



BCS, The Chartered Institute for IT

Invigilation Guidelines

April 2021

Summary of Changes

- Clarification added to invigilator to candidate ratio
- Open book exams list updated
- BCS office address updated

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1. Introduction

BCS has created the Invigilation Guidelines to ensure that examinations are conducted rigorously and fairly.

All invigilators must be approved by BCS before undertaking any examinations and must follow the requirements outlined in this document. Failure to do so may result in BCS withdrawing approval for you to act as an invigilator.

Any general enquires regarding the examination arrangements outlined in this guide should be addressed to BCS Service Delivery Team on +44 (0) 1793 417 655. The office is open from 09:00 – 17:15 GMT.

1.1 Invigilator Requirements

As an invigilator, you are responsible for the monitoring and invigilation of examinations under examination conditions. You are required to:

- be registered with BCS
- have completed BCS Invigilation training before you commence the invigilation of live exams
- Be observed during their first live examination session and annually thereafter to ensure exam regulations are being followed
- be familiar with the Invigilation Guidelines
- have a good command of the language in which the examination is being taken
- ensure the exam outputs only contain the work of the learner and that no assistance has been available
- check identification of learners prior to exam
- ensure exam regulations are adhered to for all exams
- ensure that all confidential information, including candidate details and exam paper content is kept secure at all times

You are not permitted to:

- share the exam paper content with any person/party
- invigilate for a family member or where a conflict of interest may be present

2. Pre-Examination

2.1 Examination Packs – Paper Based

If the exam is paper based, the pack will be dispatched to you 5 working days before the examination date for UK and EU based examinations and 10 working days for all overseas examinations. If you have not received the pack 3 days before the examination day (or 5 days for all overseas booking) you should contact your training provider immediately.

On receipt please check the pack carefully to ensure that the parcel has not been damaged or opened during transit, and the examination title shown in the window of the green envelope matches the examination you are expecting to invigilate. Contact your training provider immediately if there are any problems.

Please ensure that you do not open any of the contents which are secured in the tamper proof envelopes until immediately prior to the examination.

2.2 Examination Packs – Self Print

If your Accredited Training Organisation (ATO) has used the 'Self Print' facility, you will be assigned as a Print User in e-professional, the BCS exam management system, and will receive an email from BCS containing a link to the appropriate exam pack for the session detailed in the email. You will need to follow the link to print the following documents:

- Booking summary
- Candidate list
- Invigilator report
- Answer sheets
- Question papers
- Reference documents for invigilator (which include candidate ID form, pre-requisite confirmation, extra time register and invigilator guidance)

All papers must be kept secure and confidential in advance of the exam. All documents must be placed into a sealed envelope. And kept in a secure/locked area until required for the Exam.

2.3 Examination – Online Classroom Based

BCS has created a portal on e-professional to enable registered invigilators to manage online classroom exams. e-professional is the exam management system provided by BCS for ATOs to book and manage their examinations with BCS.

The invigilator portal, however, does not apply for paper format, therefore these exams will not be displayed.

Invigilators assigned to an online classroom exam for the first time will receive a registration email from BCS, which they must complete before the commencement of their first exam. Once registration is complete, there will be no further communication from BCS. Notification of future invigilation assignments will be notified by the invigilator's ATO.

The portal will allow invigilators to:

- Register on the system
- Login to the invigilator portal or reset passwords
- View summary of online classroom exams
- View all exam candidates registered for the session & any extra time due to reasonable adjustment or language
- Verify candidates' IDs
- Report Incidents to BCS
- Sign off exam session

2.4 Accessing the exam site and Special Requirements

You should contact the trainer the day before the examination to ensure you can gain access to the site and if there are any special requirements you need to be aware of. You may also want to check the arrangements for parking.

3. Examination Day

On the day of the exam you must:

- Be at the examination venue at least 30 minutes prior to the start time
- Contact BCS and/or your training provider if you are going to be delayed
- Make yourself known to the venue contact upon arrival
- Make yourself aware of health and safety arrangements within the venue

3.1 Examination Conditions

Prior to the exam you must check the suitability of the exam room:

- Desks should be at least 1.25 metres apart and facing the front of the room
- For online classroom exams, computers should be spaced at least 1.25 metres apart and not overlooked by other Learners. The 1.25 metres is to be measured by the outer edge of one screen to the next nearest monitor. This does not apply to monitors positioned back to back. When recommended spacing cannot be physically implemented, alternate machines must be used. *It is the responsibility of your training provider to meet these requirements prior to testing.*
- The room must be a comfortable temperature
- The room must have suitable lighting
- The room and surrounding areas must be quiet
- There must be a clock in the room, and it must be displaying the correct time and seen by all candidates
- All course materials must be removed from the walls, flip charts or whiteboards
- No written or printed materials, other than those specified by BCS and paper dictionaries for extra time candidates, are permitted to candidates taking closed book exams

If the examination room needs to be rearranged to meet examination conditions, this should be completed no less than 15 minutes before the exam start time. Preferably, the candidates will be excluded from the room while this is done.

If you are not able to achieve the exam conditions, please contact BCS for advice prior to the exam start time.

3.2 Identification Checks

All candidates must provide photographic ID prior to sitting the exam.

Acceptable documents are an official document with includes photographic ID, the person's name and is valid (current), such as:

- Passport
- EC identity card
- Full/Provisional driver's licence (with photo)

Alternatively, the candidate can provide **two** different types of ID from the following list:

- Financial Institution Statements E.g. Bank or Building Society Statement, Saving Account, Loan Documents (Dated within the last 3 months)
- Vehicle Registration or Title

- Utility Bill (Dated within the last 3 months)
- Valid Union Membership Card
- Valid Social Security Card
- Valid Health Security Card
- P45, P60 or payslip (Dated within the last 3 months)
- Marriage Certificate
- Birth Certificate
- Name Change from a Court Decree
- TV licence in your name and current address (Dated within the last 12 months)
- Mortgage statement (Dated within the last 3 months)
- Council Tax Statement Dated within the last 12 months)

If the candidate does not have a suitable form of identification they will not be permitted to sit the exam.

For online classroom exams, you must use the invigilator portal to confirm candidate's IDs have been verified.

3.3 Reasonable Adjustments and Extra Time

All reasonable adjustments and special consideration requests, including requests for extra time, must be made by the Training Provider to BCS, no less than 10 working days prior to the exam. However, if they have not done this they are able to complete the Reasonable Adjustments Request form on the day and give this back to the trainer or yourself so that it can be returned with the examination pack. The Reasonable Adjustments form is available to download from the BCS website under the tab 'About Professional Certification'. The trainer/invigilator can award up to 25% extra time on the day if the candidate has a disability, but these candidates must complete the Reasonable Adjustments form to be eligible.

Please ensure you are familiar with the Reasonable Adjustments Policy before authorising extra time.

As a general guideline:

Disability	Apply before the exam	On the day of the exam
Visually Impaired Candidate	50% Extra Time as well as assistive technology / scribe	25% Extra Time Only
Hearing Impaired Candidate	25% Extra Time as well as an Interpreter	25% Extra Time Only
Dyslexic Candidate	25% Extra Time as well as changes to the exam paper – such as background colour and font size	25% Extra Time Only
Other Medical Conditions	Up to 25% Extra Time as well as assistive technology / scribe	25% Extra Time Only

You will receive notification prior to the examination of any candidates that have been awarded a reasonable adjustment or extra time. The notification will be sent by either BCS or your ATO, or details will be within your exam pack.

For online classroom exams, any extra time will be highlighted adjacent to the corresponding candidate on the Invigilator Portal.

3.4 Invigilator to Candidate Ratio

The ratio of invigilator to candidate is 1:25, unless specified differently in the syllabus for the certification. If there are more than 25 candidates then a second invigilator must be used (up to a maximum of 50 candidates).

3.5 Candidate use of technology during the examination

Candidates are not able to take any mobile technology into the examination room unless they are sitting an examination using Bring Your Own Device which has been authorised in advance. This includes any electronic equipment that can store or access data such as mobile phones, laptops, personal organisers and any smart watches such as the Apple Watch.

3.6 Reading Time

An additional 15 minutes of reading time is available for the following written examinations:

- Advanced Certificate in Programme and Project Support Office (PPSO Advanced)
- Certificate in IS Consultancy (IS Cons)
- Certificate in Project Management (PM)

3.7 Calculators

Candidates are able to bring their own simple non-programmable calculators into the examinations listed below. No other calculators or mobile technology are acceptable. The following examinations allow calculators to be used:

- PPSO Essentials
- Commercial Awareness
- Foundation Certificate in Business Change
- BCS Specialists
- Software Testing Foundation
- Software Testing Intermediate
- All Software Testing Advanced
- ISTQB Agile Tester

3.8 Use of Books or other Reading Materials

Most examinations are closed book (meaning no reading materials are allowed into the examination). Below is the list of open book exams.

Certificate in Benefits Management and Business Acceptance
Certificate in Data Management Essentials
Certificate in Integrating off the shelf Software Solutions
Certificate in Systems Developments Essentials
Certificate in Systems Design Techniques
Certificate in Systems Modelling Techniques

The EU Code of Conduct examination is a partially open book examination, so candidates can take in a copy of the EU Code of Conduct Best Practice Guidelines only.

3.9 Use of Dictionaries

If the examination is taken in a language that is not the candidate's native/official language, then they are entitled to use their own **paper** language dictionary (whose purpose is translation between the examination language and another national language) during the examination. Electronic versions of dictionaries will **not** be allowed into the examination room. You should check that the dictionary is a strict translation only and there are no notes or extra pages inserted. If the candidate's dictionary does not meet these requirements, then they should be asked not to use it and to store it with their belongings

4. Starting the Examination

At the start of the exam, you should:

- Remind candidates of the duration of the exam
- Remind candidates that the use of electronic equipment is not permitted unless it has been authorised in advance
- Inform candidates of how to gain your attention if needed
- Inform candidates of the venues emergency procedures
- Inform candidates of the cheating and inappropriate behaviour procedures (outlined in section 5.1)

Once you are satisfied that the candidates are ready you should distribute the examination papers face up on the desk. Candidates should not open the examination paper until told to do so.

For online classroom exams:

- Enquire if all candidates have registered to the candidate portal. Ensure all candidates have logged in to the candidate portal and provide assistance if required.
- Inform all candidates that once they have logged in to the candidate portal, they will be provided with a 6-digit exam unlock code which they will need to enter to launch the exam.
- If there are candidates with extra time granted, inform all candidates that their results will be available once the exam session is signed off.
- Inform candidates that **ALL** results will be held if any incidents are reported for the exam session until BCS has investigated and resolved the incident or any pre-requisites have not been processed by BCS.

If a candidate arrives more than 15 minutes late (from when the actual examination started, not the pre-exam briefing) they cannot enter the room or take the examination. Any late candidates, who are allowed to enter the examination room (within the 15-minute deadline) are not allowed any extra time at the end of the examination; please advise them that this is the case. Please make a note on the invigilator report of any late or absent candidate.

5. During the Examination

During the exam, you must:

- Give your whole attention to the proper conduct of the examination
- Do not leave the room during the examination
- Minimise the opportunity for a candidate to cheat. Watch candidates at all times and walk around the room quietly and unobtrusively
- If you notice inappropriate behaviour such as a candidate distracting other candidates, shouting or cheating you should approach the candidate immediately and follow the instructions in section 5.1
- Do not answer any queries relating to the content of the examination paper

- If a candidate raises any issues, such as a missing page, advise them to continue and make a note on the invigilator report. Please inform your training provider immediately after the exam
- If the examination is greater than one hour, you should inform the candidates when they have one hour remaining and then again when they have 30 minutes remaining and then again when they have 10 minutes remaining

If a candidate finishes 15 minutes or more before the end of the exam they are permitted to leave provided they do so under exam conditions. You must still complete the required actions under Section 6 Finishing the Examination for every candidate that leaves early. If a candidate finished within 15 minutes of the end of the exam they may not leave and must remain under exam conditions.

5.1 Cheating and Inappropriate Conduct

If you suspect that cheating has occurred, first:

- Observe carefully and discreetly the candidate(s) concerned
- Note which candidate(s) are involved and where each of the candidate(s) are sitting and include this detail in the Invigilation Report
- Make sure you are clear of your facts before taking any action
- Tap on the candidate's desk to alert them to the fact that they are behaving inappropriately
- Remove any unauthorised material immediately but allow the candidate to finish the examination
- Video them if you feel this is appropriate (and you have advised all candidates at the beginning of the examination that you may do so)
- After the conclusion of the examination ask the candidate to stay behind and find another independent person to witness the conversation that you believe they have cheated and that a report will be made regarding the suspected breach of regulations, ask them to sign the Invigilation Report to say that the conversation has taken place and they agree that they have been caught cheating – do not push this if the candidate refuses
- Contact BCS immediately following the end of the examination and provide a full account of what happened in the invigilator report.
- Advise the candidate that they have the right to put forward their account of the incident to BCS

If you believe that a candidate is behaving in an inappropriate manner which may impact the other candidates, you must;

- Initially warn the candidate (quietly) that they are behaving inappropriately
- If the candidate persists, advise them that this will be noted on the invigilator report and sent to BCS
- If the candidate continues you have the authority to ask them to leave the room immediately

For online classroom exams, cheating and inappropriate conduct must be reported on the Report tab of the invigilator portal before signing off the session.

5.2 What to do in the event of an emergency

In the event of an emergency stop the exam immediately.

The safety of the candidates and yourself is paramount. It is imperative that you follow the protocol for the exam venue.

Of secondary importance is handling the administration of the exam paperwork, particularly to retain confidentiality of the questions, and to avoid where possible the disruption that may be caused by cancelling the examination and requiring candidates to re-sit. If it is safe to do so collect all papers and keep them on your person.

Make a note of the time that you terminated the examination. If possible, advise the candidates to stay together at the muster point and advise them not discuss the examination in any way. Please do your best to monitor this until the examination recommences.

If you are allowed back into the venue within 20 minutes and the candidates agree, continue the examination. If it takes longer to get back into the examination room the exam must be terminated.

If an examination is resumed after an emergency, allow the original time left from the examination time plus an additional 10 minutes. Use your discretion in circumstances where the interruption was brief (of the order less than five minutes) or inordinately extended (by 30 minutes or more). If you do continue the examination, enter the room first and turn candidates' paperwork face down before letting the candidates in. If you had collected the exam papers in, reissue them to the correct candidates, face down.

If you decide to terminate the examination, seek to regain safe entry to the examination room to collect any paperwork and return all the paperwork to BCS. Advise candidates that it will be rescheduled at a later date, which they will be advised of. For candidates who withdraw from an interrupted examination and wish to re-sit, if the exam is a BCS public examination, advise them to contact BCS directly to re-book. BCS will not levy an additional examination fee for candidates sitting a public examination (where BCS has arranged the venue). Otherwise, advise them that they should contact their training provider to make arrangements to re-sit. It is likely that the ATO will not charge for a re-sit examination but candidates should be advised to check with the ATO before re-booking. Provide full details of the occurrence in the invigilator report, including times at which the exam was interrupted by the emergency situation, resumed, and completed, including the additional time allowed. Please also indicate on the form which candidates remained to complete the exam and which candidates withdrew.

5.3 Pregnancy

If you have a pregnant woman taking the examination, you should allow them to go to the toilet if they request this. You do not need evidence of the pregnancy, a candidate stating they are pregnant is sufficient. They are not entitled to extra time so the toilet break must be taken within the examination time limits.

5.4 Breast-Feeding

If you have a woman taking an examination that is over one hour who is breast-feeding a baby (up to 12 months old) then you should allow them 20 extra minutes to breast-feed if they request this. Women who are taking an examination less than one hour in duration are not entitled to leave the room to breast-feed.

5.5 Eating, drinking and smoking

Candidates are not allowed to eat during an examination. There are exceptions if a candidate has a medical condition, where the candidate may be a need to have something to eat during the examination to boost their blood sugar levels. It will be up to you to use your discretion on this.

Candidates are permitted to take a bottle of water into the examination room, however, all labels must be removed.

Candidates are not allowed to smoke or vape (use of electronic cigarettes) during the examination.

6. Finishing the Examination

When the examination time is up, you should:

- Inform candidates to stop writing
- Collect all examination material
- Check that there is an answer sheet/booklet for every candidate marked as present on the candidate list
- Check that the names on the answer sheets/booklets match the details on the candidate list
- Check that all candidates have clearly written their names on the front cover of the examination paper in block letters

For online classroom exams:

- Check that ALL candidates, have submitted their exams via the candidate portal
- Confirm the exam session is completed in the invigilator portal

The above checks should be made before candidates leave the room.

Once all checks have been made and the candidates have left the room complete the following:

- Complete the invigilator report and record all incidents and/or complaints
- Check that the examination room is clear of all documents.
- Ensure that everything from the examination session has been included in the pack

7. Returning the Pack

You must ensure all examination papers and associated materials are sent back to BCS by secure delivery within 24 hours of the examination to:

Professional Certifications Service Delivery Team, BCS, Newbridge Square, Swindon, Wiltshire, SN1 1BY

If you are using a courier, you must personally hand over the pack to the courier company. It is not acceptable to hand the responsibility to another individual to complete this task.

You must ensure that a receipt of posting is retained until the pack has been received and processed by BCS.

8. Removal of Invigilation Status

BCS expects that you will adhere to these guidelines. If you are found to have breached any of the guidelines, e.g. inappropriate conduct in the examination, your invigilator status may be terminated. The ban can be as a result of a recommendation of the Training Provider or BCS. Please be aware that the ban would normally be imposed for a period of up to 12 months, once this period has lapsed, you may apply to have your status as an invigilator reinstated. BCS reserves the right to make a decision to approve or reject the application based on the previous misdemeanour. You have the right to appeal the decision by putting your case in writing to the Quality Assurance Manager at BCS.

Should for any reason, BCS receive a complaint about your conduct this will be investigated thoroughly. If three consecutive complaints are received against you in a twelve-month period, then, depending on the severity of the complaints, your agreement may be terminated for up to 12 months.



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