and/or a scribe where the candidate is accommodated separately on a one to one basis.

If the prompter is acting as an Oral Language Modifier, a separate invigilator will be required.

22.8 Word processors

Centres are allowed to provide a word processor (e.g. laptop, computer) with the spelling and grammar check/predictive text disabled to a candidate where it is their normal way of working within the centre. This also includes an electronic brailler or a tablet.

A word processor:
- **must** be used as a type-writer, not as a database, although standard formatting software is acceptable;
- **must** have been cleared of any previously stored data, as must any portable storage medium used. An unauthorised memory stick must not be used by a candidate. Where required, the centre must provide a memory stick to the candidate, which is cleared of any previously stored data;
- **must** be in good working order at the time of the examination;
- **must** be accommodated in such a way that other candidates are not disturbed and cannot read the screen. Where a candidate using a word processor is accommodated in another room, a separate invigilator will be required;
- **must** either be connected to a printer so that a script can be printed off, or have the facility to print from a portable storage medium. This must be done after the examination is over. The candidate must be present to verify that the work printed is his or her own. Word processed scripts must be attached to any answer booklet which contains some of the answers;
- **must** be used to produce scripts under secure conditions, otherwise they may be refused;
- **must not** be used to perform skills which are being assessed;
- **must not** be connected to an intranet or any other means of communication;
- **must not** give the candidate access to other applications such as a calculator (where prohibited in the examination), spreadsheets etc;
- **must not** include graphic packages or computer aided design software unless permission has been given to use these;
- **must not** have any predictive text software or an automatic spelling and grammar check enabled unless the candidate has been permitted a scribe or is using speech recognition technology (a scribe cover sheet must be completed), or the awarding body’s specification permits the use of automatic spell checking;
- **must not** include speech recognition technology unless the candidate has permission to use a scribe or relevant software;
- **must not** be used on the candidate’s behalf by a third party unless the candidate has permission to use a scribe

**AT THE BEGINNING OF THE EXAMINATION**

23 VERIFYING CANDIDATE IDENTITY

23.1 You are required to ensure that the identification of the candidates taking the examinations is verified, this should be identification such as: candidate ID badges which show their photograph, name and candidate number; or photographic ID such as a passport, driving licence.

23.2 In cases where it is impossible to identify a candidate due to the wearing of religious clothing, such as a veil, the candidate should be approached by a member of staff of the same gender and taken to a private room where they should be politely asked to remove the religious clothing for
identification purposes. Centres must inform candidates in advance of this procedure and well before their first examination.

23.3 All candidates must have been registered with EAL for the qualification for which the external assessment or examination is required. Candidates should normally be seated in number order.

For onscreen examinations, you must verify

- the identity of the candidate,
- that each candidate has the correct key code,
- confirmation of birth date
- And that their name appears correctly on the onscreen examination.

23.4 In any instances where it becomes apparent that the candidate is sitting an examination under a different candidate’s name, the examination for that candidate must be stopped and EAL notified immediately. The examination responses must still be uploaded. Where a candidate sits an examination under incorrect details EAL will void the examination and require the correct candidate to re-sit the examination.

23.5 You should ensure that any candidate with special requirements or access arrangements is identified and that they are accommodated accordingly.

24 THE PEOPLE PRESENT DURING EXAMINATIONS

24.1 Senior members of centre staff, approved by the Centre Coordinator and who have not had overall responsibility for the candidate’s preparation for the examination(s), may be present at the start of the examination(s). They are there principally to identify and settle candidates and instil discipline. Only those members of centre staff authorised by the Centre Coordinator to specifically perform invigilation or supporting roles such as Practical Assistant or Reader may be present in the examination room. These must be recorded on the invigilation form.

24.2 Only candidates actually sitting the examination/assessment must be present in the examination room while an examination is taking place.

24.3 IMPORTANT - Centre staff must not provide advice to candidates without the permission of the EAL. Additionally, centre staff must not comment on the question paper or advise on which sections of the paper and which particular questions should be attempted.

24.4 Centre staff that are called upon to enter the examination room during the course of the examination; because a candidate has identified a possible problem which the invigilator is unable to resolve, do not need prior authorisation from the Centre Coordinator. If they leave the examination room they may only take the question paper with them if they need to check a possible problem with EAL.

25 QUESTION PAPERS, STATIONERY, MATERIALS AND OTHER EQUIPMENT

25.1 For onscreen examinations, candidates may be supplied with paper for rough working/notes, but this must be collected at the end of the examination, before the candidate leaves the examination room. Unless permitted by the subject specific regulations, candidates should not have access to the Internet, email facilities, hard drives, external drives or any pre-prepared templates.

25.2 For Functional Skills Information and Communication Technology, a part of the examination requires candidates to have access to the Internet and email facilities. The rest of the examination, however, must be taken without access to these functions.
25.3 The official examination stationery, including additional answer sheets, for the particular unit/component must be issued to candidates. No other stationery, including paper for rough work, can be provided.

25.4 You should ensure that no unauthorised materials are brought into the examination room such as:

- iPods
- Mobile phones
- Smartphones
- MP3/4 players
- Smart Watches
- Wrist watches which have a data storage device
- Tablet computers
- Web enabled calculators
- Any web enabled devices

25.5 Any mobile phones or other unauthorised items in the candidates’ possession must be handed to the invigilator prior to the examination starting. **If unauthorised materials are brought into the examination room, this is considered malpractice.**

25.6 Any pencil cases taken into the examination room must be transparent.

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

### 26 STARTING THE EXAMINATION

26.1 An examination is treated as in progress from the time that the candidates enter the examination room until all examination papers for paper-based examinations have been collected and onscreen examinations have been terminated and outcomes uploaded or saved to a central database.

26.2 For paper-based examinations, the packets containing the question papers should be opened in the presence of candidates, where possible. If a number of examination rooms are being used, there should be a supervisor present in each room. For all examinations, you should advise candidates:

- set seating arrangements
- to check that they have the correct examination materials
- to read through any instructions printed on either the front of the question paper or on the start screen of the onscreen examination
- to check that their details, including date of birth, are correct for onscreen examinations
- to check that they have not brought any unauthorised materials into the examination room
- inform them whether calculators are not allowed or if they are expected to be used in the examination
- of any erratum notices issued by EAL
- to complete all the necessary details on their answer paper for paper-based examinations
- remind candidates not to touch anything until instructed to do so
- of the required examination conditions
- to hand in any rough work with the examination materials at the end of the examination
- of the time allowed for the examination
- when to start and finish the examination
- of the emergency procedures
26.3 The invigilator must not:

- 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 examinations officer.
- Comment on the content of the question paper.
- Read a word or words printed on the question paper to a candidate, other than the instructions on the front cover.
- Re-phrase a question for a candidate.
- Explain any subject-specific or technical terms to a candidate.
- Offer any advice or comment on the work of a candidate.

27 COMPLETING THE CANDIDATE ATTENDANCE REGISTER (EAF 4)

27.1 Centres must complete the Candidate Attendance Register (EAF 4). If a candidate does not appear on this register, then he/she is not permitted to take the examination. If a candidate is listed on the register but is not present for the examination, he/she must be marked as **ABSENT** on the register.

DURING THE EXAMINATION

28 SUPERVISING THE CANDIDATES

28.1 Candidates must be supervised for the full duration of the examination. You must ensure that there is no collusion between candidates, and that candidates have access to their own work only. Any irregularities must be recorded.

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

29 CANDIDATES WHO ARRIVE LATE

29.1 Candidates who arrive after the starting time for an examination may be allowed to enter the room and start the examination. This is entirely at the discretion of the centre. These candidates may be allowed the full time for the examination depending on the centre’s organisational and supervisory arrangements. As long as the examination security is not compromised and the work is completed in the normal examination time, the work completed by the candidate will be accepted. Candidates who arrive after the scheduled finishing time for the examination or the closure of the onscreen window are **not** permitted to sit the examination. The candidate must be recorded as **ABSENT** on the Candidate Attendance Register.

29.2 For **onscreen examinations**, the examination may be started at any time up to 5 minutes before the closure of the examination window. Onscreen examinations cannot be started after this window has closed.

29.3 For **paper-based examinations**, all answer papers completed by candidates who arrive late for an examination must be sent to EAL in the normal way. The Candidate Attendance Register and Supervision Report (EAF 4) must be completed and should include the reasons for the late arrival of the candidate, the actual start and finish times of the examination and a statement regarding any possible breach of examination security arising from the candidate’s late arrival.

30 PROBLEMS WITH EXAMS QUESTIONS IDENTIFIED BY A CANDIDATE

30.1 If a candidate identifies a problem or issue with a question or the online examination system, you must document the candidates’ registration number, question number, exam title and date and time of exam. These details should then be submitted to EAL’s Exams Team [exams@eal.org.uk](mailto:exams@eal.org.uk) or by phoning 01923 652400 at the earliest convenience, where the issue will be investigated.
30.2 Under no circumstance should the invigilator or a member of centre staff take photographic evidence or manually write down the content of the examination material as reference. If this occurs EAL will consider this as malpractice.

31 LEAVING THE EXAMINATION ROOM

31.1 Any candidate who leaves the examination room temporarily must be supervised by a member of staff. Such candidates may be allowed extra time to compensate for their temporary absence; this is entirely at the discretion of the centre. During this time, candidates must not communicate with any other person about the examination whilst out of the room.

31.2 For onscreen examinations, Supervisors may pause the examination provided the invigilation facility for onscreen examinations is utilised.

31.3 Candidates who finish their work early may be permitted to leave the examination room early. They must hand in their work (or for onscreen examinations, you must ensure that the responses have been uploaded or saved to upload later) on exiting the examination room and must not be readmitted. Examination material should not be removed from the examination room until the end of the examination.

32 MALPRACTICE

32.1 Centres must report to EAL as soon as possible all cases of suspected or actual malpractice in connection with the examination. This may relate to both candidates and appointed Supervisors. The Centre Coordinator has the authority to remove a candidate from the examination room, but this should be done only in instances where the candidate would disrupt others by remaining in the room. This must be documented on the Candidate Attendance Register and Supervision Report (EAF 4).

32.2 For onscreen examinations, the same procedure must be followed. If the invigilator facility is used, you may use the Void button to terminate an examination. In instances where the examination is voided, this must be recorded on the Candidate Attendance Register and Supervision Report (EAF 4). This report must then be submitted to EAL immediately after the examination.

32.3 All instances of malpractice will be investigated by EAL, and candidates may be penalised or disqualified. This decision rests with EAL. More information on malpractice is available in the Centre Guidance: Malpractice & Maladministration document, published on the EAL website.

33 EMERGENCIES

33.1 In the event of an emergency, you must take the following action:

- Advise candidates to leave all question papers and scripts in the examination room
- Evacuate the examination room in line with the instructions given by the appropriate authority
- Make sure that all examination materials are left in the examination room
- Make sure that all candidates are supervised as closely as possible whilst outside of the examination room and that there is no discussion about the examination during this time
- Make a note of the time of the interruption and how long it lasted
- Allow candidates the full working time set for the examination on return to the room
- Compile a full report of the incident and action taken, and submit the report to EAL

33.2 For onscreen examinations, there is a facility to pause the examination that must be used if the examination will be resumed. This may be in the event of a scheduled emergency evacuation drill, for example. Nevertheless, in the event of an emergency, you must always prioritise the safety of candidates, rather than spend time to activate the pause facility.
AT THE END OF THE EXAMINATION

34 FINISHING THE EXAMINATION

34.1 Candidates should be advised when there are 15 minutes and 5 minutes remaining before the end of the examination.

34.2 At the end of the examination invigilators must:

- Tell the candidates to stop working and remind them that they are still under examination conditions until they have left the examination room.
- Allow candidates who arrived late, and were allowed the full working time to do their examination, to continue after the normal finishing time. Tell them to stop working after the extra time allowed has passed.

34.3 For onscreen exams, the exams will automatically shut down once the time for the exam has lapsed.

34.4 You must ensure that:

- All candidates’ work is saved and is secure from unauthorised access.
- All outstanding exam material is collected and stored in a secure place.
- User areas of those candidates who have already sat the exam cannot be accessed by candidates who are scheduled to sit the exam in a later session within the window.
- Candidates that need to print off work outside of the time allowed for the exam are permitted to do so, but are supervised at all times.
- Responses for all exams have been uploaded, or alternatively saved for uploading.
- Exams should be uploaded as soon as possible after the exam – normally the same day or within one working day of the exam.

34.5 Any uploads that occur after this time period may be treated as maladministration.

35 COLLECTING PAPER-BASED EXAMINATION SCRIPTS

35.1 At the end of a paper-based exam, you must:

- Ensure candidates have completed all necessary details on their scripts and any loose sheets
- Instruct candidates to attach any loose sheets and/or supplementary answer sheets, in order, to the back of their answer books
- Complete the EAF 4

35.2 All question and answer papers for paper-based examinations must be collected before candidates are allowed to leave the examination room.

IMPORTANT INFORMATION TO READ -

IMPORTANT - Centres must ensure that examinations scripts are kept secure at all times until they are despatched to EAL.

IMPORTANT – Examinations scripts are CONFIDENTIAL between the candidates and EAL. No-one may read them or photocopy them before they are sent to EAL, unless EAL has given formal written approval for this to occur.
36 PACKING EXAMINATION SCRIPTS

36.1 You must ensure that there is a script for every candidate and that scripts should be collated in the order that appears on the Candidate Attendance Register (EAF 4).

36.2 After collation, all exam materials and associated paper work must be handed directly to the Centre Coordinator for despatch and return to EAL.

36.3 You must:

- Check that you have enough appropriate materials to despatch all your scripts
- Use the materials provided by EAL regardless of the number of scripts you have to send; contact EAL should an issue arise
- Ensure that every script from the examination session has been included
- Ensure that all scripts are collected together, including those for any candidates who have been accommodated separately;
- Enclose the EAF4 with the scripts. The attendance register must still be completed and sent even when there are no scripts due to all candidates being absent or withdrawn;
- Fasten envelopes securely.

37 SENDING SCRIPTS

37.1 You must:

- Despatch scripts and accompanying attendance registers to EAL on the same day of the examination wherever possible;
- Ensure wherever possible, that any scripts that cannot be despatched on the scheduled day of the examination are despatched no later than the next working day;
- Retain scripts in secure storage if kept within the centre overnight; as defined on page 4 of this document
- Obtain proof of postage/despatch for each packet of scripts, which must be retained on the centre’s files until the results are published, in case of loss or damage;
- Use a method of despatch which is reliable and ensures prompt delivery.

Where scripts must be stored for a longer duration, (for example, there is a window for delivering an examination) centres must make sure that all scripts are despatched by the end of that period.

38 UNUSED STATIONERY

38.1 The invigilator must:

- Collect all unused stationery in the examination room;
- Check it for any loose sheets which candidates may have missed;
- Return it to the exams officer/centre coordinator.

38.2 Any unused exam materials on site should be destroyed in accordance with Notice of Controlled Disposal (EAF 8). This form needs to be completed and returned to EAL with the answer papers. If you are unable to destroy unused papers, you are advised to return the materials directly to EAL.

38.3 The exams officer/centre coordinator must:

- Return unused stationery to secure storage until needed for a future examination if applicable;
- Destroy confidentially any out-of-date stationery.
39 APPLICATIONS FOR SPECIAL CONSIDERATION AND RESULT ENQUIRIES

39.1 Applications for special consideration may be approved following an exam. Such applications must be made using the appropriate EAL form, which is available via the SmarterTouch online system, within 10 days of the exam.

39.2 The form must be fully completed with all the appropriate details. Information on and the general procedures for requesting and providing special consideration are set out in EAL’s Reasonable Adjustment and Special Considerations policy. You should contact EAL if you wish to discuss EAL’s decision regarding special consideration. The centre may lodge an appeal against the original decision by contacting EAL in writing, stating fully the grounds for appeal.

40 RESULT ENQUIRIES

40.1 Result enquiries must be made through the centre by the Centre Coordinator; they cannot be made independently by candidates and/or their parents/guardians. Full details regarding the Result Enquiry process is outlined in EAL’s Appeals Policy document. EAL will aim to respond to the Centre Coordinator with an outcome of the review within 20 days.

41 APPEALS

41.1 An appeal can be lodged if the centre disagrees with the outcome of a Result Enquiry. This must be made in writing to EAL, within 10 days of receipt of the outcome of the Result Enquiry. Appeals are normally made by the Centre Coordinator. If appealing on behalf of candidates, written permission of the candidates must be obtained as grades/results can go down as well as up as a result of an review. Candidates who wish to appeal about their assessment should be supported by the centre. EAL will acknowledge receipt of appeals within 48 hours.

41.2 EAL will undertake an initial assessment of potential appeals to find out if the issue can be resolved before it goes to formal appeal. EAL will aim to complete the initial assessment of a potential appeal within 20 days. If the centre is dissatisfied with EAL’s initial assessment, a formal appeal may be submitted, the procedure for which is outlined in EAL’s Appeals Policy document.

42 CONTACT US

42.1 If you have any queries about the contents of this guidance or wish to receive guidance/advice from EAL on how to prevent malpractice or maladministration, please refer to the guidance document in Smarter Touch or contact the Customer Services Team on 01923 652 400 or email the team at customercare@eal.org.uk.
EAL Examinations

Notice to Candidates

You must be on time for your examinations.

You must bring photographic ID to the examination.

You must not become involved in any unfair or dishonest practice in any part of the examination; this could lead to malpractice and void your examination result.

You must not:

- Sit an examination in the name of another candidate.
- Have in your possession any unauthorised material or equipment which might give you an unfair advantage.

Possession of a mobile phone or other unauthorised material (See list below) is breaking the rules, even if you do not intend to use it; this could lead to malpractice and void your examination result.

- iPods
- Mobile phones
- Smartphones
- MP3/4 players
- Smart Watches
- Wrist watches which have a data storage device
- Tablet computers
- Web enabled calculators
- Any web enabled devices

You must not talk to, attempt to communicate with or disturb other candidates once you have entered the examination room.

You must follow the instructions of the invigilator.

If you are in any doubt speak to the invigilator.