UNIVERSITY OF WINCHESTER

INVIGILATOR POLICY

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Summary/Description:	
This document defines the invigilation arrangements for formal written and computer-based exams and the appointment and responsibilities of invigilators.	

SUMMARY OF CHANGES

This list summarises the changes since 2016/17. The date confirms when the changes were implemented.

Implementation date	Changes Approved by Senate
1 December 2017	1. Extended role of lead invigilator to cover more than one venue

INVIGILATION POLICY

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1.   Introduction

1.1   This Invigilation Policy, referred to throughout as the '*Policy'* applies to the invigilation arrangements and appointment of invigilators made by the University and its Collaborative Partners for formal written exams and formal computer-based exams, whether these are centrally organised by Registry or arranged locally by Departments or Collaborative Partners for all undergraduate and postgraduate taught programmes and modules, unless specifically exempted by Senate or disallowed under accreditation agreements with Professional, Statutory and Regulatory Bodies. (Please refer to the definition of 'formal exams' in paragraph 2 below.)

1.2   The assessment of students and the integrity of our exam processes are of paramount importance to the University. Exam Invigilators play a central role in helping to ensure that security is maintained and exams are conducted in a fair and appropriate manner and all students are able to sit exams in a suitable environment.

1.3   The Policy outlines the minimum requirements that the University expects should be met by Registry, Departments and Collaborative Partners when running formal exams. The requirements of the Policy supplement the *Exam Regulations* and should be read in conjunction with those Regulations, which are available via the University's website.

1.4   The Policy is intended to be used as a primary source of information. Alongside this, the University operates a wide range of institutional policies and procedures. Key aspects of these policies and procedures are incorporated within the Policy and reference is made there to the full policy or procedures, which can be found on the University's website, where appropriate.

2.   Definitions

'Formal exams'   usually occur at the end of a period of learning and assess whether students have achieved the intended learning outcomes and are defined as an assessment taken collectively by students under time conditions in a specified location and invigilated by staff appointed by the University or Collaborative Partner. Formal exams may be 'seen', where the student is aware in advance of the question(s) they are expected to answer, or 'unseen', where the questions are only revealed 'on the day'.

Invigilator   a person who supervises an exam to ensure that it is conducted in a quiet, secure and peaceful environment and who monitors students to ensure that any instances of cheating or other forms of academic misconduct are identified.

       Invigilators may be 'external' or 'internal' to the University or the Partner.

Internal invigilator   a member of academic or administrative staff or a postgraduate student nominated by a Head of an Academic Department within the University of Winchester or equivalent post holder for a Collaborative Partner.

External invigilator   a member of the public appointed by the Registry Exams Officer to invigilate centrally-based exams. (See Appendix 1 for the Template Job Description)

Lead invigilator   an invigilator appointed to take primary responsibility for the exam(s) being undertaken in one or more venues.

Reader   an invigilator who also acts as a reader for a student who has a recommendation for reading support approved by the University via a Learning Agreement (See Appendix 2 for the Role of the Reader)

Scribe   an invigilator who also acts as a scribe (amanuensis) for a student who has a recommendation for scribe support approved by the University via a Learning Agreement. A scribe may also be required to act as a reader. (See Appendix 3: Role of the Scribe)

3.   Appointing invigilators

Eligibility

3.1   Any member of the public is welcome to apply to become an external invigilator unless they are an undergraduate student, either at the University or another Higher Education Institution. They are required to demonstrate common sense, accuracy and attention to detail. They must be punctual, have a flexible attitude to work and possess good communication skills. They may also be required to complete a DBS check. (see Appendix 1: Template Job Description)

3.2   Internal invigilators may only be a member of academic or administrative staff or a postgraduate student[1] nominated by a Head of an Academic Department within the University of Winchester or by the equivalent post-holder for a Collaborative Partner. The role is not open to undergraduate students.

3.3   Invigilator scribes and readers are normally external invigilators but may be already working in the University as a note taker for students[2]. In such cases, the note taker would not be permitted to act as scribe or reader to a student for whom they had previously taken notes.

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[1] Postgraduate students, who are due to sit an exam during the assessment period, shall not be permitted to invigilate until after they have sat their own exams. Taught Master's students shall not be permitted to invigilate exams within their own Faculty.

3.4   In order to avoid conflicts of interest, all invigilators shall be required to declare any personal or professional relationships with students sitting exams to the Registry Exams Officer, Head of Academic Department or equivalent post-holder for a Collaborative Partner (as appropriate) so that they are not allocated to exam venues where that student or those students shall be sitting.

Responsibility for Appointment

3.5   The Registry Exams Officer shall be responsible for the appointment of all invigilators and lead invigilators for:

a)   Centrally-organised written exams

b)   Support arrangements for students sitting centrally -organised exams in separate venues, including students sitting computer-based exams

3.6   Departments and Collaborative Partners shall be responsible for the appointment of all invigilators and lead invigilators for:

a)   Locally organised written exams including any special support arrangements for students sitting exams in separate venues;

b)   All computer-based exams regardless of whether they are timetabled by the Registry Exams Officer or the Department/Collaborative Partner

3.7   Invigilators and lead invigilators for ***centrally organised written exams***, including support arrangements for students sitting in separate venues, shall normally be external to the University but members of staff, relatives or partners of staff members or Postgraduate Research students may also be appointed.

3.8   Invigilators and lead invigilators for ***locally-organised exams and all computer-based exams*** shall normally be members of University staff or the Collaborative Partner, as appropriate. Where an external invigilator is required, the Department or Collaborative Partner shall request the Registry Exams Officer to recommend someone from their pool of approved invigilators.

Number and type of invigilators required for exams

3.9   In each Main Exam Venue there shall be no fewer than two invigilators, irrespective of the number of students, one of whom shall normally be designated as the 'lead invigilator', except in cases where the lead invigilator may be responsible for two or more venues. In these cases, the lead invigilator shall normally be based in one venue but may visit the other venues during the course of the exam(s) and may nominate another invigilator to fulfil the role of 'lead invigilator' in their absence.

3.10   Where students needing support arrangements are required to sit in a separate venue there will normally be one invigilator per venue for a maximum of three students. Where there are four or more students, two invigilators shall normally be required.

3.11   It shall be regarded as desirable but not essential that for all exams with male and female students there should be an invigilator of each gender.

3.12   Owing to the specialist nature of computer-based exams, Programmes shall provide suitably qualified, designated members of academic staff to act as both the lead invigilator and supporting invigilator in each of the Main Exam Venues.

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[2] Ibid

4. Training and Support for Invigilators

The Registry Exams Officer is responsible for providing the following training and support:

a) providing an 'Invigilator Guide' incorporating appropriate sections from the Policy and Procedures and detailing the precise details of the role of the invigilator;

b) providing a training session for all new external invigilators;

c) ensuring that members of the pool of external invigilators are kept informed of any changes relating to their role and responsibilities;

d) providing external invigilators with name badges so that they may be easily identified and acknowledged as a member of University staff.

5. Invigilator Guide

5.1 The Registry Exams Officer is responsible for ensuring that Invigilator Guides are kept updated and available on the Intranet for internal invigilators and electronic or hard copies provided to external invigilators, as appropriate.

5.2 The Guide shall contain details of the following:

a) Contacts (general and emergency)

b) Location of exam venues

c) Before the exam

d) Preparing for the exam

e) Entry of the students

f) Instructions to students (Start of Exam)

g) During the exam

h) At the end of the exam

i) Instructions to students (End of the Exam)

j) After the exam

k) What to do in case of accidents, incidents and emergencies

l) Notes re: Regulations

6. Responsibilities of Invigilators

6.1 The Guide is intended to ensure the proper conduct of exams for which invigilators are responsible and must therefore be strictly adhered to. Invigilators are required to study the *Exam Regulations*, this Policy and their Guide carefully and to make themselves thoroughly familiar with them before the exam begins, in order that they may know how to deal with any emergency or difficulty that may arise during the exam.

6.2 The assessment of students and the integrity of our exam process are of paramount importance to the University. Exam invigilators play a central role in helping us to ensure that security is maintained and exams are conducted in a fair and appropriate manner and all students are able to sit exams in a suitable environment.

6.3 Invigilators shall not cause any unnecessary disturbance in the exam hall and shall be alert to student activity at all times so that they are ready to respond immediately to any request for assistance or incident. For this reason:

a) Any private discussions between invigilators or invigilator(s) and student(s) shall be conducted in a whisper and kept to a minimum;

b) Invigilators shall not read (other than if directly related to the exam), smoke, eat (other than cough sweets or equivalent) or otherwise engage in activities which may distract them from carrying out their duties or disturb students.

6.4 Invigilators shall bear in mind that exams can be very stressful for students and can occasionally provoke unreasonable or extreme behaviour. Situations should be dealt with in a sympathetic and supportive manner which minimises any adverse effect on other students and maintains security of the exam.

6.5 Following each exam, invigilators shall be asked to report on the conduct of the exam, including invigilation arrangements and any concerns relating to the above. Where an invigilator's behaviour is called into question, this may lead to an Invigilator being removed from the pool by the Registry Exams Officer. In the case of a member of staff or postgraduate student, the Head of Academic Department or Programme Leader of the Collaborative Partner programme, shall take action as appropriate. This may include disciplinary action.

Appendix 1   Template Job Description for External Invigilator

Title: Exam Invigilator
Department: Registry
Reporting to: Registry Exams Officer
Liaises with: Academic staff and students

Main Purpose and Object:
To provide support for the exam process.

Specific Duties:
To support the Registry Exams Officer with the management of exam venues and other exam processes as appropriate.

This role shall normally involve:
 a)   assisting with setting-up exam venues by laying out stationery, equipment and exam papers in accordance with strict procedures;
 b)   assisting students prior to the start of exams by directing them to their seats and advising them about possessions permitted in exam venues;
 c)   ensuring that students do not talk once inside exam venues;
 d)   invigilating during exams, dealing with queries raised by students and dealing with exam irregularities in accordance with strict procedures;
 e)   checking attendance during exams;
 f)   assisting with the completion of illness and incident report forms;
 g)   escorting students from venues during the exams as required, and supervising students whilst outside exam venues;
 h)   collecting and collating scripts at the end of the exam in accordance with strict procedures;
 i)   supervising students leaving exam venues, ensuring that students do not remove equipment or stationery from the venue without authorisation and ensuring that students leave venues in an orderly and quiet manner.

Experience
Experience of working or studying in higher education environment desirable

Specific skills and Knowledge
An understanding of exam processes desirable
Effective oral/written communication skills essential
Numeracy essential

Personal attributes
Accuracy and attention to detail essential
Flexible approach to work essential
Ability to relate to academic staff and students essential
Ability to work under pressure and to tight deadlines essential

Normal working hours
These will be between 8.30 am and 6pm although it may be necessary to work outside normal working hours.

Appendix 2   Role of the Reader

1.   The reader shall read aloud:

    a)   the entire (or any part of) the exam question paper including the rubrics;

    b)   what has been written/typed by the student, as requested by the student;

    c)   the spelling of a word which occurs in the question paper only.

2.   The reader shall not:

    d)   explain or clarify any part of the rubrics or questions;

    e)   repeat anything already read unless specifically requested to do so by the student;

    f)   give factual help to the student nor offer any suggestions;

    g)   suggest when an answer is finished;

    h)   suggest or choose which question to answer or in what order;

    i)   suggest when to move to the next question.

Appendix 3   Role of the Scribe

1.   The scribe (amanuensis) shall:

   a)   write or type exactly what the student says. This means that the student will need to dictate punctuation and instruct the scribe when to:

   - end a sentence
   - use a heading
   - use a sub-heading
   - end a paragraph
   - start a new page

   b)   draw maps, graphs, diagrams as described exactly by the student;

   c)   change what has been written/typed only at the request of the student. This includes correction of spelling, formatting and typographical errors;

   d)   not write/type during any rest breaks prescribed by Learning Agreement for formal exams;

   e)   ask a question to clarify instructions if they are unclear what the student means;

   f)   read back what has been written/typed only if requested by the student;

2.   The scribe shall not:

   a)   give help with the answers;

   b)   suggest when an answer is finished;

   c)   suggest or choose which question to answer or in what order;

   d)   suggest when to move to the next question.

Appendix 4   Hyperlink to Invigilator Guides

The following Guides are produced by the Registry Exams Officer and approved by the Quality Office. They are updated as required and stored electronically on the Registry Intranet page Document Library: Online Manuals.

Instructions for Registry Exam Support Invigilators (Separate Rooms)
(including instructions for Readers and Scribes)

Invigilator Guide and Instructions - Main Venue
(Registry Organised Exams)

Invigilator Guide and Instructions - Main Venue
(Locally Organised Exams for Faculties and Collaborative Partners)