

# ILM Examinations Policy

This document is based on the 'ILM Instructions for Conducting Examinations Policy' and has been adapted to be appropriate specifically for ILM online examinations for Management Apprenticeships. This revised document to represent our Policy for Examinations covering ILM Level L3 and L5 Apprenticeships. Full content in this document is based on material that is copyright© The City and Guilds of London Institute. Our staff will be required to read the ILM 'Instructions for Conducting Examinations Policy' in conjunction with this Policy.

## Preparing for the examination

### The examination environment and facilities

All learners must sit their tests at our registered address unless we have informed the ILM beforehand of learners due to take examinations elsewhere.

The examination room will be in a suitably quiet location, which will remain undisturbed for the whole examination, and have adequate space, heating, lighting and ventilation.

All posters, display material etc. which may be relevant to the examination will be removed or completely covered.

Seating arrangements will be made which will prevent candidates from seeing each other's work, intentionally or otherwise.

We will display the following posters outside the examination room:

- 'Warning to candidates' (see Appendix 3)
- 'No Mobile phones' (see Appendix 3)

Our Centre Manager is responsible for ensuring that appropriate health and safety laws are followed for examinations at our registered address.

We shall ensure that appropriate software, computers, printers, and/or other equipment as appropriate are provided for examinations. Spare equipment will be available whenever possible. We will ensure that candidates cannot use the computers to communicate with other people or to access unauthorised information.

## Invigilation arrangements

It is our responsibility to appoint invigilators and brief them on the requirements for the conduct of examinations. They act for us under the guidance of the Centre administrator, and the Centre is responsible for them.

Where invigilators have a conflict of interest, for example they have taught the candidates for the qualification being examined, or they are a relative of a candidate, they must not be the sole invigilator during that examination. Only in exceptional circumstances an invigilator can be exempted from this requirement by signing the declaration in Appendix 2.

We shall ensure that invigilators are familiar with the content of this document and that invigilation is operated in accordance with it. Invigilators will give all their attention to conducting the examination properly; be able to observe each candidate in the examination room at all times and be familiar with the specific instructions relating to the qualifications being examined. Invigilators must not carry out any other task in the examination room.

There must be a minimum of one invigilator for every 20 candidates or fewer. However, when there is only one invigilator he/she must be able to summon assistance easily, without leaving the examination room, in case of emergency, e.g. a sick candidate. The number of invigilators present must never fall below the number specified.

We will prepare a seating plan, indicating the direction of each desk and the name of each candidate, and keep signed records of the seating and invigilation arrangements for each examination session for six months after receipt of results. We must ensure that invigilators have been briefed on the seating plan in advance.

## Invigilation for learners needing reasonable adjustments and access arrangements

For candidates with access arrangements, ILM requires the examination is held in a separate room when readers, scribes or sign language interpreters are provided. An invigilator must also be present.

We are responsible for ensuring that if a candidate has an access arrangement and is not accommodated separately, that other candidates are not disturbed.

The following access arrangements can be given without having to consult the ILM:

- amplification equipment,
- bilingual dictionary without extra time,
- coloured overlays,
- low vision aid/ magnifier,
- optical character reader (OCR) scanners,
- read aloud/ reading pen,
- supervised rest breaks,
- transcript,
- word processor.

## Resources for examinations

We will ensure that sufficient work stations are available, including where possible one replacement computer (and printer where required).

There are appropriate policies in place to protect the security of the hardware and software which is used to deliver on-screen tests, hold candidate assessment outcomes and the network in which it operates. The centre's management of the secure test environment in which on-screen tests operate is robust.

Candidates may not refer to books or notes during the examinations.

Candidates may not bring scrap paper into the examination room; however, the invigilator may hand out scrap paper if required.

Candidates may not bring calculators or calculator cases into the examination room.

## During the examination

### Identifying candidates

We shall establish the identity of all candidates sitting examinations before being allowed to take the test. We must make sure that appropriate arrangements are in place so that all invigilators can carry out adequate checks on the identity of all candidates.

It is our responsibility to use our proof of identity register to ensure that both the identity of the candidate is established and that the candidate's name and identity matches the name and identity on the e-volve test screen. If candidates sit an examination in another candidate's name (whether or not this is intentional), this will constitute malpractice.

Having confirmed the identity of every candidate to ensure that the person on the day is the same person for whom the test was booked, the invigilator will issue the appropriate e-volve key code to each candidate and, if used, the PIN number for each candidate.

### Staff in the examination room

Support and encouragement may be offered at any point up until the time that learners enter the examination room. From that moment onwards, they are under examination conditions and the strict protocols must be adhered to.

We must not provide advice to learners without the permission of ILM. Additionally, staff must not comment on test questions or advise on which sections of the test and which particular questions should be attempted.

## Papers, stationary, materials and other equipment

The basic principle is that candidates' answers must be their own work during the examination and they are not allowed access to any source of information or advice that would help them to answer the questions. Candidates must not bring anything into the examination room, or access anything or anybody outside, that could help them with the examination.

The invigilator will take all reasonable steps to make sure that the following conditions are met:

- Candidates may take into the examination room only those instruments or materials which are clearly allowed in the instructions on a test
- Food and drink may be allowed in the examination room; however, this is on the condition that any food brought into the examination room by the candidate is free from packaging and all labels are removed from drink containers
- Mobile telephones, iPods, tablets, mp3 or mp4 players, wrist watches which have a storage device or other means of electronic communication/storage device or a digital facility are not allowed in any examination. Candidates will be warned of this rule in advance and reminded at the start of each examination. If mobile telephones have been brought into the room, they must be switched off and placed beyond the reach of candidates
- For e-volve examinations the test must be unlocked for the correct candidate. The invigilator must check the identity of the candidate and then ensure that the correct ID and password are issued. The invigilator must oversee the input of the ID and password for each candidate and check to see that the name on the test screen matches the name of the candidate. If in spite of these checks either the invigilator or candidate becomes aware that the candidate is sitting a test in a different candidate's name then the test should be aborted. ILM should be notified immediately and test results uploaded.
- For e-volve examinations, there should be no access to the internet, email, data stored on the hard drive or portable storage media, e.g. CDs, memory sticks.

## Starting the examination

Candidates must be in the examination room at least ten minutes before the start of the examination. They will not be allowed into the room until the invigilator is satisfied that the room is ready for them and can indicate where each should sit.

Before candidates are allowed to start work in the examination, the invigilator must always inform candidates of the rules which apply during the examination (see Appendix 4).

The invigilator must:

- Make sure that candidates are seated according to the agreed seating plan,
- Tell the candidates that they must now follow the regulations of the examination,
- Tell the candidates about any erratum notices,
- Tell candidates about emergency procedures,
- Announce clearly to the candidates when they may begin to write their answers,
- Specify the time allowed for the examination,
- Remind candidates they are not allowed to communicate in any way with, ask for help from, or give help to another candidate while they are in the examination room.

## Candidate who arrive late or leave early

### Late entry to/early departure from the examination room

- In examinations which last for two hours or longer, no candidate may enter the examination room one hour after the timetabled start of the examination, and no candidate should leave the examination room during that first hour. This rule must be kept, even if the actual start time differs from the timetabled start.
- In examinations lasting less than two hours, no candidate may enter the examination room after, or leave the examination room before, half the examination time has passed.
- A candidate arriving after the start of the examination may be allowed to take the examination, subject to our agreement and provided that the given time restrictions would not be breached. They may be allowed the full time for the examination, if this arrangement is practical for us.
- Candidates may not be admitted after the start of an examination where listening, dictation or speed tests are involved.
- Candidates who have finished their work and have been allowed to leave the examination room early will not be allowed back into the room.
- For e-volve examinations which may be taken by a candidate within an agreed time period, centres may allow candidates to enter and leave the room at different times provided the invigilation conditions are maintained and entry and exit can be managed without disturbing other candidates.

Any candidate who arrives after the on-screen test has been started is not allowed to take the test. This will be made clear to all candidates before the test date. This approach maintains fairness by ensuring every candidate has received the same instructions and announcements; avoids the disruption of late arrivals in the exam room; and safeguards exam security.

If a candidate needs to leave the examination room temporarily during the examination because he/she is unwell or needs to go to the toilet, then he/she must be accompanied by an invigilator who must ensure that he/she does not speak to anyone else, consult any notes, make a phone call or otherwise breach the security of the examination while he/she is out of the room.

Those candidates may be allowed extra time to compensate for their temporary absence by the invigilator pausing the on-screen test. The pause function through the e-volve SecureAssess portal will lock the assessment as well as stop the clock.

Candidates who have finished their work are allowed to leave the examination room early. They must 'finish' and 'exit' to log out of e-volve before they leave the examination room. Those candidates will not be allowed back into the room.

Any disturbance in the conduct of the examination will be notified to the ILM immediately after the examination. Unless this is done, no consideration can be given in the marking of the candidates.

## Supervising the candidates

Invigilators will supervise the candidates throughout the whole time the test is in progress and give complete attention to this duty at all times. Invigilators must be vigilant and remain aware of emerging situations, looking out for cheating and malpractice or candidates who may be feeling unwell. Any irregularities must be recorded. Invigilators are required to move around the assessment area quietly and at frequent intervals.

The invigilator must:

- Only answer questions from candidates about the instructions on the front of the test,
- Supervise the candidates throughout the examination and give complete attention to this at all times,
- Be vigilant, look out for cheating and malpractice or candidates who are feeling ill. Any irregularities must be recorded,
- Move around the examination room quietly and at frequent intervals.

The invigilator must not:

- Direct candidates to particular questions on the test,
- Make any comment where a candidate believes that there is an error or omission on the test. The invigilator must, however, refer to the matter immediately to the centre administrator.
- Give any information to candidates about possible mistakes in the test, unless there is an erratum notice or permission has been given by ILM,
- Comment on the content of the test,
- Read a word or words provided on the test to a candidate, other than the instructions,
- Offer any advice or comment on the work of a candidate.

## Misconduct and irregularities

We will report any cases of potential malpractice or maladministration to ILM, as soon as possible.

If learners access unauthorised items in the examination/on line test room this is likely to be considered as malpractice and they could be subject to sanctions and penalties in accordance with the ILM Malpractice and Maladministration Policy.

In cases of potential malpractice and irregularity, the invigilator/centre administrator is empowered to expel a candidate from the examination room, when their continuing presence would disturb other candidates.

The report signed by the invigilator or centre co-ordinator will be submitted to ILM. As well as details of the reason for the expulsion, the report will include the learner's test details i.e. test number, date, time and qualification code. Such circumstances would lead to an automatic learner fail.

There is also the possibility that the learner could be disqualified from any other ILM examination they may have taken. ILM has the final decision on whether to disqualify the learner.

Any other misconduct or irregularity will be reported in writing to the ILM. Based on information provided by the centre and/or exam auditor, a decision will be taken as to whether to disqualify learners for this. If there is a serious breach of the regulations by a learner, invigilator or other person involved or required for the conduct of the examination or test, ILM may declare the examination void.

## Emergencies

In exceptional circumstances it might be necessary temporarily to stop the progress of an on-screen test due to unforeseen circumstances; on-screen tests may be paused by the invigilator. The pause function through the e-volve SecureAssess portal will lock the assessment as well as stop the clock.

Reasons may include the following:

- a candidate suffers a serious illness which causes a disturbance; or a major disturbance outside the examination room (e.g. a fire alarm) which may affect the performance of all the candidates.
- We will make the appropriate announcement to the candidates
- All candidates will be supervised throughout the pause. No candidate must have access to information or communication that might enable him/her to answer any exam question
- If an on-line test has to be restarted after a power failure/fire alarm or any other disruption, the restart window is 60 minutes. Provided the candidates are closely supervised and the invigilator is sure there has been no breach of security, the on-screen test may be re-started. Time can be added to give learners the full test time. All cases should be notified to the ILM immediately after the examination
- If an on-screen test cannot be re-started because of the elapsed time or because candidates were not invigilated then the test should be abandoned. New tests may be scheduled for the candidates.
- If a work station fails due to hardware problems during the test the invigilator should move the candidate to a spare one and enter their ID and password so they can continue the test
- If test security has been compromised, or its timing has been irretrievably affected, then the test must be terminated. ILM must be notified.

## Finishing the examination

Before the end of the examination the invigilator will alert the candidates to the time remaining. This warning should be given between 15 and five minutes before the end. A five-minute warning is given on-screen for on-screen examinations.

When the allotted time has ended, the invigilator will tell the candidates to stop working.

- In the case of on-screen assessment, the invigilator should check that the test has closed correctly and ensure that the responses are submitted in accordance with the system regulations. ILM may not be able to issue results if the on-screen test files have not been submitted correctly. We shall ensure that e-volve test results are uploaded immediately and must retain a provisional score report until results have been issued.
- We will ensure that all candidates' work is saved and secure from unauthorised access
- Any common user areas accessible to candidates will be cleared of all work saved during the examination immediately after each session
- Candidates' user areas will be removed at the end of the examination window and we will ensure that the user areas of those candidates who have already sat the examination cannot be accessed by candidates who are scheduled to sit the examination in a later session within the window. Particular care will be taken where networked stations are used to prevent work being accessible via shared folders. Different passwords will be set up for each session, if more than one session is required. It is not sufficient to rely on candidates keeping their password secret

## Appendix 1 – Alternative sites for the conduct of on-screen test

Centres must gain permission from ILM before conducting on-screen tests at an address other than the centre’s address registered with ILM. The form below must be completed. These are to be sent to your ILM Quality and Compliance Manager.

Centre name:	
Centre number:	
Centre’s registered address:	
Reason(s) for not using registered address for examination or on-screen test:	
(If known) alternative address(es) for examination or on -screen test(s)	
(If known) date(s) of examination or on-screen tests at above address(es):	Planned invigilator for each test:
I confirm that all examinations held at sites other than the centre’s registered address will be effectively delivered and invigilated in accordance with ILM’s Instructions for conducting examinations.	
Centre Manager:	Date:

## Appendix 2 - Invigilation arrangement

ILM requires that a trainer or relative who has directly prepared the learners for the subject being examined undertake the invigilation role only in exceptional circumstances. If this is the only option this form must be completed, signed and emailed to ILM if there is a conflict of interest identified.

### Declaration of a sole invigilator with a conflict of interest

Centre name:
Centre number:
Invigilator:
I declare that, as a sole invigilator, I have a conflict of interest. As I have taught/trained/tutored/relative or otherwise been directly involved in the delivery of the programme to be examined, I do not comply with ILM's recommendation above.  <b>However this is to formally confirm that I will fully comply with the requirements of invigilation, as specified in ILM's Instructions for Conducting Examinations, in any examination or on-screen test for which I am to be the sole invigilator.</b>
Invigilator signature:
Centre manager signature:

This completed form needs to be emailed to ILM and a hard copy retained by the centre and it must be made available if requested by an examination auditor.

A form does not need to be signed before every examination or on-screen test. Once an invigilator has declared a conflict of interest, he/she is free to invigilate exams. The centre manager must:

- Retain all the declaration forms
- Maintain a record of every on-screen test in which there was a sole invigilator exempted by a declaration, along with the name of the invigilator and the names of the learner's present.

These records must be available for inspection by ILM.

- Keep signed records of the seating plan, the invigilation arrangements and the centre's copies of the attendance registers for each examination. The awarding bodies may need to refer to these records

**Advice:** An invigilator should be asked to declare whether he/she has invigilated previously, so as to allow the head of centre to be satisfied that the person is a competent invigilator of examinations.

## Appendix 3 – Posters to be displayed in or near to exam room

Taken from JCQ Instructions for Conducting Examinations 1 September 2016 to 31 August 2017



AQA	City & Guilds	CCEA	OCR	Pearson	WJEC
-----	---------------	------	-----	---------	------



**NO IPODS, MOBILE PHONES  
MP3/4 PLAYERS  
SMARTWATCHES**

**NO POTENTIAL  
TECHNOLOGICAL/WEB ENABLED  
SOURCES OF INFORMATION**

**Possession of unauthorised items, such as a mobile  
phone, is a serious offence and could result in**

**DISQUALIFICATION**  
**from your examination and your overall  
qualification.**

**This poster must be displayed in a prominent place outside each examination room.**

©2016 – Effective from 1 September 2016

## Appendix 3 – Posters to be displayed in or near to exam room

Policies adopted by ASK Europe, Insight Management Solutions, Business Transfer Agent and Management Apprenticeship



AQA	City & Guilds	CCEA	OCR	Pearson	WJEC
-----	---------------	------	-----	---------	------

## Warning to Candidates

1. You **must** be on time for all your examinations.
2. You **must not** become involved in any unfair or dishonest practice in any part of the examination.
3. You **must not**:
  - sit an examination in the name of another candidate;
  - have in your possession any unauthorised material or equipment which might give you an unfair advantage.
4. **Possession of a mobile phone** or other unauthorised material **is breaking the rules**, even if you do not intend to use it, and you will be subject to penalty and possible disqualification.
5. You **must not** talk to, attempt to communicate with or disturb other candidates once you have entered the examination room.
6. You **must** follow the instructions of the invigilator.
7. If you are in any doubt speak to the invigilator.

**The *Warning to Candidates* must be displayed in a prominent place outside each examination room. This may be a hard copy A3 paper version or an image of the poster projected onto a wall or screen for all candidates to see.**

**Effective from 1 September 2014**

©2014

## Appendix 4 –

### Wording for the invigilators at the beginning of an examination

You must now follow the regulations of the examination.

**Only** material listed on the screen is allowed in the examination room. **You must not have on, or near you, any other material.**

If you are found to have any material with you which is not allowed, **even if you did not intend to use it**, this will be reported to ILM. The normal practice in these circumstances is to disqualify the candidate from the test or the qualification.

Check now that you do not have on you any unauthorised material such as notes, books, papers, calculator case or lid, calculator instruction leaflets, electronic devices or **mobile phones**.

Hand in now to an invigilator any of these items. **Any mobile 'phones must be turned off** as a ringing 'phone could make you subject to sanctions and penalties. Check that you have the right test for your qualification and level.

You may not communicate in any way with another candidate. You may not give help to any candidate or ask for help from another candidate. You should put up your hand to attract the invigilator's attention.

Now, fill in all the details needed on the screen.

**The examination will finish at ....**

You may start now."

#### Copyright

ILM is a Business Unit within the City & Guilds Group.

This content in this document is based on material that is copyright© The City and Guilds of London Institute [2017].

ILM, No 1 Newlands Court Attwood Road Burntwood, WS7 3GF, T +44 (0) 1543 266867