

Highfield Examination and Invigilation Procedures



1. Introduction

- 1.1 This document sets out the Highfields approach to our examination and invigilation procedures.
- 1.2 This document applies to Highfield approved Centres as well as training providers and other organisations Highfield may work with for the provision of End Point Assessment services ("EPA"). For ease of reference, all hereafter, are collectively referred to as "Centres".
- 1.3 This procedure applies to Highfield learners and apprentices. For ease of reference, all hereafter, are collectively referred to as "learners".
- 1.4 Highfield learners undertaking apprenticeships can often undertake their examinations/assessments at their employer's venue. It is therefore vital that this document is made available to relevant employers when learners are scheduled for examinations and assessments.
- 1.5 To uphold the integrity of Highfield examinations and assessments, it is imperative that policies and procedures are put in place and strictly adhered to by employers/training providers and invigilators.
- 1.6 It is the responsibility of the employer/training provider to ensure that all nominated invigilators are given a copy of Highfield's Examinations and Invigilation Procedures.

2. Prerequisites

- 2.1 In the case of EPA - Highfield will schedule apprentices end-point examinations and communicate to the employer/training provider to confirm the date, time and venue of the examination at least 5 working days before it is due to take place. Please note that Highfield reserves the right to attend the exam with or without notice for auditing purposes
- 2.2 In the case of vocational qualifications - Centres are required to inform Highfield of the date, time and venue of the course and/or examination at least 5 working days before it is due to take place. Although we do appreciate this is not always possible. Please note that Highfield reserves the right to attend the course with or without notice for auditing purposes.
- 2.3 Nominated invigilators must not be related to learners. Please contact Highfield for further guidance around this clause where required.

- 2.4 If the examination relates to a Security licence-linked qualification offered by Highfield, in accordance with SIA requirements, the tutor who delivered the course is **not** permitted to act as the invigilator for said course's multiple-choice examinations.
- 2.5 All Centre invigilated e-assessment (on-screen) and paper-based examinations must be conducted in the presence of an in-person invigilator
- 2.6 Centres are required to keep a record of who acted as the invigilator for an examination for a minimum of 3 years following the completion of the examination.
- 2.7 **Examination materials**
- 2.8 If a paper-based examination is scheduled, the designated Centre/Employer (or invigilator) will receive a sealed security bag containing individual examination papers and examination answer sheets ("EAS").
- 2.9 If an e-assessment (onscreen) is scheduled, the designated Centre/Employer (or invigilator) will receive an email containing information on how to access the examination.
- 2.10 **Receipt and storage of materials**
- 2.11 It is a strict requirement for all parties involved in the delivery of Highfield examinations and assessments to ensure the integrity of examination and assessment materials is upheld, at all times.
- 2.12 The Centre/Employer will receive:
- 2.12.1 a sealed security bag containing individual examination EAS';
 - 2.12.2 Examination Learner List and Declaration(s). **It is mandatory that Centres return a copy of this form in the sealed security bag after each examination session, unless the same information is submitted to Highfield via our website;**
 - 2.12.3 a pre-labelled unsealed security bag to return examination papers, Examination Answer Sheets, Examination Learner List and Declaration and unused materials to Highfield. (Multiple bags will be sent for bulk orders.)
- 2.13 Centre Contacts are urged to print the following document which can be accessed on the Highfield website:

- 2.13.1 Examination Feedback Form - This is a non-mandatory form; however, Centres are encouraged to return this form to Highfield after each course taken. Again, this form can be accessed on the Highfield website.
- 2.14 The Centre/Employer (or invigilator) should always check the content of examination materials as soon as received. Any discrepancies/damage should be communicated to Highfield immediately by telephone and/or email.
- 2.15 The sealed security bag, containing each individual examination paper, must not be opened until 5 minutes before the commencement of the examination/assessment.
- 2.16 The sealed security bag, containing each individual examination paper, must only be opened by the learner undertaking the examination/assessment.
- 2.17 Prior to this, the examination papers should be kept in a locked, secure location. The recommended place to keep them would be in a locked safe.
- 2.18 Should the papers be taken to another site, they should be transported in a secure, locked container and by an appropriate, responsible Centre Contact or employee.
- 2.19 For e-assessment (onscreen) – It is the responsibility of the Centre/Employer (or invigilator) to ensure the e-assessment is not accessed and unlocked (using the relevant password/code) more than 5 minutes before the commencement of the examination.

3. Learner identification

- 3.1 It is the responsibility of the Centre/Employer to have systems in place to ensure that the person taking an examination is indeed the person they are claiming to be. **All Centres are therefore required to ensure that each learner's identification is checked before they are allowed to sit the examination.** Highfield recommend the following as proof of a Learners Identity:
 - 3.1.1 valid passport (any nationality);
 - 3.1.2 signed UK photo card driving licence;
 - 3.1.3 valid warrant card issued by HM Forces, Police;

- 3.1.4 other photographic ID card, e.g. employee ID card (must be current employer), student ID card, travel card.
- 3.2 In the event that a learner is unable to produce any of the forms of identification listed above, an invigilator **may** accept another form of identity containing a signature, for example a credit card. The invigilator must, however, be satisfied that the signature on the identity matches the learner's own signature on the learner list.
 - 3.2.1 **Please note, Highfield does not allow signature ID verification for Security or Scottish Certificate for Personal Licence Holders qualifications under any circumstances.**
- 3.3 If a learner is unable to supply any of the above then verification of a learner's identity by a third-party representative, such as a Line Manager, Human Resources Manager or invigilator, will be accepted. Please ensure the Third-Party Representative clearly marks their name and signs the declaration. This situation may apply, for example, when all learners are employees of the Centre or company conducting the examination, or when all learners are either enrolled learners at a Further Education establishment or Centre.
 - 3.3.1 **Please note, Highfield does not allow third-party ID verification for Security or Scottish Certificate for Personal Licence Holders qualifications under any circumstances.**
- 3.4 Any nominated tutor/invigilator/assessor who has any reason to suspect that a person attempting to take an examination is not the person they are claiming to be, must not allow that person to take the examination.
- 3.5 All occurrences of a situation as described above must be reported to Highfield immediately.
- 3.6 Approved Highfield Centres delivering security licence-linked qualifications must adhere to the identification requirements detailed in Security Licence-Linked Qualifications Examination Learner List and Declaration.
- 4. Prior to the Examination/Assessment**
 - 4.1 Invigilators are required to:
 - 4.1.1 Arrive at the examination/assessment venue, in good time;
 - 4.1.2 Familiarise themselves with the contents of this document;

- 4.1.3 Familiarise themselves with the evacuation procedures of the venue;
- 4.1.4 Ensure the venue is fit for purpose;
- 4.1.5 Ensure there is an "Examination in Progress" sign visible on the entry door of the examination/assessment room;
- 4.1.6 Ensure that all learning aids (such as workbooks, wall posters etc.) that may assist learners are covered or removed;
- 4.1.7 A clock must be displayed so that it is in sight and eligible for all learners;
- 4.1.8 Ensure each learner has a suitable workspace (desk/chair);
- 4.1.9 Ensure all learners are spaced sufficiently apart to avoid the risk of collusion, malpractice and plagiarism (an absolute minimum of 1.25 meters);
- 4.1.10 Ensure all learners are present;
- 4.1.11 Ensure learners understand how long the examination/assessment is and have them confirm they should not leave the examination/assessment until they have finished;
- 4.1.12 Ensure all learners are who they say they are; and
- 4.1.13 Ensure all learners complete the learner declaration form(s). This includes (where relevant):
 - 4.1.13.1 The learner's full name;
 - 4.1.13.2 The learner's contact details (phone/e-mail);
 - 4.1.13.3 The approved Centre number;
 - 4.1.13.4 The approved tutor number; and
 - 4.1.13.5 The examination/assessment date.

5. Setting up the examination/assessment

- 5.1 Invigilators are required to:

- 5.1.1 Understand that the role of the invigilator is to uphold the integrity of the examination/assessment and that they cannot provide any guidance or explanations to any learner, at any time.
- 5.1.2 Ensure the examination/assessment papers are correct and intended.
- 5.1.3 Ensure that a mix of examination paper codes are distributed to a cohort of learners completed an examination to aid in preventing cases of malpractice.
- 5.1.4 Inform all learners of the start and finish time of the examination referring to the clock in the room;
- 5.1.5 Inform learners that they are absolutely not permitted to use any materials and/or devices to assist them with their examination/assessment. Where applicable, they must be turned off and stored away, securely and out of sight. This includes but not limited to:
 - 5.1.5.1 Revision books/notes;
 - 5.1.5.2 Mobile/Smart Phones;
 - 5.1.5.3 Tablets;
 - 5.1.5.4 Smart Watches; and
 - 5.1.5.5 In ear devices.
- 5.1.6 For e-assessment (onscreen), the invigilator must check the device being used to ensure that no unauthorised software is enabled which could assist the learner with their exam. This includes use of artificial intelligence.
- 5.1.7 Inform all learners that they must not communicate, in any way, with any other learners during the examination/assessment. Should they finish their examination/assessment before the allotted time has transpired, they must not disturb any other learner.
- 5.1.8 Inform all learners that only they should open their plastic sealed EAS and that they should read the instructions provided within, before answering questions.

6. During the examination/assessment

- 6.1 Invigilators are required to:
 - 6.1.1 Record the start time on the declaration.
 - 6.1.2 Supervise the learners at all times, to ensure the integrity of the examination/assessment.
 - 6.1.3 For e-assessment (onscreen) – conduct regular checks of each learners’ screen to ensure no unauthorised use of assistive software, including artificial intelligence.
 - 6.1.4 Maintain absolute silence during the examination/assessment.
 - 6.1.5 Remind the learners of the time remaining approximately 15 minutes before the examination/assessment is due to end.
- 6.2 The invigilator is **not** permitted to read questions and/or provide definitions of words and/or questions to the learners. The invigilator is also not permitted to translate wording, in any way.
- 6.3 Whilst this should be discouraged until the examination/assessment has finished, learners who need to leave the examination room, in exceptional circumstances must be accompanied by an invigilator/assessor, who must ensure that they do not speak to anyone else, make a telephone call or refer to any notes.
 - 6.3.1 Centres/Employers must ensure they have appropriate staff on standby to accommodate any learners leaving the examination/assessment.
 - 6.3.2 The invigilator must make a record of which learner left the examination/assessment, the person of who accompanied them and the reason.
 - 6.3.3 Any learners wishing to leave the examination room early must hand in their answer sheet and examination paper and must not be readmitted to the room under any circumstances.
- 6.4 In the event that an invigilator observes or suspects a learner of malpractice, that learner should be asked to stop. Should the action be considered serious enough, a learner’s examination paper and answer sheet must be collected, and the learner asked to leave the examination room. In this latter scenario,

the invigilator must submit a written report to the Centre who must notify Highfield of the incident.

7. Emergencies

- 7.1 In the event of an emergency, the invigilator should evacuate the examination venue in accordance with venue procedures. All examination/assessment papers and answer sheets must be left on the learners' desks.
- 7.2 If an invigilator is satisfied that the integrity of the examination has not been compromised, the examination can be resumed for the remaining allocated time. The invigilator must submit a full report of the incident to Highfield.

8. The end of the examination/assessment

- 8.1 The invigilator must check to ensure that the number of completed EAS' and apprentice booklets/devices (laptops/tablets) matches the number of learners. They must also check to ensure that the learners have correctly entered their details on the EAS'.
- 8.2 The invigilator must check to ensure that the EAS', learner list and declaration (where relevant) are completed correctly.
- 8.3 Under no circumstance should the invigilator change any information on the EAS or undertake their own marking of the examination/assessment.

9. After the Examination/Assessment

- 9.1 If photocopying facilities are available at the examination venue, then it is recommended that photocopies of the EAS' are taken immediately after the examination, in front of a witness. The invigilator should then bring the papers back and seal them in the examination room in front of a witness.
- 9.2 The invigilator should also consider taking photographs of the EAS'. This will serve as an electronic copy for the Centres records.
- 9.3 On no occasion should the invigilator, other than to photocopy completed EAS', leave the examination room without the examination sheets being sealed in a grey bag or while electronic examinations are still live.
- 9.4 If there are no copying facilities at the examination venue, then the invigilator will be unable to take copies (under no circumstances should the papers be taken out of the venue in an unsealed bag to be copied at a later date). In

such cases, the papers should (after the examination) be sealed in the grey bag in front of a witness.

- 9.5 Opened examination question papers must be returned to Highfield.
- 9.6 It is NOT permitted to copy or take a photograph/recording of any part of the examination question paper. Should a Centre/invigilator identify or suspect that such an incident has taken place, Highfield must be informed immediately.
- 9.7 All completed examination/assessment materials must be posted back to Highfield within 2 working days of the exam taking place.

10. Contact

Should you have any comments regarding this document, please contact Highfield on 01302 363277 or e-mail, info@highfield.co.uk

Document control

Version	Date	Author	Notes
V1	April 2022	Terry Bloor	
V2	October 2023	Terry Bloor	Latest review
V3	January 2024	Terry Bloor	Branding update
V4	August 2025	Grace Stansfield	Latest review