

## Invigilation Policy

PMA are committed to excellence in customer service and security of certificated claims for its training qualifications, this document details the requirements to ensure thorough security and quality assurance of training qualifications, while at the same time being as fair to our apprentice / learners.

This policy covers awarding body qualifications requiring summative testing which test the learning outcomes of a unit/qualification ensuring they have been met using either electronic or written delivery methods.

The policy covers all staff involved in the management, administration and invigilation process including managers, administrators, trainers, invigilators and quality assurance staff.

The purpose of this policy is to:

- Establish a clear set of rules that addresses security and control risks regarding the setting, delivery, printing, handling, transportation and storage of question papers.
- Provide direction regarding the alteration of unit testing results.
- Provide direction concerning telephonic or radio contact at unit testing venues.
- Establish resources and space requirements regarding the delivery and invigilation for testing.
- Provide rules that govern the non-compliance and/or malpractice by apprentice / learners or invigilators during the testing.
- Detail intellectual property rights.

### Security measures for multiple choice unit tests and electronic papers

- Multiple choice unit question tests are set by awarding bodies and must not be amended in any way.
- Results will be kept for a minimum 3-year period and subject to sample by the external quality advisor.
- Where the test has been delivered as a hard copy, the completed paperwork must be kept securely at the centre for a period of three years.
- The access to the Test Platform must be controlled by the quality assurance responsible person at the centre.
- Unauthorised copying of the tests is not permitted and will be considered as malpractice if identified.

### Printing of unit question papers

- Only appropriate associates may be involved in the invigilation process or involved in printing test papers.
- The printing area must be supervised when printing hard copies of the test papers.
- The staff printing are instructed not to accept or hand over test papers to apprentice / learners or persons not identified as authorised employees.
- Checks are carried out after each printing session to ensure that:
  - No master copies are left on the machine and that all test question papers (the whole consignment) including spoilt copies are removed from the printing area/room by the employee designated by the person responsible for quality and confidentially destroyed.
  - No electronic images or memory are remaining on the printing machine after test

papers have been printed in cases where final test papers are electronically downloaded to a printing machine.

### **Transportation of test papers**

The transportation of the question papers is permitted and may be required to be completed in the GP practice or for EPA at an agreed location. However, the security of the papers must be maintained. The papers must be transported in a plain envelope and not left unattended at any time during the transportation. The papers must be kept securely at all other times.

### **Return of test papers**

The test papers must be returned to the secure area immediately following completion and as required by awarding bodies.

### **Administering tests**

- The invigilator will explain the procedure for exams or tests to all apprentice /learners.
- Once the apprentice / learner(s) have commenced the test there will be no further communication with the invigilator, except in an emergency, for example apprentice / learner illness, fire alarm, unauthorised key stroke.
- The apprentice / learner(s) will be allowed sight of a clock to monitor the test time.
- The invigilator will be present throughout the test.
- For paper-based tests the invigilator will warn the apprentice / learner(s) five minutes, and then one minute, before the completion of the test time.
- For paper-based tests the apprentice / learner(s) will be asked to stop writing at the exact time the invigilator indicates the test period has been completed.
- Apprentice / learners with identified special needs will be allowed additional time as per the awarding body recommendations and requirements.
- Readers are acceptable. However, the test must be conducted on a one to one basis.
- The test will be conducted for a continuous period as detailed in the qualification specification.
- The apprentice / learner(s) will not be allowed to stop or halt the test to deal with any other matter.
- Each apprentice / learner will be asked to ensure their details are correct prior to starting the test.
- Marking of tests will meet the awarding body standards.

### **Test room requirements**

- The testing must take place in a quiet, undisturbed room solely for the use of the apprentice / learner(s) and the invigilator.
- Any posters or notices that compromise the security of the test will be removed prior to testing.
- Desks or tables must be at least 1.25 metres apart.
- The test room will have adequate space, light, heating and ventilation.
- The apprentice / learner will not be allowed to take any written material (for example revision books or notes) into the test room.
- A PC or laptop will be available for each apprentice / learner undertaking the test for each sitting.

**Telephones, cameras & radio equipment**

Telephones, cameras and radio equipment are not permitted in the testing room unless required for remote invigilation under new Covid-19 measures set by the awarding body. Where not allowed, the invigilator must hold any equipment during the test to ensure the security of the test papers.

**Main Contacts:**

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**Should you have any concerns around Safeguarding please email:**

PMA DSL, Lisa Lindgren at: [safeguarding@practicemanagersuk.org](mailto:safeguarding@practicemanagersuk.org)

**Please be assured your email will be treated in the strictest confidence and that you will receive a direct reply from Lisa within 24 hours.**

**Revisions control:**

Date	Summary of changes made	Changes made by (Name)	Version No.
27th Sept 2017	Invigilation Policy created	Cathryn Lyon	V1.0
28 <sup>th</sup> Sept 2017	Formatted and reviewed	Ian Jones	V1.1
16 <sup>th</sup> Oct 2017	Formatting minor amends	Ian Jones	V2.0
28 <sup>th</sup> Sept 2018	Amended contact details	Natasha Sumner	V2.1
December 2019	Remove introductory paragraph and reference to delegate central. Amend reference to ILM to say awarding bodies to account for all exams	Elaine Crowther	V 3
July 2020	Added to new template	Sue Chadwick	V3.1
October 2020	Minor amendments ref phones	Lisa Lindgren	V4.0

**Next Review Due:** August 2021