



nebosh

Instructions for Conducting Examinations

Version 17 (September 2021)

Changes from the previous version are highlighted

At least one copy of these instructions must be available in each examination room

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The National Examination Board in Occupational Safety and Health
Dominus Way
Meridian Business Park
Leicester
LE19 1QW

[Contact us](#)

www.nebosh.org.uk

1. Acknowledgement

This document is based on the material in the Joint Council for Qualifications (JCQ), *Instructions for conducting examinations 1 September 2020 to 31 August 2021* and Federation of Awarding Bodies (FAB), *Good Practice Guide and Common Procedures for Centres*.

NEBOSH would like to acknowledge these invaluable sources.

2. Policy

NEBOSH aims to ensure that all its examinations are conducted in a fair and transparent manner. It also expects its Learning Partners and third-party Invigilators to have robust documented procedures for examination arrangements. These instructions have been produced to clarify NEBOSH's expectations of its Learning Partners, their Invigilators and third-party Invigilators for the conducting of all NEBOSH examinations. The purpose of these instructions is to enable the consistent and secure administration of all examinations. This will maintain the integrity of the assessment process. Failure to follow these instructions could adversely affect learners, either at a local level within an examination venue, or potentially, in the event of a breach of question paper security, at a national or international level.

Any queries relating to these instructions or the conduct of NEBOSH examinations should be addressed to NEBOSH's Compliance Department.

Learning Partner and third-party staff including Heads, Examinations Officers and Invigilators must declare to NEBOSH any employment and/or familial, spousal or other close personal relationship with any examination or assessment learner. Failure to do so could result in learners' results being voided and sanctions being applied to the Learning Partner in accordance with NEBOSH's *Policy and procedures for suspected malpractice in examinations and assessments*.

It is the responsibility of the Head of Learning Partner to ensure that all staff comply with the instructions in this document.

3. Scope

These instructions apply to all NEBOSH examinations and should be read in conjunction with NEBOSH's *Policy and procedures for access arrangements, reasonable adjustments and special consideration*; NEBOSH's *Policy and procedures for suspected malpractice in examinations and assessments*; and NEBOSH's *Enquiries About Results (EARs) policy and procedures*.

Any breach of these instructions can constitute malpractice as defined in NEBOSH's *Policy and procedures for suspected malpractice in examinations and assessments*.

For definitions of terms used in this document, please see the *Glossary of NEBOSH policy terms* document available in the 'Policy and Procedures' section of our website: <https://www.nebosh.org.uk/policies-and-procedures/>

These instructions do not apply to NEBOSH open book or digital assessments. For certificate-level assessments please refer to *NEBOSH Open Book Examination Learning Partner Guide (CX025)*; for the Diploma, please refer to the *NEBOSH Diploma Digital Assessments: Technical Learning Partner Guide (CX031)*.

4. Regulatory authorities' criteria

NEBOSH is an awarding body approved by the Scottish Qualifications Authority (SQA) Accreditation, which has a UK-wide regulatory remit.

This policy is intended to meet the relevant requirements of the regulatory criteria as set out in Principle 10 of the *SQA Accreditation Regulatory Principles (2014)*:

“10. The awarding body shall ensure that it has the necessary arrangements and resources for the effective delivery, assessment and quality assurance of SQA accredited qualifications.”

5. Preparing for an examination

a. Receipt of examination materials

Learning Partners and third-party Invigilators (Invigilators from an organisation external to the Learning Partner) must be able to demonstrate the receipt, secure movement and secure storage of question papers and confidential materials. Head of Learning Partners should designate a Responsible Person for receipt of examination materials. To avoid any conflict of interest the Responsible Person must **not** be a learner on the examination for which they receive the pack, and should **not** be a member of the tutorial team delivering the course programme. Where Learning Partners are delivering NEBOSH qualifications away from their premises (for example at client's premises, or a hotel) the Head of Learning Partner should make arrangements so that the Responsible Person is not the Tutor; for example, the client's training manager or a named hotel duty manager can be nominated as the Responsible Person. Relatives and/or friends of any learners taking the examination **cannot** act as a Responsible Person. A log must be kept at the initial point of delivery of confidential materials, recording each delivery.

On receipt of the examination materials the Responsible Person or third-party Invigilator must check that the correct materials have been received. This must be undertaken in a secure area. If these checks cannot be undertaken immediately the materials must be locked away in a secure storage facility, until an authorised member of staff is available to make the necessary checks. It is for the Head of Learning Partner/third-party Invigilator to set out the appropriate terms of authorisation for members of staff.

NEBOSH should be notified at the earliest possible opportunity if there are any discrepancies in the materials received. NEBOSH's emergency phone number is 0116 482 0068.

Any problems should be notified including:

- materials have been opened during transit indicating a possible breach of security;
- materials have been damaged in transit or on opening;
- differences between the materials received and the despatch/delivery note;
- the materials appear not to meet requirements;
- the material has been received in error.

It is important to note that answer booklets/sheets are personalised with the learner's number, name, date of birth and a unique barcode. NEBOSH cannot accept any learner's work produced on answer booklets/sheets from previous examinations. Spare (non-personalised) answer booklets/sheets are provided in each examination pack specific to each unit examination. These are for use by either additional learners or where a learner's personalised book has been filled.

b. Storage of question papers

NEBOSH should be informed immediately if the security of the question papers or examination materials is put at risk.

Learning Partners and third-party Invigilators must be able to demonstrate that the appropriate security systems are in place to prevent unauthorised access to the examination materials. After checking examination materials, question papers must be securely locked away in a secure storage facility as outlined below.

Question papers must be stored inside a building of solid construction and locked in a secure non-portable safe, with limited key holders, in an area that is not accessed by the learners taking the assessment.

Examinations at Learning Partner's premises:

Suitable examples would be a separate office, not accessed by the learners, inside a non-portable safe.

Where a non-portable safe is not available, the following alternatives would be acceptable (with limited key holders, in an area not accessed by learners taking the examination):

- non-portable security cabinet with multi-point locking system;
- metal cabinet with full length external locking bar bolted to wall or floor;
- metal security screen, eg roll down shutter directly in front of open shelving.

Examinations not at a Learning Partner's premises:

Where examinations are to be held at in-company venues, or at locations away from the main site of the Learning Partner/third-party Invigilator, arrangements for security of examination materials must be suitable and sufficient, and evidence of this must be made available to NEBOSH if requested. Learning Partners/third-party Invigilators must take responsibility for the security of the materials if these are transported following receipt from NEBOSH.

Suitable examples for a Learning Partner running examinations not held at their own premises are given below:

If the Responsible Person is required to stay in a hotel the night before the examination, a hotel room safe is permissible. The Responsible Person should be the only person with knowledge of the safe security code, or access to the keys to the safe.

For Examinations being run at a client's site, Learning Partners that are permitted to run their own Examinations can nominate an employee as the Responsible Person; however, this does not delegate the accountability to the Responsible Person. It is the

Head of Learning Partner's responsibility to ensure that there are suitable and sufficient storage of Examination materials prior to the exam.

Question papers must remain in secure storage until the day of the examination and ideally be removed no earlier than one hour before the start time of the examination.

The packets of question papers must be opened **only** at the time appointed for the examination in full view of the learners in the examination room, unless NEBOSH has authorised otherwise (for example, in a case where a reasonable adjustment has been agreed and a learner is sitting in a separate room, the packets should be opened in front of the largest group of learners. The reasonable adjustment learner can then have the full agreed time starting from receipt of the question paper and relevant instructions).

Packets of question papers must NOT be opened prior to the examination under any circumstances.

c. Access arrangements, reasonable adjustments and special considerations

It is the responsibility of the Learning Partner/third-party Invigilator to liaise with NEBOSH regarding any access arrangements and reasonable adjustments, and to inform NEBOSH of circumstances in which special consideration should be applied. Please refer to NEBOSH's *Policy and procedures for access arrangements, reasonable adjustments and special consideration*.

Approved access arrangements and reasonable adjustments must be recorded on the learner register by the Invigilator.

Invigilators must note any special consideration requests on the *Record of activity* form (which can be found on the back of each learner register in the examination pack and an example is shown at Appendix 1).

The Learning Partner will also need to complete the *Application for Special Consideration – Form SC1* which is available in the secure Learning Partner area of the NEBOSH website. This must be submitted within five working days of the examination.

If you are an independent Invigilator, you must make the Learning Partner aware of the disturbance/incident immediately so they can submit an *Application for Special Consideration* form, if appropriate.

A checklist on the application of the Equality Act (2010) for conducting examinations is included at Appendix 2.

d. Examination venues

Learning Partners must ensure an appropriate assessment environment. Learning Partners are required to specify the venues of every examination when they are requesting an examination sitting. If, due to circumstances beyond their control, this has to be changed, NEBOSH must be informed immediately by telephone or email together with details of the substitute venue. Learning Partners must confirm that all learners and Invigilators have been made aware of the venue change.

e. What to do if a Learning Partner's staff, family members or friends are sitting a NEBOSH examination or assessment

Learning Partners **must** declare in writing to NEBOSH any employment and/or familial, spousal or other close personal relationship with any examination learner. For any such learner declared, the Learning Partner must select one of the following options, inform NEBOSH of their choice in writing, and bear all necessary costs:

- the learner may sit their NEBOSH assessment(s) as an (external) learner at another Learning Partner, or;
- Learning Partners may arrange with NEBOSH for an independent Invigilator appointed by NEBOSH. Any practical assessment will need to be marked by an Assessor appointed by NEBOSH;
- the learner may be approved to sit by the NEBOSH Compliance Department, as long as they are happy with the arrangements put in place by the Learning Partner. This must be approved **prior** to registration;
- if outside the UK, the Learning Partner may arrange for the learner to sit their examination with the British Council. Any practical assessment will be marked by an Assessor appointed by NEBOSH.

6. Examination start times

For NEBOSH invigilated examinations, the published start time for all morning sittings is 09:30, and the start time of all afternoon sittings is 14:00. Learning Partners outside the UK should also commence at 09.30 and 14.00 local time (or adjust to begin at the same time as UK standard sitting venues, if possible). **For open book certificate-level examinations, please see *NEBOSH Open Book Examinations: Learning Partner Guide (CX025)*, for Diploma digital assessments, please refer to the *NEBOSH Diploma Digital Assessments: Technical Learning Partner Guide (CX031)*.**

For examinations with allocated reading time, the reading time should commence before the published start time, eg for a published start time of 09.30 reading time should commence at 09.20.

NEBOSH allows Learning Partners to start UK examinations earlier than, or later than, the published start time for the session if this is requested in writing. To maintain security of the examination, morning sessions must start no earlier than 09:00 and no later than 10:00, and afternoon sessions no earlier than 13:30 and no later than 14:30.

Learners who take an examination earlier than NEBOSH's published starting time must be kept under supervision (which the Learning Partner must arrange) until one hour after the published starting time for that examination. Learning Partners **must** make sure that question papers used by those learners are kept in the secure storage facility until one hour after NEBOSH's published starting time for that examination.

'Learning Partner supervision' means that a member of Learning Partner staff, or an Invigilator, will be in the same room as the learner(s) at all times.

Learners who take an examination later than NEBOSH's published starting time must be kept under supervision (which the Learning Partner must arrange) from 30 minutes after the published starting time for that examination until they begin it.

Learners **must** be given the opportunity to sit the examination for its published duration.

For Certificate and Award level examinations, any variance to the standard examination start times must be requested in writing on the examination request form which is available in the secure Learning Partner area of the NEBOSH website.

A senior member of staff or the Examinations Officer **must** be available until such time that all afternoon examinations have been completed and answer booklets/sheets despatched or placed in secure storage for despatch the next working day.

Learners may revise using their own resources while under Learning Partner supervision between examinations but **must not**:

- be in possession of an electronic communication/storage device or have access to the internet;
- have contact with any learner who has sat the examination;
- be coached by a member of Learning Partner staff.

7. Examination venue and equipment

a. Examination rooms

Separate examination rooms must be used for each unit, unless the examinations have identical start and finish times, and reading times.

Examination rooms must provide the appropriate level of comfort for learners and be in a suitably quiet location that will remain undisturbed for the whole examination with consideration given to space, heating, lighting, ventilation, the type of seating, and noise, whether internal or external, intermittent or continuous.

Rooms used for examinations must be identified by an appropriate sign outside all entrances to the examination room, eg 'Quiet, examination in progress'. The poster in Appendix 4 must be displayed in a prominent place outside each examination room. This may be a hard copy A3 version, or an image of the poster projected onto a wall or screen for all learners to see. This poster is available on the Learning Partner secure area of the NEBOSH website in the [Policies, Procedures and Forms section](#). Please note, you will need to be signed in as a Learning Partner to access this information.

The examination room must **not** contain displays of materials that could be deemed to be of assistance to learners in their completion of the examination, eg wall charts, diagrams.

At least one clock (analogue and/or digital) must be visible to all learners at all times during the examination showing accurate (local) time and must be large enough to be read clearly by all learners. Invigilators must also display the date and the actual start and finish times of the examination.

For written examinations:

- all learners should face in the same direction;

- each learner should have a separate desk or table large enough to accommodate examination materials, or must be seated far enough apart so their work cannot be seen by other learners, or any contact made;
- the *minimum* distance in all directions from centre to centre of learners' chairs should be 1.25m;
- learners should ideally be seated in order of their learner number or allocated desk number. A seating plan must be completed and signed by the Invigilator. Learners with access arrangements or reasonable adjustments **must** be identified on seating plans. Any changes made to seating arrangements during the examination **must** be noted on the seating plan. The seating plan **must** be available to NEBOSH on request;
- Learning Partners/third-party Invigilators must retain seating plans for one year after each examination date for audit purposes, or until any appeal, malpractice or other results enquiry has been completed, whichever is later;
- if learners are sitting more than one unit examination they must **not** sit at the same desk (to avoid instances of learners annotating desks);
- if a Learning Partner wants to use accommodation with screened booths, they **must** send details of the proposed accommodation to NEBOSH for approval.

Internal Learning Partner tests, mock examinations, revision sessions or coaching sessions should not be conducted in a room 'designated' as an examination room. If a session is conducted in an examination room all revision materials must be removed.

Where access arrangements or reasonable adjustments agreed for a learner include the provision of a Reader, Scribe, Language Modifier or Communication Professional, Learning Partners/third-party Invigilators must ensure that both Invigilators and those acting as a Reader, a Scribe, Language Modifier or a communication professional fully understand the respective role and what is not permissible in the examination room. In the cases of assistive technology, extra time or timed rest breaks, all of which are likely to distract other learners, then that learner must be accommodated in a separate examination room with an Invigilator also present. Communication professionals, live speakers, and Language Modifiers may have access to the question paper **60 minutes prior to the published start time for the examination** to prepare. A Reader and/or a Scribe is **not** allowed access to the question paper prior to the starting time for the examination.

b. Language Modifier

The learner and the Language Modifier wherever possible must be accommodated in another room.

A separate Language Modifier and Invigilator must be available for each learner.

The Invigilator must listen carefully and observe the conduct of the Language Modifier throughout the duration of the examination. The Invigilator **must** countersign the cover sheet ensuring that it accurately reflects the actions of the Language Modifier during the examination.

c. Practical Assistant

Learners using a Practical Assistant may need to be accommodated in another room. Where the learner and the Practical Assistant are accommodated in another room on a one-to-one basis, the Invigilator may additionally act as the Practical Assistant.

The Practical Assistant **must** be made aware, prior to the examination, of the particular task(s) they will be performing as specifically approved by NEBOSH.

NB: where the Invigilator acts as a Practical Assistant, a Reader and/or Scribe, the Learning Partner/third-party Invigilator must use a 'roving Invigilator' who checks the arrangements from time to time, ensuring all relevant rules are being adhered to.

Where other access arrangements or reasonable adjustments are to be provided, eg:

- colour naming by the Invigilator;
- the Invigilator acts as a Prompter;
- learner is permitted to read aloud;
- learner is permitted separate invigilation;
- use of a word processor is permitted.

Learning Partners and third-party Invigilators must be fully aware of the associated requirements and refer to NEBOSH's *Policy and procedures for access arrangements, reasonable adjustments and special consideration*.

NEBOSH must be contacted if further clarification is required.

d. Examination equipment

Pens and a ruler may be brought into the examination room in a clear plastic bag. For multiple choice question paper examinations learners **must** be provided with an HB pencil and an eraser by the Invigilator.

The use of the following equipment **is not permitted** except where specified in the specification and/or assessment requirements of the relevant qualification, or has been approved under NEBOSH's *Policy and procedures for access arrangements, reasonable adjustments and special consideration*:

- dictionaries;
- computers;
- additional books and notes.

e. Use of bilingual translation dictionaries

Standard bilingual translation dictionaries may only be used in examinations by learners whose first language is not the language of the examination. For example, if the learner's first language is Farsi and the examination is in French, then they may have a French to Farsi dictionary and, if needed, a Farsi to French dictionary.

Dictionaries may be an electronic bilingual translation dictionary or a hard copy paper bilingual translation dictionary. The use of bilingual translation dictionaries should be the learners' normal way of working.

The bilingual translation dictionary must **not**:

- contain/display pictures or notes;
- provide an explanation or clarification of words and phrases.

As an example, a Russian to English bilingual dictionary must simply be the word in Russian and the equivalent word in English. Monolingual dictionaries that define words and phrases, translators' wordlists or glossaries are **not** to be used.

Bilingual dictionaries to be used in the examination **must** be held by the Learning Partner under secure conditions and thoroughly checked to ensure that notes have not been enclosed within or written on the pages of the dictionary. This should include checking that no other unauthorised information is concealed in the dictionary. In cases where Invigilators do not provide dictionaries, eg third-party invigilated examinations, Invigilators **must** ensure that they thoroughly check that notes have not been enclosed within or written on the pages of the dictionary. This should include checking that no other unauthorised information is concealed in the dictionary.

For the use of bilingual translation dictionaries and extra time up to 25%, Learning Partners must refer to NEBOSH's *Policy and procedures for access arrangements, reasonable adjustments and special consideration*.

f. Use of calculators

Calculators must be of a suitable size for use on the desk and be either battery or solar powered. They must be free of lids, cases and covers. Calculators must **not**:

- be designed or adapted to offer language translation;
- be designed or adapted to offer communication with other machines or the internet;
- be borrowed from another learner (an Invigilator may give a learner a replacement calculator);
- have retrievable information stored in them.

g. Contingency planning

It is important that Learning Partners/third-party Invigilators who are facing disruption liaise directly with NEBOSH.

In the event that the Head of Learning Partner/third-party Invigilator decides the examination venue cannot be opened for scheduled examinations, NEBOSH **must** be informed as soon as possible. NEBOSH will be able to offer advice regarding the alternative arrangements for conducting examinations that may be available and the options for learners who have not been able to take scheduled examinations.

8. Invigilation arrangements

a. Invigilators

All NEBOSH examinations **must** be supervised by an Invigilator. Supervision requires that an Invigilator is in the same room as the learner(s) at all times. Therefore, CCTV cannot be used for the purposes of invigilation. Invigilators are responsible for the proper conduct of the examination and must give their whole attention to the process. Invigilators have a key role in upholding the integrity of the external examination/assessment process. The role of the Invigilator is to ensure that the examination is conducted according to these instructions in order to:

- ensure that all learners have an equal opportunity to demonstrate their abilities;
- ensure the security of the assessment before, during and after the examination;
- prevent possible learner malpractice;
- prevent possible administration failures.

Invigilators **must**:

- be familiar with these instructions;
- be made aware of the Checklist and suggested announcement for Invigilators (see Appendix 3);
- give their full attention to conducting the examination properly;
- be able to observe each learner in the examination room at all times;
- inform the Head of Learning Partner/third-party Invigilator if they are suspicious about the security of question papers. The Head of Learning Partner must inform NEBOSH immediately in such cases.

It is strongly advised that all Invigilators have passed the online Invigilator training module available on the NEBOSH website at:

https://portal.nebosh.org.uk/Course_providers/course_provider_secure_area/default.asp?section=Training

Invigilators must **not**:

- carry out any other non-examination related task (for example, reading, or marking, or using a mobile phone other than in an emergency) in the examination room.

There must be at least one Invigilator for each group of up to 30 learners.

It is strongly recommended that at least two Invigilators should supervise the examination at all times to cover for any problems that might arise. One Invigilator should be designated the senior Invigilator. If there is only one Invigilator they must be able to summon for assistance easily without leaving the examination room or disturbing the learners, eg in the case of emergency such as a learner becoming ill. An Invigilator is only allowed a mobile phone in the examination room for this specific purpose. The mobile phone **must** be kept on silent mode.

The Head of Learning Partner/third-party Invigilator must appoint suitably trained and experienced Invigilators who are **not** current learners. Learning Partners/third-party

Invigilators are responsible for briefing Invigilators and for ensuring that they are familiar with the appropriate procedures governing the conduct of examinations.

A record of the content of the training given to Invigilators **must** be available for inspection and retained on file until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later.

When contracting supply staff to act as Invigilators the Head of Learning Partner **must** ensure that such persons are competent and fully trained, understanding what is and what is not permissible. An assurance from a recruitment agency, for example, would **not** on its own be sufficient.

Relatives and/or friends of any learners taking the examination cannot act as an Invigilator. It is also good practice for Invigilators to be independent of the tutorial staff delivering the course programme.

From the time that the first learner is admitted to the examination room until the Invigilator has fulfilled all of their duties, they must **not** leave the examination room unless a second Invigilator or temporary independent substitute is present.

Learners must NOT be left unsupervised or unattended.

Head of Learning Partners must brief Invigilators on arrangements for transferred learners (where relevant).

b. Responsibilities of Invigilators – Before the examination

Invigilators should collect question papers no earlier than one hour before commencement of the examination and arrive at the examination location in good time, ideally 30 minutes, before the start time of the examination. If reading time is needed extra time will be needed.

i. Handling of encrypted material on the day of an examination/assessment

Encrypted question papers received via email or downloaded from NEBOSH's secure extranet site on the day of the examination and subsequently printed must be stored as per section **5.b. Storage of question papers**. The Learning Partner/third-party Invigilator must maintain the integrity and security of the electronic question paper throughout the downloading, printing and collating process. Printing must be carried out in an area that can be controlled to prevent unauthorised personnel accessing live assessment materials. **Only authorised members of staff must have access to electronic question papers.**

ii. Identifying learners

It is important that Invigilators are able to establish the identity of all learners sitting examinations. The Head of Learning Partner/third-party Invigilator must make sure that appropriate arrangements are in place so that all Invigilators can carry out adequate checks on the identity of all learners. Senior members of Learning Partner staff who have been authorised by their Head may be present at the start of the examination to assist with the identification of learners. Senior members of Learning Partner staff must **not** provide advice and guidance with regard to the completion of the examination. They must **not** comment on the question paper or

advise on which sections of the paper and which particular questions should be attempted.

Invigilators must be fully satisfied as to the identity of all learners before they are allowed to enter the examination room. This may involve checking photographic identification; however, this may be captured by the Learning Partner in advance of the examination (ie good quality photocopies taken) and supplied to the Invigilator on the day of the examination. Photographic evidence of identity includes driving licences, national identity cards and passports. In cases where it is impossible to identify a learner due to the wearing of religious clothing, such as a veil, the learner should be approached by a female member of staff and taken to a private area where they should be politely asked to remove the veil for identification purposes. Learning Partners must inform learners in advance of this procedure and well before their first examination. Once identification has been established, the learner should replace the veil and proceed as normal to sit the examination.

A private, external or transferred learner who is not known to the Learning Partner **must** show photographic documentary evidence to prove they are the same person who registered for the examination, eg passport or driving licence.

Only learners (and examination personnel) who have registered with NEBOSH to take the examination, ie whose name and learner number, appear on the register supplied by NEBOSH (and have had identity confirmed), or who are otherwise authorised by NEBOSH and their Learning Partner (and have had identity confirmed) are permitted to enter the examination room.

Learners are directed to their seat and asked to produce their NEBOSH learner assessment registration confirmation (ARC). **ARCs are sent to learners following registration to the assessment.** ARCs are also made available to Learning Partners via the Course Provider Interface (CPI), therefore, **learners attending examinations managed by their Learning Partner should have a copy of their ARC.** In the instance where a learner is unable to present the required document prior to the start of the examination (eg the learner has forgotten their ARC), the Invigilator should undertake the checks for identifying learners (as above) and make a note against the learner's name on the *Record of activity* form.

Invigilators must record that they have checked the identity of all learner/s by signing the Record of activity on the back of each unit Learner Register.

Invigilators **must** be informed of those learners with access arrangements. Invigilators **must** be made aware of the particular access arrangement(s) awarded.

c. Responsibilities of Invigilators – Prior to starting the examination

An examination is treated as in progress from the time the learners enter the examination room until all the answer booklets/sheets have been collected.

Learners must be under examination conditions from the time that they enter the room in which they will be taking their examination(s).

Prior to the start of the examination Invigilators must ensure that:

- they are familiar with the current instructions for the examination;

- the examination room is set up correctly, the seating plan is correct, and the examination room is at a comfortable temperature;
- learners do not enter the examination room more than 15 minutes prior to the start of the examination unless reading time is allowed. Learners should be in the examination room 15 minutes before the start of the examination to settle and to complete the required examination documentation. For examinations with allocated reading time additional time will be required prior to the start of the examination;
- **the assessment registration confirmation (ARC)**, showing name, address and learner number is signed by the learner (in the presence of the Invigilator) before each examination and displayed on the learner's desk throughout the examination;
- for multiple choice question paper examinations learners sign the learner register next to their name;
- learners bring into the examination room only items/materials/equipment permitted by the question paper or specification; any unauthorised items/materials/equipment, including mobile phones, all watches, MP3/MP4 players or similar devices, pagers and other products with text or internet facilities **must** be switched off and placed beyond the reach of learners; the introduction of unauthorised material into the examination room by either learners or staff is considered malpractice and may be subject to the sanctions and penalties in accordance with NEBOSH's *Policy and procedures for suspected malpractice in examinations and assessments*;
- learners are prohibited from bringing wrist watches into the examination room (including analogue wrist watches); this is because some smart watches can look like analogue watches;
- if bags have been brought into the examination room they are stored away from the learners;
- food and drink is not brought into the examination room unless allowed by the Learning Partner. If allowed, appropriate checks should be made, eg drinking water should be in a clear plastic bottle with the label removed and any food should be free from packaging. In circumstances where learners have a medical condition, eg diabetes, sugary snacks may be permitted and these must be stored in a clear plastic bag on the learner's desk;
- there is no smoking;
- where access arrangements or reasonable adjustments have been successfully applied for, they are appropriately implemented and recorded on the seating plan and learner register.

d. Responsibilities of Invigilators – Starting the examination

Learners are under formal examination conditions from the moment they enter the room in which they will be taking their examination(s) until the point at which they are permitted to leave.

Learners must not talk to, attempt to communicate with, or disturb other learners once they have entered the examination room.

Before learners can begin the examination, the Invigilator must:

- make sure that learners are seated according to the set seating arrangements and sign the seating plan;
- inform learners that they are now subject to the rules of the examination and they must **not** communicate with any other learners in any way, eg verbal, written, electronic, or non-verbal communication, until the point at which they are permitted to leave;
- instruct learners about emergency procedures;
- inform learners if and when they can leave the examination room before the end of the examination;
- direct learners to raise their hand if they require the Invigilator's attention;
- remind learners that they must **not** be in possession of prohibited items, including mobile phones, during the examination. Learners should be instructed to undertake a final check to ensure no such aids/devices are in their possession and advised that if they are found to have prohibited items after this point, this would be a serious breach of examination rules. Invigilators are asked to ensure that all learners hear the advice and undertake the check at the same time. Invigilators should watch the cohort to ensure that all learners undertake the check. Any prohibited items found at this time should be handed over, stored securely and returned to the learner after the examination. Learners should be made aware that any prohibited items found will be stored securely and will be returned after the examination. Prior to the examination, agreement should be reached regarding where these should be stored.

Any learners entering the examination room after this announcement has been made must be given the same instruction before being allowed to start the examination.

- Invigilators must ensure that the correct answer booklet/sheet is given to each learner. In the case of multiple choice question paper examinations, learners must check that the details on their answer sheet and question paper correspond to the details on their confirmation of examination registration. Certificate and Diploma qualification unit examination answer books and question papers are personalised with the learner's name and learner number;
- if an answer booklet/sheet is damaged in any way, a 'spare' should be used. However, 'spares' are not personalised and the learner must write their learner number and name, and examination date on the front of the spare answer booklet. In the case of multiple choice question paper examinations, learners must write their learner number and their full name and date of birth on the spare answer sheet. Five spare question papers and answer booklets/sheets will be supplied;
- in the case of multiple choice question paper examinations provide the learner with an HB pencil and eraser;
- open the packets of question papers in front of learners and distribute individual papers placing them on the desk to show the learner's name allowing them to check their details; in the event of more than one examination room being used the packets should be opened in front of the largest group of learners; Invigilators must telephone NEBOSH immediately for advice if they suspect the security of the examination materials has been compromised. **Question papers must never be left unattended;**
- tell the learners about any erratum notices;

- tell learners to read and comply with the instructions on the front of the question paper (including the recommended time to answer specific sections), and ask them to check that they have been given the correct question paper and answer book/sheet for the day, date, time, and unit;
- remind learners that they must write in black or blue ink or ballpoint pen (with the exception of multiple choice examinations). Pencil can only be used by learners awarded an access arrangement or reasonable adjustment prior to their examination;
- in the case of multiple choice question paper examinations, learners **must** use the HB pencil provided;
- instruct learners not to use correcting fluids, pens or tape or highlighter pens (highlighter pens may be used to highlight questions, words or phrases within the question paper);
- instruct learners that all work, including rough work, is to be done within learners' answer booklets; multiple choice question paper answer booklets/sheets must **not** be annotated; instruct learners to neatly cross through any rough work but not make it totally illegible as it will be considered by the Examiner;
- announce clearly when learners can begin to write their answers. The examination will formally start at this point;
- specify the time allowed;
- write the date and actual start and finish times on a board that is clearly visible to all learners (and reading time if applicable).

i. Question paper errors

The Invigilator must **not** give any information to learners about possible mistakes in the question paper unless there is an erratum notice, or they have been instructed to do so after a telephone call from NEBOSH.

Where the Invigilator believes there may be an error with the examination materials, not addressed by an erratum notice, they should not distribute them but telephone NEBOSH immediately for advice. If this delays the start of the examination then this should be noted by the Invigilator, and the Head of Learning Partner informed. The Invigilator must ensure that NEBOSH is informed in writing confirming the start and finish times of the examination using the *Record of activity* form (which can be found on the back of each learner register in the examination pack and an example is shown at Appendix 1).

ii. Translated question papers

Where the question paper has been translated into a language other than English, and the Invigilator believes there is an error in the translation of a question or questions, they **may** give clarification of the correct translation(s) but must **not** give their interpretation of the question(s). Following the examination a report must be forwarded to NEBOSH giving details of the translation error(s) and the clarification given to learners. NEBOSH will then investigate the matter further.

The Invigilator must **not** make any comment where a learner believes that there is an error or omission on the question paper. The Invigilator **must**, however, refer

the matter immediately to the Head of Learning Partner. The Head of Learning Partner will then report the matter to NEBOSH.

iii. Reading time

Where an examination includes reading time this will be clearly stated at the top of the question paper and answer books. Invigilators must clearly announce the start and end of reading time and instruct learners that they are **not** allowed to make notes within their answer booklets during this time.

A suggested wording for the Invigilator's announcement at the beginning of a written examination is given at Appendix 3.

e. Responsibilities of Invigilators – During the examination

Invigilators must be alert and observe learners at all times and must **not** undertake any other activities, such as marking, while invigilating. Invigilators **must** be vigilant and remain aware of incidents or emerging situations, looking out for malpractice or learners who, for example, may be feeling unwell or require a toilet break. Any incidents **must** be recorded on a *Record of activity* form. Invigilators should move around the assessment area quietly and at frequent intervals.

In all circumstances the learners must be supervised. Supervision requires that an Invigilator be in the same examination room as the learners at all times.

The Invigilator must **not**:

- direct learners to particular questions or sections of the question paper;
- comment on the content of the question paper;
- read a word or explain technical terms printed on the question paper to a learner, other than the instructions on the front cover;
- rephrase a question for a learner;
- explain any subject-specific or technical terms to a learner;
- offer any advice or comment on the work of the learner;
- give any indication of the time elapsed or remaining when a question paper consists of distinct sections. A five minute warning to learners, although not encouraged, may **only** be given **at the end of the examination**. Where learners have different finishing times the Invigilator **must** consider the impact on them.

Invigilators must be vigilant and remain aware of emerging situations, looking out for cheating and malpractice, or learners who may be unwell. Any irregularities must be recorded.

i. Learners who become unwell/disadvantaged

Invigilators should take such measures as deemed appropriate for the immediate comfort of any learner who becomes unwell during the examination, summoning or arranging medical assistance, if necessary. Any irregularities must be recorded using the *Record of activity* form (which can be found on the back of each learner register in the examination pack and an example is shown at Appendix 1).

If a learner feels disadvantaged due to illness, distraction or for any other reason they must report this to the Invigilator at the time of the examination. Invigilators must provide written confirmation of any such representation using the *Record of activity* form (which can be found on the back of each learner register in the examination pack and an example is shown at Appendix 1). The Learning Partner will also need to complete the *Application for Special Consideration – Form SC1* which is available in the secure Learning Partner area of the NEBOSH website. This must be submitted within five working days of the examination.

Third-party Invigilators must make the Learning Partner aware of the disturbance/incident immediately so they can submit an application for Special Consideration, if appropriate.

ii. Learners requiring additional paper

If a learner completes an answer booklet (personalised or spare) and requires additional paper, a spare answer booklet should be given to them. This must be completed with the learner's name, NEBOSH learner number (if known) and date of birth, and securely attached to their first answer booklet using treasury tags. The answer booklets must be numbered accordingly in the space provided on the front of each answer booklet.

If there are no spare answer booklets, blank lined paper should be provided. The learner must write their NEBOSH learner number, name and date of birth at the top of each page. The Invigilator must securely attach this paperwork to the back of the personalised answer booklet using treasury tags.

iii. Disruptive learners

Any learner who is causing a disturbance in the examination room and/or is being disrespectful to other learners or persons in the examination room:

- must be told to stop and must be warned that failure to do so will lead to their removal from the examination room, which may result in cancellation of their entry in the unit concerned;
- must be removed from the examination room if they continue to be disruptive and/or disrespectful.

In either case, the Head of Learning Partner must be informed so they can consider if an application for Special Consideration needs to be made. The Invigilator must record the incident using the *Record of activity* form (which can be found on the back of each learner register in the examination pack. An example is shown at Appendix 1).

The Head of Learning Partner must warn the learner that any recurrence of disruptive/ disrespectful behaviour in a later examination, which leads to removal from the examination room, may result in cancellation of all their entries and the barring from any future registration for NEBOSH examinations.

iv. Late arrivals of learners

Other than in exceptional circumstances, learners must **not** be admitted to the examination room after the start of the examination, and then only up to 45 minutes after the start time if no other learner has left the examination room in the meantime. Learners should be allowed the full time to sit the examination depending on adequate supervision arrangements being in place and only if the

invigilation of the other learners is not compromised. Invigilators should note the circumstances of the late arrival and written details must be provided to NEBOSH on the *Record of activity* form (which can be found on the back of the learner register in the examination pack. An example is shown at Appendix 1). A learner who arrives late, and is permitted by the Learning Partner or third-party Invigilator to sit the examination, **must** be allowed the full time for the examination.

v. Leaving the examination room

For examinations of over two hours, learners must **not** be allowed to leave the examination room until the expiry of one hour from the official start time of the examination. For examinations of two hours or less than two hours, learners must **not** leave the examination room before half the examination time has passed. Learners who need to leave the examination room temporarily (eg to visit the toilet) **must** be accompanied by an Invigilator or other member of staff to ensure that they do not speak to anyone else, make a telephone call or breach security of the examination. **Other learners must NOT be left unsupervised or unattended.**

Any learner who leaves the examination **must** hand in their answer booklet/sheet, question paper and any other material personally to the Invigilator **before they leave the examination room**, and will not be allowed to return.

Learners are not permitted to leave the examination room in the last half hour of the examination in order to avoid disturbance to other learners. For examinations of one hour in duration learners are not allowed to leave the examination room in the last fifteen minutes.

At the end of the examination learners **must** hand in their answer booklet/sheet, question paper and any other material **before they leave the examination room.**

vi. Learners sitting consecutive examinations

Invigilators **must** ensure a minimum of a one-hour break between morning and afternoon examinations. If NEBOSH has granted permission for a learner to sit an examination prior to the scheduled start time in order to sit a second examination in the afternoon, the learner **must** be supervised during the break.

vii. Malpractice

Malpractice includes failing to follow the instructions of the Invigilator, disruptive behaviour, obtaining, receiving, exchanging or passing of information that could be examination related, false identity, the inclusion of inappropriate, offensive or obscene material in answer books/sheets, copying from another learner or allowing others to copy from one's own examination work, and bringing unauthorised materials into the examination room.

Invigilators who become suspicious that a learner may be involved in malpractice should (where possible) ask a co-Invigilator to watch the learner closely and both should record their findings. The Invigilator must record what has happened and wherever possible should tell the learner, discretely, to stop, and if applicable, hand over the prohibited item and/or remove and keep any unauthorised material that a learner may have in the examination. If necessary, the Invigilator should summon assistance. The learner must be permitted to resume the examination if possible (and any other examinations for which they are registered). The incident should be recorded on the *Record of activity* form (which can be found on the back of the

learner register in the examination pack. An example is shown at Appendix 1). If a learner is suspected of malpractice, the Invigilator must warn the learner that they may be removed from the examination room. The learner should also be warned that NEBOSH will be informed and may decide to penalise them, which could include disqualification. See NEBOSH's *Policy and procedures for suspected malpractice in examinations and assessments*.

Invigilators have the authority to remove a learner from the examination room, but should do so only if the learner would disrupt others by remaining in the examination room. Invigilators must report all cases of suspected malpractice to the Head of Learning Partner.

The Head of Learning Partner has a duty to monitor and report potential malpractice by Invigilators to NEBOSH **immediately**. A form is included in NEBOSH's *Policy and procedures for suspected malpractice in examinations and assessments*.

viii. Emergencies

If an emergency occurs during the examination, eg fire alarm, bomb warning, the examination room must be evacuated in accordance with the instructions of the examination venue.

Learners must leave examination materials on their desks..

The incident should be recorded using the *Record of activity* form (which can be found on the back of each learner register in the examination pack. An example is shown at Appendix 1) detailing the date, time and length of the incident.

If the learners have been closely supervised and the Invigilator can be assured that there has been no breach of security, ie learners did not communicate with each other, or any other person, or consult any books or notes while they were out of the examination room, then the examination may be resumed and the full time given.

Where the integrity of the examination may have been affected, a report must be sent to NEBOSH. A form is included in NEBOSH's *Policy and procedures for suspected malpractice in examinations and assessments*. Where the learners' performance may have been affected, the Learning Partner will also need to complete the *Application for Special Consideration – Form SC1* which is available in the secure Learning Partner area of the NEBOSH website. This must be submitted within five working days of the examination.

As each incident will be different, advice **must** be sought from NEBOSH as soon as it is safe to do so. This is particularly so where the Head of Learning Partner is concerned about the security of the examination(s).

Where learners are unable to return to the building to complete the examination, NEBOSH **must** be contacted **immediately** for advice. NEBOSH has procedures in place to ensure that learners are not disadvantaged where they are unable to complete the examination due to circumstances beyond their control.

ix. Learner register

The learner register **must** be completed before the end of the examination, indicating those learners present, absent and those leaving early or arriving late. The details of learners who attended the examination, but are not shown on the register must be added to the appropriate learner register before the end of the examination so that a check can be made that all answer booklets/sheets have been collected when the examination has finished. These details should include the learner's NEBOSH learner number (if known), their name and date of birth.

f. Responsibilities of Invigilators – End of examination

At the end of the examination learners should be instructed to stop writing and reminded that they are still under examination conditions.

Learners who arrived late and were allowed the full working time to do their examination will be allowed to continue and tell them to stop working after the full working time allowed has passed. Invigilators must make sure that learners with additional time allowances and/or supervised rest breaks carry on uninterrupted for the necessary additional time. Invigilators **must** be aware in advance which learners have been granted extra time to complete their examination and those with supervised rest breaks.

The Invigilator must then (*as appropriate to the assessment*):

- remind learners to attach and secure additional scripts / paper with treasury tags – paper clips, staples or tape must **not** be used;
- remind learners to check that they have written their name and NEBOSH learner number and date of birth on any spare answer booklets/sheets;
- remind learners to check that their answers and answer book(s) are correctly numbered;
- ask learners to remain seated until the answer booklets/sheets have been collected;
- collect all answer booklets/sheets (including any spares), question papers and any other materials before learners leave the examination room;
- check that there is an answer booklet/sheet for each learner;
- check that any spare answer booklets/sheets used have the learner's name, learner number and date of birth clearly showing;
- collect all unused stationery in the examination room;
- place the answer booklets/sheets in order of learner number as found on the learner register;
- on-the-day learners should be listed on the learner register and included with the personalised answer booklets/sheets in the pack for return to Linney (NEBOSH's secure printers);
- check and sign any necessary paperwork, including each learner register, clearly indicating those learners who are absent (each learner register must be returned with the answer booklets/sheets);
- ensure that the answer booklets/sheets are secure and arrange for secure storage and return.

Answer booklets/sheets are confidential between the learner and NEBOSH and must **not** be read or photocopied by any person prior to despatch.

Question papers must NOT be photocopied or retained by learners.

i. Returning answer booklets/sheets and associated documentation

Learning Partners and third-party Invigilators are responsible for the safe and timely return of examination materials. It is important to ensure that documentation is kept together when different examinations are set on the same day. Answer booklets/sheets **must** be kept secure **at all times** until they are despatched to NEBOSH.

Answer booklets/sheets are the property of NEBOSH and must be returned **within two working days** of the examination using the pre-addressed return bags supplied. Where answer booklets/sheets and associated documentation cannot be returned on the day of the examination then they must be kept in locked storage under the same conditions as all other examination materials. If materials are kept longer than two working days, this constitutes maladministration.

NEBOSH reserves the right **not** to process any examination documentation that has been retained by a Learning Partner or venue beyond the normal length of time.

The return of answer booklets/sheets **must** be by means of a service with a trackback facility so that, in the event of non-arrival, the route and possible location of the missing packages or parcels can be traced. Services with a trackback facility include Royal Mail Special delivery and the appropriate trackback service from carriers such as DHL, FedEx, Parcelforce, Parceline, TNT and Securicor. Packages or parcels must be fully secured to prevent possible loss of contents in transit.

NEBOSH cannot be held responsible for any loss or damage of examination materials during transit.

The Head of Learning Partner / third-party Invigilator is ultimately responsible for ensuring that:

- the relevant learner registers are returned with the answer booklets/sheets;
- the bags are fastened securely, and staples are not used;
- unused stationery is returned.

The *Record of activity* **must** be signed by the Invigilator and returned with the completed answer booklets/sheets. Learning Partners must retain seating plans for one year after each examination date. Third-party Invigilators must return the seating plans to NEBOSH with the completed answer booklets.

Learning Partners should keep a copy of the *Record of activity*, along with signed records of invigilation arrangements and copies of learner registers (duly annotated to indicate attendance/late arrival, confirmation of identity check etc) until the deadline for Enquiries About Results has passed (refer to NEBOSH's *Enquiries About Results (EARs) policy and procedures*).

Prior to despatch, Learning Partners and third-party Invigilators must **not** make photocopies, or alter/add to any content contained in learners' answer booklets/sheets. The only exception is where learners have sat the examination in a language other than English and the learners' answer booklet is copied for translation purposes.

All examination materials should be sent back to Linney **within two working days** and received in the following time frames:

- UK materials to be received at Linney within 5 working days;
- Overseas to be received at Linney within 7 working days.

For National and International Diploma examinations – materials should be sent back to Linney within two working days of the unit taken.

Examples of work may be retained by NEBOSH for future use in standardisation exercises and for quality assurance purposes. Learners' work, appropriately edited to ensure anonymity, may be used as examples in training and guidance documents.

A checklist for Invigilators is included at Appendix 3.

9. Inspection of examination premises

All venues used for examinations, or for the storage of examination materials, must be open to inspection by NEBOSH inspectors and SQA Accreditation auditors (UK only) without notice. Inspectors will present themselves to the Head of Learning Partner (or other authorised person) with an identity card. Third-party inspectors will carry a letter of authorisation as issued by NEBOSH. Inspections will be conducted in accordance with NEBOSH quality procedures.

A senior member of staff should be available to accompany the inspectors during the course of their visit.

NEBOSH inspectors may visit Learning Partners when examinations are being held, although an inspector may visit to check secure storage at any time. Learning Partners are required to co-operate with the inspector on any visit.

In exceptional circumstances, where the security of the site where the examination is being held is such that access may be restricted, NEBOSH must be informed in advance of the examination. NEBOSH may then request that provision is made for a NEBOSH inspector to gain access on examination sitting days.

10. Contacts

a. For general enquiries:

Operations Team

Please use our [Contact us](#) form available on the NEBOSH website.

Emergency number: 0116 482 0068

b. For questions relating to the interpretation and application of this policy:

Ethical Practice Team

Please use our [Contact us](#) form available on the NEBOSH website.

Email: postassessment@nebosh.org.uk

11. Application outside the UK

While the policy and procedures detailed in this document are intended to comply with UK statutory and regulatory authority requirements, they are also considered to represent good practice. Therefore, they apply to all learners regardless of the country in which the learner is taking the assessment. Equally, the requirements placed on Learning Partners apply, as a condition of NEBOSH accreditation, to all Learning Partners regardless of the country in which they are based or in which they are operating. However, where any national legislation imposes further specific requirements, or conflicts with the procedures laid down in this document in any material way, then the requirements of the host country will normally take precedence. Such cases will be considered on an individual basis.

12. References

Federation of Awarding Bodies (FAB), January 2012, *FAB Guide: The Application of Reasonable Adjustments and Special Consideration in Vocational Qualifications*

Joint Council for Qualifications (JCQ), 2020, *Instructions for conducting examinations 1 September 2020 to 31 August 2021*

Scottish Qualifications Authority Accreditation, 2014, *SQA Accreditation Regulatory Principles (2014)*

13. Document control

Document reference:	C020
Unit:	Delivery and Improvement
Team:	Learning Partner Quality
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Effective from:	September 2021
Review date:	December 2021 (JCQ update)
Author:	Head of Learning Partner Quality
Owner:	Chief Operating Officer

Appendix 1: Record of activity form

RECORD OF ACTIVITY

Invigilator's Name _____
 Learning Partner _____
 Assessment _____
 Date _____ Venue _____



	Yes	No
Were all learners checked for identification before entering the assessment room?		
Were there any learners without valid photographic evidence? If yes, please list, giving learner number (if they have one), full name and address.		
Were all learners checked against the Learner Register? If no, please give details.		
Were there any additional learners <u>not</u> on the Learner Register? If yes, please list, giving learner number (if they have one), full name and address.		
For multiple choice question paper assessments: Were there any additional learners <u>not</u> on the Learner Register? If yes, please ensure that the learner's name has been written on the learner register next to the numbered spare corresponding to their answer sheet and the learner has signed to verify that their name is correct. Learners must also complete their full name, date of birth and NEBOSH learner number (if known) on their spare answer sheet.		
Did any learners arrive late? If yes, please list by name and learner number, giving details of reasons and if they were allowed to sit the assessment with the full time allowed.		
Did any disturbances occur that might have affected the performance of the learners? If yes, please give details of incident and action taken. <i>You or the Examination Officer, will also need to complete the Special Consideration Request Form available in NEBOSH's 'Policy and Procedure on Reasonable Adjustments and Special Consideration'.</i>		
Were there any incidents of suspected malpractice? If yes, please give details and <i>Complete the form in NEBOSH's 'Policy on Dealing with Malpractice'.</i>		
Were there any emergency situations? If yes, please give details.		
Was the start/finish of the assessment delayed? If yes, please give details.		
Have you collected <u>all</u> answer sheets/books for return, including completed and un-used spares? If no, please collect books together now.		
Any other comments: 		
Signature _____ <i>By signing above, you are confirming that you have checked the identification of all learners prior to them entering the assessment room.</i>		

Please return with all answer sheets in the 'pre-addressed' envelope provided

Contact the Customer Experience Directorate for guidance on 01 16 263 4700

ODV4/0619

Appendix 2: Checklist for Heads of Learning Partners and third-party Invigilators – The Equality Act 2010 and conduct of examinations

The following checklist, which is not an exhaustive one, has been produced as a good practice guide.

A Training Invigilators	
1	Ensure that Invigilators are made aware of the Equality Act 2010 and are trained in disability issues.
2	As part of the training process make sure that Invigilators are aware of policies and procedures relating to emergency evacuation and medication, especially where they relate to learners with a disability.
3	Ensure that Invigilators are aware of alternative means of communication, especially in the examination room when conveying information to disabled learners.
B Information for learners	
1	Ensure that information supplied to learners with a disability, is suitably sized and adapted.
C Seating arrangements	
1	Make sure that there are chairs available outside the examination rooms to enable those with a disability or those learners who may simply be experiencing stress or anxiety to sit and rest before they enter the examination room.
2	Ensure that there is sufficient space between desks and chairs to enable a learner (or an Invigilator) who uses a wheelchair to enter and leave the examination room without difficulty.
3	If you know that a learner may become unwell during the examination due to the nature of their disability, try to ensure that you seat the learner close to the exits to make them feel more comfortable and to limit any disruption to others within the examination room.
4	Ensure that the seating is both appropriate and comfortable for those who may have a disability that affects sitting and posture.
D Learners requiring access arrangements or reasonable adjustments	
1	Where a learner has been granted the use of an Language Modifier, a Reader or a Scribe, ensure that those individuals who will be acting as a Language Modifier, a Reader or a Scribe are introduced to the learner prior to the examination(s) taking place. This is particularly important for those learners with autism, who will find it difficult to relate to someone who is a stranger.
2	Where a learner had been granted supervised rest breaks, try to ensure that the rest areas are suitably comfortable as well as maintaining the security of the examination. Supervised rest breaks will apply to those learners who suffer from fatigue, hyperactivity, obsessive compulsive disorders or long-term health conditions.
3	Where a learner has been granted the use of a Prompter, it is important that the person appointed to act as a Prompter is aware of disability etiquette, particularly when touching the learner's desk as a means of a prompt, or tapping the learner's arm or shoulder. This will apply to those learners with autism who may have difficulty with time.
4	For on-screen tests, ensure that hardware and software have been adapted for those learners with a sensory or multi-sensory impairment.
E Emergency evacuation procedures	
1	Invigilators and all other Learning Partner staff involved in conducting examinations should be aware of the emergency evacuation procedures in place for those learners with a disability who may need assistance in leaving the building.
2	When evacuation and emergency procedures are being explained to learners, attention should be given to those learners with a disability, for whom such procedures may be different.

Appendix 3: Checklist and suggested announcement for Invigilators

The examination room

- Check seating arrangements and spacing of learners.
- Check that any charts, diagrams, etc have been cleared from walls.
- Check that you have the following on display:
 - an analogue or digital clock that all learners can clearly see;
 - that the clock(s) are in good working order and show the same time;
 - a board to show the start and finish times, and date, of the examination (and reading time if applicable).
- Check appropriate signs are in place outside all entrances to the examination room.
- Check that you have:
 - a copy of the current NEBOSH *Instructions for Conducting Examinations* document;
 - the NEBOSH learner register/*Record of activity* form;
 - a seating plan of the examination.
- Learners with access arrangements or reasonable adjustments **must** be identified on your seating plans.

Identifying learners

- Check the identity of every learner before allowing them to enter the examination room. Confirm the identity check has been completed by signing the *Record of activity* form.
- Only registered learners, whose name and learner number appear on the Learner Register supplied by NEBOSH, may be admitted to the examination room, unless a learner has authorisation from the Learning Partner and NEBOSH to sit the examination (ie their name is not on the list). Their identity must also be checked.

Starting the examination

- Direct learners to their seats.
- Ask learners to sign and display their learner ARC.
- Ensure the correct answer booklet/sheet is given to each learner.
- Open the packet(s) of question papers in the examination room in front of the learners (in the event of more than one examination room being used, the packets should be opened in front of the largest group of learners; learners in the other room can then have the full agreed time starting from when they receive the question paper and relevant instructions).
- Contact NEBOSH immediately if there are any problems with the question papers.
- Tell the learners about any erratum notices.

A suggested wording for the Invigilators' announcement at the beginning of a written examination:

(You may wish to laminate copies of this announcement or alternatively record it on a CD or tape.)

1.	You must now follow the regulations of the examination.
2.	Only material listed on the question paper is allowed in the examination room. You must NOT have on or near you any other material.
3.	Check your pockets now. Check for items such as notes, books, papers, reading pens, iPods, all watches or mobile phones. This is your last chance to hand items in without any penalty.
4.	If you have any unauthorised items in your possession, you must hand them in to an Invigilator now. This is your last chance to hand in your mobile phone. Failure to do so may lead to disqualification.
5.	Please place your Assessment Registration Confirmation (ARC) on your desk. This must be visible for the entire exam.
6.	Check that you have the correct question paper for unit and the correct answer booklet/sheet.
7.	Check that you have everything you need to do the examination, including all the items listed on the question paper.
8.	Read the instructions on the front of the question paper.
9.	You must write only in blue or black ink, except for drawings and rough notes and unless otherwise instructed.
10.	You must write all rough work in your answer booklet and neatly cross it through with a single line. You should cross any mistakes through neatly with a single line. You must NOT use correcting pens, fluid or tape, erasable pens, highlights or gel pens in your answers.
11.	<i>[For computer-marked multiple choice question paper examinations, add]</i> "You should write rough work on the question paper. Do not annotate the answer booklet/sheet."
12.	Do not communicate with other learners. You may not give help to another learner or ask for help from another learner. You should raise your hand to attract the Invigilator's attention.
13.	In the unlikely event of the fire alarm going off, please stay seated and wait for instructions from the Invigilator.
14.	The examination will finish at ...
15.	You can only leave the examination room after ...
16.	You may start now.

During the examination

- Accurately complete each learner register, indicating those learners not in attendance, those arriving late or leaving early. Ensure learners issued with a COER have signed the learner register.
- Be vigilant. Supervise learners at all times to prevent cheating and distractions.
- Do not give any information to learners about:
 - suspected mistakes in the question paper, unless an erratum notice has been issued;
 - any question on the question paper or the requirements for answering particular questions.
- Make sure that no learner leaves the examination room until the time specified in the examination regulations after the published start time.
- Make sure that a member of staff is available to accompany any learner who may need to leave the examination room temporarily.
- In the event of an evacuation instruct learners **not** to communicate with each other.

End of examination

- Instruct the learners to stop writing and remind them that they are still under examination conditions.
- Tell learners to check that they have:
 - entered the required information on to their answer booklets/sheets and to attach additional booklets securely (**as appropriate**);
 - not written the name of their Learning Partner anywhere in their answer booklet/sheet (unless a practical application);
 - correctly numbered their answers and answer book(s).
- Ask learners to remain seated until the answer booklets/sheets have been collected.
- Collect all answer booklets/sheets and question papers in accordance with specific instructions before learners leave the examination room (learners retain ARCs).
- Check that there is an answer booklet/sheet for each learner.
- Ensure that all additional answer booklets are securely attached to the first booklet.
- Place the answer booklets in order of learner number as found on the learner register.
- Ensure that the answer booklets/sheets are secure.
- Check and sign the *Record of activity* form.
- Note any special consideration requests on the *Record of activity* form.

The Invigilator must collect all examination materials and ensure that all are accounted for before learners leave the examination room.

Appendix 4: Poster



**NO MOBILE PHONES,
WATCHES, IPODS, MP3/4
PLAYERS OR SIMILAR DEVICE**

**NO PRODUCTS WITH AN
ELECTRONIC
COMMUNICATION/STORAGE
DEVICE OR DIGITAL FACILITY**

Possession of unauthorised items is an infringement of the regulations and could result in

DISQUALIFICATION

from the current examination and overall qualification.

Learners are advised that mobile phones in particular must **not** be in their possession whether switched on or not.

This poster must be displayed in a prominent place outside each examination room.

Appendix 5: Memory aids

Memory aid for a Reader

I am here to read for you in your examination. You must make clear what you want to be read.

I can only read the instructions and the questions.

I can repeat instructions, but only if you make it clear which instructions you want me to read.

I can't tell you which questions to choose. I can't tell you when to move onto the next question. I can't tell you which question to do first.

I can spell words if you ask me, but only on the question paper.

I can read back your answer, but only if you ask me.

Memory aid for a Scribe

I am here to write/type for you in your examination.

I must write/type exactly what you say.

I can draw maps, graphs and diagrams, but I can only draw exactly what you tell me.

I can change what I have written/typed, but only if you ask me.

If we have problems communicating, I must tell the Invigilator.

I can't give you any help with the answers. I can't suggest when an answer is finished.

I can't tell you which questions to choose. I can't tell you when to move onto the next question. I can't tell you which questions to do first.

If you are allowed rest breaks, I can't write/type in those breaks.

I can read back what I have written/typed, but only if you ask me.

Memory aid for a Language Modifier

I can only change words or phrases if you make it clear that you need help with them.

I can't change words or phrases that the Examiner thinks you should have learnt.

I can only change things that the Examiner has written (eg I cannot change text from a book, maps, tables, etc).

I can only make changes if you make it clear what is confusing you.

I can speak, write or sign any changes.

I can read for you if you make it clear what you want to be read.

Memory aid for a Communication Professional

I am here to sign the questions in British Sign Language.

I can't sign words or phrases that the Examiner thinks you should have learnt, but I can fingerspell them.

I can't sign anything the Examiner did not write (eg text from a book, maps, tables, etc).

I can sign the questions more than once, but I can't explain the questions.

I can't explain what the Examiner wants you to write.

You can fingerspell answers, or sign an answer, if it is one word only and I will write it for you.

In all cases, it is important that the learner is made aware of what the Reader/Scribe/ Language Modifier/Communication Professional can and cannot do in advance of the examination.