Exam Invigilation Policy

POLICY APPROVAL

Approval Required	Indicate with a tick (✓)		**Annual Review Required**	Indicate with a tick (✓)	
	Yes ✓	No		Yes ✓	No
Approval Panel	Loren Janes				
Approved by	Name: Loren Janes		Signature:	Date: November 2025	
Policy Review Date	Novemeber 2026				

Policy Statement

Futures Changing have a commitment to excellence to all of our Authorising Authorities with whom we work with, we are passionate about upholding the integrity of the qualifications that they award and we deliver.

We take very seriously the security for certificated claims and the associating paper-trail and documentation.

Scope

This policy covers training qualifications requiring multiple choice unit questions 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 unit multiple choice 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 learners or invigilators during the testing
- establish the quality arrangements and delivery of testing
- provide clear expectations of external quality assurance bodies that testing is carried out on behalf of

Security measures for multiple choice unit tests and electronic papers

Invigilation staff must ensure that passwords are kept secure. Sharing of log ins between staff is NOT permitted. Test Administrator login details or password must not be shared with anyone. Access to password protected systems is only permitted by those with their own individual log in. Staff that are found to share passwords will be subject to disciplinary procedures.

- Multiple choice unit question tests are set by the ‘Authorising Authority’ and must not be amended in any way.
- Multiple choice unit question tests can be delivered electronically
- Paper based examinations
- Results will be kept for a minimum 3-year period and subject to sample by the External Quality Assurer.
- 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.
- Where the tests have been delivered as a paper-based test, they must be marked within the Authorising Authorities set amount of days
- Paper based examinations/assessments are stored for sampling for a period of 3 years and will be subject to External Quality Assurer sampling.
- Paper based tests must only be handled solely by the relevant trainer(s) or authorised departmental administrative employee(s), not by messengers, students, assistants or any other persons.
- Electronic passwords and user access for Authorising Authorities is controlled and issued only by authorised staff and must be kept by the individual securely.

- Only one learner per terminal is permitted during the test and the system is logged out once the learner has completed the exam.
- The invigilator must investigate un-authorised key strokes when notified through the system before permitting the test to continue.

Printing of multiple-choice unit question papers

- No employees other than those detailed in the centre strategy 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 is instructed not to accept or hand over test papers to 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 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 multiple-choice question papers is permitted. 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 and answer streams must be returned to the secure area immediately following the delivery of the test. The centre quality assurance policy must have turnaround times and measures to ensure compliance with this regulation.

Conflicts of Interest

Test invigilators and administrators should avoid a conflict or perceived conflict, which can be defined as a situation in which a person has a private or personal interest, sufficient to appear to influence the test result, for example, an administrator's family member or a company employee. It is however acknowledged that the test administrator may know the candidate. If this practice may be unavoidable, the invigilator should contact Head of Quality prior to the test, preferably at the booking stage to gain authorisation to continue in the role as administrator. All conflicts of interest reported, when authorisation has been provided to continue, will be subject to internal scrutiny. This will be either face to face at the time of the test or remotely via CCTV footage after the test is concluded. Feedback will be provided in line with the quality process defined. Any poor practice identified due to over familiarity will be actioned and reported in line with organisational procedures and external guidance.

Administering the test

- The invigilator will explain the procedure for test to all learners.
- The invigilator must ensure that every Candidate sits the type of Test that they have booked
- Once the learner(s) have commenced the test there will be no further communication with the invigilator, except in an emergency situation, for example learner illness, fire alarm etc.
- The Candidate Test start and finish time must be correctly recorded on the centre log with accurate times that can and will be verified through internal audits Making sure that, once a Candidate leaves the Test Room after completing the Test, the leaving time is logged.

- The invigilator must be present in the Test Room to make sure that the Tests are correctly invigilated while a Test is in progress. For the avoidance of doubt, the Test Administrator must always be physically present in the Test Room during the entire testing process. The use of viewing windows or CCTV Test monitoring is not permitted. Without exception, the Test Administrator must not have a mobile phone or any personal electronic device in the Test Room or on their person during the testing process.
- The 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 learner(s) five minutes, and then one minute, before the completion of the test time.
- For paper-based tests the learner(s) will be asked to stop writing at the exact time the invigilator indicates the test period has been completed.
- Learners with identified special needs will be allowed additional time as per the centres assessment strategy relating to special assessment processes, normally not more than an additional 15 minutes as detailed in Authorising Authorities Equality of Opportunity and Diversity and Reasonable Adjustment and Special Considerations Policy.
- 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 learner(s) will not be allowed to stop or halt the test to deal with any other matter.
- Each learner will be asked to ensure their details are correct prior to starting the test.
- For paper-based tests the invigilator must mark the test following the relevant Authorising Authority procedures within
- There are no breaks during the Test. If for any reason the learner needs to take an unscheduled break at any time during the Test, the test timer will not stop throughout the unscheduled break. Identification must be inspected prior to re-entry to the Test Room. Learners are not permitted to leave the Test Centre or access their stored personal belongings, except for medication required at a certain time, with the approval of the Test Administrator.
- The invigilator will be responsible for ensuring that the centre's policy is followed for the storage of marked papers and security of all examinations.
- The invigilator can be any registered assessor/trainer or internal quality assurer at the centre, including the trainer for the learner taking the test, with the exception of the centre's quality assurance responsible person for the qualification being tested.
- No tests must be self-procured.
- Results are to be administered in a discreate controlled manner so other candidates can not see those belonging to another customer. The paper should be folded and no comments regarding results should be offered.

Test room requirements

- The testing must take place in a quiet, undisturbed room solely for the use of the learner(s) and the invigilator.
- Any posters or notices that compromise the security of the test that refer to training qualifications must be removed or covered.
- Desks or tables must be at least 1.25 metres apart.
- The test room will have adequate space, light, heating and ventilation.
- The learner will not be allowed to take any written material (for example revision books or notes) into the test room.
- Only learners who are physically sitting the test are allowed in the test room.
- A PC or laptop must be available for each learner undertaking the test for each sitting.
- Telephones, cameras and radio equipment are not permitted in the testing room and MUST be secured in a locked locker which is covered by CCTV.
- The invigilator must hold any equipment during the test to ensure the security of the test papers.

The invigilator must ensure that spacing and positioning is not altered within the room, the invigilator table must be able to be clearly seen on the CCTV footage.

Futures Changing Ltd take a hard-line policy on cheating, with CCTV installed in the test centre including audio camera technology within the test suit itself. All tests recorded for security, detection and investigation of fraudulent activity and retained for a minimum of 30 calendar days. This footage can and may be kept for up to two years by a test provider authority.

Should you be caught cheating or be found guilty of any other serious misconduct, the test will be stopped, and your result will become void with your fee denounced as forfeit.

Even if it is unclear from CCTV whether you have been involved in such misconduct, the Authorising Authority reserves the right to revoke test passes if they have a reasonable suspicion of a candidate's involvement in fraudulent activity.

Appeal

If you feel that the test has been conducted improperly, or under improper conditions, this is something you can bring to the attention of the Centre Manager.

If you find you cannot resolve your issue at the Test Centre, this can be escalated via the appeals policy to the Authorising Authority