Heriot-Watt University
International Centre for Examinations

Invigilator Handbook

March 2019

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(The instructions to candidates must be read out prior to the start of every examination session)

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INTRODUCTION

Examinations are a key element of assessment for the majority of students at Heriot-Watt University. Invigilators have an important role during examination diets to ensure that examinations are conducted in accordance with the University Regulations and in an efficient and effective manner. The objective is to put students at their ease on what can be a stressful occasion for them whilst maintaining control of the examination. In this respect, invigilators act as 'agents' for the University and, in particular, the Academic Registry which has responsibility for managing the University's examinations.

In addition to following the Notes for the Guidance of Invigilators and University Regulations, invigilators will need to use their discretion and common sense in any difficult circumstances that may not be covered in this handbook. Any unusual or difficult circumstances should be reported to the International Centre for Examinations as soon as possible.

This handbook will provide you with enough detail to invigilate the examinations. It is essential that you ensure that the University Regulations and Guidelines are enforced and this handbook will assist invigilators to ensure that the examinations run effectively and efficiently. If you do have any queries or concern that is not covered in this handbook, please do not hesitate to contact a member of the International Centre for Examinations (see contact details below).

Please take time to read the handbook, regulations and guidelines issued. You will be notified if any changes to regulations or policy are made that may affect this information.

With thanks

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PEN & PAPER EXAMINATIONS

MAIN DUTIES SUMMARISED

All invigilators are responsible for ensuring that the information in the Invigilators' Handbook is adhered to and applied during examinations.

The main duties are:

- arrive at the examination venue **no later than 30 minutes** before the scheduled start of examination

- ensure that examination papers are distributed correctly and that **candidates do not start until they are instructed to do so** *(except candidates entitled to prior sight of the paper, which you will be notified of)*

- ensure that an invigilator announces instructions to candidates regarding mobile devices at the entry point: **Page 6 – Mobile Devices**

- admit candidates to the examination venue **15 minutes** before the scheduled start of the examination

- designate an area in which coats, bags etc. should be deposited

- ensure that candidates only take permitted materials to examination desks

- inform candidates that cheating in examinations is a very serious offence and the University will impose penalties if an allegation is proved

- request that any unauthorised material brought in to the venue in error is handed over before the start of the venue

- ensure that adequate **patrolling of the examination venue takes place at all times**, including the back of the examination room

- collect attendance slips **(after the first 30 minutes of the exam)** and check these against attendance lists noting any anomalies on the Examination Report Forms

- make random checks on calculators and authorised materials

- complete and sign the Examination Report Forms for every session and return along with examination answer books and attendance slips

IDENTITY CHECKS

Invigilators should instruct candidates that ID/matriculation cards or photographic ID must be displayed on their desk during the examination. Any candidate who does not display a photographic ID must complete an Examination Identity Form (see appendix 3). The form should be issued by an invigilator and another form of ID should be checked for signature, if available e.g. bank card. If ID is provided this must be recorded and the form left on the candidate's desk to be collected along with the attendance slips. If a candidate has a face covering please ask the candidate to remove the covering in a private space with a same gender invigilator to allow for identity checks.

CONFIDENTIALITY

Invigilators must treat, as confidential, any information which they receive or gain access to in the course of their duties. Such information should not be disclosed to any third party.

CALCULATORS

Where a calculator is required for the completion of the examination, candidates are expected to provide their own. Candidates may use any basic scientific calculator, except the following: graphics calculator, programmable calculator and a calculator which features text storage or retrieval facilities.

MOBILE DEVICES

The use of mobile devices and personal electronic equipment is not permitted. Mobile devices are those which store/display data or connect to the internet, including smart watches. All watches must be removed and placed on your desk. All mobile devices must be switched off and left in bags or a designated area.

DICTIONARIES AND OTHER ELECTRONIC DEVICES

No dictionaries, electronic dictionaries or other devices are allowed in examination venue. Invigilators must be on the alert for all possible forms of cheating using electronic devices e.g. smart watches

USE OF SECURITY LABELS

Not all Heriot-Watt University examinations require the use of Security Labels. For those examinations where Security Labels have been provided please ensure that at the end of the examination candidates use them to cover over the coloured panel on the answer booklets, so that it covers their name. This is the only place a Security Label should be used.

FIRE ALARMS

In the event of a fire alarm during examinations, the building should be evacuated in accordance with the Fire Alarm instructions. The instructions are as follows:

- Candidates should be informed to stop writing immediately
- Candidates must leave all examination materials and personal belongings in the examination venue
- Candidates should be informed to evacuate the building by the nearest fire exit
- The invigilator must make a note of the time of the fire alarm
- The invigilator must contact the University for further instructions

Invigilators should familiarise themselves with the locations of fire exits and assembly points.

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SUSPECTED CHEATING IN EXAMINATIONS

Candidates should be deterred from attempting to cheat and invigilators should make an announcement before the start of the examination. Invigilators should adopt the following procedures:

Where an invigilator has reasonable grounds for suspecting that a candidate is cheating or has unauthorised material on his/her possession, the following action should be taken:

- If possible, obtain confirmation from another invigilator
- The invigilator should take possession of any unauthorised material
- The candidate should normally be allowed to continue with the examination
- The invigilator should mark in the answer book at the point the notes were found and record it on the Examination Incident Report Form, stating the time and this should be countersigned by another invigilator

It is permissible to check pencil cases if an invigilator suspects a candidate may be concealing notes, however it is not permissible to ask a candidate to remove items of clothing e.g.: hats/caps or to ask him/her to turn out his/her pockets. If an invigilator suspects a candidate, invigilators must be extra vigilant by continually observing the candidate. Please send the completed reports by email as soon as possible to centres@ebs.hw.ac.uk and return the originals along with the examination material.

ILLNESS/MEDICAL ATTENTION

In the case of illness, a short spell outside the examination venue, in the presence of an invigilator, often enables the candidate to re-enter to complete the paper.

If a candidate is required to leave for medical reasons and does not return, the invigilator should collate his/her answer book with those of the other candidates, note on the answer book when and why he/she left the examination and report his/her withdrawal on both copies of the Examination Report Form.

INSTRUCTIONS TO CANDIDATES

THESE INSTRUCTIONS MUST BE READ TO CANDIDATES BEFORE THE START OF EVERY EXAM SESSION

1. In the event of a fire alarm, you must leave all examination materials and personal belongings and proceed to the nearest designated Fire Exit. You should assemble at *(inform candidates of assembly point)*.

2. Please place your student ID/matriculation card or photographic ID on your desk in clear view. If you do not have photographic ID you must complete an Examination Identity Form.

3. Please note that cheating in an examination is treated very seriously by the University.   If you do have any material relevant to the examination which you have brought in by mistake, please ensure it is put away securely in your bag now.

4. You should not have any unauthorised electronic devices or pre-printed materials in the examination venue.

5. The use of mobile devices and personal electronic equipment is not permitted. Mobile devices are those which store/display data or contact to the internet, including smart watches. All watches must be removed and placed on your desk. All mobile devices must be switched off and left in bags or a designated area.

6. Checks will be made on authorised calculators.

7. Attendance Slips – complete all sections of the Attendance Slip including the seat number, where one has been allocated. Remember to sign and date.

8. Answer Books – for completion and return of answer books, please read the instructions on front and back of the answer book. Once the examination has finished you should remain seated until you are instructed to leave by an invigilator. No examination material (used or unused) may be taken from the examination venue.

9. If you wish to leave the venue before the end of the examination, please raise your hand and an invigilator will attend to you: your examination answer book, question paper or any other material must remain on your desk. You are not permitted to leave the examination venue in the first hour and not within the last 30 minutes of the examination.

10. If you need to leave the venue to go to the toilet, please raise your hand and you will be permitted to leave in the company of an invigilator **(except in the first hour or last 30 minutes).**

11. If you have a query on an examination question, please write a note to the examiner in your answer book and continue as best you can with the paper.

12. You may begin writing at (*inform candidates of start exam*).

NOTES FOR THE GUIDANCE OF INVIGILATORS

1 BEFORE THE EXAMINATION

1.1 All invigilators must arrive at the examination venue 30 minutes before the scheduled start of the examination.

1.2 Invigilators should ensure that examination papers together with any additional material are distributed.

1.3 Candidates should be admitted to the examination venue fifteen minutes before the scheduled start of the examination.

1.4 All bags must be placed under candidates desks. Invigilators should ensure that candidates place onto examination desks only such items as are permitted for the examination e.g. dictionaries if special approval has been given.

1.5 Mobile telephones should not be taken in to examination venues but if they are taken in, they must be switched off and placed under candidates' desks.

1.6 Where a calculator is required for the completion of an examination, a candidate may use any basic scientific calculator, except the following: graphics calculator, programmable calculator and a calculator which features text storage or retrieval facilities

2 AT THE BEGINNING OF AND DURING THE EXAMINATION

2.1 Invigilators should ensure that candidates take their seats quickly, that they do not communicate with one another and that they observe the no smoking rules. Candidates should be restricted to one clear bottle (non-alcoholic and non-carbonated) no larger than 500ml into the examination venue but no food should normally be permitted (unless for medical conditions e.g. diabetes). Invigilators should start patrolling the front and back of examination venues while candidates are taking their seats and encourage them to complete attendance slips and the front cover of answer books.

2.2 Invigilators should read out the Instructions to Candidates prior to the start of each examination. Invigilators should advise candidates that matriculation/ID cards (or alternative ID e.g.: driving licence, other photographic ID) must be displayed on desks.

2.3 Invigilators must give clear verbal instructions to all candidates stating when they may begin writing and when they must stop writing.

2.4 Invigilators must not attempt to comment on or interpret any queries on any question. If a candidate raises a query, the candidate must be told to make a note on the answer book and work to the paper. The invigilator should make a note of the particular query and report this on the Examination Incident Report Form.

2.5 Invigilators should remember that candidates are not permitted into the examination venue later than half an hour after the scheduled start of an examination. If a candidate arrives within the first 30 minutes, they may be permitted to sit the examination however no extra time will be given.

2.6 Absences from the examination venue during the examination or late arrivals at and early departures from the venue must be noted on a candidate's examination answer book by the invigilator.

2.7   Invigilators should remember that a candidate may leave the examination venue only on the following occasions (appropriate paragraph of Regulation 9 (New) Assessments and Examinations shown in brackets):

a)   Temporarily, in the company of an invigilator or assistant (8.11)*
b)   On completion of the examination and with the permission of an invigilator (8.18)
c)   When ordered to by an invigilator (8.20)

In all cases the candidate should remain seated until given permission to leave.

* When a candidate leaves the examination venue to go to the toilet, he/she should be accompanied to the entrance of the toilet by an invigilator (of the same sex wherever possible).

A candidate shall not leave the examination venue in the first hour of the examination except with the permission of the invigilator and shall not leave the venue during the last 30 minutes of an examination.

2.8   Thirty minutes after the start of the examination, invigilators should collect the attendance slips (see appendix 1) from the desks and check them against the attendance list, noting absentees on the Examination Report Form (see appendix 2). Invigilators should count the number of candidates present and compare this number with the Attendance List. Invigilators should ensure that any candidates who attended the examination and completed an attendance slip but who are not on an attendance list are added manually.

2.9   If a candidate is required to leave for medical reasons and does not return, the invigilator should collate his/her answer book with those of the other candidates, note on the book when and why he/she left the examination and report his/her withdrawal on the Examination Report Form.

2.10   Invigilators should collect any answer books from vacant places 30 minutes after the start of the examination.

2.11   If any unusual incident occurs during the examination, invigilators should take action in accordance with Regulation 9, paragraphs 8.19, 8.20, 8.21 or 10.13

2.12   During examinations, it is important that invigilators are vigilant and focus on ensuring that there are no problems with the examinations process. Invigilators should adequately patrol the entire examination venue (including the back). In accordance with Regulation 9, paragraph 10.9, invigilators must not engage in activities during examinations which are inconsistent with their examination duties.

The following practices are NOT permitted:

1. Reading of personal material (books, newspapers, crosswords etc.)
2. Reading the contents of answer books which have been handed in during the course of the examination
3. Verbal communication between invigilators (unless related specifically to the examination in progress)
4. Any activity which could be considered as being disruptive to candidates (including collecting attendance slips in the first 15 minutes or collecting answer books in the last 15 minutes)
5. Sleeping
6. Leaving the venue when no other invigilator is present
7. Eating or drinking (except bottled water)
8. Gazing out of the window

The University reserves the right to monitor the effectiveness of invigilators.

3 AT THE END OF THE EXAMINATION

3.1 Candidates must be reminded to remain seated until all answer books and question papers are collected and they are given permission to leave by an invigilator. They must also be reminded that they are still under examination conditions and that talking is not permitted until they are outside the venue.

3.2 Candidates must remain seated until all answer books and question papers are collected and are given permission to leave by an invigilator. Record any deficiencies on the Examination Report Forms provided.

3.3 Prepare for the return of completed answer books as follows:

a) Invigilators must complete the Examination Report Form for each examination.

b) The question and answer books for each candidate should be placed together. All material used and unused should be returned along with the Attendance Slips, Attendance Lists and Examination Report Form for each examination to the local Administrative Contact.

REGULATION 9 (New) Assessments and Examinations - extracts

8. **Conduct**

8.2 In each examination venue there shall be at least two invigilators and there may be one or more examination assistants. The method of appointment of invigilators and examination assistants and their duties other than those stated below shall be as prescribed in paragraph 10 of this Regulation.

8.3 A candidate shall act in accordance with any instructions issued by an invigilator.

8.4 A candidate shall not be permitted to introduce printed or other material such as dictionaries including electronic dictionaries into the examination room except such as may be authorised by the Head of School. Mobile telephones and other electronic equipment shall be switched off and shall be deposited with other personal items in an area designated by an invigilator. Checks may be made of any material or equipment brought into the examination room.

8.5 Where a calculator is required for the completion of the examination, a student may use any basic scientific calculator, except the following: graphics calculator, programmable calculator and a calculator which features text storage or retrieval facilities

8.6 A candidate must bring his or her matriculation card to an examination and shall display it on the desk for the duration of the examination.

8.7 A candidate shall be admitted to the examination room not earlier than fifteen minutes before the start of the examination.

8.8 A candidate shall not normally bring food into the examination room but may be allowed to bring in a non-alcoholic beverage.

8.9 A candidate shall not be admitted to the examination room later than half an hour after the start of the examination except with the permission of an invigilator.

8.10 A candidate shall not leave the examination room earlier than one hour after the start of the examination except with the permission of the invigilator and shall not leave the examination room during the last thirty minutes of an examination. A candidate shall return all his/her examination answer books and, where appropriate, any papers or other materials and equipment belonging to the University.

8.11 A candidate who has to leave the examination room temporarily shall be accompanied by an invigilator or an examination assistant.

8.12 A candidate shall normally remain in his or her place whilst in attendance at a written examination except in circumstances provided for in paragraphs 8.10 or 8.11.

8.13 On the instruction of a Head of School or his or her nominee, absences from the examination room during the examination or late arrivals at and early departures from the examination room must be noted on a candidate's examination script by the invigilator.

8.14 A candidate may begin writing and shall stop writing on the instructions of an invigilator.

8.15 At the start of an examination a candidate shall receive an attendance card on which he or she shall immediately write his or her name, course, matriculation and seat number, the subject of the examination and the date and which he or she shall sign. A candidate who has completed an attendance card shall be deemed to have taken the examination and his or her answer-book shall be assessed accordingly.

8.16 A candidate shall write answers in the answer-books or other examination stationery provided. At the end of an examination a candidate as instructed by an invigilator shall return all answer-books together with any other material with which he or she has been supplied, or on which he or she has written or drawn during the examination.

8.17 The answer books completed by a candidate during an examination shall thereafter become the property of the University and shall not be released except in accordance with the due process of law.

8.18 When a candidate receives permission to leave the examination room he or she shall do so expeditiously and quietly.

8.19 A candidate may not communicate with, receive assistance from or copy from the paper of another candidate or use any other unfair means during an examination. When an examination irregularity occurs, a candidate shall hand over to the invigilator any unauthorised material and shall normally be permitted to continue with the examination.

8.20 A candidate may be required by an invigilator to withdraw from an examination for good cause. The invigilator shall as soon as possible report any such withdrawal to the Examinations Officer who will inform the appropriate Dean, the Head of the candidate's School or his or her Director of Studies and the Head of the School offering the module.

8.21 The answer-book of a candidate who has committed an examination irregularity or is required to withdraw shall be passed by the invigilator to the Examinations Officer who will forward this to the Head of School offering the module together with a note on the Examination Report Form explaining the circumstances of the withdrawal.

8.22 A candidate whose examination answer books are judged to be so illegible that assessment is impossible may be required to dictate them to a typist under supervision and at his or her own expense. A request from the examiners for such action shall require the approval of the Head of the School offering the module.

8.23 A candidate in any examination who wishes to type or dictate his or her answers may apply for permission to the Head of the School offering the class. Notwithstanding the provisions of paragraph 10.1 an amanuensis who is not a member of the academic staff may with the approval of the Head of School act as invigilator. The candidate may be required to bear the cost of any special arrangement.

8.24 A candidate who disregards the procedures in this regulation concerning the introduction of printed or other material, electronic equipment, mobile telephones and calculators (other than those authorised by a Head of School) into an examination room, may be liable to disciplinary action.

10.   Invigilation

10.2   There must be two invigilators, normally one male and one female, for the first fifty candidates in an examination room, and one for every further fifty or part thereof.

10.3   For each examination the Examinations Officer shall ensure that there is available an adequate number of examination assistants who shall work under the direction of the invigilators. An examination assistant need not be a member of the academic staff of the University.

10.5   All invigilators and examination assistants must report to the examination room at least thirty minutes before the start of an examination. An Invigilator shall ensure that sufficient quantities of the examination paper, answer books and other materials necessary for the examination have been provided; such preparation shall be completed before any candidates are admitted to the examination room and at least fifteen minutes before the advertised start of the examination.

10.6   At the beginning of each examination an invigilator shall draw the attention of candidates to the rubric printed on the back page of the answer book which gives information to candidates on the conduct expected of them during the examination and the penalties for cheating, and shall give any other necessary instructions.

10.7   Not later than half an hour after the start of an examination an invigilator or examination assistant shall collect the attendance slips, shall check that all sections have been completed including seat number and shall compare them with the list of students eligible to take the examination. He or she shall record any discrepancies on the list and immediately following the examination report the matter to the Examinations Officer.

10.8   At the end of an examination an invigilator shall collect the answer books from each candidate together with any other material relevant to the examination on which a candidate has written or drawn during the examination.

10.9   For the duration of an examination an invigilator shall not be engaged in activities inconsistent with his or her duties as an invigilator and shall ensure that adequate patrolling of the venue takes place during the examination.

10.11   An invigilator shall not discuss an examination paper with a candidate individually but he or she may make a general announcement to all candidates in order to explain any typographical errors in or omissions from the examination paper or to convey other instructions from the examiners.

10.12   An invigilator shall ensure that all regulations relating to the conduct of examinations are observed.

10.13   An invigilator shall report any unusual incident or any apparent breach of the regulations on the prescribed form to the Academic Registry for onward delivery to the Head of the appropriate School immediately after the examination. The invigilator shall also report what action was taken as a result of the incident. The Head of School shall ensure that any required disciplinary action is taken forward. A copy of the report shall be given to the Examinations Officer.

E-Assessment Examinations

Please note that this section is only relevant if you are invigilating our computer based examinations.

QUICK STEP BY STEP GUIDE FOR OUR E-ASSESSMENT EXAMINATIONS

- Open test room and switch on computers

- Open **SecureClient** from desktop icon on candidate computers

- Log in to **Okta Surpass** invigilator computer and open the **Invigilate** screen through the **Test Administration** tab

- Place **Keycode Slip** and candidate info on the corresponding desks according to the seating plan

- Place scrap paper, hard copy of question paper and a pen on each desk

- Carry out candidate ID checks against the **Centre Sitting List** and direct candidates to their allocated computer

- Instruct all candidates to input **Keycode** on screen

- Read **Instructions to Candidates** (page 20) aloud to candidates

- Read **PIN code** to candidates to input on screen

- Exam begins

- After 5 minutes, check each candidate has clicked **Start Exam**

- At the end of the exam, check all exams have been uploaded from the invigilator screen (green ticks showing against candidates)

- Candidates leave the room

- Destroy candidate scrap paper, hard copy of question paper, the **Surpass attendance register** and **Keycode Slips**

- Email completed **Centre Sitting List**, incident report form (if necessary) to Centres@ebs.hw.ac.uk as soon as possible after the exam

EMERGENCY CONTACT INFORMATION DURING EXAM SESSIONS

Okta Surpass log in and password issues	helpdesk@ebs.hw.ac.uk +447717726802
Emergency admin issues	
UK office 7:30am – 6pm UK time:	+44 (0)131 451 3965 +44 (0)131 451 3916 centres@ebs.hw.ac.uk
Australasia office (east time zones):	0061435969750 kiah.leary@ebs.hw.ac.uk
North America office (west time zones):	1 800 607 2779 001 905 597 4075 exams@ebsnorthamerica.net

PRIOR TO EXAM DAY

- Ensure that you have been briefed within the last week on delivering Heriot-Watt University e-assessment exams.
- Ensure that you have read and understood all relevant instructions and documents to invigilate e-assessment exams to prepare for the exam day.
- Ensure that you know the venue and the member of staff who is responsible for the delivery of the exams on the day.

ON EXAM DAY – PRE-CANDIDATE ARRIVAL

- Check that there is an Invigilator computer as well as enough candidate computers and spare computers in the test room. There should be 1 spare computer per 8 candidates.
- Start each computer and open up **SecureClient.**
- Ensure you have the username and password to log in to **Okta Surpass** for the Invigilator computer and check that you can see the **Invigilate** Screen.
- Check the pre-printed **Surpass Attendance Register** (see **Appendix 5** for an example of this) and ensure that a desk number has been assigned to each of the candidates listed. Place the corresponding candidate Keycode Slip (see **Appendix 5** for an example of this) on the desk.
- Check that the **Centre Sitting List** (provided by Heriot-Watt University) and **Surpass Attendance Register** correspond with each other and that the information on both sheets matches. If they do not correspond, the **Surpass Attendance Register** is the most up to date information.
- Check the **Seating Plan** and ensure that each computer/desk number corresponds with those on the **Surpass Attendance Register** and the **Centre Sitting List.**
- Place a pen, scrap paper and the hard copy of the question paper on each desk. Candidates can ask for more paper if they want it. The scape paper and hard copy of the question paper should be treated as accountable stationery and must be collected at the end of the exam and destroyed. It is not removed by the candidate.

ON EXAM DAY – CANDIDATE ARRIVAL AND ID CHECKS

- Check the candidate's identity against the **Surpass Attendance Register** and the **Centre Sitting List.**
- Candidates should leave all their belongings outside the exam room if there is secure space available or inside the room, away from the candidates. This includes mobile phones, all watches, bags, folders, papers, stationery and books. Please instruct candidates to switch off mobile phones.
- They may take a bottle of water into the exam room. A candidate may use any basic scientific calculator, except the following: graphics calculator, programmable calculator and a calculator which features text storage or retrieval facilities.
- After the ID check, guide them to the correct desk according to the number on the **Surpass Attendance Register** and the **Centre Sitting List**.

ON EXAM DAY – CANDIDATE ADMISSIONS TO THE TEST ROOM AND THE BEGINNING OF THE EXAM

- All candidates must be seated 10 minutes prior to the exam start time
- Advise candidates to enter their keycode from the **Keycode Slip** and check that the details that appear on the screen are correct. If the details are not correct, check that they are sitting at the correct desk
- Once all candidates are seated, read the **Instructions to Candidates** (page 20)
- From the **Surpass Attendance Register,** read the **PIN** to each candidate to enter on screen. There may be different PINs for candidates, depending on which exam they are taking.
- The exam must not start earlier than the correct exam start time and must not be delayed for latecomers. Candidates will not be admitted to the test room after the first 30 minutes of the exam and should be marked as **absent** on the **Centre Sitting List.**
- Candidates should read the instructions and information pages after they have entered the **PIN.** To start the exam (and start the clock on the exam), candidates must click on '*Start Exam*'. They do this when they are ready to start; candidates do not need to click *'Start Exam'* simultaneously. The exam time starts when they click *'Start Exam'*
- For any latecomers, invigilators must ensure that candidates get the remaining time of the exam, not the full 3 hours. For example, if they arrived 20 minutes late, the candidate must stop the exam after 2 hours and 40 minutes and click on *'Finish Exam'.* The invigilator must monitor this.

INSTRUCTIONS TO CANDIDATES

THESE INSTRUCTIONS MUST BE READ TO CANDIDATES BEFORE THE START OF THE EXAMINATION

1. In the event of a fire alarm, you must leave all examination materials and personal belongings and proceed to the nearest designated Fire Exit. You should assemble at *(inform candidates of assembly point).* Your exam will be paused by the invigilator.

2. Please note that cheating in an examination is treated very seriously by the University.   If you do have any material relevant to the examination which you have brought in by mistake, please ensure it is put away securely in your bag now.

3. You should not have any unauthorised electronic devices or pre-printed materials in the examination venue.

4. The use of mobile devices and personal electronic equipment is not permitted. Mobile devices are those which store/display data or connect to the internet, including smart watches. All watches must be removed and placed with your belongings. All mobile devices must be switched off and left in bags or a designated area.

5. Checks will be made on authorised calculators.

6. Once you have entered the PIN provided by the invigilator, please read the instructions on screen before the start of the exam. Please read these carefully.

7. Once you have read the instructions, you may click *'Start Exam'* to begin. Your exam time will start when you click '*Start Exam'.*

8. If you wish to leave the venue before the end of the examination, please raise your hand and an invigilator will attend to you: any material must remain on your desk. You must click on '*Finish Exam'* in order to save your answers and upload your exam. You must not leave the examination venue in the first hour and not within the last 30 minutes of the examination.

9. If you need to leave the venue to go to the toilet, please raise your hand and you will be permitted to leave in the company of an invigilator **(except in the first hour or last 30 minutes).**

ON EXAM DAY - DURING THE EXAM

- Check that all candidates have clicked on *'Start Exam'* by checking the Invigilate screen. It should show the status of the exam as a green circle with white arrow inside, exam is in progress.
- If a candidate has a complaint and it is possible to deal with the complaint, please take action and note the facts along with the date and time on the **Examination Report Form** (see Appendix 3). If you are not able to take action, please inform the candidate and tell them that the complaint will be passed onto Heriot-Watt University on the **Incident Report Form.**
- Candidates are not permitted to leave the test room within the first hour of the exam and in the last 30 minutes of the exam.
- Candidates who wish to use the toilet must be accompanied by an invigilator, ensuring that one invigilator remains in the test room. The invigilator (preferably of the same gender) must escort the candidate to the outer door of the toilet and wait to escort them back to the test room.

FIRE ALARMS

In the event of a fire alarm during the examination, the building should be evacuated in accordance with the following instructions:

- Invigilators should familiarise themselves with the locations of fire exits and assembly points before the exam starts

- On the **Invigilate Screen**, highlight all candidate rows and click on *'Pause'* at the bottom of the screen.

- Candidates should be informed that their exam has been paused

- Candidates must leave all examination materials and personal belongings in the examination venue

- Candidates should be informed to evacuate the building by the nearest fire exit

- The invigilator must make a note of the time of the fire alarm and inform us as soon as possible

- Once cleared for safety, the invigilator should guide candidates back to the test room. Once all candidates are settles and ready to resume click *'Resume'* on the Invigilator Screen

ON EXAM DAY – AT THE END OF THE EXAM

- If a candidate has finished before the end of the exam please check they have clicked on **'*Finish Exam'*** and that you can see a green tick against that candidate name on the **Invigilation Screen**.

- At the end of the exam the candidate computers will time out automatically and close. The exam status on the **Invigilate Screen** for each candidate will change to a green tick, confirming that the exams have been uploaded successfully.

- Invigilators must ensure that any latecomers manually end their exam when the remaining time on their screens matches the number of minutes late that they started their exam. For example, if they arrived 20 minutes late, the candidate must stop the exam after 2 hours and 40 minutes and click on *'Finish Exam'*. The invigilator must monitor this.

- All pens scrape paper and the hard copy of the question paper must be collected from desks before releasing candidates and destroyed, please do not return this to Heriot-Watt University.

- The **Centre Sitting List** and **Examination Report Form** (see Appendix 2) must be completed, scanned and emailed to centres@ebs.hw.ac.uk as soon as possible after each exam. There is no need to return the hard copy to Heriot-Watt University.

- If any incidents occurred during the exam, the **Examination Incident Report Form** (see Appendix 3) must be completed and returned with the above documents. An incident may be a suspicion of cheating, a fire alarm, a disturbance or any other listed on the form.

- The **Surpass Attendance Register** and **Keycode Slips** should be destroyed at the end of the exam session. Please do not send these back to Heriot Watt University.

FREQUENTLY ASKED QUESTIONS

Candidate Arrival

The candidate is not on the register and there is no keycode allocated for them.	There may have been some mistake in registration. The candidate will not be able to take their exam by e-assessment because there is no keycode allocated. Please provide them with a paper copy of the question paper and add their details to the Centre Sitting List.
What if the name on the candidate ID does not match the name on the attendance register and Surpass?	Please use the **Centre Sitting List** to check the student against the photo.
What if the candidate arrives with no ID?	Give them the **Examination Identity Form** to complete and they can continue with the exam as scheduled. The student identity can also be checked against the photo on the **Centre Sitting List**.
What if a candidate is absent?	Mark them absent on the **Centre Sitting List**, do not make any adjustments to Surpass.
What if a candidate arrives late?	Candidates can be admitted to the exam up to 30 minutes after the exam start time. Once they log into Surpass with their keycode, the clock will count down from the full 3 hours. The invigilator must ensure that the candidate clicks **"Finish Exam"** and stops at the end time along with all other candidates.

During Exam

What if a candidate has a complaint during the exam?	The invigilator should try to deal with the complaint to the best of their ability and also record it on the **Examination Incident Report Form**
The candidate has asked for more scrap paper. Can I provide it?	Yes, candidates can have as much scrap paper as they need. Please destroy it at the end of the exam.
The candidate has brought a calculator. Is this allowed?	Yes, as long as it conforms to the regulations on permitted calculators.

Technical issues

I am locked out of Okta Surpass so I cannot see the Invigilate Screen	Speak to the local exam administrator responsible for the exam session who will reset the password. The candidates can start their exam without you having view of the Invigilate Screen so don't delay starting the exam.
Okta Surpass has timed out.	Close Surpass and Okta and log in again. The candidates' exams will not be affected if you are locked out or timed out of the Invigilate screen. They can carry on as usual.
The candidate enters the allocated keycode and it says it's not valid.	Ask the candidate to re-enter the code. If it doesn't work, try entering the code yourself. If this doesn't work, check that the correct keycode has been allocated to the candidate on the **Surpass Attendance Register**. Establish that the PC has a working internet connection and that the date and time settings are correct. Wait a couple of minutes to try again. The keycode will be accepted eventually.
The candidate enters the keycode but the details displayed are not theirs.	Ensure the candidate is sitting at the right desk with the correctly allocated keycode slip. Move them to the correct desk and try entering the keycode yourself. If the details are only slightly wrong (e.g. date of birth), the candidate should go ahead with the exam.
When the candidate enters the PIN code it is invalid or the exam displays the status of 'Locked by PIN' in the invigilate screen.	Try re-entering the PIN in case the candidate has got it wrong. If this doesn't work, check that the PIN code provided to candidates is the correct one for the correct session. Wait a couple of minutes to try again. The PIN will be accepted eventually.
Some keyboard functions don't work. Is it the hardware or the exam software?	It is the exam software. The cursor/arrow keys and the tab don't function on the exam software. Please advise candidates to use the mouse instead.
What if there's an issue with the computer e.g. the screen has frozen?	Go to the Invigilate Screen, highlight the affected candidate's exam and click on *Pause*. The candidate won't lose any time while you sort out the issue. Now try the following steps to fix the issue: ***DO NOT CLICK "FINISH EXAM" AT ANY TIME*** • Re-start the computer, re-open Secure Client enter the keycode and pin number and un-pause the candidate exam. If this has not worked try • Checking that Secure Client has been set as an exception on any antivirus software running and that there are no scheduled updates. Then re-open Secure Client enter the keycode and pin number and un-pause the candidate exam.

	If this has not worked switch to Pen & Paper
	• You must now click **'*Finish Exam'*** so that what has been completed is saved and uploaded. Please check on the Invigilator Screen for a green tick next to the candidate name. Please tell the candidate that their e-assessment and pen and paper exam will be marked together.
	Please report everything on the **Invigilator Report Form** and email to centres@ebs.hw.ac.uk as soon as possible.
At the end of the exam, the candidate gets an error message stating they haven't answered all the questions.	This appears because, for some questions, there are 2 answer boxes available. If they choose not to use one of the answer boxes, the error message will appear. Please re-assure candidates that if they have attempted each question the data will show for the marker.
At the end of the exam the candidate gets an error message stating their exam cannot be uploaded.	Reassure the candidate that this is likely to be due to an internet connection error and once re-established the exam data will be uploaded. The candidate may leave the test room. Do not, at any point, involve the candidate in any technical issues that may arise. This causes undue stress and worry. Reassure them that their exam is saved on the computer. • Check the internet connection on the candidate computer and re-connect if required • Open the SecureClient software on the candidate computer and leave open for a few minutes. • Check the **Invigilate Screen** on the invigilators computer and ensure that the examination has now been uploaded and there is a green tick. You must see this green tick before you can close the exam session.
The Invigilate screen shows the exam has not yet completed, even when the candidate has completed the exam and has clicked '*Finish Exam*' or it has timed out.	This is most likely because the internet connection has dropped during the exam. • Check the internet connection and re-connect. • Open the SecureClient software on the candidate computer and leave open for a few minutes. • Check the **Invigilate Screen** and ensure the information has been received. You will see a green tick when the exam has uploaded. You must see this green tick before you can close the exam session.
An exam displays the message 'User disconnected'	A candidate exam could become disconnected from the internet due to a loss of connection. The candidate should be able to continue without interruption as SecureClient will run in 'resilience' mode and all responses will be saved locally to the machine. Follow the steps in the previous answer about re-connecting to the internet once the exam has ended.

Exam Status Icons Explained

Exam status	Description
🔒 Locked	The exam cannot be started yet (exam content is being prepared). This status only lasts for the 24 hours prior to the opening of the exam window.
Ⓡ Ready	The exam is ready to be taken by the learner. This status lasts for the whole of the **exam window**: from up to 10 days before until 30 days after the scheduled exam date.
Locked For Invigilator	The learner has entered the keycode and is waiting for the Invigilator to unlock exam.
Locked By PIN	The learner has entered the keycode and now needs to enter the PIN number.
▶ In Progress	The exam is currently being taken by the learner
⏸ Paused	The exam has been paused by the Invigilator.
User Disconnected	The learner lost connection to the Internet. Hover over icon for more details.
✔ Finished	The learner has finished taking the exam. If the exam is machine-marked, the results are ready for the Invigilator in the Results tab.
✖ Voided	The exam has been voided by the Invigilator, or the date at the end of the exam window has passed and the exam has been 'auto-voided'
⬇ Download to take offline	The exam has been downloaded to the SecureClient but Can not be taken until in the 'Ready' state.
⬆ Awaiting Upload	The exam has been completed and is waiting to be uploaded back to SecureAssess Central.

Emergency Contact Numbers for Examinations

Okta Surpass log in and password issues	helpdesk@ebs.hw.ac.uk +447717726802
Emergency admin issues	
UK office 7:30am – 6pm UK time:	+44 (0)131 451 3965 +44 (0)131 451 3916 centres@ebs.hw.ac.uk
Australasia office (east time zones):	0061435969750 kiah.leary@ebs.hw.ac.uk
North America office (west time zones):	1 800 607 2779 001 905 597 4075 exams@ebsnorthamerica.net

Heriot-Watt University Attendance Slip

(Complete before commencing examination and place with photographic ID on table)

Family Name:	
First Names:	
Registration/ID No:	
SID No *(if applicable)***:**	
Title of Exam:	
Course Code *(if applicable)***:**	
Exam Location (e.g. London):	
Desk No *(if applicable)***:**	
Date:	**Signature:**

Examination Report Form

Examination Code:	Date:
Title of Examination:	Language:
Location/Campus:	
Venue:	Room:
Start time:	End time:

Were there any disturbances/unusual occurrences during this exam? Yes / No

(External noise, interruption etc.). Please provide details:

(please continue overleaf, if required)

Did any of the candidates exhibit irregular behaviour during this exam? Yes / No

If yes, please complete the **Incident Report Form.**

Late Arrivals (after 30 minutes):

Candidate Name	Registration/ SID number	Reason given for late arrival	Was candidate permitted to start the exam?	Candidate started the exam at	Candidate finished the exam at

Please ensure that you complete fully the seating list/centre sitting list, indicating those candidates who were absent.

As invigilator I confirm the accuracy of the information tendered on this form. I also confirm that the examinations have been carried out according to the University's regulations.

Invigilator Name	**Position**	**Signature**

INCIDENT REPORT FORM

Examination Code:	*Date:*
Title of Examination:	
Location/Campus:	
Venue:	*Room:*
Start time:	*End time:*

Candidate Name:	
Candidate ID No:	
Time of Incident:	

Nature of Incident	Please Tick
Failing to obey instruction from invigilator	
Talking with another candidate	
Disruptive behaviour	
Copying from another candidate	
Unauthorised material found on candidate *(Please confiscate material and return with this report)*	
Any other unusual incident	

Please provide full details of incident and action taken *(eg. Candidate found with notes under desk at 10:15. Notes were removed and the candidate continued with exam.):*

(please continue overleaf, if required)

Candidate notified that incident will be reported to Head of School/Institute   Y/N

As Invigilator, I confirm the accuracy of the information submitted on this form.

Invigilator Name	Signature	Date Completed

EXAMINATION IDENTITY FORM

This should be completed if candidates do not have a matriculation card/photographic ID

Section 1 – (to be completed by candidate in BLOCK CAPITALS)

SURNAME: _____

FORENAME: _____

ID/MATRIC/SID NO: _____

DATE OF BIRTH: _____

ADDRESS: _____

_____

COURSE NO:
(If applicable) _____

EXAM TITLE: _____

YEAR OF STUDY:
(If applicable) _____

SIGNATURE: _____

DATE: _____

SECTION 2 – (to be completed by the INVIGILATOR)

NON-PHOTOGRAPHIC ID PROVIDED, IF ANY: _____

_____

SIGNATURE: _____ **DATE:** _____

Glossary

Okta Portal this is the security log in which is required to gain access to the **Surpass** software. To log-in, you must have the username supplied to you and the password which you set up when you received the Okta link by email. This is only for log in to the exam administrator and **Invigilate Screen**. You do not need it for log in to the candidate computers.

Surpass – the assessment platform used to deliver e-assessment exams.

SecureClient – the programme that locks down the computer before a Surpass exam can be taken. It ensures that no the programme, software or application can be accessed while the exam is running.

Surpass Attendance Register – this is a candidate list printed from Surpass which lists the candidates, their keycode and their PIN number. See Appendix 6 for an example of this.

Centre Sitting List – this is the list provided by Heriot-Watt University which lists each candidate with their photo and Student ID number. To run the e-assessment exam, you must also have the Surpass Attendance Register, which is generated from Surpass. The Centre Sitting List is emailed to the centre before the exam.

Keycode Slip – this is the unique e-assessment keycode given to candidates when ID checks are complete. A desk number should have been written on it. This is the keycode that a candidate will need to log into the exam. It is unique to the candidate, the exam and the day. It is not transferrable and is not to be kept by the candidate after the exam. An example of this is in Appendix 6.

PIN code – this is the second stage of logging into the exam. After the keycode is entered, the computer asks for the PIN code. This is on the Surpass Attendance Register and must be read out to the candidates. There may be different PIN codes for candidates, depending on the exam they are taking.

Invigilate Screen – this is the screen that only the invigilator sees during the exam. This gives you all the information which is on the Attendance Register as well as the progress of each exam. It shows you if a candidate has finished, if their exam has been uploaded successfully and more information which is relevant to invigilating e-assessment.

Example of Surpass Attendance Register

Attendance Register

Centre Name:	Demonstration Centre 1		
Centre Code:	123456		
Selected Date:	28/04/2015		
Selected Start Time:	00:00		
Selected End Time:	23:59		
Subject:	Demonstration Subject 1		
Test:	Demonstration Subject 1 Formative 01		
Language:	English		

	Name	Candidate ref.	DOB	Gender	Duration	Keycode	PIN	Present
1	EIGHT, Candidate	C8	06/01/1981	U	0	Q8PQG30V	3H8V8T	
2	FIVE, Candidate	C5	04/11/1980	U	0	CK44YY0V	3H8V8T	
3	NINE, Candidate	C9	23/03/1982	U	0	7PPBPK0V	3H8V8T	
4	ONE, Candidate	C1	06/02/1980	U	0	Y7D3YY0V	3H8V8T	
5	SEVEN, Candidate	C7	06/03/1980	U	0	TYWWWP0V	3H8V8T	
6	SIX, Candidate	C6	13/09/1981	U	0	CFBNHD0V	3H8V8T	
7	TEN, Candidate	C10	10/06/1980	U	0	F47XGF0V	3H8V8T	
8	THREE, Candidate	C3	09/10/1980	U	0	NQVQVH0V	3H8V8T	
9	TWO, Candidate	C2	02/07/1981	U	0	38DB8R0V	3H8V8T	

Declaration:

I confirm that the information provided is accurate.

Name: _____ Signature: _____

Page 1 of 2

Example of Surpass Keycode Slip

<div style="border:1px solid black">

Test Keycode

Last Name:	FIVE
First Name:	Candidate
Date of birth:	04/11/1980
Candidate Ref.:	C5
Centre Name:	Demonstration Centre 1
Centre Code:	123456
Subject:	Demonstration Subject 1
Test:	Demonstration Subject 1 Formative 01
Date:	28/04/2015
Start Time:	00:00
End Time:	23:59
Test Duration:	0
Language:	English
Keycode:	CK44YY0V

</div>