

INFORMATION BOOKLET

FOR

EXAMINATION INVIGILATORS



Contact us on:

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Tel 023 8059 5319 or 023 8059 2823

This booklet has been created by the Exams, Awards and Graduation team for use by University of Southampton Invigilators.

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1. What should you expect from working here?

- Competitive pay and free car parking during your working hours
- Friendly working environment
- Benefits from having a University computing account (if you choose to, this is optional)
- Satisfaction in being able to enhance students' experience at a stressful time
- Satisfaction in being able to provide a fair student experience
- Full induction training, mentoring or buddy system, and timely advanced training

2. What will we expect of you?

- Flexible and professional approach
- Working in a team, sharing responsibilities and workload
- Be willing to take on new ideas
- Be willing to undertake additional training to learn specialised skills such as how to run computer aided assessment and how to invigilate students with additional needs

3. University of Southampton equality and diversity policies

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. We do occasionally receive complaints from candidates about what they perceive as unfair advantages given to others – e.g. 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.

The University is bound by the Equality Act 2010 and requires all persons representing the University to act accordingly. This means that 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.

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/religion_belief.page

Printed copies of the above policies can be requested by emailing Invig@southampton.ac.uk.

4. Role of the invigilator

To assist students (candidates) during their exam and maintain the integrity of that exam by:

- Maintaining candidate safety and wellbeing at all times;
- Ensuring all candidates are treated equally;
- Dealing with candidates' queries with empathy and respect;
- Ensuring candidates take the correct exam;
- Ensuring candidates take the exam in their allocated seat;
- Ensuring candidates behave appropriate to exam conditions;
- Promptly solving any problems by contacting the Exams team by radio;
- Reconciling attendance lists and numbers of returned scripts.

Invigilators achieve this by:

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

5. Getting paid

If you are new, make sure you collect your Casual Worker Permit and ID before you start your first exam session. Make sure you keep it safe! **No permit, no pay.**

The claim form is on Excel and can be downloaded from:

<https://www.southampton.ac.uk/hr/services/uniworkforce/index.page#documents>

If you don't have Excel you will need to use your UoS username and password to log on to a public workstation on campus.

Submit your pay claim to invig@soton.ac.uk as soon as you can after your last session.

Pay rates are linked to the University pay scales so change every year. The current ones are listed on

<https://www.southampton.ac.uk/studentadmin/assessment/assess-overview/invigilation.page>.

In addition to running exams, invigilators are paid to attend the following sessions:-

- Briefing sessions: these are held bi-annually and invigilators must attend at least one session in a rolling year.
- Training: new Invigilators are required to attend training before they start work.
- CAA & AER Training: invigilators must attend Computer Aided Assessment (CAA) and Additional Exam Requirements (AER) Training after they have worked their first Semester.

We are unable to pay travel or any other expenses.

6. Scheduling

We will ask you for your availability in October (for Semester 1 January exams) and March (for Semester 2 May/June exams). Please don't expect to get sessions on every day that you are available. ***Please don't make special requests, such as full days, specific rooms and so on, as refusal can offend!***

We tend to have more sessions in the first 6 or 7 days of the exam period, and in the mornings rather than afternoons. Those with more availability are likely to get more sessions.

If you have attended all of the training sessions you will be expected to invigilate any type of exam – long-duration or late finishing exams, computer aided assessments, other campuses etc.

Please let us know as soon as you can if your availability changes; if you withdraw once the timetables are published it is unlikely we'll be able to replace any sessions you have to cancel.

We'll use your availability to build your schedule and your timetable will be sent to you by e-mail about a month before the exam period. (The exception to this is the supplementary and preessional exam period as we don't schedule until late July).

If any particular session is going to cause you difficulty (for instance, if you don't get a long enough break in the middle of the day) please contact us in confidence and we'll try and reallocate that session.

7. Car parking

Invigilators will be given free car parking but please be mindful of the fact that all other University staff have to pay a monthly fee.

You will be given a parking permit by the team before each exam period. We will reserve a limited amount of spaces close by but you can use any University car park as long as you clearly display your permit. For those driving from Junction 5 or the east of the city, you may find it more convenient to park in Broadlands or Hampton car park. See parking map for details on Appendix I.

Note: do not use your permit in the Visitor car park unless you hear to the contrary.

As parking is very limited, please move your car as soon as possible to allow your colleagues enough space.

Please park responsibly: we cannot rescind car parking tickets if you have parked in a non-marked, disabled or reserved parking space.

8. Radios

The Exams team will normally allocate one radio per exam 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.***

The radio should be switched on until the exam starts, and then switched off or set to channel 16 (we'll let you know which). If you need to radio us about anything, switch it back on but make sure you switch it off again when you go back in to the exam room.

Do not let candidates hear radio traffic as we sometimes refer to names or IDs. Make sure you move well away from exam rooms or students before you transmit.



- 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 except 16, unless you are told otherwise by the team.
- ***Before starting any radio call, you MUST check that no-one else is speaking: speaking at the same time just 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'. We'll respond appropriately and we'll tell you what to do next. If you have a query on an exam paper, please allow us enough time to get the paper, otherwise we'll have to ask you to repeat it all!
- Pagers are provided in some rooms: we'll let you know which (see Appendix L).

9. Exam regulations and standard exam processes

9.1. Regulations

The University exam regulations can be found on the Exams website

(<http://www.southampton.ac.uk/studentadmin/assessment/assess-overview/exam-regulations.page?>).

Candidates will also have access to the 'Instructions to Candidates' download when they look at their personal timetables and you will need to lay out a laminated A5 sheet for each candidate's desk.

9.2. Exam processes

You will be asked to invigilate these types of exams (the last 3 after advanced training):

- ❖ Standard
- ❖ Additional requirement exams (AERs)
- ❖ Additional requirements – use of PC (PC AERs)
- ❖ Computer aided assessments (CAAs).

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

a) Collecting the exam pack and radio

You 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. If you think you may not be able to do this – for instance, if an earlier exam overran – phone or radio us as soon as you can. ***Failure to let us know of any delays may mean that we replace you for that session, as we have no other means of ensuring we have sufficient staffing.***

Use your ID card to use the staff entrance in Building 37.

The Exams team will give you the exam pack, which contains all the stationery you need, 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 must exit via the Vice Chancellor's exit in Building 37 where a ramp is available for trolleys. **Do not 'bump' trolleys down the steps by the staff entrance.**

The pack containing the exam papers must never be unattended. Please do NOT collect it when you're going to visit a catering outlet – come back after your break and collect it.

b) 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 lectern microphone is switched on/off according to your preference. If you want to use it to do announcements, ensure it is switched off once the exam starts. A microphone for the Jubilee Sports Hall can be collected at B18 Reception and at B42 reception for SU Sports Hall.

Display the clock using the bench PC and projector – see appendix K (*this doesn't apply to the sports halls, building 40, Glen Eyre or Building 2a room 2065 – for these rooms you should just make sure that the large clocks are working and visible*).

You must not lay out exam papers until there are at least two of you present, *or* until the invigilator team leader has arrived. If you're on your own, you can prepare the room by laying out other stationery which you'll find in the stationery crate:

- One answer book (unless the front cover sheet tells you more are required)
- Treasury tag
- Gold attendance slip
- Additional stationery such as data books, formulae sheets and multiple choice question covers; again, this will be listed on the front cover sheet.
- Plastic bag for phone, watch and any other wearable electronic device
- A5 laminated 'Instructions to Candidates'

If you have any questions about any of the documents you have to lay out, please radio us as soon as possible, rather than delay until the start of the exam.

Agree between you who will check calculators, dictionaries, head wear (see Appendix J), help candidates find their seats, brief late candidates and so on.

c) Admitting candidates

Before admitting candidates make the following announcement regarding toilet visits; **'There are limited opportunities to use the toilets during this exam, if you need to use them, please go now'**

Admit candidates 10 – 15 minutes before the start of the exam. If you are working in a lecture theatre, control admittance so that you can check ID cards (Note: although student IDs are preferable, any photographic ID will suffice).

Work as a team to help the candidates find their allocated seats and leave their bags and coats in the designated area. Check dictionaries and calculators at this point, especially if you are working in a lecture theatre.

Once candidates are settled – and no later than about 3 minutes before the exam is due to start, read out Appendix A, B or C (laminated copies are in the crate; they differ depending on which room you are in). **You MUST read it verbatim, do NOT memorise it.**

Allow candidates enough time to turn their phones off and put everything in the plastic bags. They also need to complete the attendance slips which one of you can collect before the exam starts, and if you have enough time they can complete most of the front cover of the answer book (make sure that no candidates are starting the exam early).

Once candidates are settled, you can announce the start of the exam(s) and write the finish time on the white board if it's available.

d) During the exam

As soon as the exam has started, one of the invigilator team should check the toilet block(s) to ensure no notes or books have been left.

Apart from checking the toilet, all invigilators should monitor candidates for the first half hour. It's at this point that candidates are most likely to be distressed or confused, and you will need to help any late arrivals.

Once the exam has been running for 30 minutes and you have looked after any late arrivals, at least one person should complete the attendance list. Candidates are now seated in ID order so this should be a fairly quick process, but make sure you have ticked all candidates as either present or absent.

You must make sure you monitor the room while completing the attendance list, and stop doing it completely if your colleague(s) have to monitor toilet visits or have a query on the paper.

e) Things you may need to do during the exam

Late candidates

Candidates can only enter the exam room up to 30 minutes after the start. S/he should be fully briefed by being given the green laminated card (Appendix A – Instructions for late candidates) before being allowed to take the exam. S/he will finish at the scheduled finish time.

If a candidate arrives after the cut off s/he should be referred to their student office immediately. Do NOT send them to the Exams office, but if the candidate isn't sure where their student office is, radio us.

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.

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. Ask the candidate if they would like a first aider; radio the Exams team who will arrange for a member of the security team to attend. *(Note: the sports halls have their own first aiders: go directly to the reception desk).*

One of the Exams team will come to the room to help you.

You MUST mark the details on the invigilator incident report.

Emergency evacuation

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 attend. The team will help you restart the exam once you are allowed back in the building.
- You MUST mark the details on the Invigilator Incident form.

For anything else, please radio the Exams team.

Additional answer books

Candidates will raise their hand if they need another answer book. Ensure you only give one book at any one time.

Candidate behaviour

Invigilators must be vigorous about monitoring candidates' behaviour. If it appears a candidate is cheating, monitor them for a few minutes with a colleague to ensure you are satisfied that they are deliberately misbehaving. If you both perceive that they are trying to cheat:

- Challenge the candidate and tell them why you suspect their behaviour;
- 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 and notes, to the Exams team at the end of the session.

Candidates wanting 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 otherwise advised that they must remain

You must physically collect their script(s) – ***don't let them leave it on the desk*** – and make sure they gather up all their belongings, including their phone and watch, but leave the plastic bag on the desk. Remind them to keep quiet until they are well away from the building.

Toilet visits

Candidates are allowed to have comfort breaks as long as they are escorted. No extra time is given.

Before you leave the exam room, ask the candidate “do you have a mobile phone or any other electronic device on you”

Escort the candidate to the toilet block and indicate which cubicle they should use. 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.

Escort the candidate back to his/her desk.

Exam paper queries

- A candidate may raise their hand because they think that a question is unclear or incorrect. Mark the query on a spare exam paper and tell 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. Radio us and we'll phone the author. We'll probably advise you to radio back; turn the radio off and go back in to the exam room. Radio us back after 5 minutes.
- If the paper **does** have 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.
- If you are in one of the buildings with a pager, keep checking it to see if the red light is flashing. If so, leave the exam room and radio us.

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.

f) 15 minutes before the end of the exam

Make an announcement telling 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.

g) Ending the exam

One invigilator must make the announcement on Appendix D. You **MUST** read it verbatim, do not rely on memory. Candidates **MUST** remain in their seats silently until all scripts have been collected. They must not talk to each other, turn on their phone or move about. If they start moving around, tell them to sit back down again.

Allow the candidates to leave once all scripts are collected. Ensure they take all their property with them (but leave the plastic bag on their desk!) Candidates **cannot** take the exam paper with them.

h) Reconciling scripts and returning them to the Exams team

- 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. Place the envelope label (in crate) on the envelope and 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. Make sure you don't throw away any books that have been written in!
- Place any handouts used back into the pink folder.
- 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.
- The faculty team or marker may come to the room to collect scripts. Check their ID and make sure they print their name and date the top copy of the attendance list. You can then bring the signed attendance list, the attendance slips and the incident report back to the Exams team.

10. 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 those candidates who require slightly different arrangements. An AER room will be shown as 'Z' on your timetable, e.g. **Z Building 28/1019**. This includes some workstation rooms for those candidates who need to use a PC rather than write their exams.

The University's Enabling Services team assesses each candidate and makes a series of recommendations. We must deliver these recommendations in full.

AER candidates may be more nervous and stressed than those taking standard exams. Please act accordingly.

You will be given the pack, a radio and an AER sheet. This will list the candidates scheduled in your room who:

- a) have extra time and/or rest breaks
- b) need a yellow sticker attached to their script;
- c) any other information which is relevant.

It's especially important that the exam starts on time. If you are at all worried that you will run late please radio us.

Don't forget to bring all paperwork back to us, including the AER sheet which has *very* sensitive information on it. **DO NOT** put it in the black bag: bring it back to us to put it in the confidential waste.

11. Computer aided assessments

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

Some exams are completed on a PC. These take place in B25, B44 and B58.

You will be given full training on how to use the University's bespoke software, ExamStart, and will be given a separate manual when you complete it. Refresher training is also available on the invigilator page on our website.