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1. Overview

These instructions contain all the necessary information to enable NCC Education centres to conduct NCC Education examinations and assessments safely, securely and efficiently. All invigilators must read this booklet and have access to it on the day of the examination.

These instructions describe the procedures for all NCC Education qualifications only.

Separate arrangements are in place for the University of Worcester, University of Greenwich and University of Central Lancashire examinations. Please contact NCC Education Centre Support for further information on examination arrangements for these qualifications.

If you have any questions regarding the examination and assessment rules and procedures please contact NCC Education Centre Support.

2. Global Examinations and Local Examinations

NCC Education runs two types of examinations: Global and Local.

2.1 Global examinations

Global examinations are marked centrally by NCC Education.

Global examinations are sent to centres by courier, and completed scripts are returned by the centres to NCC Education UK Head Office for marking and moderation. Global examinations must take place at the time and date specified by NCC Education.

2.2 Local examinations

Local examinations are marked locally by each individual centre with a marking scheme provided by NCC Education.

Local examinations are sent electronically to the Centre Co-ordinator by NCC Education. Centres are responsible for the initial marking of local exam scripts and must then send a sample of each assessment to NCC Education for moderation. More information on this can be found in *OPS009_Assessment_Instructions*.

3. Before the Examination

A Chief Invigilator must be appointed at each approved exam venue for each qualification to take responsibility for the examination papers and the running of the examinations. This person must be a senior member of staff and will be the point of contact for all queries resulting from the examination period. The Chief Invigilator may be the Centre Co-ordinator.

An invigilator must be a person of good character and standing and should not normally be involved in the delivery of the unit being examined. The Chief Invigilator and other invigilators must read this documentation prior to the examination.

3.1 Global Examinations

Typically two weeks before the first examination is scheduled to take place you will receive:

- the correct examination papers and stationery from NCC Education.

These must be stored in a secure location until the date of the exam. If any of the following documentation is missing from the package, or there is any suspicion that the examination papers have been tampered with (i.e. the seal on the packet has been broken), please contact NCC Education Centre Support

- examination question papers
- examination answer booklets and continuation sheets
- examination paper requirements
- candidate examination attendance register
- Instructions for Conducting Examinations.

Please complete the confirmation of receipt of examination papers, noting any discrepancies with the parcel(s) and email to assessments@nccedu.com (see Appendix 1).

3.2 Local Examinations

Question papers for local examinations will be sent to the Centre Co-ordinator electronically three days before each examination is scheduled to take place.

The security of local examination papers is the responsibility of the Centre Co-ordinator. Local examination papers must be treated with the same diligence as global examinations. Centres must observe the following standards.

- The printing of the examination papers must be overseen by the Centre Co-ordinator or Chief Invigilator
- During the printing of papers, only one person should be present other than the Centre Co-ordinator
- Once printed, papers should be sealed in bags or envelopes and stored securely until taken to the examination venue.

3.3 Examination venue preparation

The Chief Invigilator must:

- correspond with the Centre Co-ordinator with regards to the number of candidates expected for each examination
- secure a venue either within the centre or externally that can accommodate the number of candidates expected and which complies with the quality regulations set out in section 3.5 below
- recruit extra invigilator(s) depending on the number of candidates and number of rooms in use, ensuring that they are fully briefed as to their duties
- communicate where necessary with the designated courier company prior to the first examination taking place, so that all collection dates and times have been pre-agreed
- set desks out so that candidates are directed to specific positions depending on their examination number. The seating plan must be prepared in advance of the examination, and must be returned with the completed examination answer booklets.

Ensure all invigilators have a copy of this booklet to assist them.

3.4 Equipment / Stationery

Below is a list of equipment/stationery which is required for the examinations:

- one stop-watch or reliable wrist watch per examination room
- spare pencils/pens for those candidates who have not brought their own and for use by invigilators
- string for attaching continuation sheets to the main examination answer booklet
- all stationery provided by NCC Education

- envelopes to package seating plans, attendance registers, the Chief Invigilator's report and Irregularities Reports
- tape for securing candidate details onto tables and for sealing examination packages
- sufficient plastic bags to package the completed examination answer booklets
- sufficient external packaging for the completed scripts ready for collection by the courier
- graph paper.

3.5 Criteria for the examination venue

- There must be sufficient lighting for the room(s) being used.
- There must be adequate toilet facilities nearby
- Each room must have a wall clock which is visible to all candidates
- Room(s) must be shaped so that all candidates can be seated facing the same way. The ideal room shape would be a large, rectangular hall
- There must be sufficient ventilation, air conditioning or heating, whichever is required for the climatic conditions in which the examination is taking place
- Candidates must have a suitable chair and desk made available to them
- Desks must be set apart from each other by at least one desk width
- Any telephone in the examination room must be rerouted so that it does not ring during the examination
- There must be a table located at the head of the examination room(s) facing the candidates, from which the Chief Invigilator and his/her staff will conduct the examination
- The room(s) must have no other use for the duration of the examination in question
- The room(s) must be quiet and free from external noise
- The room(s) must be free of any electronic equipment such as PCs, laptops or servers
- A timetable must be made available at the entrance of the hall, at which the Chief Invigilator and his/her team should control the entry of the candidates into the examination hall.

4. On the day

4.1 Identifying candidates

It is vital that invigilators confirm the identity of all candidates sitting examinations. Appropriate arrangements must be in place so that invigilators can carry out adequate checks on the identity of all candidates.

All candidates must bring with them an unaltered NCC Education attendance slip.

Candidates must also show a valid form of identification in the following circumstances:

- their examination slip is damaged or otherwise not legible
- they do not possess or have forgotten their examination slip
- there is any other valid reason why they are not personally known to one or more of the invigilators, or why the invigilation team cannot vouch for their identity (for example, a candidate taking resits after a study break might not know the current staff of the Centre).

In large institutions it is also advisable that all candidates are requested to carry some form of identification.

Acceptable identification documents include, but are not limited to:

- valid passport
- valid driving licence
- valid government-issued ID card (including national ID card schemes, military identification, etc.)
- birth certificate
- valid college ID Card issued by the Accredited Partner Centre authorities
- valid ID card issued by a recognised awarding body, validating body or associated university, including those issued by NCC Education.

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 an appropriate (normally female) member of staff and taken to a private room where they should be politely asked to remove the veil for identification purposes. Once identification has been established, the candidate should replace the veil and proceed as normal to sit the exam.

It is the responsibility of the Centre Co-ordinator to ensure that such facilities are in place to ensure that no candidates are discomfited or disadvantaged. It is acceptable for members of staff who are not part of the invigilation team to attend at the beginning of the examination for this purpose alone. However, staff who are not part of the invigilation team, attending solely to identify candidates, must not under any circumstances be permitted to see the question paper and then leave the examination venue.

4.2 Entry to the examination venue

- As candidates arrive, invigilators must check their NCC Education examination slip and, if required, their recognised identity document as outlined in the previous section. **Candidates whose identity cannot be confirmed must not be allowed to remain in the examination venue and must be asked to leave.**
- NCC Education invigilators must check all examination slips before the examination commences and remove any slips with anything written on them, or ask candidates to hand in such slips (with notes on them) before the exam starts

- NCC Education invigilators must make an announcement at the beginning of the exam informing candidates that nothing must be written on attendance slips during the examination. Any notes found on the slips, or indeed on any other material after the exam has started, will be treated as an alleged case of cheating and reported to NCC Education
- Each candidate must be asked to sign the attendance register next to his or her name
- As they enter the room, candidates must be advised of the articles they are permitted to take to their seat. Any other items must be placed at the back of the room for collection at the end of the examination. Specific items which may be brought in are described on each examination rubric (e.g. textbooks, calculators), but candidates may also bring:
 - pencils
 - pens
 - erasers
 - rulers

No other items are allowed under any circumstances – this includes dictionaries.

Water may be allowed in the examination room at the discretion of the Chief Invigilator.

All mobile phones must be switched off and left with the invigilator. Any candidate found in possession of a mobile phone (either on or off) will be treated as an alleged case of cheating.

- Candidates must be informed of the location of the toilet and advised that they should attend, if required, **before** the start of the examination
- Candidates must then be directed to their seat and requested to display their NCC Education examination slip in the top corner of their desk where invigilators can see them.

The door to the examination room must be closed 5 minutes before the scheduled start time of the examination.

4.3 General rules for the running of the examination

- The Chief Invigilator must be present at all examinations and arrive at least one hour before the examination is due to start. There must be a contingency plan in place should the Chief Invigilator fail to attend
- Chief Invigilators must be contactable by NCC Education, college staff and other invigilators by phone prior to the examination, should the need arise. All relevant phone numbers and other contact details of invigilators should be sent to assessments@nccedu.com as soon as possible and changes must be communicated as they occur
- There should be a minimum of one invigilator for every 25 candidates, **but there must always be a minimum of two invigilators in any room.** It is the responsibility of the Chief Invigilator to ensure there is sufficient invigilation to cover every examination
- Candidates should arrive at the examination venue at least 15 minutes before the examination is scheduled to commence
- It is advisable to have all candidates seated 10 minutes before the scheduled start time of the examination
- No candidates are allowed into the examination hall more than 30 minutes after the start of the examination

- Candidates who are admitted **up to** 30 minutes after the start of the examination must **not** be given extra time to complete it
- Candidates should only be permitted to leave the room if:
 - They need to use the toilet, in which case they should be accompanied by one of the invigilators. Only one candidate should be taken to the toilet by an invigilator at any one time
 - They are taken ill, in which case they should be taken out of the examination room and not be allowed to continue with the examination if they are still unwell after 15 minutes
- Any incidents during or surrounding the time of the examination (including those above) must be logged on the irregularities report and submitted with the examination answer booklets. Should the candidate return (from the WC or from being ill) to the examination room, no extra time is allowed to compensate for the absence and the candidate cannot make an appeal against this at a later date. **Candidates must be made aware of this**
- Candidates are not allowed to communicate with each other in any way whatsoever during an examination until they leave the hall
- Candidates can leave the hall once the first 40 minutes of the examination have elapsed, provided the invigilator has not yet announced the last 30 minutes. Once candidates have left the hall they will not be allowed back in under any circumstances
- **Candidates are not allowed to take examination question papers away with them**
- All observations and deviations from examination conduct must be noted in the invigilator's report
- Invigilators must not offer any advice or comment on the work of the candidates
- Invigilators must not volunteer any information to candidates regarding suspected errors on the examination question paper unless a notice has been received from NCC Education to do so
- If there is suspected malpractice during an examination, the invigilator must immediately:
 - confiscate any relevant materials (e.g. crib sheets, but NOT the answer book)
 - mark the answer book at the point at which the incident occurred
 - submit an Irregularities Report to NCC Education
- The candidate will be permitted to complete the exam. The candidate should countersign the Irregularities Report, and will have the right to send a written explanation to the Director of Qualifications and Academic Delivery at NCC Education Head Office in the UK, by registered post, within 24 hours.

5. Examination Room Instructions for the Day of the Examination

The Chief Invigilator must introduce him/herself and any other members of staff present.

The Chief Invigilator must then outline the process for the examination and confirm all actions have been completed using the checklist below.

Task:	✓
State the time allowed for the examination including the start and finishing time.	
Inform candidates that if they finish early they will be permitted to leave the examination room, provided at least 40 minutes of the examination have elapsed, and the invigilator has not yet announced the last 30 minutes. Candidates leaving early will not be allowed back into the examination under any circumstances.	
<p>Apart from the above, candidates will only be able to leave the examination room if:</p> <ul style="list-style-type: none"> ○ they are ill; however if their condition does not improve sufficiently to allow them continue taking the exam within 15 minutes of leaving the room, they will not be allowed to re-enter. ○ they need to use the toilet facilities ○ in both cases candidates must put up their hand and wait until a member of staff approaches them before talking. <u>An invigilator must accompany candidates at all times.</u> 	
Inform candidates that anyone caught cheating or who is suspected of cheating may be disqualified from the examination. Candidates have the right to appeal this decision in accordance with the NCC Education Review of Result process.	
Inform candidates that they are forbidden to communicate, seek guidance or give assistance in any way to other candidates whilst in the examination room.	
Advise candidates that should they need continuation sheets, they should put up their hand and an invigilator will assist them. Instruct candidates that all continuation sheets used should have their NCC Education candidate ID number written on them and they should be attached to the main examination answer booklet with the string provided.	
Inform candidates that mobile phones, tablets and PDA devices must be switched off and given to the invigilator before the exam begins.	
Ask candidates to place their examination slip on their desk, so that the invigilators can see them. These should be individually checked on both sides by the invigilator for written notes.	
Distribute the examination question papers and examination answer booklets and inform the candidates not to open them until you advise them to do so.	
Ask candidates to look at the general instructions for all candidates on the front of the examination answer booklet while you read out all the points ensuring that everyone present in the room understands them.	
Check that all candidates have an examination answer booklet and examination question paper and deal with any problems.	
Instruct candidates to complete the candidate specific information section on the front of the examination answer booklet and then put their pens down. Deal with any questions raised at this point.	
When all candidates have completed the front of the answer booklet, advise them that after the start of the written examination you will inform them when 30 minutes remain and then finally, when five minutes remain.	
Inform candidates that they may now open their examination question paper and they will be allowed 10 minutes to read the instructions and questions. Advise them that they must NOT write anything yet. This time is in addition to, and takes place prior to the time stated on the front of the examination paper.	
After exactly 10 minutes, ask candidates to STOP reading. Remind candidates how long they have to complete the examination. Inform candidates that the invigilators will not be	

allowed to answer any questions during the examination.	
Inform candidates that if they are unsure about a question, they should detail the assumptions they have made in order to help the marker understand what they have done and why.	
Instruct candidates that the examination will now begin and at the same time start the stopwatch or take a note of the time on the wall clock and your own wrist watch.	
When 30 minutes remain inform candidates.	
When 5 minutes remain inform candidates.	
Instruct candidates to STOP writing and put their pens down exactly when the time allowed has elapsed. Ask candidates to remain seated and silent until all the examination scripts have been collected.	

Invigilators should walk around the room during the course of the examination checking that all is well and no cheating is taking place.

Do not dismiss any of the candidates until you have confirmed the following actions have taken place:

Task:	✓
Invigilators must now collect the examination answer booklets, marking the attendance register with a tick as each candidate's examination booklet is collected. At the point of collection the invigilator should check that the details have been correctly completed on the front of the examination answer booklet and any continuation sheets have been secured properly with the string supplied.	
Invigilators must mark off every candidate on the register who has signed in and handed back a completed examination booklet.	
Invigilators must count up the number of candidates in the room and check that this corresponds with the number signed in on the register and this number in turn corresponds with the number of examination answer booklets you have collected.	
Collect in all spare answer booklets scrap paper and all question papers.	
All discrepancies must be resolved before candidates are allowed to leave. Any incidents must be recorded in the invigilator's report. If all counts are in order, you can instruct candidates to leave the room.	
All examination answer booklets must be sorted into the order in which candidates appear on the attendance list before being packaged and despatched for marking.	

6. After the examination

- Examination booklets and question papers must be collected from every candidate
- Sort the examination booklets into candidate number as per the attendance register
- Insert 'Absent' on attendance register where relevant
- Email the Irregularities Report (Appendix 2) and the Chief Invigilator's Report (Appendix 3) only to assessments@nccedu.com.

6.1 Global examinations only

Immediately following the completion of the examination:

- The following must be packaged and stored in a secure area:
 - all completed examination answer booklets
 - attendance register
 - seating plan
 - Chief Invigilator’s Report
 - Irregularities Report - where completed

All question papers must be destroyed once each examination has taken place. Past papers, for revision purposes, will be made available following result release.

- The package(s) must be packed ready for the pre-arranged courier company to collect and the air waybill completed with the following details:

List all qualifications contained in the parcel

Qualification	Unit Title	Return to:
IFY	AE, FDM, IB, IC	FAO Operation Manager NCC Education The Towers Towers Business Park Wilmslow Road Manchester M20 2EZ Tel: +44 (0)161 438 6200
L3DB	AE, IB, MT	
L3DC	IC, MT	
L4DB	BUSM, CFB, EoM, ITF, FE	
L5DB	ABM, BE, FM, ISO, PBO	
L4DC / DBIT	DDW, DBAS, SDT, SFC, EoM	
L5DC / DBIT	ISYSA, ISO, NSC, PBO, PIIT	

- NCC Education will only accept original examination answer booklets for marking and continuation sheets will only be accepted for marking if they have been attached with string. It is the Chief Invigilator’s role to ensure that:
 - all examination answer booklets are original
 - continuation sheets have been securely attached to the main examination booklet
 - candidates have correctly completed the details on the front of the examination answer booklet and continuation sheets
 - a full count has been completed and an examination answer booklet has been collected and included for every candidate who signed the attendance register
 - examination answer booklets are put in order of the attendance register for ease of checking by markers.

Chief Invigilators must package up the examination answer booklets immediately following the examination, ensuring that no more than 50 examination booklets are packaged in one bag, for ease of transport. If this is the first examination taking place on that day and another examination will be taking place in the afternoon, the examination booklets must be kept in a secure location until ready for collection by the courier. If there is any evidence of tampering at any point before the examination answer booklets are sent for marking, this must be reported immediately by the Chief Invigilator to NCC Education.

- All documentation duly completed must be secured in an envelope and enclosed with the examination answer booklets
- The Chief Invigilator's report must be emailed to NCC Education at assessments@nccedu.com within 24 hours of the examination taking place
- The Chief Invigilator must hand over the packages to the courier company. The exam venue should retain the copy of the air waybill as proof of despatch
- Upon despatch of papers by the courier, the centre must complete the despatch of completed examination scripts form (Appendix 4) and email immediately to NCC Education at assessments@nccedu.com
- If a Chief Invigilator fails to return all the necessary paperwork or fails to return the examination answer booklets on time, NCC Education will assume that the centre has a 'nil' return. This means all candidates registered for the examination(s) will be recorded as ABSENT and will have to re-take their examinations in a later session and make further payments
- It is the Chief Invigilator's responsibility to submit all examination answer booklets within the scheduled dates and times
- If a non-submission is due to the loss of examination answer booklets by an exam venue, a full report must be sent immediately. This report must be completed by the Chief Invigilator and sent electronically to NCC Education – assessments@nccedu.com If the loss occurred during transportation, a copy of the courier company's report must also be submitted
- NCC Education will use the report submitted by Chief Invigilator in order to make any decisions on the matter. NCC Education's findings will be reported to the centre and this decision will be binding and final.

If in doubt about the procedure to be followed, please telephone or email NCC Education.

- The examination answer booklets must be packed for despatch as outlined below:
 - examination answer booklets must be in NCC Education candidate ID number order
 - examination answer booklets from different Centres must be packed in separate parcels
 - parcels must contain no more than 50 examination answer booklets from any one centre – these should be labelled, for example, 1 of 2, 2 of 2
 - please ensure that strong wrapping is used

Individual parcels should be marked:

Parcel	from:
<hr/>	
(Insert Name of Centre)	
Examination Title:
Quantity of booklets:

These packages must not be left unattended until collection by the courier.

7. Appendix 1 – Receipt of examination papers

RECEIPT OF EXAMINATION PAPERS



ATTENTION: Operations

Centre Name:

Waybill No (Global examinations only):

Number of boxes received (Global examinations only):

Full description of contents (i.e. quantities of examination papers):

Please detail any missing items:

Received by (Print Name):

Date:

8. Appendix 2 – Irregularities Report

Irregularities Report

Name of

Qualification: _____

Date of Examination: _____

Title of Examination

Paper: _____

Candidate

ID Number:

Name: _____

Centre Registered with: _____

Examination Centre and Location

To be completed by Invigilator:

Please report on incident giving brief description

For candidate action:

I _____ confirm I have read and understood the report above.

I understand that I can write a letter of protest about this report within 24 hours of the examination, directly to the:

Director of Qualifications and Academic Delivery

NCC Education

The Towers, Towers Business Park

Wilmslow Road

Didsbury, Manchester, M20 2EZ

United Kingdom

Signature of candidate: _____

Date and Time: _____

Reported by: _____

Witnessed
by: _____

Signature and Name of Invigilator: _____

Signature and Name of Chief Invigilator: _____

9. Appendix 3 – Chief Invigilator’s Report

Invigilator’s Report

Name of Centre: _____

Invigilation staff

Chief Invigilator: _____

Invigilator: _____

Invigilator: _____

Invigilator: _____

Invigilator: _____

Title of Examination
Paper: _____

Examination Centre and Location: _____

Date of Examination: _____

Time of
Examination: _____

Number of candidates on NCC Education Register: _____

Number of candidates absent: _____

Number of examination answer booklets collected: _____

We certify that the above particulars are correct. The examination was conducted in our presence, in a proper manner and in accordance with the NCC Education rules and regulations.

There were no irregularities / details of irregularities are attached (**delete as applicable**).

Signed by Chief Invigilator: _____

10. Appendix 4 – Confirmation of despatch of examination scripts

DESPATCH OF COMPLETED EXAMINATION SCRIPTS



ATTENTION: Operation

Centre Name:

Waybill No (Global examinations only):

Courier Company:

Number of boxes despatched:

Despatched by:

Date despatched:

Destination:

Full description of contents (i.e. quantities of examination papers and examination title):

Date:
