



# **Examinations: Standard operating procedures 2023 - 2024**

Approved by Local Governing Body

Chair of Governors: John Garner

Date: 20th November 2023

Review date: September 2024

## Examination roles 2023-2024

Head of Centre

Gareth Davies

Member of senior leadership responsible for examinations

Greg Hankin

Examinations Officer

Patricia Brittain

Lead Invigilators

Michael Warner

Lynne Casey

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## **Preparation for a new examinations season**

### **Joint Council for Qualifications (JCQ) regulations and instructions**

The Examinations Officer (EO) is to ensure that the most recent versions of the following documents are shared with the member of the SLT in charge of exams, and the head of centre:

- JCQ 'Instructions for conducting examinations' (ICE)
- JCQ 'General Regulations'

### **RHS Standard operating procedure**

#### **Exam entries**

- Send course details out to curriculum leaders (CLs) in September to confirm course codes for Year 10, Year 11, Year 12 and Year 13 entries
- Download base data from awarding bodies when available in November and organise correctly
- Create new season in exams organiser
- Create entry marksheets for every course for Year 10, Year 11, Year 12 and Year 13
- Print entry lists for all subjects, distribute to CLs for checking and signing
- Make any amendments required and re-issue to CL to sign
- Submit entries to all awarding bodies via A2C by 21st February.

## **Preparation for examinations**

### **Security and integrity of examination papers**

#### **Receipt of papers**

- Each paper received is to be checked against the delivery note, which needs to be initialled and the time recorded. The papers are stored in the exam secure storage. Condition of packages are checked to ensure that there is no damage to the papers.

#### **Damaged packets**

If a problem is identified with the integrity of the packet by the EO and line manager, the following procedure is to take place:

- 1) Photograph the damage and save the images in the exams shared area
- 2) Contact the awarding body (log contact) and follow up with an email

#### **Storing papers**

The members of staff named below are the only key holders for the storage facility. Internal school tests and mock examinations must not be kept in the centre's secure storage facility.

<p><b>Key holder 1</b></p> <p>Name: Gareth Davies</p> <p>Position: Head of Centre</p> <p>Signature: .....</p>	<p><b>Key holder 2</b></p> <p>Name: Greg Hankin</p> <p>Position: Assistant Headteacher</p> <p>Signature: .....</p>
<p><b>Key holder 3</b></p> <p>Name: Patricia Brittain</p> <p>Position: Exam's Officer</p> <p>Signature: .....</p>	<p><b>Key holder 4</b></p> <p>Name: Justine O'Driscoll</p> <p>Position: Data Manager</p> <p>Signature: .....</p>

**Opening examination paper packs**

- Day, date, time, subject, unit/component and tier of entry is checked by two people
- Packets may only be opened within 60 minutes of the published starting time (unless splitting for smaller rooms.)

**Conflicts of interest (School staff with students in Key Stage 4 and/or Key Stage 5)**

The EO will email all staff asking if there are any staff that have students in KS4 and/or KS5 and keep a record. The awarding bodies are to be notified and any precautions requested must be followed. The member of SLT in charge of examinations will put precautions in place to maintain the integrity of the examinations based on each individual's situation.

**Timetable variations and access arrangements**

**Arranging a timetable variation**

All instances of timetable variations must be brought to the attention of the member of SLT in charge of exams. If overnight supervision is required the exam board must be notified. Where boards require notification, written confirmation of agreed actions must be acquired and all communication logged.

**Providing access arrangements**

The EO will liaise with the school's SENCo to ensure all access arrangements are in place for students who require them. . Click [here](#) for the Access Arrangement.

**Invigilation**

**Signing of confidentiality and security agreement**

The EO will ensure all invigilators sign the confidentiality and security agreement. If an invigilator has any current maladministration/malpractice sanctions applied to them the head of centre will decide if they are able to continue their role as an invigilator at Ruislip High School.

**Briefing of expectations and procedures**

- The SLT member in charge of exams will ensure that training is provided for all invigilators prior to the season commencing

- The EO is to deploy invigilators effectively throughout the exam series
- The EO liaises with the SENCo regarding facilitation and invigilation of access arrangement candidates

## **JCQ rules & regulations for invigilators**

- Invigilators must supervise the candidates throughout the whole time the examination is in progress, always giving their complete attention to this duty
- Invigilators must be vigilant and remain aware of incidents or emerging situations, looking out for malpractice or candidates who, for example, may be feeling unwell or require a toilet break
- Invigilators are required to move around the assessment area quietly and at frequent intervals.

### **Briefing teaching staff invigilators (internal examinations only)**

The SLT member in charge of exams will provide training for all staff invigilators prior to the internal examinations season commencing.

### **Prompting students**

The SLT member in charge of exams will ensure all invigilators are clear on JCQ guidelines.

### **Debriefing: feedback from invigilators**

The SLT member in charge of exams will meet with lead invigilators mid-season and once the season has concluded so that feedback can be compiled about lessons learned.

## **JCQ Inspection protocol**

### **Preparing for an inspection**

Exams officer inspection checklist:

- Inform SLT member in charge of exams and head of centre of inspector on arrival
- SLT member in charge of exams and the EO will both be present for the inspection

### **Inspection feedback**

The SLT member in charge of exams or the head of centre must be present for any feedback given by the inspector. If necessary, cover may need to be arranged to ensure this happens.

## **Preparation for students and parents/guardians**

### **Information assemblies**

The SLT member in charge of exams will deliver a presentation to all candidates prior to the commencement of the examination season. The presentation will focus on JCQ and other awarding bodies guidelines and expectations of conduct during all examinations in the coming season. This presentation will include information about what constitutes as malpractice, maladministration and plagiarism.

### **Provision of JCQ information**

All parents/guardians and students will receive prior to the commencement of the exam season copies of documentation which includes the 'Information for candidates for written examinations' as provided by the JCQ.

## **The examination hall and provision of resources**

### **Exam resource packs**

- The EO will organise a see-through pencil case with all resources and equipment needed for the examination, to be placed on each examination table prior to the candidate entering the exam hall
- The EO will ensure all equipment and resources are in good order and meet expectations of the JCQ.

### **Setting up the examination hall**

The EO will organise for the airport metal detector and/or handheld metal detector to be placed at the entrance of the examination hall.

### **Clocks in the examination hall**

The EO will ensure all visible clocks meet the JCQ guidelines and are accurate.

### **JCQ posters**

The EO will ensure all JCQ posters are clearly visible as stipulated by JCQ guidelines.

### **Examination tables**

The EO will liaise with the site team to ensure students are a minimum of 1.25m apart in all directions, as per JCQ guidelines.

### **Accurate seating plans**

The EO will provide the invigilator with an accurate seating plan for each examination. Detail should include the following information:

- Candidate name
- Candidate number
- Exam paper code
- Expected finishing time
- Details of any student with access arrangements.

## **During examinations**

### **Starting an examination**

#### **Registers**

The EO will ensure all registers are accurate and will inform the SLT member in charge of examinations of any absences.

#### **Starting an examination - invigilators and SLT Starter Staff**

A member of the SLT will lead the registration and should follow the script in Appendix 1 whilst the SLT member in charge of examinations will ensure a purposeful environment in the examination hall and will start every examination.

Senior members of centre staff have a very clear role. Principally they will:

- Assist with the identification of candidates
- Deal with any disciplinary matters
- Check that candidates have been issued with the correct question paper for the day, date, time, subject, unit/component and tier of entry if appropriate
- Check that candidates have the appropriate equipment and materials for the examination



- Commence the examination.

The SLT member in charge of examinations will devise 'SLT Starter Staff' rota for the examinations season.

The EO will ensure each invigilator is given the 'Invigilator: Starting an Examination' (appendix 2) document and an examination incident log (appendix 3). The member of SLT in charge of examinations will sign their name at the beginning of the examination as a declaration that the examination was started correctly and they are also to sign at the end of the examination as a declaration of knowledge of any incidents that have taken place during the examination.

### **Mobile phones and other technological devices**

All students will be advised during information evening that the following examples of technological devices are strictly prohibited. This includes during registration for examinations:

- Mobile phones
- iPods
- MP3/4 players or similar devices
- Watches
- headphones/earpods.

All candidates will be required to walk through a metal detector on entrance to the exam hall.

**Any student with a mobile phone on their person when entering the examination room or examination hall will have their device confiscated and will be suspected of malpractice and a JCQ M1 form will be submitted.**

### **Toilet use**

If a student requests a visit to the toilet, invigilators must ensure the following procedure is followed:

- Invigilators to enter into the examination incident log
- Escort the candidate to the designated secure toilet
- Inform the EO who will then inform the SLT member in charge of exams
- Member of SLT to call home after the examination if deemed necessary.

All requests to leave the examination hall have to be treated as suspicious as a toilet break is an opportunity for students to access material concealed on their person.

### **Candidates who arrive late**

A candidate who arrives after the start of the examination may be allowed to enter the examination room and sit the examination. This is entirely at the discretion of the centre.

A candidate who arrives after the start of the examination should be allowed the full time for the examination.

The incident must be logged in the examination incident log by the invigilator and the candidate must be given the full amount of time to complete their examination.

## **Candidates who arrive very late**

A candidate will be considered **very late** if they arrive more than one hour after the awarding body's published starting time for an examination which lasts one hour or more. For examinations that last less than one hour, a candidate will be considered very late if they arrive after the awarding body's published finishing time for the examination.

Where a candidate arrives very late for an examination the following must be actioned by the EO:

- a) Send the script to the awarding body/examiner in the normal way
- b) Submit form JCQ/VLA-Report on candidate admitted very late to examination room within seven days of the examination having taken place.

The EO must provide the following information:

- The reason the candidate arrived late, including any details of special arrangements made for the candidate to reach the centre
- The actual starting and finishing times of the examination
- The time the candidate started the examination
- The time the candidate finished the examination
- The time at which candidates came under school supervision.

The candidate must be warned that the awarding body may not accept their script.

## **Attendance register**

Candidates identified as absent from the exam must be alerted to the EO who will then alert the SLT member in charge of examinations and the attendance officer.

## **Student malpractice - click [here](#) for Malpractice Policy**

### **Suspected malpractice**

All instances of suspected malpractice must be recorded in the examination incident log by the invigilator and the EO must be alerted immediately.

The EO will ensure the member of SLT in charge of the examination is informed of the suspected malpractice.

### **Removing a student from an examination**

A student is to be removed from the examination if the behaviour of the candidate in question would disrupt others by remaining in the room. The candidate is then to complete the examination in isolation.

The invigilator is to ensure the examination incident log is completed and EO alerted to the incident.

The SLT member in charge of examinations is to contact the home of the candidate to inform them of the centre's decision to remove their son/daughter from the examination and to address concerns with the conduct of the candidate.

The decision to remove a candidate from an examination will be reported to the awarding bodies.

## **Emergencies & contingencies - click [here](#) for Emergency and Contingencies Planning**

### **Finishing an examination**

The SLT member allocated to finish the examination is informed of any incidents or concerns via the examination incident log.

The SLT member allocated to finish the examination dismisses candidates by following appendix 4.

### **After examinations**

#### **Packing and sending scripts**

The EO and lead invigilators will follow prescribed JCQ instructions and ensure appropriate logging takes place.

#### **Special consideration**

The EO is to inform the SLT member in charge of exams if informed of any requests for 'special consideration' from parents/guardians. The following reasons are approved by JCQ:

- Temporary illness or accident/injury at the time of the assessment
- Bereavement at the time of the assessment (where whole groups are affected, normally only those most closely involved will be eligible)
- Domestic crisis arising at the time of the assessment
- Serious disturbance during an examination, particularly where recorded material is being used
- Accidental events at the time of the assessment such as being given the wrong examination paper, being given a defective examination paper or CD, failure of practical equipment, failure of materials to arrive on time
- Participation in sporting events, training camps or other competitions at an international level at the time of the assessment, e.g. representing their country at an international level in football or hockey
- Failure by the centre to implement previously approved access arrangements for that specific examination series.

The EO will process appropriate requests for special consideration to awarding bodies and gather evidence (which may need to be provided by other staff in centre or candidates) and submit requests to awarding bodies by the external deadline and maintain records of doing so.

Candidates and parents/guardians will provide appropriate evidence to support special consideration requests, where required.

### **Appendices**

The appendices for the standard operating procedures relate only to this document.

**Appendix 1** SLT: registering candidates

**Appendix 2** Starting an examination

**Appendix 3** Examination incident log

**Appendix 4** Dismissal from an examination

**Appendix 5** Invigilator confidentiality and security agreement

## Appendix 1 - SLT: registering candidates

SLT member \_\_\_\_\_ Date \_\_\_\_\_ Paper \_\_\_\_\_

I, the senior member of staff present for the start of this examination, can confirm that ...	Y/N	Notes
all candidates have passed through the metal detectors		
all candidates stood in silence and faced front for registration		
all candidates present were correctly identified		
I, the senior member of staff present for the start of this examination, can confirm that I have made the following announcements ...	Y/N	
<p>Points to state <b>before</b> registration:</p> <ul style="list-style-type: none"> <li>a) From this moment on, any direct or indirect communication or suspected communication will be reported to the awarding body as suspected malpractice, which may result in penalties including disqualification.</li> <li>b) The only item you are permitted to take into the examination is a water bottle which has all labelling removed. Please check your pockets now and raise your arm if you have anything on your person, that must not be taken into the examination hall, This includes watches and earphones of any kind;</li> <li>c) Once inside the examination hall and at your allocated exam desk, stand behind your chair and wait for further instructions;</li> <li>d) Can you please say yes sir/miss loud and clear once I have called your name;</li> </ul>		

## Appendix 2 - Starting an examination Key Stage

To be read by the member of SLT

1.	You are now under exam conditions.
2.	You must not touch the question paper or pick up a pen until told to do so.
3.	Please be seated.
4.	If you have chosen to wear your blazer, or equivalent item of clothing, and wish to remove it during the exam, raise your arm and wait for permission to do so. Your blazer will be taken and can be collected at the end of the exam.
5.	If you have any problems during the exam, raise your hand and wait for assistance.
6.	If the fire alarm sounds, please stay seated and await instructions. You will remain under exam conditions at all times.
7.	Check that the correct paper is in front of you. If you do not have the correct paper, raise your hand.
8.	Read the instructions on the front of the question paper.
<b>Pause to allow time for candidates to read the instructions.</b>	
9.	Remember to write your name, your candidate number and the centre number, 12909, on your question paper. You may now fill in the details needed on the front of your question paper.
<b>Pause to allow time candidates to complete their details</b>	
10.	Remember, you must write clearly.
11.	Only write in the designated sections of the answer booklet.
12.	The time is..... You can now open your paper and begin.

### Appendix 3 - Examination incident log

Paper ..... Date .....

Start time ..... End time .....

Lead invigilator .....

SLT declaration:

1. Both appendices 1 & 2 have been completed in full
2. The atmosphere of the exam is appropriate

.....  
Member of SLT

All instances of suspected student malpractice, breaches of the code of conduct, and/or any instances of a student leaving their chair (regardless of whether permission has been given), must be logged below.

Time	Candidate No.	Detail of incident	EO informed?

SLT declaration:

Both appendices 3 & 4 have been completed in full

.....  
Member of SLT

## Invigilator actions

In all instances, the name of the candidate and details of the issue must be entered into the log and the Examinations Officer must be informed.

**A student is to be removed from the examination if the behaviour of the candidate in question would disrupt others by remaining in the room.**

<b>MEDICAL</b>	
Candidate needs to go to medical - non urgent	Log the time and candidate information. Escort the candidate to the welfare room and remain with the candidate at all times to ensure malpractice does not occur. If the candidate returns, the time must be logged and the candidate given the full allotted time.
Candidate needs medical attention - urgent	As above unless the candidate cannot be moved in which case a member staff from welfare must be reached to collect the candidate.
<b>OTHER</b>	
Candidate requests removal of blazer	Invigilator to supervise removal of blazer and to take blazer away and keep at front of exam hall. Candidate collects at end of examination.
Candidate removes blazer without permission	Ensure the candidate does not have access to their blazer and log for suspected malpractice
Candidate requests a visit to the toilet	Escort the candidate to the assigned toilet and search the cubicle thoroughly prior to allow candidate to enter. Remain at the door of the toilet. Escort candidate directly back to their assigned seat. Enter onto log as and ensure SLT member is informed at the end of the examination.
Lateness to an exam	Late candidates are only allowed to be accompanied by the EO and the member of SLT in charge of exams.
<b>EMERGENCY</b>	
In all instances	<ul style="list-style-type: none"> <li>● Take note of the time and record it</li> <li>● Establish your authority and control of the situation</li> <li>● All students remain silent</li> <li>● A member of SLT will be there to support</li> </ul>
Fire alarm	<p><b>Leaving the examination hall</b></p> <ul style="list-style-type: none"> <li>● Students are led to bike shed green if the exams take place in the sports hall where they are registered</li> <li>● Students are led to area between the MUGA and the astro if the exams take place in E201 all where they are registered</li> <li>● Invigilators stay with the candidates and log any students who do not remain under examination conditions</li> <li>● Member of SLT will be at the staff car park and will lead</li> </ul> <p><b>Returning to the examination hall</b></p> <ul style="list-style-type: none"> <li>● Member of SLT will lead on arrangements</li> <li>● Examination continues and full amount of remaining time given</li> </ul>
Lockdown alarm	<ul style="list-style-type: none"> <li>● Have all students get underneath their examination table</li> <li>● Invigilators turn off the lights</li> <li>● Block the four entrances to the examination hall</li> <li>● Await leadership from member of SLT</li> </ul>

#### Appendix 4 - Dismissal from an examination

Please check and sign the examination incident log.

To be read by the member of SLT or lead invigilator.

1.	A five minute warning may be given.
2.	The ( <b>insert subject</b> ) has now finished; put your pens down and close the question paper.
3.	I would like to remind you that you remain under exam conditions.
<b>Papers are then collected by invigilators</b>	
7.	You will now be dismissed by row and you must exit the hall in silence.
8.	Any communication at all will be treated as suspected malpractice and will result in you being reported to the awarding body. This may result in disqualification.



#### Appendix 4 - Dismissal from an examination in small room

Please check and sign the examination incident log

To be read by the member of SLT or lead invigilator.

1.	A five minute warning may be given.
2.	<b>(Standing in front of relevant row/desk)</b> The ( <i>insert subject</i> ) exam has now finished; put your pens down and close the question paper.
3.	I would like to remind you that you remain under exam conditions.
<b>Papers are then collected by invigilators</b>	
7.	Once you are dismissed, you must exit the room in silence.
8.	Any communication at all will be treated as suspected malpractice and will result in you being reported to the awarding body. This may result in disqualification.  <b>Invigilator to dismiss those students who have finished individually.</b>

AQA	City & Guilds	CCEA	OCR	Pearson	WJEC
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## Warning to candidates

1. You **must** be on time for all your examinations.
2. **Possession of a mobile phone** or other unauthorised material **is not allowed** even if you do not intend to use it. You will be subject to penalty and possible disqualification from the exam/qualification.
3. You **must not** talk to, attempt to communicate with or disturb other candidates once you have entered the examination room.
4. You **must** follow the instructions of the invigilator.
5. You **must not** sit an examination in the name of another candidate.
6. You **must not** become involved in any unfair or dishonest practice in any part of the examination.
7. If you are confused about anything, only speak to an invigilator.

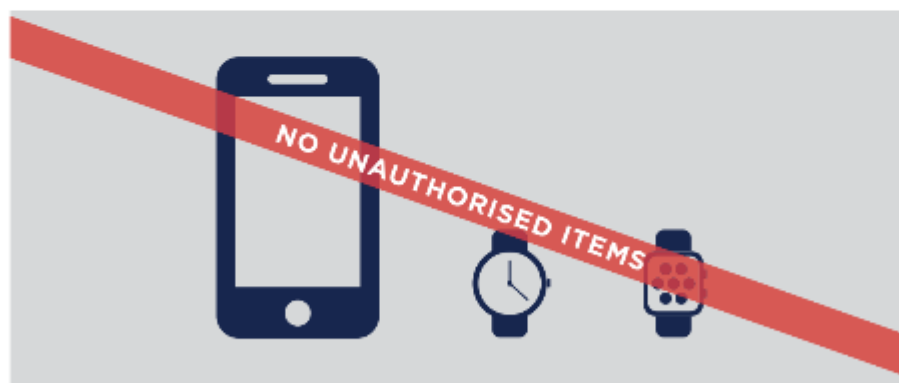
The *Warning to candidates* must be displayed in a prominent place outside each examination room. This may be a hard copy A3 paper version or an image of the poster projected onto a wall or screen for all candidates to see.

Effective from 1 September 2021

More information regarding written examinations can be found [here](#)

## NO MOBILE PHONES NO WATCHES

NO POTENTIAL TECHNOLOGICAL/WEB  
ENABLED SOURCES OF INFORMATION



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

# DISQUALIFICATION

## Appendix 5 - Invigilator agreement

### INVIGILATOR CONFIDENTIALITY AND SECURITY AGREEMENT

Name		Contact telephone number(s)	
Email			

In order that Ruislip High School can ensure confidentiality and security requirements are known, understood and JCQ **Instructions for conducting examinations** ([www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations](http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations)) complied with, invigilators are required to respond to and confirm the information below.

#### Have you invigilated previously?

**Yes/No**

If yes, do you have any current maladministration/malpractice sanctions applied to you?

**Yes/No**

#### As an invigilator, I confirm:

- I understand that the integrity and security of examinations must be upheld at all times and understand as an invigilator what I **must**, **must not** and **may** do in the exam room as detailed in the JCQ's *Instructions for conducting examinations*
- I will give all my attention to conducting the examination properly and will not carry out any other non-examination related tasks in the examination room. This also extends to reading the question paper
- I will inform the exams officer if I am requested to invigilate in an exam room where any candidate is a relative, friend or peer or has any connection to me outside of the exam room; I understand in this situation, I must not be the sole invigilator in the exam room
- I will ensure the security of the exam before, during and after the exam - while confidential exam question papers, exam materials and candidate scripts are under my supervision, I will not leave them unattended at any time
- I understand that where I may be the sole invigilator, I must not leave the candidates unsupervised at any time and any means I use to summon assistance must be done without disturbing candidates (I understand a mobile phone is only allowed in the examination room for this specific purpose and must be kept on silent mode)
- I will immediately inform the exams officer or head of centre if I have any concerns regarding the security of the examination papers
- I will not at any time read candidate responses on examination scripts
- I will not discuss with anyone outside the exam room, other than the exams officer or the Senior Leadership Team any information about exam candidates
- If supervising an exam timetable clash candidate over a break between examinations, or a candidate awarded supervised rest breaks, I will not leave the candidate unsupervised at any time
- I will record any incidents or irregularities in the exam room on the exam room incident log and will confirm this information with the exams officer at the end of the exam
- I am aware of the actions to be taken in the event of an emergency evacuation of the exam room and will record any information connected to an emergency in the exam room, or an evacuation from the exam room, on the exam room incident log
- I understand that at the end of the exam, I am required to immediately return all exam

question papers (including spares), exam materials, candidate scripts and unused exam stationery to the safekeeping of the exams officer

**Confirmation statement**

By ticking all statements and signing here, I confirm I understand and will comply with the above

..... Date:

.....

To access the Online Portal provided by **The Exams Office** users will be asked to provide their names and email addresses. **The Exams Office's** Privacy Policy and associated Data Protection and Privacy Policy can be found here: [www.theexamsoffice.org/privacy-policy](http://www.theexamsoffice.org/privacy-policy)

- I consent to Ruislip High School providing my name and email address to create a user account for me to access the online invigilator training and assessment resources

Invigilator signature: .....

Date of signature: .....