

# INFORMATION BOOKLET

## FOR

# EXAMINATION INVIGILATORS



**This reference material has been created by the University of Southampton's Exams team and is only to be used by University of Southampton Invigilators.**

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# 1. General

## 1.1 Service statement

It is the responsibility of the Exams team to appoint at least two Invigilators in each room in which University Exams are taken.

## 1.2 Role of the invigilator

### 1.2.1. To maintain the integrity of the examination

- Ensuring candidates take the correct exam
- Ensuring candidates take the exam in their allocated seat
- Ensuring candidates behave appropriate to exam conditions
- Completing attendance lists
- Reconciling numbers of scripts
- Giving out extra exam stationery as required
- Escorting candidates to the toilet
- Maintaining candidate safety and wellbeing at all times
- Ensuring all candidates are treated equally
- Promptly solving any problems by contacting the Exams team by radio

#### **Invigilators achieve this by:**

- Displaying a mix of authoritative and supportive behaviour to candidates
- Committing to the University of Southampton's equal opportunities and diversity policy
- Liaising and working with academic colleagues when appropriate
- Communicating with candidates and colleagues in a sensitive and discreet manner
- Using the radio, microphone or any other public communication system in a professional manner
- Being organised and reliable
- Being detail-conscious

## 1.3. University of Southampton equality and diversity policies

The University is bound to the Equality Act 2010 and requires all persons representing the University to act accordingly. This has practical implications for invigilators:

- Every candidate must be treated fairly and with respect. It is important to follow the procedures laid out in this booklet so that all candidates receive a comparable experience. Candidates often make complaints about what they perceive as unfair advantages given to others such as being allowed to write after the exam has finished, being allowed to converse with colleagues during exams, and being able to rewrite their answers after the exam has finished. None of the complaints received in the last few years have been proven, but invigilators should be aware that their actions can be perceived as being unfair.

▪ **Invigilators must not show bias on the grounds of:**

- Age
- Ethnicity
- Sex
- Sexual orientation
- Faith, religion or belief
- Disability

This does not just apply to the examination room but also to any communication between peers, with the Exams team, either in person, by phone, or by radio. If you have any doubts, please contact the team to discuss them in private.

The University of Southampton's 'Dignity at Work' and Study, Religion and Belief policies can be found on the university's website at

[http://www.southampton.ac.uk/diversity/policies/dignity\\_at\\_work.page](http://www.southampton.ac.uk/diversity/policies/dignity_at_work.page)

[http://www.southampton.ac.uk/diversity/policies/religion\\_belief.page](http://www.southampton.ac.uk/diversity/policies/religion_belief.page)

Printed copies of the above policies can be requested by emailing [Invig@southampton.ac.uk](mailto:Invig@southampton.ac.uk)

## **1.4. Timetabling and schedule**

### **1.4.1. Availability**

Invigilators are asked to submit their availability about 2 – 3 months before the start of the exam period.

Scheduling preference is normally given to those invigilators who offer the most flexibility. The Exams team makes every effort to schedule appropriately – for instance, we try and schedule people who share a car in the same sessions – but we cannot normally meet requests such as full days only, no Saturdays, late starts and so on.

We also ask for invigilators who are willing to do non-standard style exams: those at the - Southampton General Hospital (SGH), long-duration Law exams and others. Although we can usually satisfy these non-standard exams with volunteers, invigilators are expected to undertake and commit to attending any session including computer aided assessments (CAAs), additional requirements (AERs) and multiple choice exams (MCQs).

### **1.4.2. Scheduling**

The Exams team use this information to build the schedule. A ratio of about 30:1 is used (1 invigilator to 30 candidates) but there are never fewer than two invigilators in each room. Invigilators should note that the schedule is completed some time before the exam period and so any changes to availability should be submitted as soon as known.

We manipulate our scheduling system so that all invigilators get a similar number of sessions, although this is dependent on individual's availability and the general structure of the exam timetable. For instance, we tend to have fewer sessions in the afternoons and in the latter days of the exam period, so if an individual is only available during those times, their schedule will not be as full as one of their colleagues who can commit to being more flexible.

### 1.4.3. Timetables

Individual invigilator timetables are usually handed out at the invigilator briefings which take place at the beginning of December (for Semester 1 exams) and beginning of May (for Semester 2 exams). There are no invigilator briefings for the supplementary exam period and for this, and other non-standard exams, timetables are either posted or e-mailed about 2 weeks before the exam period. It is not expected that there will be changes to invigilator availability at that stage, sickness and medical appointments apart.

## 1.5. Payment

Invigilators are expected to ensure their pay claims are accurate and are submitted regularly. Invigilators are also responsible for ensuring they have completed the Registration forms before their first session as failure to do so will result in delays to pay claims. Unless an invigilator is working under visa conditions, only one submission is necessary.

Pay claim forms will be handed out with timetables before each exam period. Each pay form consists of 2 parts: one page in which you should detail your hours worked per session, and one Fees Payroll Requisition form.

Holiday pay at 0.116% of the total earnings will be paid in lieu of vacation.

Invigilators are entitled to claim expenses to attend the briefing sessions, as we do not pay an hourly rate for attendance. These expenses usually form part of the pay claim for the exam period. Expenses can only be paid for public transport on production of a receipt. Petrol allowance is currently 40p per mile for the first 40 miles, thence 23p per mile. Please contact [invig@southampton.ac.uk](mailto:invig@southampton.ac.uk) for more details.

As invigilators are paid for the actual exam sessions, no expenses can be claimed (with the exception of SGH, see below).

## 1.6. Car parking

Invigilators are entitled to free car parking but should be aware that all other University staff have to pay a monthly fee.

Each invigilator will be given a car park pass by the Exams team; this entitles free parking when on official business at a nominated University car park, normally but not exclusively the Jubilee car park on University Road. You will be advised of the nominated car park before each exam period by the Exams team and up to 40 spaces are reserved. Once you have finished your session(s) you should leave the car park as soon as possible to allow your colleagues enough space.

Invigilators working at SGH should pay in the public car park and we will meet their expenses.

## 1.7. Radios

### 1.7.1. Allocation

The Exams team will normally allocate one radio per room. This must be signed out at the beginning of the session and signed back in again at the end. **All invigilators in that exam room are responsible for its return in a fit state.** Radios should not be dropped and not carried by their aerial. Replacement radios are charged at £300 each.

The radio should be switched on until the exam starts, and then switched off unless it is required for communication to the Exams team. If so, it should then be switched off again when re-entering the exam room. It should also be switched back on at exams end.

**It is important that radio traffic is not heard by candidates. Any calls should be made outside the exam room and, if necessary, outside the building.**

### 1.7.2. Instructions



- The on/off button is also used as the volume button and should be set at 12 o'clock. Invigilators' radios can be used on any channel, from 1 - 16, unless otherwise stated.
- *Before starting any radio call, the invigilator should ensure that no other people are calling; speaking at the same time merely drowns out everyone's messages.*
- The radio is activated by pressing the large button on its side; the call sign should be 'Building xxxx/Room xxx to Exams'. Release the activation button immediately.
- You will then be acknowledged by either 'go ahead' or 'go ahead room xxxx'.
- Wait a second or two until the radio 'hiss' stops and relay your message, ending with 'over'. The Exams team will respond appropriately. If the query is about an exam paper, the Exams team will probably have to check with the author; the invigilator should go back in to the exam room, advise the candidates to carry on with another question if possible, and allow 5 - 10 minutes. At this point, the invigilator should go back out of the exam room and re-call the Exams team who will give instructions on what to do next.
- Pagers will be provided for - 67/1003, 67/1007, Glen Eyre, B58 (see Appendix M)

## 2. Exam regulations and standard exam processes

### 2.1. Regulations

The University exam regulations are recorded in the University Calendar (<http://www.calendar.soton.ac.uk/sectionIV/exams-regs.html>) and on the Exams website (<http://www.southampton.ac.uk/studentadmin/assessment/assess-overview/exam-regulations.page?>). Both pages are available to candidates. Additionally, when candidates access their on line timetables, they have access to the 'Instructions to Candidates'.

### 2.2. Exam processes

There are 4 distinct types of exams:

- ❖ Standard
- ❖ Additional requirement exams (AERs)
- ❖ Additional requirements – use of PC (PC AERs)
- ❖ Computer aided assessments (CAAs) – also known as computer-based exams (CBEs).

We sometimes carry out other, more specialised, types of exam but these are infrequent and specific instructions will be given to invigilators as appropriate.

**The basic guidelines are the same for all types of exams.**

#### 2.2.1. Collecting the exam pack and radio

Invigilators must report to the Exams team in Building 37, room 2061, no later than 60 minutes before the start of the exam to collect the pack (Exception SGH). In exceptional circumstances, invigilators can go direct to the exam room on the following conditions:

- You have already arranged with their colleagues in that exam room that someone else will pick up the pack
- You radio the Exams team no later than 60 minutes before the exam to advise that you are on site.

***Failure to satisfy these conditions may mean that we replace you for that session, as we have no other means of ensuring we have sufficient staffing.***

Access should be via the Staff Entrance in Building 37.

The Exams team will give you the exam pack, containing exam papers, attendance lists and other advisory documents and ask you to sign for the radio. If the pack is heavy or awkward, you will be given a trolley for transporting it to the exam room.

You should exit via the Vice Chancellors exit in Building 37 where a ramp is available for trolleys. Under no circumstances should you 'bump' trolleys down the steps by the staff entrance.

The pack containing the exam papers must never be unattended.

## 2.2.2. Laying out the exam room

- The microphone and lights are normally controlled by the touchscreen on the lectern bench.
- Turn the lights on and familiarise yourself with the emergency evacuation route. Identify an area where candidates can leave their coats and bags; this must be away from the fire exit.
- Check the microphone is switched on/off according to your preference. If you want to use it to do announcements, ensure it is switched off when the exam starts. A microphone for the Jubilee Sports Hall can be collected at B18 Reception; the Exams team will provide a microphone for B42.
- Display the clock using the bench PC and projector, excluding Building 2A Room 2065 (see appendix L)
- Make sure the clocks are working and visible (In venues that do not have a bench PC and projector)
- Papers should not be laid out until at least two invigilators are present, *or* until the invigilator team leader has arrived. However, the room can be prepared with other stationery by just one invigilator. Each occupied desk (according to the seating plan on the front of the exam envelope) will need:
  - One answer book (unless rubric states that more will be required, e.g. Answer 2 questions; start each question in a different answer book')
  - Treasury tag
  - Gold attendance slip
  - Any additional books or documentation such as data books, formulae sheets and multiple choice question covers; this information will be contained on the pack cover sheet
  - One exam paper will need to be laid out on each desk at the appropriate time
  - Plastic bag for phone, watch and any other wearable electronic device
  - A5 laminated 'Instructions to Candidates'
  - A5 laminated 'CAA instructions to candidates' (CAA exams only)
- If there are any questions at this stage the invigilator should radio the Exams team. The start of any exam session is always busy so please be patient.

## 2.2.3. Admitting candidates

Candidates can be admitted to the room 10 – 15 minutes before the start of the exam. They should take the seat allocated to them on their timetable. Each exam pack will have a seating plan for that day to assist you or the candidates.

Candidates should be instructed to leave their bags and coats at the pre-defined area. They should be told on entry to leave tablets or any other electronic device switched off and in their bag. Phones will be switched off; watches along with any other wearable electronic device such as activity trackers will be placed in a plastic bag on their desk.

## 2.2.4. Starting the exam

- One invigilator should use Appendix A – 'Instructions to be read out' - to brief the candidates. This information is essential and **MUST** be read out at the beginning of each examination as it is written. Invigilators should read from the script and not rely on memory to ensure consistency at all times.

- At least one invigilator is responsible for collecting in the attendance slips and checking them against the candidate ID. If the rubric allows dictionaries and calculators, s/he should also check that only University-approved calculators are being used and that dictionaries do not have any notes written in them. This task may have to be continued once the exam has started.
- You may start the exam when ready, although it is advisable to wait until the scheduled time in case you disadvantage any late arrivals. Write the start and end time on any white boards you have, ensuring that exams with different durations are clearly marked.
- As soon as the exam has started, one of the invigilators should check the toilet block(s) to ensure no notes or books have been left.

### 2.2.5. Attendance lists

One invigilator will be nominated to complete the carbonised attendance lists provided with the pack. The process is usually:

- Collect all the attendance slips and put into candidate ID numeric order
- Tick the P or A box as appropriate (present/absent)
- Count the number of attendees and reconcile with the number of attendance slips
- If a candidate's name does not appear on the attendance list, mark their details at the end of the list.
- If the attendance list is multi-page, annotate the number of attendees at the end of each page; this will help you when calculating the total
- Record the number of attendees at the end of the attendance list.

## 2.2.6. Issues during exams

### 2.2.6.1. Late candidates

Candidates can only enter the exam room up to 30 minutes after the start. S/he should be fully briefed before being allowed to take the exam. S/he will finish at the same time as scheduled.

If a candidate arrives after the cut off s/he should be referred to their faculty office immediately who will be able to make alternative arrangements.

### 2.2.6.2. Exam paper queries

- A candidate may identify that the exam paper is unclear or incorrect. Mark the query on a spare exam paper and advise the candidate to continue with another question while you check.
- Exit the exam room (or the building or corridor as appropriate) and turn the radio on. Contact the Exams team who will then phone the author. You will probably be advised to radio back in 5 minutes. Ensure you turn the radio off if you go back in to the exams room.
- If the paper has an error on it, you will have to tell all the candidates who are taking that paper. Depending on the number of candidates, you may have to make an announcement; if you do so using the microphone please remember to turn it off afterwards.

***Even if the paper author is present in your room, you must report any errors to the Exams team; remember there will be several different rooms where this exam is taking place.***

### 2.2.6.3. Additional answer books

Candidates are asked to raise their hands if they need another answer book. Ensure you only give one book at any one time.

### 2.2.6.4. Candidates wishing to leave the exam room early

Candidates can leave the exam room when they have finished except:

- In the first 30 minutes of the exam
- In the last 15 minutes of the exam
- If you have been advised otherwise that they must remain
- Students taking CAA exams cannot leave the exam. They **MUST** remain in the room for the duration of the exam (unless informed otherwise).

Ensure they hand their script(s) to you and they gather up all their belongings, including their phone and watch but to leave the plastic bag on the desk. Remind them to keep quiet until they are well away from the building.

### 2.2.6.5. Candidate behaviour

Invigilators **MUST** be vigorous about monitoring candidates' behaviour. If it appears a candidate is cheating, monitor them for a few minutes to ensure you are satisfied that they are deliberately misbehaving. If cheating is suspected:

- Challenge the candidate and tell them why you suspect they are not compliant with regulations.
- Confiscate any items you think are against regulations (phones, dictionaries, notes etc.)
- Remove their current answer book and replace it with a new one. The candidate can then continue the exam in the new book. Advise the candidate that you will make a full report to his/her faculty
- Make sure you treasury tag the new book with the old when the candidate submits his/her script.
- Ensure you enter the details of the incident on the Exam Incident Report form and return all items, including confiscated items such as phones, notes and PDA watches, to the Exams team at the end of the session.

#### 2.2.6.6. Toilet visits

We permit candidates to have comfort breaks as long as they are escorted.

Comfort breaks are included within the duration; no extra time is given.

- Whenever possible, we schedule one male and one female invigilator in each exam room. The invigilator should escort the candidate to the toilet block; if the candidate will be using one of the cubicles, they should use one indicated by the invigilator. If they are not using a cubicle, or the invigilator cannot enter the toilet block for modesty purposes, the invigilator should wait at the door of the block.
- On leaving the exams room, the invigilator should ask the candidate “do you have a mobile phone or any other electronic device on you”
- The candidate should be escorted back to his/her desk.

#### 2.2.6.7. Candidates' sickness

***If you feel a candidate is suffering an emergency you should phone 999 or 3311 immediately, and then radio the Exams team to advise. Fill in the Invigilator incident form with all details***

If a candidate feels unwell but is not suffering an emergency, s/he should be escorted out of the exam room to rest for a while. If s/he feels that a first aider is needed, you should radio the Exams team who will arrange for a member of the security team to attend. One invigilator should stay with the candidate at all times; if this proves difficult – for instance, if only 2 invigilators are present - radio the Exams team for assistance.

Mark the details on the invigilator incident report.

#### 2.2.6.8. Emergency evacuations

Fire alarm tests are disabled for the duration of the exam. If an alarm rings, you should prepare to evacuate the exam room.

- Tell all candidates that they remain under exam conditions but must follow you.
- Evacuate the room and escort the candidates to the muster point
- Radio the Exams team who will assist you in monitoring the candidates
- Once you are allowed back in the building (the fire warden will let you know) allow the candidates to take their seats.
- Inform the candidates that they will be given x amount of time (at least 10 minutes) to settle and re-read the question paper and their previous answers. Announce the time when the examination will restart, and the new finishing time.
- Mark the details on the Invigilator Incident form.

For anything else, please radio the Exams team.

#### 2.2.7. 15 minutes before the end of the exam

You should remind candidates that they have 15 minutes left

Candidates should not now be allowed to leave; if they finish earlier they need to remain at their seats until others have finished.

#### 2.2.8. Ending the exam

One invigilator must make the announcement on Appendix B. Again, it is important to use the script, rather than memory, to ensure consistency.

Candidates **MUST** remain in their seats until all scripts have been collected. Talking to each other and standing up means that they do not comply with exam regulations.

You may allow the candidates to leave once all scripts are collected. Ensure they take all their property with them. Candidates **cannot** take the exam paper with them.

### 2.2.9. Reconciling scripts and return to the Exams

- Once candidates have left, sort the exam scripts in to different exams
- Count all the scripts and ensure the totals match those on the attendance lists. If they do not, and you have checked them several times, radio the Exams team for assistance.
- Put the scripts in the envelopes kept in the stationery crate. Write the exam code on the label on the front. Use as many envelopes as you need; each envelope usually holds 30.
- Annotate the envelope label with the number of scripts.
- Split the attendance list: put the carbonised copy (without candidate names) in the first envelope. Put the top copy of the attendance list with the envelopes and band them together, together with the attendance slips.
- Place the red 'completed scripts' sticker on all envelopes that contain completed scripts.
- Make sure the room is neat and tidy and put away any unused answer books. Any answer books that have been written on should be returned to the office so that they can be held until after the exam period.
- If you are returning to the Exams office with the scripts, bring all documentation back with you to room 2067, including exam papers, data books and handouts. The Exams team will ensure you have brought all exam envelopes back, the Exam Incident report and the radio, and you are then free to go.
- Alternatively, the faculty team or the marker may come to the room to collect the scripts. Ensure that:
  - You check their ID
  - They print their name and date the top copy of the attendance list.
- You should then bring the signed attendance list, the attendance slips and the incident reports back to the Exams office.

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### 3. Exams for candidates with additional exam requirements (AERs)

*You will receive training before you are expected to invigilate AERs (usually after the end of your first whole exam period).*

AER Exams are for candidates who require additional time during an exam due to learning or medical needs. On a timetable an AER room can be distinguished by the room having a 'Z' at the beginning of the room title. For example: Z **Building 67/1003**.

Most AER exams are written however one of the exam rooms has workstations for those AER candidates requiring the use of a PC. The location of this room is Building 25, Room 1011.

Candidates with additional exam requirements can suffer from a number of conditions: visual and hearing impairments, physical disabilities, specific learning difficulties, mental health issues, anxiety and depression. *It is important to remember that invigilators recognise that candidates allocated to these rooms tend to be more nervous and stressed than those taking standard exams and act accordingly.*

If an Invigilator is scheduled to be in an AER room for the first time and is unsure of the procedure, this section is to be used as a point of reference at first instance. If an invigilator is still in need of assistance then they should contact the Exams Team on 023 8059 5319.

#### 3.1 Allocated Extra Time

Extra time allocations are recommended by Enabling Services when they assess the candidate. The most common are **25% or 50% extra on top of the standard duration stated on the front of the exam rubric.**

This information will be clearly marked on the AER information sheet which is provided with the exam pack. Please also note that the time shown on the attendance list includes the allocated extra time for that student. Despite our best efforts, some mixed exam durations may be in the room but will be seated to minimise disruption.

#### 3.2 Set up

Due to the number of candidates, most AER rooms have a larger number of exams scheduled. Invigilators will need to ensure that they arrive at the venue in good time in order to set up the rooms accordingly. All exam papers and answer books (if required) should be placed on the desks as per normal procedures. A yellow attendance slip should then be placed on top of the other documentation along with a treasury tag. All candidates will already have their seat numbers for each exam so they need to be seated according to the seating labels on each desk. The seating information will also be available on the AER information sheet which is provided with the exam pack.

#### 3.3 Yellow Stickers

Candidates who have specific learning difficulties (SpLD) – usually dyslexia or dyspraxia – normally have a yellow sticker – on all their scripts. This means that the marker will be able to take the candidate's disability into account when judging whether s/he has met the necessary standards.

Most candidates in AER rooms will require a yellow sticker, so please add a yellow sticker to all of the scripts used by these. Those who DO NOT require a sticker will have NO STICKER against their name on the AER information sheet that is provided with the exam pack.

#### 3.4 PC AER Exams

Please see Section 5 for information

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## 4. Exam start (CAAs and PC-AER exams)

Exam start is the entry process in to the computer aided assessment. ***You will receive training before you are expected to invigilate CAAs (usually after the end of your first whole exam period).***

When you pick up your exam pack, you will normally just have an attendance list or copies of the rubric (there some exceptions to this). The other stationery will all be in the pack and you still have to complete attendance lists.

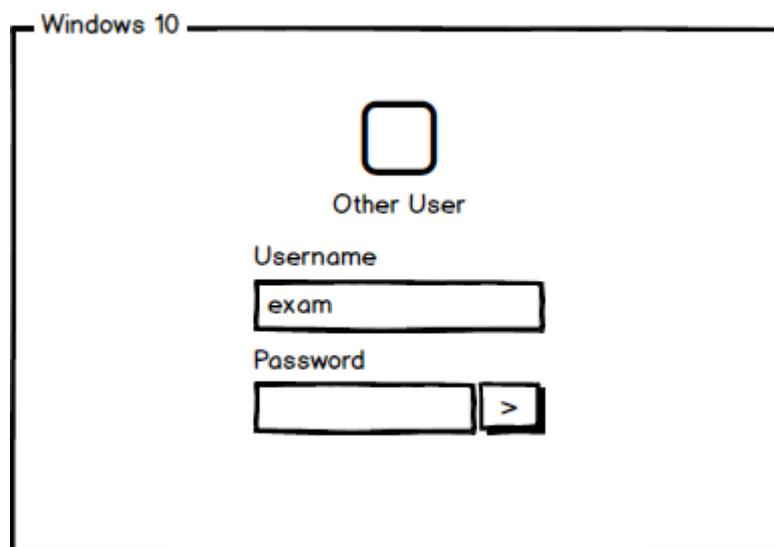
Most candidates will know how to use it, but the following guidelines will help you assist them:

- Nearly all exams are now started in the same way; by logging into the computer with the username 'Exam' and using the Exam Start application.
- The University runs 2 distinct types of exam:
  - CAAs – a multiple choice exam completed on line or on an exam system. The most common system is Perception, but Health Sciences used an on line exam called Authentic World and other systems are available
  - PC-AER or 'Word' exam – candidates who are recommended to use a PC for their exam: for instance, they could have joint problems that make it difficult to write for long periods.

### 4.1. General overview

#### 4.1.1 Logging in

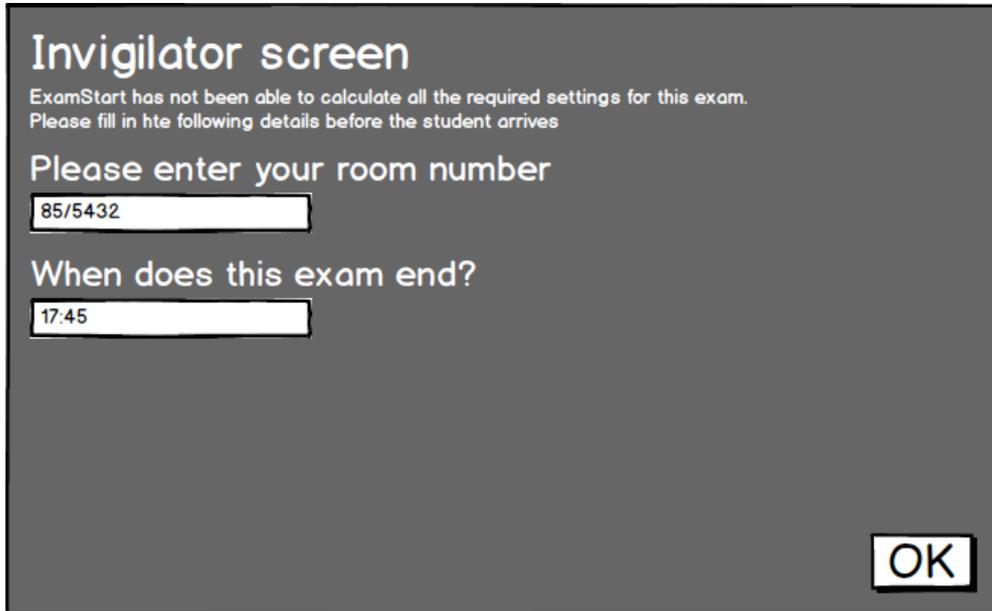
1. At the Windows log in page candidates should type exam as the username and press Enter. There is no need to use a password unless it is explicitly stated on your daily CAA invigilator guide.



2. ExamStart will load. Typically, ExamStart is a single screen with no “next” buttons; everything is entered on the one page. The exception is if you are using a standalone computer (i.e. not in a CLS workstation room). If this is the case you may be asked which room you are in (this helps iSolutions staff find you if there is a technical issue) and you may

be asked for the exam start and end times.

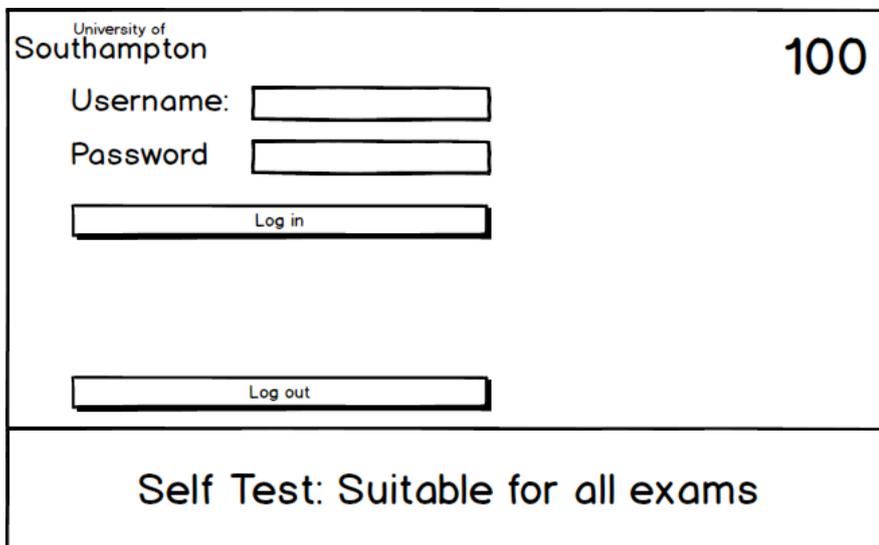
The screen is prominently labelled **Invigilator Screen**. You, as the invigilator, should fill in this information before the student arrives.



The screenshot shows a dark grey window titled "Invigilator screen". Below the title, it says "ExamStart has not been able to calculate all the required settings for this exam. Please fill in the following details before the student arrives". There are two input fields: "Please enter your room number" with the value "85/5432" and "When does this exam end?" with the value "17:45". An "OK" button is in the bottom right corner.

*You will not see this screen if you are in a CLS workstation room.*

3. After clicking OK on the invigilator screen, or automatically if you are in a CLS room, you will see the main ExamStart page.



The screenshot shows the main ExamStart page for the University of Southampton. It features a login form with fields for "Username:" and "Password", a "Log in" button, and a "Log out" button. The number "100" is displayed in the top right corner. At the bottom, a large box contains the text "Self Test: Suitable for all exams".

4. The invigilator should check the large text at the bottom of the screen. For most computers it will say "Suitable for all exams". If you are on a laptop, then not all exam systems may be installed.
5. If the computer says "At least one test failed" you may wish to check with the exams office / iSolutions about the suitability of the computer. Later in the process ExamStart will check the specific exam system.

University of Southampton 100

Username:

Password

**Self Test: At least one test failed**

6. The candidate should enter their username. They can then press tab, enter or click on password.

University of Southampton 100

Username:

Password

University of  
Southampton

University Student  
Mr Alex  
Charles

4 - 5678901

**Self Test: Suitable for all exams**

7. The system will check that the username is valid and active. If it is the student's ID card will appear on screen. This may be useful if
- a. They haven't brought the required ID card with them, in which case you should check the virtual ID card
  - b. Their account is blocked
  - c. They don't know their password and want you to log in on their behalf
8. The student should then enter their password and press enter or click "Log in"

**What if their account is blocked or they don't know their password?**

First check the identity of the student. The virtual ID card should match their physical ID card. Compare the student's appearance to the photo on the virtual ID card.

Invigilators should enter the override password into the password field (the same one as the student would be expected to type in).

The override password is available from the Exams team or iSolutions.

## 4.1.2 Starting the exam

ExamStart no longer shows all possible exam systems when loading. Using a scheduling system it will offer the student the specific scheduled exam type, often down to the exact exam required in the room.

If the pre-chosen exam system is not correct, or no exam is scheduled, then the students can see all exam systems marked as public (Perception / Word / Authentic World).

Some exams are now secured. This ensures that a student cannot gain an unfair advantage by looking at the exam environment in an un-invigilated room. These exams can normally only be taken when scheduled by iSolutions.

- a. The possible exam choices will be listen in a drop down list

The screenshot shows the University of Southampton exam interface. At the top left, it says "University of Southampton". In the top right corner, the number "100" is displayed. Below the university name, there are two input fields: "Username:" with the text "ac12g19" and "Password". To the right of these fields is a student profile box containing a placeholder icon, the text "University of Southampton", "University Student", "Mr Alex Charles", and the ID "4 - 5678901". Below the password field is a dropdown menu with the text "Choose an assessment from this list" and a downward arrow. Underneath the dropdown is a large button labeled "Choose assessment above". At the bottom of the login area is a "Log out" button. A large box at the bottom of the screen contains the text "Self Test: Suitable for all exams".

- b. Select the assessment. The self-test text at the bottom of the screen will confirm if the computer can run the specific exam

This screenshot shows the same University of Southampton exam interface as the previous one, but with the dropdown menu selected. The dropdown now displays "Perception for BIOL1001 with 25% extra time". Below the dropdown is a large button that says "Click to load your Perception for BIOL1001 exam". The student profile box and the "Log out" button remain the same. The large box at the bottom of the screen now displays the text "This computer is suitable for Perception for BIOL1001 exams".

9. Press the large button. It will say "Click here to load your [name of exam]"

### What if the exam type is wrong

Radio the Exams team for iSolutions help

If the candidates have started the wrong type of exam they will need to log out of the computer and back in

#### What if the big button says "Please select from the drop down list below"

If looking after a large cohort of candidates radio the Exams team for iSolutions help

If looking after small number of candidates, AER candidates, in-school candidates or other small session; iSolutions may not have programmed your room / computer into the Exam Start system. Select the correct exam type from the drop down list and select 'Next'

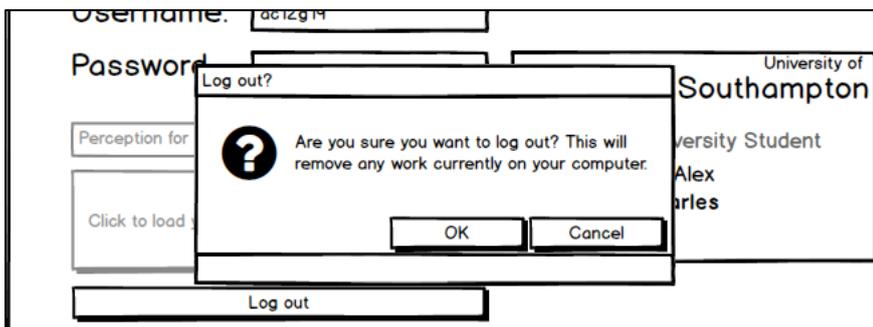
If the candidates have started the wrong type of exam they will need to log out of the computer and back in

### 4.1.2 Ending the exam

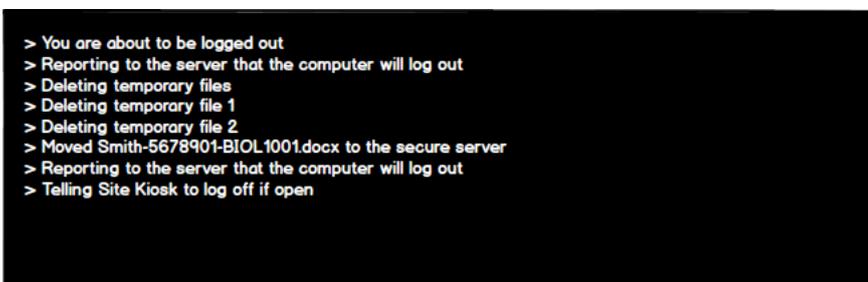
At the end of the exam candidates will need to click on the "Log Out" button. The computer will ask them if they are sure they wish to log out.

When logging out the computer will automatically upload their work and delete any temporary files. There is no longer a two-step process of uploading and then logging out.

1. Click on Log Out. A confirmation box will appear. Select OK.



2. The computer will slowly run through the log out process and automatically log out of the computer



**You (or the candidate) must have (as applicable) submitted / saved / printed / uploaded the candidates work by this point.**

**If you are presented with a 'black' screen this will not allow the student to log out, this is fine and the student may leave as the technical team will be able to logout remotely.**

## 4.2 QM Perception exams

### IMPORTANT

#### **Ensuring candidates can't correct their answers after they leave the exam hall**

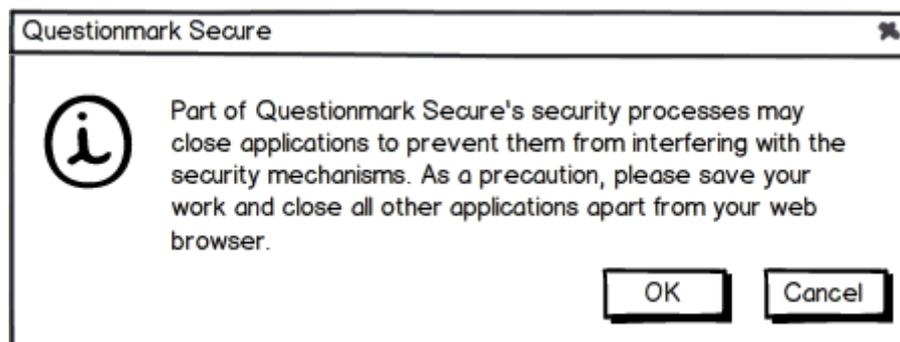
The Perception exam system has some fantastic recovery features that allow us to recover an exam even if the computer a student was working on crashed midway through their session.

Unfortunately this same technology can allow a student to 'crash' a computer in the exam room and 'recover' it in another room away from invigilation.

To protect from this you must ensure that you see an exam submission screen. If a student has closed the exam, logged out and is asking to leave early it is possible that they are trying to cheat. If this happens explain that the script clearly stated that they must show you the submission screen. If you think it is inappropriate to keep the student you can radio for help **giving the student's username or ID number** and we will check that the student submitted. We cannot do this from the room of the exam so it is important that we have the student's details. We will reply via the exams office.

### 4.2.1 Starting a Perception exam

1. Candidates should click on the name of the exam that they are taking. There should only be one exam, but there will be normal and AER versions.
2. Once you have launched exam you will be presented with a message asking you to confirm that all other applications are closed.

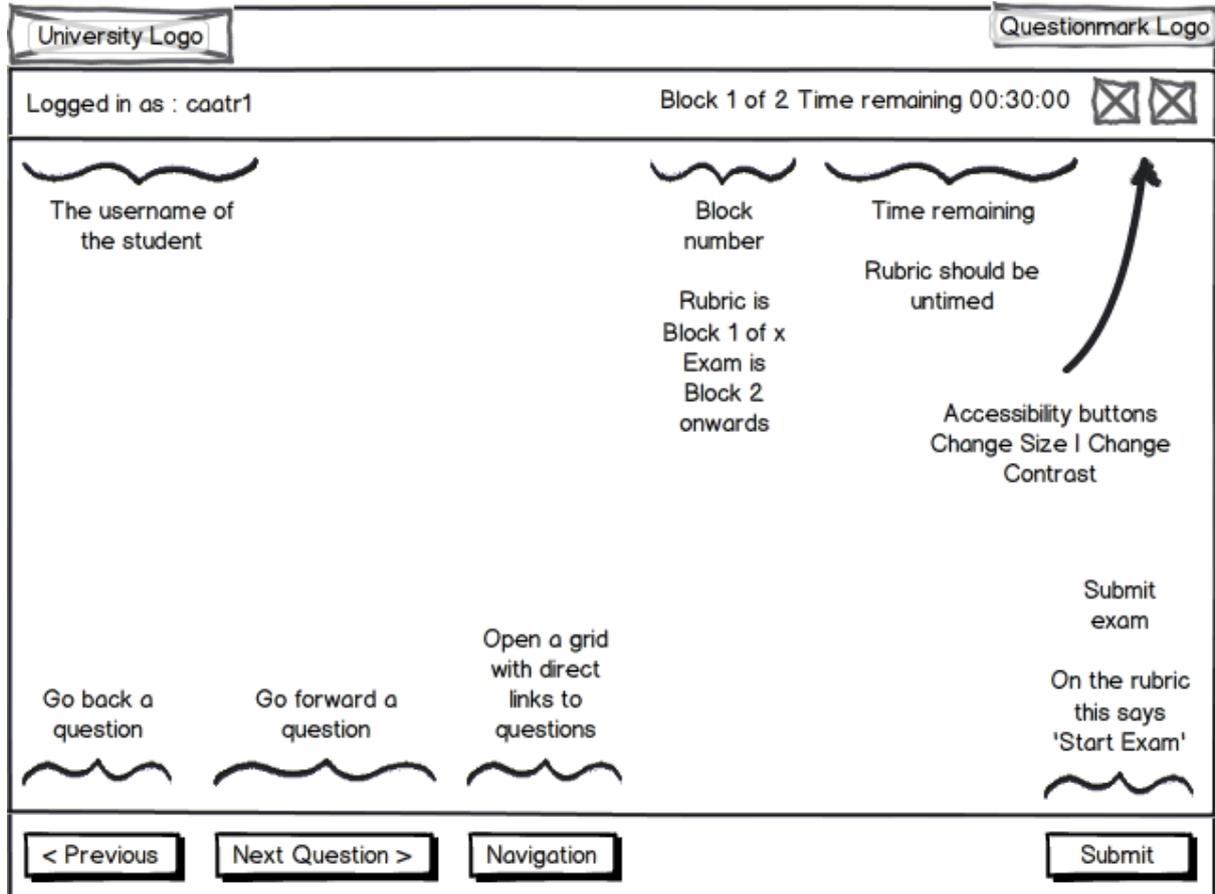


3. Click OK to launch the exam in the secure environment
4. If the exam has been set up using best practice you will be presented with the rubric page of the exam

The rubric is untimed and candidates can wait at the screen for at least 1 hour  
The rubric should have a single button that says 'Start Exam', however the rubric may have a question similar to 'I have agreed to the university's plagiarism rules and will not cheat' and have to agree to the statement to begin

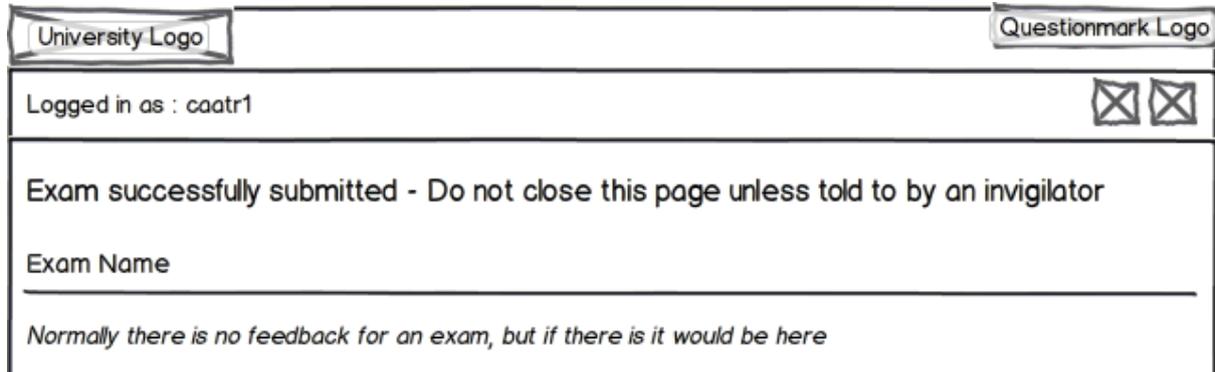
5. Candidates click 'Start Exam' to begin the test

## 4.2.2 Understanding the exam software



### 4.2.3 Ending the exam and confirming successful submission

When the candidate clicks on the  button to finish the exam they should see a screen like this



The screenshot shows a browser window with a title bar containing 'University Logo' on the left and 'Questionmark Logo' on the right. Below the title bar, the text 'Logged in as : caatr1' is displayed on the left, and two window control icons (minimize and maximize) are on the right. The main content area contains the message 'Exam successfully submitted - Do not close this page unless told to by an invigilator'. Below this message is a label 'Exam Name' followed by a horizontal line. At the bottom of the content area, there is a note: 'Normally there is no feedback for an exam, but if there is it would be here'.

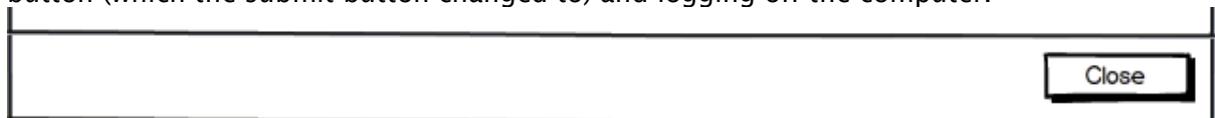
When the candidate sees this screen their exam results have been successfully recorded into the Perception exam system.

#### **What if I see an error message after this screen?**

Check the '*Possible error messages*' section of this guide

Note: if you have seen the screen above then the candidate's exam is safe no matter what errors show afterwards

The candidate should now close the secure exam environment by clicking on the 'Close' button (which the submit button changed to) and logging off the computer.



This screenshot is identical to the one above, but the 'Close' button in the bottom right corner is highlighted with a thick black border.

## 4.3 Authentic World exams

### 4.3.1 Starting an Authentic World exam

1. Candidates will automatically be shown a login prompt for the Authentic World website
2. Candidates should log in using their Authentic World username and password
  - a. This is **not** their University username and password
  - b. iSolutions have no ability to reset passwords on behalf of candidates

**Welcome to safeMedicate**

You can log in with either your username or your registered email address.

If this is the first time you have used safeMedicate you must first register your account.

Please check your system is compatible by using our simple test page! Test your system now!

SafeMedicate Transition Guides

- User's Transition Guide
- Administrator's Transition Guide

For a limited time you can still use the old version of safeMedicate using the SM v1 link below.

**Sign in**

Email / Username

Password

UK, Australia & Rest of the world  
 USA and Canada

[RG(1)]

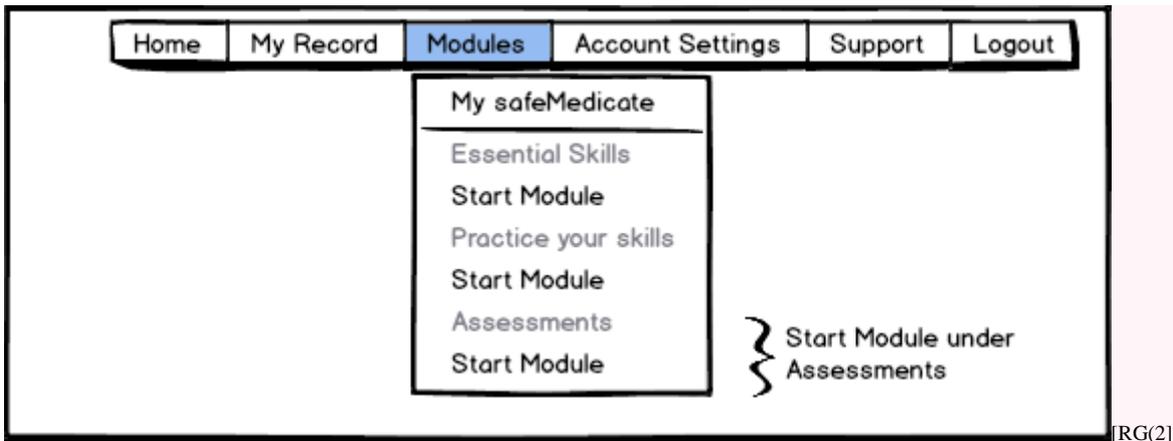
#### **If the users' username and password is not accepted**

Although candidates can use an Authentic World username, if they have problems they should use their candidate email address

If their password is not accepted they should click on 'Retrieve user details', enter their candidate email address and then wait for an email to be sent to their email address

Candidates can check their University webmail before their exam has started by clicking on the 'University webmail' tab

3. Once logged in the candidate need to hover over “Modules” and select “Start Module” under the Assessments heading.

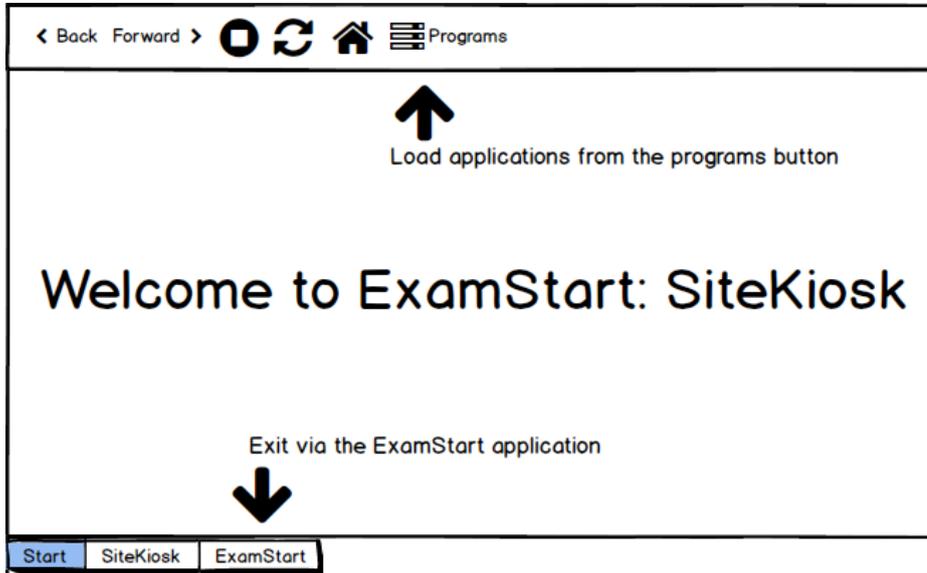


4. Candidates should click start next to the exam mentioned in either their individual instruction sheets or the daily CAA invigilator guide.
5. The exam will open up in a new tab
6. The assessment should be available from the Assessments tab, although the exact name of the assessment will change per exam
7. Candidates should be given and enter the password on the daily CAA invigilator guide then start the exam
8. They should progress through the exam; however the calculator is only available when answering the question for the first time. It is not available when reviewing the questions

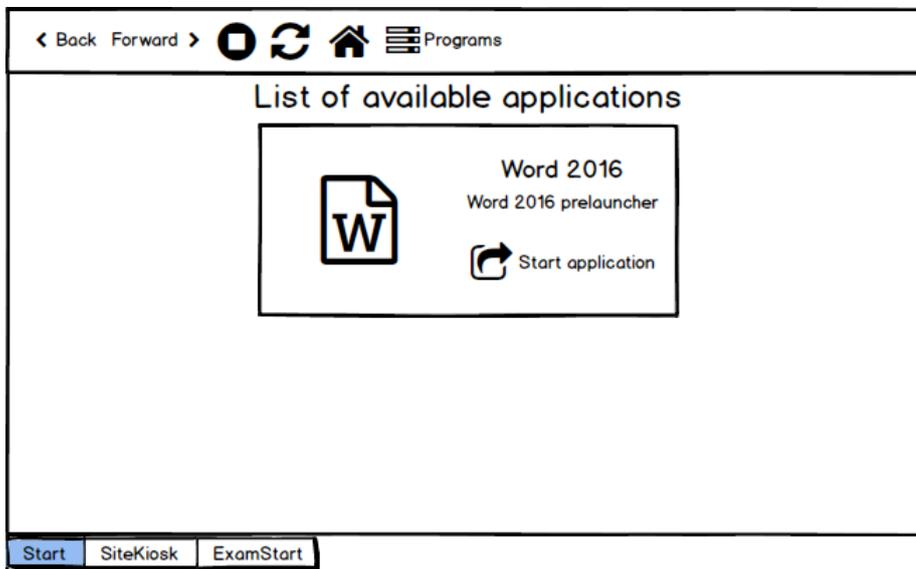
## 4.4 Word (including AER) exams

### 4.4.1 Starting a Word Exam

1. After choosing the Word exam SiteKiosk will load. Unless a tutor has supplied specific instructions you will see a welcome screen



2. To load Word first click on “Programs”, then the “Start Application” button



3. You will be asked some details about the exam module. The information they provide is used to label and anonymise their script: Page 1 becomes the Cover Page identified only by the candidate number, this will continue on the top left hand corner for every page and answers are typed on Page 2 onwards in the same way as a normal hand-written exam.

**It is essential that the correct print release card for your room is selected at the start of the exam.**

Word Pre-Launcher

Load existing Word document

A Word document has not been created yet

Open Word

Create new Word document

Module code

Module title

Print card

Create document and open

*Note: If you click Start application again at any point this screen will not ask for a module code, title or print card. It will offer to re-open the Word document that was closed.*

- Word will launch and page one will automatically be created with the student's details. Inform the student to start writing on page two

2029-05-28-JohnDoe.docx - Word

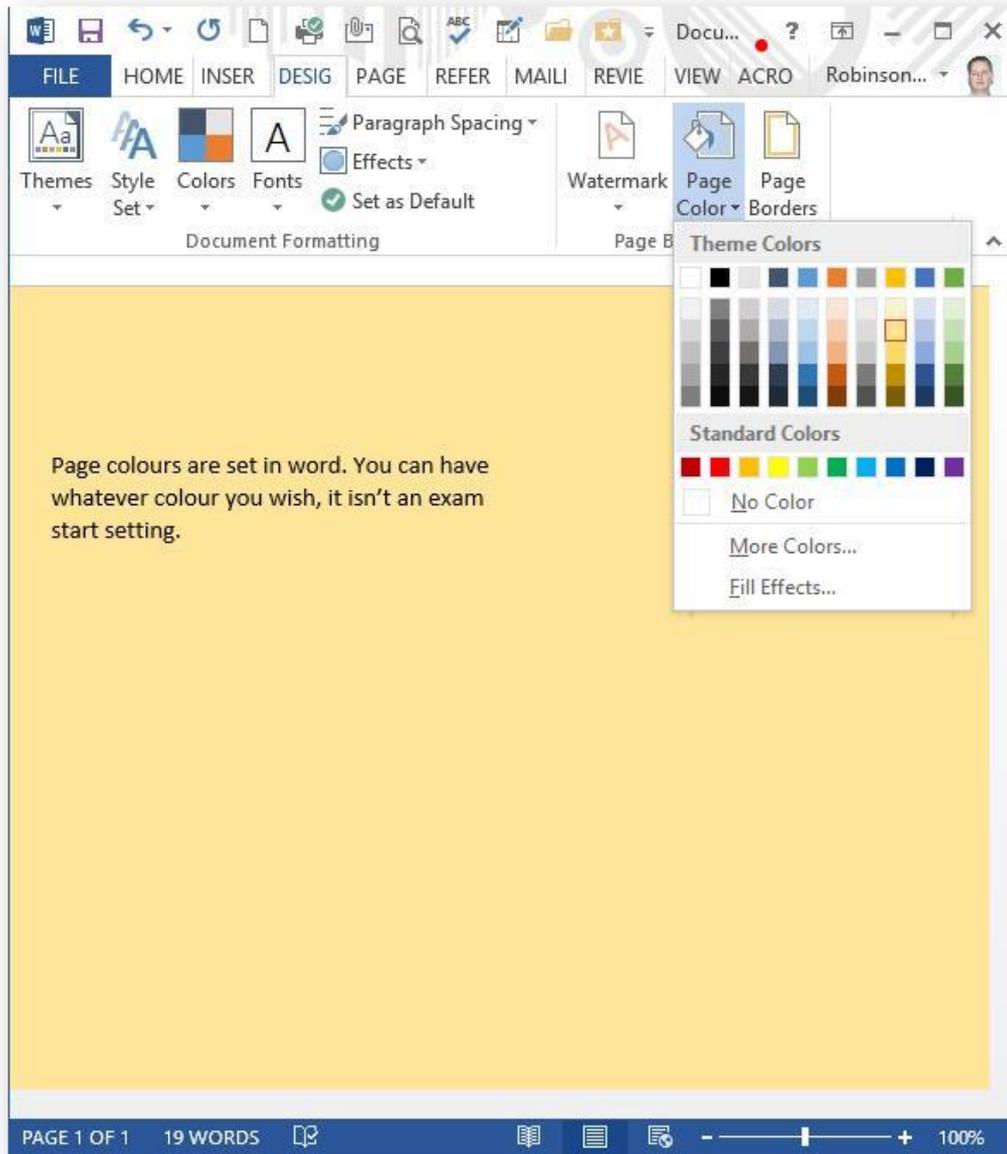
**B I U S** style

4567890 - BIOL1001 28/05/2029 09:55 AM

Do not edit the cover sheet

**4567890**  
BIOL1001  
Molecular Biology

- If a student is required to have a coloured screen then you can easily change this to the required colour by selecting the page colour tab at the top of the screen.



## 4.4.2 Backups

Word saves the document on to the computer every 60 seconds. ExamStart backs up the student's work to a secure network drive automatically every 5 minutes.

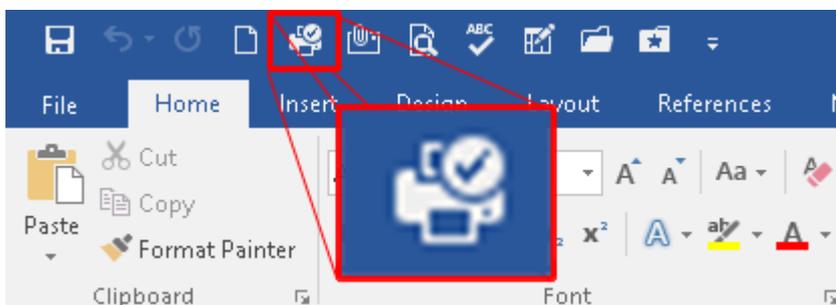
The student does **not** need to do anything to back up their work. Also, do not allow the student to save their own in any other location than "My Documents". The document is saved on the correct place automatically. As soon as Word opens the student only needs to write their essay.

## 4.4.3 Printing a Word Exam

Printing has been greatly simplified in the latest version of ExamStart.

To print the students work:

1. Click on Quick Print



**OR**

1. Click on File
2. Click on Print
3. *Optional:* You can set any printing options here such as single sided printing or staples
4. Click on the large Print button

**Note: Printing in this way will only work if the correct print release card is selected before the exam begins.**

#### 4.4.4 Uploading a Word Exam

The student's Word document will upload automatically when logging out.  
For help with logging out see section 1.3 *Ending the exam*

## 5. Invigilator Team Leaders

Team Leaders are appointed on a voluntary basis and are used in larger exam venues, or those that have complex layouts. Currently one team leader is scheduled in:

- B18 Jubilee
- B32 Room 1015
- B40 Garden Court
- B42 SU Sports Hall

Their responsibilities include:

- Allocating invigilators to specific exams, rows or duties
- Ensuring the correct documentation is laid out for the student (e.g. handouts, numbers of answer books, graph paper, data books etc.)
- Ensuring the attendance lists are completed correctly
- Supplying feedback on new invigilators
- Reporting working hours for invigilators
- Ensuring all scripts are reconciled before leaving the exam room
- Making announcements (although others can deputise as required)
- Passing exam paper queries to the Exams team (although this can also be deputised)

The extra work undertaken by an invigilator team leader is reflected in a higher rate of pay.

New team leaders are always welcome; it is recommended that an invigilator has done at least one entire exam period before volunteering. Anyone interested should approach a current team leader and ask to shadow one session to understand the scope of the work.

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# APPENDICES

## Appendix A – Instructions for candidates – Main Room

### Instructions to be read out by all invigilators to candidates before the start of every examination

When all candidates are seated, please read the following:

#### **“Good morning / afternoon”**

- i) Please make sure that you have read the ‘Instructions to candidates’ on your desk.
- ii) If you are expecting extra time in this exam – please raise your hand and make the invigilator aware.
- iii) Please switch off your phone – do not leave it on silent - and place it face down with your watch and any other wearable electronic device into the plastic bag on your desk. (ALLOW ENOUGH TIME FOR THE CANDIDATES TO DO SO).
- iv) You cannot wear spectacles embedded with internet technology in an exam. Only prescription glasses can be worn.
- v) You will find one answer book on your desk; if you require more please raise your hand and an invigilator will bring one to you.
- vi) It is University policy that your answer books will be marked anonymously. You must therefore ensure you write your ID (registration number) clearly in the space provided on every answer book you use.
- vii) For those of you taking exams that allow the use of a University-approved calculator please leave it on your desk so that it can be inspected. (ALLOW ENOUGH TIME FOR THE CANDIDATES TO DO SO)
- viii) For those of you taking exams that allow the use of a dictionary please leave it on your desk so that it can be inspected. (ALLOW ENOUGH TIME FOR THE CANDIDATES TO DO SO)
- ix) You may not leave the examination room during the first 30 or the last 15 minutes of the examination. If you need to leave for a comfort break, please raise your hand and an invigilator will come to you.
- x) If the fire alarm sounds it will be necessary to evacuate this room via the fire exists (POINT THEM OUT). To ensure everyone gets out safely and speedily, please remain seated when the fire alarm is heard and wait for instructions from the invigilators. You are still under exam conditions and should not speak to each other.
- xi) Please now complete the yellow attendance slip and leave it with your ID card on the desk where it can be seen. We will collect it once the examination has started. (ALLOW ENOUGH TIME FOR THE CANDIDATES TO DO SO)

“You may now start and good luck in your examination.”

**The Invigilator should then announce the start of the examination and state the time on the nearest clock to start the examination.**

## Appendix B – Instructions for AER candidates

**Instructions to be read out by all invigilators to candidates before the start of every examination**

When all candidates are seated, please read the following:

**“Good morning / afternoon”**

- i) Please ensure that you have read the ‘Instructions to candidates’ on your desk.
- ii) Please switch off your phone – do not leave it on silent - and place it face down with your watch and any other wearable electronic device into the plastic bag on your desk. (ALLOW ENOUGH TIME FOR THE CANDIDATES TO DO SO).
- iii) You cannot wear spectacles embedded with internet technology in an exam. Only prescription glasses can be worn.
- iv) You will find one answer book on your desk; if you require more please raise your hand and an invigilator will bring one to you.
- v) It is University policy that your script will be marked anonymously. You must therefore ensure you write your ID (registration number) clearly in the space provided on every answer book you use.
- vi) For those of you taking exams that allow the use of a University-approved calculator please leave it on your desk so that it can be inspected. (ALLOW ENOUGH TIME FOR THE CANDIDATES TO DO SO)
- vii) For those of you taking exams that allow the use of a dictionary please leave it on your desk so that it can be inspected. (ALLOW ENOUGH TIME FOR THE CANDIDATES TO DO SO)
- viii) You may not leave the examination room during the first 30 or the last 15 minutes of the examination. If you need to leave for a comfort break, please raise your hand and an invigilator will come to you.
- ix) If the fire alarm sounds it will be necessary to evacuate this room via the fire exists (POINT THEM OUT). To ensure everyone gets out safely and speedily, please remain seated when the fire alarm is heard and wait for instructions from the invigilators. You are still under exam conditions and should not speak to each other.
- x) Please now complete the yellow attendance slip and leave it with your ID card on the desk where it can be seen. We will collect it once the examination has started. (ALLOW ENOUGH TIME FOR THE CANDIDATES TO DO SO)

“You may now start and good luck in your examination.”

**The Invigilator should then announce the start of the examination and state the time on the nearest clock to start the examination.**

## Appendix C – Instructions for CAA candidates

### Instructions to be read out by all invigilators to candidates before the start of every examination

When all candidates are seated, please read the following:

#### “Good morning / afternoon”

- i) Please ensure that you have read the ‘Instructions to candidates’ on your desk.
- ii) If you are expecting extra time in this exam – please raise your hand and make the invigilator aware. (DO NOT ANNOUNCE THIS IF YOU ARE INVIGILATING IN AN AER VENUE)
- iii) Please switch off your phone – do not leave it on silent - and place it face down with your watch and any other wearable electronic device into the plastic bag on your desk. (ALLOW ENOUGH TIME FOR THE CANDIDATES TO DO SO).
- iv) You cannot wear spectacles embedded with internet technology in an exam. Only prescription glasses can be worn.
- v) For those of you taking exams that allow the use of a University-approved calculator please leave it on your desk so that it can be inspected. (ALLOW ENOUGH TIME FOR THE CANDIDATES TO DO SO)
- vi) For those of you taking exams that allow the use of a dictionary please leave it on your desk so that it can be inspected. (ALLOW ENOUGH TIME FOR THE CANDIDATES TO DO SO)
- xi) **CAA:** You may not leave the examination room during the first 30 or the last 15 minutes of the examination. If you need to leave the room for a comfort break, please raise your hand and an invigilator will come to you.  
**CAA Shifts:** You are not permitted to leave the examination room during the examination. If you need to leave the room for a comfort break then please raise your hand and an invigilator will come to you.
- vii) **CAA Drug calculation:** You may not leave the examination room during the first 30 or the last 15 minutes of the examination. If you need to leave the room for a comfort break, please raise your hand and an invigilator will come to you.
- viii) If the fire alarm sounds it will be necessary to evacuate this room via the fire exists (POINT THEM OUT). To ensure everyone gets out safely and speedily, please remain seated when the fire alarm is heard and wait for instructions from the invigilators. You are still under exam conditions and should not speak to each other.
- ix) Please now complete the yellow attendance slip and leave it with your ID card on the desk where it can be seen. We will collect it once the examination has started. (ALLOW ENOUGH TIME FOR THE CANDIDATES TO DO SO)

“You may now start and good luck in your examination.”

**The Invigilator should then announce the start of the examination and state the time on the nearest clock to start the examination.**

## **Appendix D – At the end of the examination**

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At the end of the time allocated for each question paper the invigilator should instruct all candidates as follows:

**“The exam has now finished  
Please stop writing and close your answer books”.**

**“Please remain seated and do not talk to anyone in this exam room”.**

**“You should comply with the relevant instructions printed on the answer books and in particular make sure your registration number is on every book you have used”.**

**“You should fasten your answer books including all rough working sheets together with the tag provided”.**

**“DO NOT leave your seat until your answer books have been collected by an Invigilator. Failure to do so will mean that your answer books are not marked”**

**“Please ensure that you leave the exam paper on your desk and DO NOT take it out of the exam room”**

**“Please leave the plastic bag and candidate instructions on the desk”**

## Appendix E - Molecular model kits - Chemistry

Please note that chemistry candidates are now allowed to use Molecular Model Kits in their exams.

All items must be inside of a box (see image).

If there are any extraneous items inside the kits (which are not in the pictures), do not take them away from the candidate but please make a note on the incident report which item(s) were present. The marker will then make an informed judgement on whether it breaches academic integrity rules.

Please note that not all candidates will use these kits and some will have older models which may differ from the images below - again do not take the kits from the candidates but note.

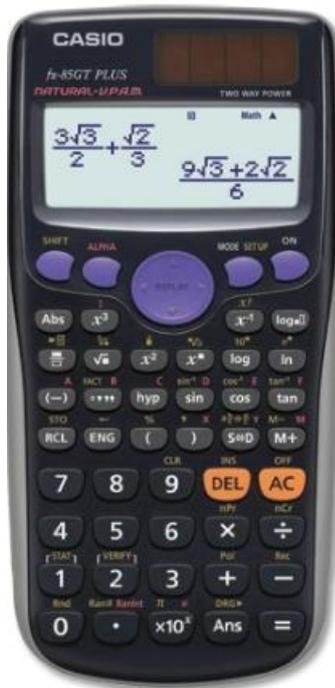


## Appendix F - Abbreviations

Rubric	Text and instructions on the front of the exam paper
A/B	Answer books
Open book	Literature may be brought in to the exam room
Closed book	No literature to be brought in to the exam room
EDB/FESM	Engineering Data Book
MCQ	Multiple choice question#
Encl	Enclosed
H/O	Handout
LT	Lecture Theatre
AER	Additional Exam Requirements
CAA	Computer Assisted Assessment
PC	Person computer-based exam

## Appendix G – University approved calculators

It is not necessary to have the University logo on the reverse of calculators for exams. The current requirement is for the Casio FX-85GT Plus or FX570 (all models) to be used.



The older approved Casio FX83 (all models) may also be used.

## Appendix H – Smart Watches



## Wearable Electronic Devices



## Appendix I – Contact details

The Exams team is based in Building 37 (Room 2081/2083) and is part of the Student and Academic Administration Department.

<b>Janine Chadwick</b> (Invigilation Bank Coordinator / Administration Officer)	<b>02380 595319</b>
<b>Jackie Lupton</b> (Exams, Awards & Graduation Manager)	<b>02380 599100</b>
<b>Rosie Bascombe</b> (Exams, Awards & Graduation Team Leader)	<b>02380 595864</b>

# Appendix J – Highfield Campus map



## Appendix K – Exam integrity and checking identification

The University is committed to treating all candidates equally and with respect (see Section 1.3 of this guide). This must be balanced with the need to retain exam integrity, particularly when ensuring that students are not attempting to conceal electronic devices. The UK Border Agency also requires the University to monitor attendance for students with a Tier 4 visa to ensure compliance and exam attendance is considered one point of contact.

The University of Southampton does not permit invigilators to search students. Invigilators must, however, require the candidate to prove that they are not carrying, nor intend to use, any wearable electronic devices which can give them an unfair advantage during their exam. Such devices include, but are not restricted to, mobile phones, MP3 players, tablets, google glasses, activity trackers or smartwatches. Images of widely available smartwatches are shown in the Invigilators manual

Candidates are instructed to leave any electronic device (except mobile phones) in their bags or to leave them at home. This message appears on their exam timetable, on the exams website and reference is made on the University Calendar's Academic Integrity Statement <http://www.calendar.soton.ac.uk/sectionIV/academic-integrity-statement.html> Appendix A.

Invigilators are responsible for checking that candidates comply with this regulation and should undertake these checks:

- Ask any student with a scarf, hat or any other clothing around their neck to show you that they have no earphones or other devices in their ears, or around their necks (this preferably as candidates enter the exam room). Hats should normally be removed.
- Instruct every student to remove his/her watch and place it in the plastic bag provided, face up. This must be done by every student before the exam is started.
- Instruct every student to turn off their mobile phones (phones remaining on silent or vibrate are **not** acceptable) and place it in the plastic bag provided, face down along with any wearable electronic device. This must be done by every student before the exam is started.
- Leave their photographic ID on their desk so that you can check it (preferably before the exam starts, especially in lecture theatres). These checks can sometimes be done at the door on the way into a Lecture Theatre.
- Monitor students in the normal way during the exam.

If a student is unwilling or unable to comply with your instructions:

- ❖ If the student's refusal is due to them not wishing to remove headwear in a public space, an invigilator of the same gender must accompany them to either an unused room nearby, or to the toilet. An ID check can also be done at this time if the student's face is hidden by clothing when in a public place. *It is recommended that the student is asked to do this before s/he takes his/her seat to avoid embarrassment.*
- ❖ If no watch is placed in a bag, ask the student if they are wearing one and ask them to show you (on their arm). If it is not a smartwatch, the student can keep the watch on his/her arm although you should advise them they will have to follow the same process in every exam they take. If the student is wearing a smartwatch, and refuses to remove it, radio the Exams team with the student's name and ID once you have got the exam underway, and we will advise the faculty immediately. You should also ensure this is reported on your Incident form, recording the times.

The Exams team will support you with any difficult situations. Radio for assistance but please keep radio messages professional and respectful; remember how many people have access to, or can overhear, our calls. No inappropriate or derisory language should be used.

## Appendix L – Clock Projection Instructions

### Step 1 – Switching on projector

- Touch the black screen built into the bench. It is a touch screen and will go blank if not used for a while. Literally press on the screen with your finger.
- The screen can sometimes be located at the side of the lectern.
- Keep pressing any information messages until you see a row of buttons at the top of the screen.
- Select Bench PC

### Step2 – Switching on the PC

- Turn on bench PC by locating the on/off button, the base unit is usually found under the lectern



### Step 3 – Logging on

- Log on to the computer by pressing Ctrl, Alt and Delete at the same time



- Enter Username – saexams
- Enter Password – Examsclock1
- Press Enter on the keyboard

Please note: If you have any problem whilst setting up the clock projection before the exam begins, then please use the phone in the room to call 25656 and report the problem.

### **IMPORTANT NOTICE**

The clock should now be projected, **PLEASE NOTE THAT IF YOUR EXAM IS LONGER THAN 3HRS YOU MUST TOUCH THE LECTERN SCREEN TO STOP THE AV SYSTEM GOING INTO 'SLEEP' MODE. PRESS A KEY ON THE KEYBOARD**

## **At the end of the day**

### **Step 4 – Turning off the computer**

1. Press CTRL and ALT and DELETE at the same time using the keyboard
2. With the mouse, click on Log off

### **Step 5 - Turning off the projector**

1. If the screen is blank, touch the touchscreen
2. Press Finish in the top right hand corner
3. Press Switch everything off.

## Appendix M – Radio Pager Instructions

- Pagers will be provided for 67/1003, 67/1007, 58/1043, 58/1049,
- At the start of the exam turn the channel button to 16, keeping the radio switched on.
- If the office 'page' you the little indicator light on the front of the radio will start to flash orange.
- If this happens, leave the exam room and turn the channel button to 1.
- Call the office in the usual way informing them that you have just been paged.
- When the conversation with the office has finished turn the channel button back to 16 and return the exam room.