

ELA TRAINING SERVICES

Exams and Invigilation Policy



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EXAMS AND INVIGILATION POLICY

Statement of Intent

Functional Skills are an integral part of any apprenticeship programme and provide the core skills to ensure all learners have the skills needed to operate confidently and successfully in work and life. In accordance with Ofqual and Awarding Body guidance, this policy provides guidance to all parties with regards Registration and Invigilation procedures.

The implementation of this policy sits with the Head of Centre, who will ensure:

- All invigilators are trained, familiar with and understand the conditions outlined within this document
- The conditions outlined within this document are met at all times
- Regular training / standardisation activities take place to ensure compliance, consistency and standardisation across all invigilators; these activities must be recorded and made available to any Awarding Body upon request

To uphold the integrity of ELA Support Services, it is imperative that policies and procedures are put in place and strictly adhered to by all L&D Coaches, assessors and invigilators. ELA Support Services accept that this is the responsibility of the staff involved, to be compliant with awarding organisation's policies and procedures.

ELA Support Services will ensure that L&D Coaches, assessors and invigilators will be given access to relevant awarding organisation's policies and procedures, as well as regular updates and standardisation activities to ensure we are meeting given guidelines.

Reasonable adjustments

When a learner is entitled to reasonable adjustments; the L&D Coaches, assessors and invigilators will ensure that the reasonable adjustment(s) are both valid and essential for learner examination and that the learner has a clear understanding of what reasonable adjustments they are entitled to, with sufficient notice. L&D Coaches, assessors and invigilators will also ensure that the reasonable adjustments are necessary for any examinations and there is sufficient evidence to meet JCQ requirements.

Site registration

Where learners are sitting paper-based examinations or assessments, ELA Support Services will ensure that relevant sites are registered with the awarding organisation and have sufficient evidence and documentation of the security of the live papers, as well as invigilator responsibilities.



Instructions to learners

ELA Support Services will make clear to all learners of the examinations and/or assessments that they will need to achieve before and during End Point Assessment. Learners will be notified of examination/assessment dates in advance which may be agreed with employers.

Learners will receive instructions of how to access examinations/assessments prior to the given date, as well as instructions of documentation that must be produced, such as (but not exhaustive to) identification.

Changes in venue, time, and/or date of the examination/assessment

When changes to the venue, time and/or date are made due to unforeseen circumstances, and/or awarding body availability, ELA Support Services will ensure that any changes made are provided to the learner and employer at the earliest opportunity and alternative arrangements are given.

Cancellation of examinations/assessments

Where examinations and/or assessments need to be cancelled due to unforeseen circumstances, and/or awarding body availability, ELA Support Services will ensure that learners and employers are notified at the earliest opportunity and alternative arrangements are given.

Learner identification

It is the responsibility of invigilator to ensure there is a system in place to ensure that the person taking the examination/assessment is indeed the person they claim to be. All assessors/invigilators are therefore required to ensure that each learner's identification is checked before they are allowed to sit the exam. Types of recommended proof of a learner's identity include (but are not exhaustive to):

- valid passport (any nationality).
- signed UK photo card driving licence.
- valid warrant card issued by HM Forces, Police
- other photographic ID card, e.g., employee ID card (must be current employer), student ID card, travel card.

NOTE: ELA Support Services are not in control of the evidence required; it must be accepted from the relevant awarding organisation.

Any L&D Coaches, assessors and/or invigilators who has any reason to suspect that a person attempting to take an examination and/or assessment is not the person they are claiming to be must not allow that person to take the examination and/or assessment. All occurrences of this situation must be reported to the IQA immediately who will act accordingly and inform the relevant awarding body.



Examination materials

At the beginning of the examination, the invigilator must check they are in receipt of the following:

- Equipment and connectivity for on-line examinations (according to the awarding organisation guidelines).
- Sealed exam papers for paper-based examinations.
- Examination learner list and declaration.
- Dictionary (if allowed in accordance with awarding organisation guidelines).
- Calculator (if allowed in accordance with awarding organisation guidelines).
- Spare stationery (if allowed in accordance with awarding organisation guidelines).
- Coloured overlays and/or any adaptations (if allowed in accordance with awarding organisation guidelines).
- Relevant documents/posters for display.
- Reasonable adjustment allowances (if previously agreed in accordance with awarding organisation guidelines).

Invigilators

The invigilator must not be related to the learner(s). It is ELA Support Services responsibility to ensure that the invigilator is suitable to invigilate exams.

From July 2019, following an Ofqual review, all Awarding Organisations have adopted the rule that no tutor of a Functional Skills qualification can be involved in the administration of the assessment materials for level 1 and 2 exams in that subject, regardless of the level they teach. (Administration includes initial receipt, secure storage, movement, or preparation of confidential material for external assessments before, during, or after an external assessment)

In addition, a Functional Skills subject tutor must not be involved in the invigilation of that subject, even if they have not taught those candidates (i.e., a Functional Skills English tutor must not invigilate any Functional Skills English exam, and a Functional Skills Maths tutor must not invigilate any Functional Skills Maths exam, regardless of the level they teach).

Prior to the Examination

Prior to the examination, invigilators should:

- Inspect the examination room to ensure that the accommodation is suitable, and the seating is arranged in such a way to avoid malpractice.
- Ensure that there is an 'Exam in Progress' sign visible on any entry door to the examination room.
- Ensure that all learning aids (such as wall posters) that may assist learners with the examination are covered or removed.
- Verify that all learners are present.
- Check the front of the sealed security bag to ensure that the correct examination materials have been sent.



- Identify any individuals for whom special arrangements have been approved by ELA Support Services.
- Familiarise themselves with the Examination and Invigilation regulations.
- Explain evacuation arrangements to learners, in the event of an emergency.
- Be confident that all the individuals attempting to take the examination are who they say they are.
- Ensure all learners add their details to the Learner List.

Starting the Examination

Prior to the examination, invigilators are required to:

- Arrive at the examination location in good time.
- Inform the learners of the correct centre and candidate number.
- Inform the learners of the start and finishing time of the examination, referring to a clock that should be visible to all learners.
- Ensure that all learners are positioned sufficiently apart to avoid the risk of malpractice.
- Inform learners that they are not permitted to refer to any materials other than a standard dictionary.
- Invigilators should check that only authorised materials are on the learner's desks and that dictionaries are not annotated.
- Inform learners that multi-media devices, such as mobile phones and tablets, need to be turned off and not placed on the examination desk.
- Inform all learners that they should read all instructions on the examination paper before answering the questions.
- Inform all learners that they are forbidden from communicating with other learners during the examination and that the invigilator is not permitted to provide any further explanation or guidance on examination questions.
- Once the learners are settled, ensure that the learners open the sealed security bag and check that they have the correct examination paper, noting the title of the examination and paper number.
- Learners must not open the examination paper until they are told to do so.

Prior to the examination starting, the invigilator should ensure that all learners complete the following information on the front of their examination:

- The learner's full name.
- The approved centre number.
- The individual candidate number.
- The examination date.
- Learner signature.



During the Examination

The invigilator must supervise the learners at all times throughout the examination. Absolute silence must be maintained throughout the examination. Learners who arrive after the starting time for an examination may, at the discretion of the invigilator, enter the room and sit the examination providing that they do not disturb the other learners. Learners who need to leave the examination room must be accompanied by an invigilator, who must ensure that they do not speak to anyone else, make a telephone call or refer to any notes.

Any learners wishing to leave the examination room early must not be re-admitted to the room under any circumstances. In the event that an invigilator observes or suspects a learner of cheating, that learner should be asked to stop. Should the action be considered serious enough, a learner's examination should be stopped, and the learner asked to leave the examination room. In this latter scenario, the invigilator must submit a written report to the IAQ who will notify the Awarding Organisation of the incident if and when required.

For further guidance on ELA Support Services procedures for dealing with malpractice, please refer to the Maladministration and Malpractice Policy. Invigilators are expected to remind the learners of the time remaining approximately 15 minutes before the end of the examination.

Emergencies

In the event of an emergency, the invigilator should evacuate the examination venue in accordance with venue procedures. All examinations should be left. If an invigilator is satisfied that the integrity of the examination has not been compromised, the examination can be resumed for the remaining allocated time. The invigilator must submit a full report of the incident to the IQA who will report this to the AO if and when required.

Results and Certificates

ELA Support Services will be notified of results upon completion of marking and moderation by the Awarding Organisation. Certificates will be processed in accordance with the Awarding Organisation's process.

Replacement Certificates

On request learners may obtain replacement certificates which can be requested following the Awarding Organisation process.

Retakes

Any learner who fails an examination can retake as required, within the awarding organizations limit.



Appeals against Results

Any learner wishing to appeal against an examination result can do so by invoking the Appeals Procedure.

Review

The effectiveness of this policy will be reviewed annually under the direct supervision of the Chief Operating Officer (COO).

Adoption Date	Updated	Review Date	COO
08/2024	24/07/2025	1/8/2026	

