Instructions for Conducting Examinations

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Version 19

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1. Introduction

These Instructions for Conducting Examinations set out the procedures to be followed for all VTCT and ITEC written, onscreen and online examinations and other examinations for the following qualification types: VRQ, NVQ, SVQ, Applied General and Technical Qualifications. They are provided for the use of heads of centres, examinations officers, invigilators and all other personnel involved in the examination process, in plenty of time before the examinations, and should be available for reference during examination sessions.

The head of centre is responsible for ensuring that all relevant personnel are familiar with and adhere to these instructions, and any supplementary instructions for specific VTCT or ITEC qualifications.

These instructions are mandatory and should be read in conjunction with the following publications:

- VTCT Reasonable Adjustments and Special Consideration Policy and Procedures
- VTCT Functional Skills Invigilation Guidance in conjunction with Skillsfirst
- VTCT Malpractice and Maladministration Policy and Procedures
- VTCT Plagiarism, cheating and collusion document

2. Contingency planning

All approved centres must prepare for possible disruption to examinations as part of their emergency planning.

General guidance on this topic can be found at:

https://www.gov.uk/government/publications/exam-system-contingency-plan-england-wales-and-northern-ireland/what-schools-and-colleges-should-do-if-exams-or-other-assessments-are-seriously-disrupted.

If an assessment cannot take place because of an unforeseen situation out of the control of the centre, or the security of the assessment has been or may have been put at risk, VTCT must be alerted immediately and the centre must follow VTCT's instructions. In the case of Functional Skills, Skillsfirst should also be notified immediately.

In these circumstances VTCT will:

- take all reasonable steps to mitigate any negative effect in relation to VTCT or ITEC qualifications arising from the disruption
- provide clear and effective guidance to the centre
- ensure that where an assessment is required to be completed under specified conditions, learners complete the assessment under those conditions (other than where any reasonable adjustments or special considerations require alternative conditions)
- promptly notify the relevant regulators about any event which could have a negative effect on learners, standards or public confidence in the qualification
- consider requests for special consideration for affected learners as appropriate.

3. Preparing for the examination

3.1. Preparation of learners

- Learners should be given the opportunity to undertake mock examinations under examination conditions prior to the actual examination sitting
- Where sample assessment materials are available, they can be downloaded from the qualification page on the VTCT and ITEC websites
- Functional Skills practice examinations are available on the VTCT website
- All learners should receive guidance on how to use the onscreen testing software
- Learners for whom reasonable adjustments have been granted should be kept informed of arrangements and given the opportunity where appropriate to familiarise themselves with and practise with any related equipment or other resource

3.2. Keeping question papers and other examination materials secure

VTCT paper-based examinations:

Paper-based VTCT examination papers will be available to be printed from the e-testing system from the permitted window in advance of the scheduled start time of the examination.

ITEC paper-based examinations:

Paper-based ITEC examination papers will be despatched to arrive at least one working day before the scheduled examination (five working days for national series examinations) or will be printable from files supplied.

Centres must:

- have arrangements in place to ensure that examination materials are delivered only to those authorised by the head of centre to receive them
- have a system in place to record the printing or receipt and dispatch of paper-based exam materials
- store examination papers in the designated secure storage facility, in either a room designated for this purpose at the centre's registered address, or in a secure cabinet in a dedicated examinations office
- ensure that the materials are stored securely at all times
- ensure only authorised personnel have access to the centre's secure storage facility
- be able to demonstrate that secure systems are in place to prevent unauthorised access to the exam materials
- ensure that the materials are only accessed in accordance with awarding organisation instructions
- maintain the confidentiality of learner responses and details
- in the case of encrypted papers received via email for printing, store all papers as above

In addition for ITEC paper-based examinations:

- check the package, the delivery note/label and learner list supplied immediately, in the designated secure storage facility
- if it is not possible to conduct an immediate check, keep the materials in the secure storage area until the check can be carried out by an authorised person
- inform the awarding organisation immediately by telephone (VTCT Customer Support on +44 (0) 23 80 684500 (for Functional Skills +44 (0) 121 270 5100) or ITEC Exams on +44 (0) 23 80 684503) if it appears that the security of the package has been breached in transit, if there is damage to the package or if there are differences in the materials received from those expected

3.3. Timetabling of examinations

All examinations must be taken at the scheduled time as notified to the learners.

Learners who are allowed to take an examination earlier than the published starting time must be supervised by the centre until immediately after the starting time of the examination. These measures must be arranged and ensured by the centre. Learner answer papers must be kept in secure storage until after commencement of the scheduled assessment.

Learners who are allowed to take an examination later than the published starting time must be supervised by the centre from 30 minutes after the published starting time to the commencement of the later session.

3.4. Preparing for implementation of access arrangements

VTCT's Reasonable Adjustments and Special Consideration policy and procedures should be read in conjunction with this document.

The examinations officer is responsible for ensuring that all requests for reasonable adjustments have received approval by the centre, and awarding organisation approval in accordance with the policy document, and that the agreed arrangements have been communicated to the learner and invigilator, and are put in place at the appropriate time.

In cases where additional support is required to facilitate access arrangements, the head of centre is responsible for ensuring that invigilators and those facilitating access arrangements, such as readers, scribes and sign language interpreters, understand their role and responsibilities. All involved must be trained appropriately in their role.

3.5. Preparing the examination room

Centres must ensure suitable accommodation is used for all examinations as follows:

- the examination room must be of an adequate size for the number of learners
- the poster provided in the appendix to this document must be displayed at the entrance to the examination room;
- learners must be seated a minimum of 1.25 metres apart and facing in the same direction
- each learner must have a separate desk and be placed far enough away from other learners to prevent them from seeing each other's work
- heating, lighting, ventilation and the level of outside noise must be controlled appropriately to allow the learners to take their examination comfortably

- all relevant examination signage must be clearly displayed
- there must be no display material visible in the room which might assist learners with writing their answers
- there must be a working, accurate clock clearly visible to each learner
- the invigilator must be able to move freely around the room and observe each learner with ease at all times
- a board/flipchart/whiteboard should be visible to all learners, showing the:
  - qualification/examination title and level
  - scheduled start and finish times of the examination;
  - if for any reason a centre wishes to provide examination spaces which differ from the above, e.g. screened booths, the prior approval of VTCT must be gained.

3.6. Preparing for on-screen assessments

3.6.1. General

Designated responsible personnel in the centre must check that:

- all passwords and login details for onscreen exams are kept securely prior to the start of the examination
- usernames and passwords have been issued allowing access to online tests if relevant
- computers have been correctly logged in (in the case of non-Functional Skills)
- where access to the internet is required, computers have a stable Wi-Fi or wired internet connection. The use of dongles is not permitted
- any laptops used are connected to a mains supply so that they remain fully charged for the duration of the session
- learners have been provided with their login details
- learners check their personal details thoroughly. VTCT should be notified immediately if any are incorrect or technical faults are apparent. For Functional Skills, contact Skillsfirst immediately.

Failure to adhere to any of these measures may result in disruption to learners during the assessment.

3.6.2. Software

Designated responsible personnel in the centre must check that:

- any software required for on-screen examinations, such as SecureClient for Functional Skills, has been installed on all computers to be used for the assessment in plenty of time before the assessment;
- if problems are encountered please contact:

VTCT and ITEC Customer Support

+44 (0) 23 80 684500

customersupport@vtct.org.uk

customerservice@itecworld.co.uk

ITEC Exams

+44 (0) 23 80 684503

exams@itecworld.co.uk

- all computers being used for Functional Skills assessments meet or exceed appropriate specifications to run SecureClient and operate allowable Windows or other operating systems.

3.6.3. VTCT online examinations:

VTCT examinations are available as paper-based and online examinations.

The following procedures must be followed to access online theory tests:

- Go to https://www.vtct.org.uk/learners/
- Under the 'Assessment and E-testing Linx2Achieve' heading select the 'Access' button
- Login:
  - the learner's login is typically their VTCT learner number as the User ID
  - the password will be issued by VTCT
  - refer to the attendance and/or learner login sheets for details

3.6.4. ITEC online examinations:

A username and password are issued to the centre by the ITEC exams office upon booking the online test.

The following procedures must be followed to access online theory tests:

- Go to the ITEC website www.itecworld.co.uk
- Select Centres
- Select College Admin V2
- Log in using the username and password issued by ITEC
- Select the named centre

- Select Theory Onscreen
- Find the correct booking and select Onscreen Exam
- Find the correct qualification and select Units
- A list of learners and units is now displayed.
- Select the required unit.
- Select Theory Exam

The examination should now be ready for the learner to start.

4. Invigilation arrangements

4.1. Introduction

All VTCT and ITEC written and online examinations and other examinations must be supervised by invigilators.

Invigilators play a key role in the quality control of the examination process. They and all personnel responsible for their induction, training and deployment must ensure they are fully conversant with these regulations and any additional specific regulations for certain qualifications.

Invigilators have the right to void the examination immediately if the regulations are contravened. If this occurs, the invigilator must provide a full report immediately.

4.1.1. Centre responsibilities

It is the centre's responsibility to:

- appoint invigilators and provide effective and regular invigilator training, which covers briefing on awarding organisation requirements, including malpractice and maladministration, familiarisation with VTCT regulations and any specific requirements for certain qualifications
- provide the appropriate number of invigilators for each examination
- provide a copy of the Instructions for Conducting Examinations to all invigilators, either printed or electronically, and ensure there is a copy in the room at the time of the examinations
- provide invigilators in a timely manner with the details of all reasonable adjustment arrangements agreed for any learner taking the examination
- provide a declaration that all reasonable steps have been taken to ensure the integrity of the examination. This declaration is found in VTCT's invigilation report template
- ensure that where sole invigilators are used that they should not have taught, assessed or internally quality assured any learners taking the examination.
- provide impartial invigilators who are not current learners at the centre, or a friend, peer, or relative of a learner taking the examination
- ensure that where readers, writers, prompters or sign language interpreters have been provided for learners with reasonable adjustments, an invigilator is also provided. The reader/writer/prompter must not act as invigilator

- formulate and retain a seating plan for all VRQ, NVQ, SVQ, Applied General and Technical Qualification examinations. VTCT's seating plan template is published in the Document Library
- provide invigilators with the examination papers in a sealed envelope at the agreed time prior to the assessment, together with an attendance list
- have arrangements in place to ensure that the correct question paper envelopes are opened
- ensure that unseen examination questions have not been communicated by or available to any persons connected with the examination prior to the agreed time for opening the sealed enveloped or releasing online examinations
- ensure that invigilators are aware of the centre's policy and practice relating to late arrival of learners
- complete an invigilation report for all VRQ, NVQ, SVQ, Applied General and Technical Qualification examinations. VTCT's invigilation report template is published in the Document Library
- pay fees and expenses incurred by invigilators
- Exemption: the invigilator for SVQs may have taught, assessed or internally quality assured any learners taking the examination.

4.1.2. Invigilator responsibilities

The invigilator will know and understand the requirements of the Instructions for Conducting Examinations. They will have completed invigilator training, provided by the centre, in order to understand and fulfil their duties in this role.

The invigilator must know and be familiar with all of the requirements relating to the three key stages of an examination: before the examination commences, during the examination and after the examination.

4.1.2.1. Role and number of invigilators

The role of the invigilator is to:

- ensure the security and integrity of all examinations before, during and after the examination
- prevent learner plagiarism/collusion/cheating
- minimise the impact on the learner of potential hardware failures
- ensure previously agreed reasonable adjustments are put in place

At least one invigilator for every 30 learners must be present at all times

Sole invigilators must be able to access help easily without disturbing the learners. A sole invigilator is allowed to keep a mobile phone in silent mode in the room for use to summon assistance only. Learners must never be left unattended.

4.1.3. Assessment material errors

VTCT has a rigorous system in place to ensure that errors in assessment materials are rare. However, we recognise that errors can happen from time to time.

The invigilator is required to notify the Exam's officer immediately where learners suspect that there is an error in an assessment material. The Exam's Officer will notify VTCT immediately.

Centres may notify VTCT's Customer Support Department by telephone or email, or may submit an Exam Officer Notification Form.

- +44 (0) 23 80 684500
- customersupport@vtct.org.uk
- customerservice@itecworld.co.uk

The Exam Officer Notification Form is available in the Document Library in the secure area of the website or directly from Customer Support.

VTCT will confirm the action instructions to the Exams Officer reporting the incident.

4.2. Conducting examinations

4.2.1. Before the examination commences

Before learners are allowed to start the examination, the invigilator must always:

- ensure that unauthorised items are left outside the examination room. These include mobile phones/smart watches/tablets/wrist watches with a data storage device/iPods/MP3/4 players. If this is not practical, learners must be required to leave these items in an area of the room removed from reach, which must be monitored by the invigilator at all times
- ensure the examination room has been set up in accordance with the regulations and with the seating plan provided
- confirm the identity of the learners in line with centre requirements for this purpose, usually photographic ID, and record verification on the attendance list. A learner without photographic ID may take the assessment if they are known to the invigilator. This should be noted on the attendance list
- note any permitted additional learners and any absences on the attendance list
- where it is impossible to identify a learner due to the wearing of religious clothing such as a veil, ensure that the learner is approached by a member of staff of the same gender and taken to a private room where they should be politely asked to remove the religious clothing for identification purposes. Once identification has been established, the learner should replace the clothing and proceed as normal to sit the assessment
- ensure all learners are seated according to the seating plan and have been issued with the correct question paper. Any changes made to seating arrangements during the examination must be recorded on the seating plan. This must be made available to VTCT upon request
- identify learners with special requirements and ensure provision to support these learners is in place and as agreed
- if a reader or scribe is required for the examination, ensure there is an invigilator also present and that no other learners are disadvantaged by this arrangement. Readers and / or scribes are not allowed access to the examination paper prior to the start of the examination
- inform learners that they must follow the assessment regulations
- ask learners to confirm they are sitting the assessment for the correct qualification and level
- check that learners have the necessary equipment and materials for their assessment, e.g. calculators and source documents (where applicable)

- check that no information is included inside calculator cases (where applicable) and that calculators are not programmable
- ensure any pencil cases brought into the room are see-through
- tell the learners about any erratum notices
- confirm emergency procedures to all learners
- read out the following (appropriate) information for learners before commencing the assessment:
- do not turn over your question paper/booklet before you are instructed to do so
- mobile phones or any other unauthorised devices must be handed in if you have not already done so. Failure to do so could lead to disqualification
- you must not have in your possession any notes, books, dictionaries or other information unless it is allowed by the regulations. If you are in possession of any items that may not be allowed, please raise your hand now
- you must not communicate with other learners or staff in any way. If you need attention, please raise your hand and wait for me/an invigilator to attend to you. Please do not make any noise or distract other learners
- ensure that your answers are clear and legible
- write your first name, surname, centre number, learner number and paper details on your answer booklet(s) and on any additional answer sheet(s) used;
- sign and write your name exactly as it appears on the attendance register and fill in any other details as necessary
- read each question carefully and attempt to answer questions as specified in the question paper
- guidance on the questions or assistance in completing the assessment cannot be given
- do all work, including rough work, in the question booklet and cross through rough work neatly (unless the rough work is mathematics workings out, which should be left)
- write your answers in the designated sections of the answer booklet
- if you finish your work and wish to leave, raise your hand and wait for permission. If it is given, please leave as quietly as possible, to avoid disturbing other learners
- do not take any paperwork relating to the examination out of the room
- note that by starting the examination, you agree that you understand and accept these rules
- announce clearly to learners when they may begin and inform them of the duration of the assessment
- only answer questions from learners about any instructions on the front of the question booklet.

4.2.2. During the examination

During the examination the invigilator must:

- supervise the learners throughout the examination and give complete attention to this duty at all times
- move around the examination room quietly and at frequent intervals
- be able to observe all learners (sole invigilator or between two or more invigilators)
- permit late arriving learners to enter the room only in line with the centre's policy on late arriving learners and when permitted, ensure that the following takes place:

- the late learner must have been advised of the information for learners given above before entering the room by another member of staff or additional invigilator. Learners within the room must not be left unsupervised
- the full details of this are noted on the invigilator's report in the relevant box

- be vigilant and aware of emerging situations, looking out for cheating and malpractice or learners who may be feeling unwell. Any irregularities must be recorded on the invigilation report. VTCT must be notified immediately after the assessment
- if a learner needs to leave the examination room temporarily because they feel unwell or need to go to the toilet, ensure they are accompanied by a member of staff who must make sure the learner does not:
  - speak to anyone else
  - consult any notes
  - have access to a mobile phone or any other electronic devices, eg iPods, smart watches etc. or make any calls
  - do anything to breach the security of the examination
- accurately complete the attendance register and invigilation report during the examination, specifying any learners who were absent from the assessment, and detailing fully any disruptions which occurred
- provide learners with additional paper if required
- adhere to the correct timings of the examination
- ensure any disturbances/emergencies are dealt with appropriately, recorded on the invigilator's report and notified to VTCT immediately
- ensure in the case of an emergency such as fire alarm, bomb warning, etc. that:
  - the examination room is evacuated in accordance with the instructions of the appropriate authority
  - learners leave their question papers and learner answer sheets on their desk or their computer desk
  - learners are kept apart and unable to converse with each other
  - learners are unable to consult books, notes, mobile phones, the internet, etc.
  - if satisfied the above has been adhered to, the assessment is resumed, and the remainder of allocated time is applied;
  - if there has been a breach of the examination security, the examination is voided immediately and VTCT is provided with full details
- make sure advice is provided to learners if they suspect there is an error in a question. The invigilator will follow the procedure to notify VTCT immediately
- complete the attendance record ensuring all learners' attendance is ticked as appropriate and that any additional details or incidents are added and signed by the invigilator, including any reasonable adjustment that was allowed
- inform the learners of the time remaining 15 minutes and 5 minutes from the end of the assessment
- ensure that all learners stop writing or typing immediately they are requested to do so. Learners who fail to stop should be warned that they face disqualification
- instruct learners to check that the required details have been included correctly on booklets and additional paper, and that the additional paper has been attached to the booklet
- put all the paperwork in the appropriate envelopes and seal them before they leave the examination room

The invigilator must not do any of the following. To do so constitutes malpractice:

- carry out any unrelated activity during the examination
- leave the room without another invigilator being present
- carry out any other role, such as acting as reader or scribe, during the examination unless permission has been granted by VTCT
- direct learners to particular questions or particular sections of the question paper
- read out any part of the question paper to a learner, other than the instructions given before the start of the examination
- allow the use of correction fluid or erasable pens by learners
- offer any advice or comment on the work of a learner
- give information to learners where the invigilator or learners believe that there is an error or omission on the question paper, unless an erratum notice has been provided or permission has been given by VTCT. The invigilator must refer the matter immediately to the exams officer
- comment on the content of the question paper
- rephrase a question for a learner
- explain any subject-specific or technical terms to a learner
- give any indication of the time elapsed or remaining except as specified in the regulations

4.2.3. At the end of the examination

At the end of the examination the invigilator must:

- clearly and promptly tell the learners to stop working, reminding them that examination conditions still apply
- ensure all learners have entered their details correctly on their question booklets and included their name on all documents being submitting for marking
- ensure all examination papers (used and unused), learner scripts and documents are collated prior to the learners leaving the room
- ensure any learners granted extra time continue their examination
- collect all examination materials, including rough paper from all learners at the end of the examination before the learners leave the examination room
- when satisfied all materials are collected, allow the learners to leave the room
- place all examination materials into envelopes, and seal envelopes before leaving the examination room

4.3. Paper examinations

4.3.1. Accuracy and clarity in multiple choice questions

The invigilator must advise learners taking paper-based examinations:

VTCT examinations:

- complete the question paper in black pen
- to tick or draw a circle over the correct answer for multiple choice questions on the question paper

- to draw a mark over the correct answer, eg ●, on the theory examination answer sheet provided
- that if the selection of answer is unclear, or where more than selection has been made in single answer questions, no marks will be awarded
- that to amend an answer, the incorrect answer should be clearly crossed out, eg **X**, and initialled by the learner

ITEC examinations:

- complete the answer sheet in black pen
- to draw a mark over the correct answer, eg ●, on the theory examination answer sheet provided
- that if the selection of answer is unclear, or where more than selection has been made in single answer questions, no marks will be awarded
- that to amend an answer, the incorrect answer should be clearly crossed out, eg **X**, and initialled by the learner

4.4. Online examinations

The following additional guidance must be adhered to when conducting all online examinations:

4.4.1. During the examination

During the examination the invigilator must ensure that:

- in the event of a problem with the examination or the software, the following guidelines are adhered to:
  - pause the examination
  - immediately contact:
    - VTCT Customer Support on +44 (0) 23 80 684500 (for Functional Skills +44 (0) 121 270 5100) or
    - ITEC Exams on +44 (0) 23 80 684503
- to seek advice and support;
  - check that the examination resumes correctly and that the learner has not lost their work
- in the event of a hardware failure, the centre's IT department is contacted, and that the learner is allowed to resume the examination on a different workstation if necessary

4.4.2. After the examination

After the examination the invigilator must:

- remind learners that they must select the on-screen 'finish' button; if there are any issues in submitting the online exam please contact:
  - VTCT Customer Support on +44 (0) 23 80 684500 (for Functional Skills +44 (0) 121 270 5100) or
  - ITEC Exams on +44 (0) 23 80 684503
- ensure any rough paper notes made by learners are collected before the learner(s) leave the room
- ensure all common user areas accessible to learners are clear of all work immediately after

4.5. Invigilating learners with reasonable adjustments

4.5.1. Use of readers, writers, prompters and sign-language interpreters

- The invigilator is responsible for ensuring that readers, writers, prompters and sign language interpreters and the learners they are enabling do not distract, or cannot be overheard by other learners
- It is normal practice for these personnel and the learners they are assisting to be located in rooms separate from other learners
- It is the centre's responsibility to provide additional invigilators as required; and the invigilator's responsibility to ensure that additional invigilators are present in the separate rooms.

4.5.2. Bilingual dictionaries (approval required)

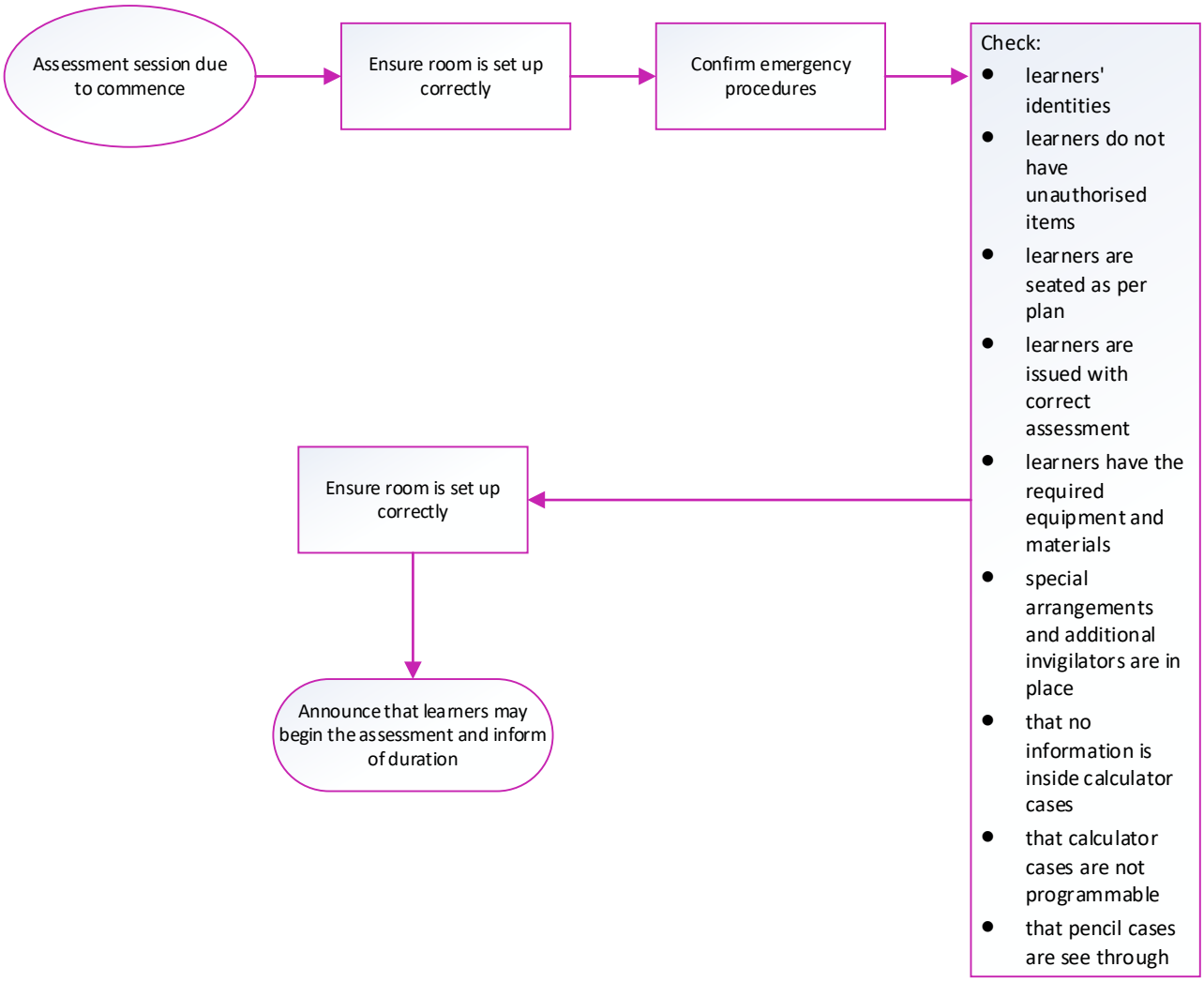
- A bilingual dictionary must only be used by a learner whose first language is not English, Irish or Welsh and must reflect the learner's normal way of working
- Bilingual dictionaries must be checked by the invigilator to ensure there are no notes, data or other unauthorised information available to the learner within it, and should be retained in the centre under secure conditions

4.6. Functional Skills ICT Invigilation Guidance

Invigilators should adhere to the additional guidance provided for both paper-based and on-screen tests set out in the publication VTCT Functional Skills ICT Guidance.

4.7. Invigilator role – flowcharts and checklists

4.7.1. Before the examination commences - paper-based and electronic



4.7.2. During the examination - paper-based

Invigilator responsibilities checklist

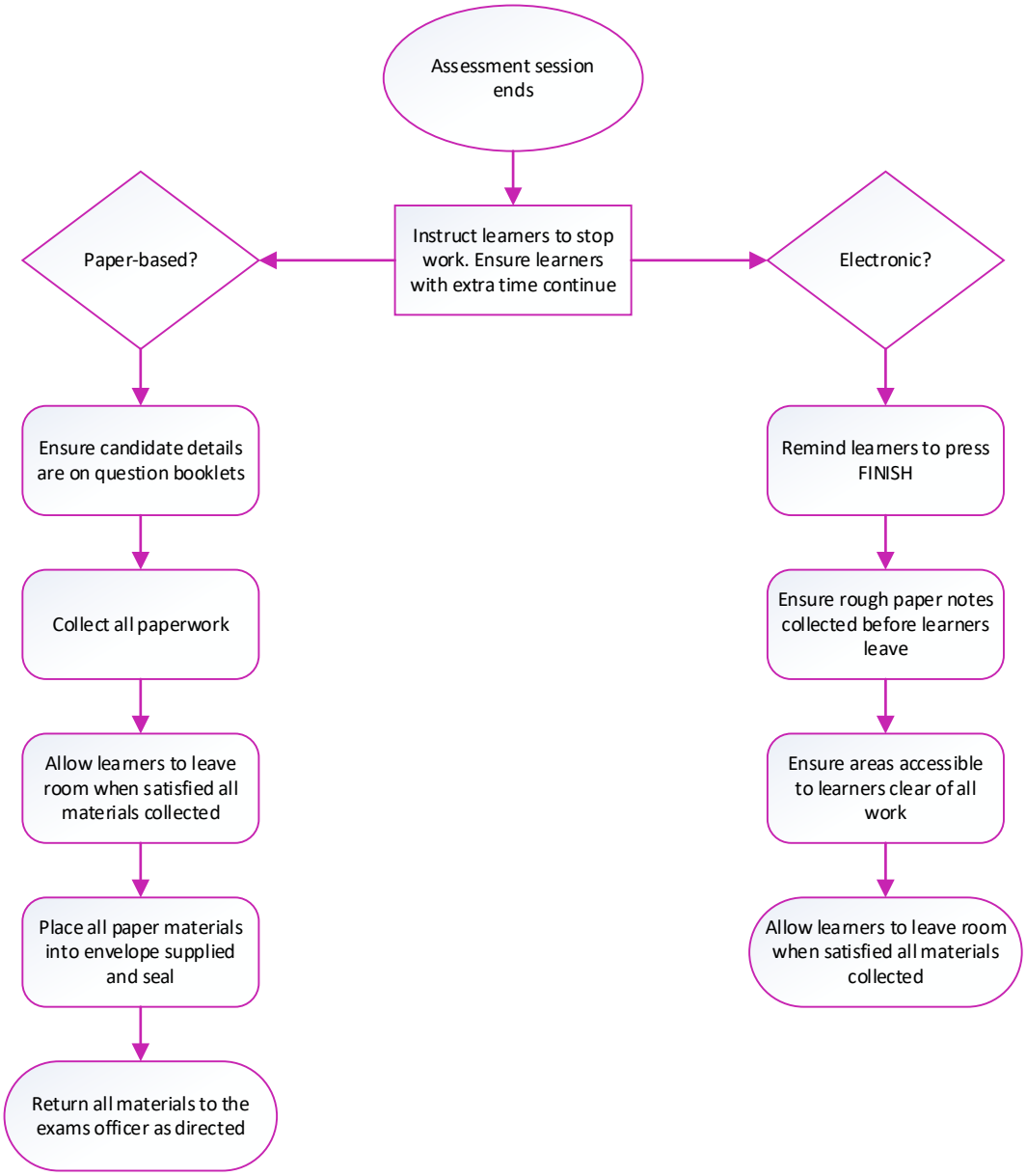
Move around assessment room	☐
Observe ALL learners	☐
Follow centre policy for late arriving learners	☐
Advise learners who suspect error in question and contact VTCT immediately	☐
Remain vigilant and record irregularities	☐
Ensure disturbances and emergencies dealt with promptly and appropriately	☐
Provide learners with additional paper if required	☐
Ensure learners who leave the room are accompanied	☐
Complete attendance register and invigilation report	☐
Inform learners of time remaining 15 minutes and 5 minutes from assessment end	☐
Notify VTCT of irregularities immediately after the assessment concludes	☐

4.7.3. During the examination - electronic

Invigilator responsibilities checklist

Move around assessment room	☐
Observe ALL learners	☐
Follow centre policy for late arriving learners	☐
Advise learners who suspect error in question and contact VTCT immediately	☐
If a technical problem occurs: • pause the assessment • contact support team • resume assessment • check learner has not lost work • move learner to another machine if necessary	☐
Remain vigilant and record irregularities	☐
Ensure disturbances and emergencies dealt with promptly and appropriately	☐
Ensure learners who leave the room are accompanied	☐
Complete attendance register and invigilation report	☐
Inform learners of time remaining 15 minutes and 5 minutes from assessment end	☐
Notify VTCT of irregularities immediately after the assessment concludes	☐

4.7.4. After the examination ends - paper-based and electronic



5. After the examinations

For online examinations, the examinations officer must ensure the assessments have been submitted/uploaded/completed as required by each particular process.

For paper-based assessments, where examination documents are returned to VTCT and ITEC for marking, the examinations officer must ensure that:

- all examination papers (used and unused), invigilation records, learner scripts and other documents (such as evidence for authorised absence) are dispatched to the VTCT and ITEC exams' office, immediately:

  Assessment Department
  Aspire House
  Annealing Close
  Eastleigh
  Hampshire
  SO50 9PX
- if it is not possible to do this on the same day as the examination, all documents are stored in the centre's secure location until no later than the following day, and VTCT must be informed
- all items are dispatched using a secure, signed for tracking service

VTCT:

- does not accept liability for examination documents lost in transit or in the custody of the centre or any centre appointed personnel
- takes every care to store completed answer sheets once they have been returned from centres
- issues an acknowledgment to the centre upon receipt
- in the unlikely event that papers are lost while in VTCT's possession, will send replacement papers and answer sheets at no charge to enable the examination to be retaken
- will in circumstances where examination documents are lost in transit, supply a further set of papers and answer sheets for a new examination at a fee equal to the resit fee for the units involved.

For paper-based assessments, which are not required to be returned to VTCT and ITEC for marking, the examinations officer will ensure that:

- all examination papers (used and unused), invigilation records, learner scripts and other documents (such as evidence for authorised absence) are stored appropriately

Paper-based SVQ multiple choice examination papers do not need to be returned to VTCT.

5.1. Results slips

Results slips are available for the examinations officer to access and download from the e-testing systems.

The results slips for on-demand online examinations are for centre records and not for learner notification. They are not to be stored in a learner's portfolio. This specifically relates to the *E-assessment: Outcomes Report* and *Questions Answered Incorrectly Report.*

6. Copyright

All VTCT and ITEC examination papers are subject to copyright. Unused examination papers must be returned to VTCT, or Skillsfirst in the case of Functional Skills. Under no circumstances should they be kept or destroyed by the centre. If it comes to light that a centre had retained copies of examination papers, it will be dealt with as malpractice and the regulatory authorities will be informed.

7. Retaining invigilation records

The centre examinations office must retain signed records of the:

- seating plan;
- attendance register;
- invigilation reports

For each examination for a minimum of 6 months from the date of the examination, and 3 years from the date of the examination in the case of Functional Skills tests.

VTCT reserves the right to request copies of these records at any time and sample them as part of external quality assurance visits.

8. Monitoring the conduct of examinations

VTCT reserves the right to conduct unannounced invigilation audits; this will include a review of the centre's secure exam storage.

Any breach of these instructions and the invigilation process will be treated as maladministration and/or malpractice and will be dealt with in line with VTCT's Malpractice and Maladministration Policy and procedures.

9. Appendix

The following poster must be displayed in a prominent place both inside and outside each examination room.

ALL ELECTRONIC COMMUNICATION DEVICES ARE PROHIBITED FROM THE EXAM ROOM

NO MOBILE PHONES, NO IPODS, NO MP3/4 PLAYERS, NO TABLETS

POSSESSION OF PROHIBITED ITEMS COULD RESULT IN

DISQUALIFICATION

LEARNERS MUST NOT HAVE MOBILE PHONES IN THEIR POSSESSION, WHETHER SWITCHED ON OR OFF, WHILST IN THE EXAM ROOM

Document amendment history page

Version	Document Owner	Issue Date	Changes	Role
v2.0	Assessment Manager	02/02/2018	New policy	Assessment Manager
v4	Assessment Manager	06/02/2018	Formatting and proofing	Product Designer (Qualifications)
v5	Assessment Manager	07/02/2018	Minor changes to wording	Assessment Manager
v6	Assessment Manager	01/03/2018	Minor changes to wording	Assessment Manager
v7	Assessment Manager	03/07/2018	Updated contact telephone numbers, email and postal address to 3.2, 3.6.2, 4.4, 5 Minor wording change to 4.3.1 Minor wording change to 4.7.2 and 4.7.3 Amendment to 4.1.1	Assessment Manager
v8	Assessment Manager	29/08/2018	Minor wording change to 4.1.1	Assessment Manager
v9	Assessment Manager	03/09/2018	Minor wording change to 1 Amendment to 5	Assessment Manager
v10	Assessment Manager	05/03/2019	Formatting update	Compliance Manager
v11	Assessment Manager	04/04/2019	Amendment to 3.6.3 and 3.6.4	Assessment Manager
v12	Head of Assessment	02/08/2019	Amendment to 4.1.1 and 4.1.2. Addition of 4.1.2.1 and 5.1 Formatting update to 7	Head of Assessment
v13	Head of Assessment	27/09/2019	Minor amendment to 4.71 Addition of Section 4.1.2	Head of Assessment
v14	Head of Assessment	01/03/2021	Minor amendment to 4.1.1 to support COVID-19 adaptation	Head of Assessment
v15	Head of Assessment	27/01/2023	Branding updated	Head of Assessment
v15	Head of Assessment	27/01/2023	Minor amendment to 4.1.1	Head of Assessment
v16	Head of Assessment	21/07/2023	Minor amendment to 4.1.1	Head of Assessment
v17	Head of Assessment	24/07/2023	Minor amendment to 4.1.1	Head of Assessment

v18	Head of Assessment	22/11/2023	Document reference number updated	Head of Assessment
v19	Head of Assessment	28/03/2024	Minor amendment to 4.1.1	Head of Assessment

Document Review

Role	Review Status
Assessment Manager	New policy
Head of Quality	Review v12
Head of Standards	Reviewed

Document Owner

Document Owner	Document shared with
Head of Assessment	

Document Sign-off

Role	Sign-off Date
Executive Director of Awarding	06/02/2018
Executive Director of Awarding	01/03/2018
Assessment Manager	29/08/2018
Assessment Manager	03/09/2018
Head of Assessment	02/08/2018
Head of Assessment	27/09/2019
Head of Assessment	24/07/2023