

# OCR Instructions for conducting examinations (OCR ICE)

**1 September 2022 to 31 August 2023\***

**For the following qualifications:**

## **Legacy Functional Skills – ICT (paper based and on-screen exams)**

- 09876 OCR Functional Skills qualification in information and communication technology (ICT) at Level 1
- 09877 OCR Functional Skills qualification in information and communication technology (ICT) at Level 2

## **Digital Employability (on-screen multiple choice exams)**

- 05809 OCR Entry Level Award in Digital Employability (Entry 3) – Unit 1
- 05810 OCR Level 1 Award in Digital Employability – Unit 1

Centres should check the OCR website for details of the last entry and certification dates for these qualifications.

For other General/Vocational internally or externally assessed qualifications please refer to the OCR website to determine the appropriate regulatory documentation

\*The document may be subject to changes/updates during this time. Centres will be advised if substantial changes are made or a new version is available.

**Every centre delivering these qualifications should have at least one copy of these instructions made available for use at each exam wherever it takes place. This may be a printed hard copy version or an electronic copy which is always visible via a computer.**

**All invigilators must be familiar with, understand and follow the relevant sections of this booklet**

Any reference to “JCQ” or “Joint Council for Qualifications” within this document should be read as JCQ<sup>cic</sup> or the Joint Council for Qualifications<sup>cic</sup>

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\* **These documents are only provided electronically to centres.** Centres may use the posters provided attached to this document or those provided on the [JCQ website](#).

## Differences between this document and the previous version

Centres offering Functional Skill ICT exams and/or Digital Employability exams must use the most up to date version of these regulations. All these exams require the use of a computer.

Regulations and guidance that has been altered/added **since 1 September 2021** are highlighted in **yellow** throughout the document from the “Introduction” onwards. Spelling and grammar corrections and changes to dates, hyperlinks and formatting have not been highlighted. To avoid causing confusion to candidates who may not know what the highlighting means, Appendix 3 – Information for candidates taking examinations, does not have any changes highlighted.

Changes to these regulations that should be noted are also listed below. Most of these are not new regulations but the wording has been changed to clarify what is expected/required of centres during the delivery of the exams.

Section 5.1 – Centres **must** provide their candidates with all the details they require to ensure they attend the exam on time and with the appropriate equipment, such as the date, time and venue where the exam(s) will take place.

Section 5.3 - Centres **must** provide their candidates with Appendix 3 of this document, *The Information for candidates taking examinations (paper-based and on-screen)* so they can understand what to expect and how to behave during the exam.

Section 8.1– centres must keep a log to show they have checked the question paper packets.

Section 9.2 (b) - Key holders for the inspected and approved secure storage must be limited to and accessible only by 2 to 6 authorised keyholders.

Section 11.5 – where question papers are extracted from the original sealed packet for transportation to an alternative venue or to split them between exam rooms the extracted papers **must** be sealed in an appropriately labelled (with the title, subject and level as shown on the front of the question papers), non-transparent envelope.

Section 13.11 – Centres must consider candidate requirements and check they are able to read the time on whatever type of clock is used in the exam room.

The head of centre, or exams officer, or quality assurance co-ordinator **must** make sure that:

Section 16.5 - the testing of invigilators’ competence and their understanding of these regulations is rigorous. This **must** also extend to those facilitating an access arrangement.

Section 16.5 (b) –invigilators are familiar with these instructions and consider using Appendix 1 – suggested wording for invigilator’s announcement to candidates.

Section 16.5 (d) – they provide annual update meetings/refresher training for all invigilators.

Section 16.5 (3) – they keep a record of the training given to invigilators including signed and dated attendance sheets.

Section 17.2 - Where the practical assistant, reader and/or a scribe also act as invigilator on a one-to-one basis, the centre **must** additionally use a 'roving' invigilator. The 'roving' invigilator **must** enter the room at regular intervals to observe the conduct of the examination, ensuring all relevant rules are being followed supporting the practical assistant/reader and/or scribe in maintaining the integrity of the examination.

Section 17.8 – the person appointed to invigilate candidates with access arrangements must not normally be the candidate's own subject teacher or teaching assistant. Where the candidate's own subject teacher or teaching assistant is used, another suitable invigilator must be present at all times.

Section 18.10 (a) – a word processor **must not** include computer reading (text to speech) software unless the candidate has permission to use a computer reader;

Section 18.10 (b) - Centres may retain electronic copies of word processed scripts. The electronic copy of a word processed script may be accepted where the printed copy has been lost. However, the centre would need to provide evidence that the electronic copy has been kept securely. The head of centre would also be required to confirm this in writing

Section 22.4 (b) – To enable invigilators to check these items quickly and effectively any food or drink bought into the examination room **must** be in a transparent container free of labels and packaging.

Section 23.1 – candidates must not open the question paper or start their on-screen test until told by the invigilator that the examination has begun.

Section 23.4 – candidates must check and make sure they have put their name on every page of their work before printing it out.

Section 30.4 - Exam office staff, including invigilators **must** ensure that used and unused answer booklets are kept secure at all times until they are despatched to OCR/the examiner.

Appendix 3, D5: Information for candidates taking examinations (paper based and on-screen - Do not open the question paper, answer booklet or start your on-screen exam until you are told that the exam has begun.

# Introduction

These Instructions have been created to enable all centres to administer Functional Skills and Digital Employability examinations consistently and securely so that the integrity of the assessment process can be maintained. Failure to adhere to these Instructions could adversely affect your centre approval and/or candidates' results/certification at your centre, or potentially, in the event of a breach of question paper security, at a national level.

These Instructions are for examinations held on and between 1 September 2022 and 31 August 2023 and must be read and adhered to in conjunction with the [JCQ publication General Regulations for Approved Centres](#)

These Instructions must be followed by all centre staff involved in examination administration. This includes, but is not limited to:

- Heads of centre;
- SLT members;
- Exams officers;
- Invigilators;
- Communication Professionals, Language Modifiers, practical assistants, prompters, readers and scribes.

## 1. Terminology

For the purposes of this document:

**An examination (exam)** is any externally assessed component of a qualification which is undertaken under exam conditions. This may additionally be referred to as a “test”, “on-screen test” or “tested unit”.

**An examination or assessment centre (the centre)** is an establishment approved and registered by OCR for the registration or entry of candidates to its examinations/assessments and for the conduct of those examinations/assessments.

**A centre may be:**

- a school/college or other educational establishment;
- a training organisation or small company;
- a ‘controlling agency’ with one or more associated sites, called satellites, which may include franchise arrangements.

**Any site used by an approved centre to deliver exams must meet the requirements of section 9 of this document, and the examinations/assessments conducted must conform to these Instructions.**

**The head of centre** is the most senior operational officer in the organisation. This may be the headteacher of a school, the principal of a college, the Chief Executive Officer of an Academy Trust or the Managing Director of a company or training provider. It is the responsibility of the head of centre to ensure that all staff comply with the instructions in this booklet. Failure to do so may constitute malpractice as defined in the JCQ publication [Suspected Malpractice in Examinations and Assessments: Policies and Procedures](#).

**“Secure storage” refers only** to those facilities which have been inspected and approved by JCQ and/or OCR, as meeting the security requirements in this document or the JCQ Instructions for conducting examinations.

**“Question paper”** refers to any examination materials which include the exam questions. These may also be referred to as “answer booklets”. Answer booklets are exam papers which include the instructions, questions/tasks and resource documents required by candidates to complete the exam. They are used by candidates to insert their answers/completed tasks. The completed answer booklets are submitted as candidate **scripts** for marking by OCR examiners.

**“Question paper variant”** refers to the code printed on each question paper. This can be found on the front of the question paper after the paper descriptor eg: ON DEMAND PAPER – A3 TASK (see appendix 5). This relates to the set of data files needed to complete the tasks in that paper

**“Data files”** refers to the Functional Skill ICT pre-release materials associated with a question paper variant. For paper-based exams these are accessed by the invigilator from OCR’s website and must be available to candidates during their paper-based exam. For on-screen tests the data files are embedded within the test.

## 2. Centre inspections

2.1 OCR inspectors and/or the JCQ Centre Inspection Service will visit centres and exam venues throughout the year to inspect centres’ arrangements for the security of examination material and for conducting the examinations.

2.2 **It is recommended that your centre is permanently staffed between 8.30 am and 3.30 pm Monday to Friday** except during specific periods when it is closed (eg: public and school/college holidays) and is not delivering exams or expecting delivery of any examination materials.

A senior member of staff or a member of the exams office **must** be available to receive delivery of examination materials, log their receipt and place them in the inspected and approved secure storage.

2.3 OCR Authorised inspectors will present and identify themselves to the centre by means of a letter of authority.

Centres must co-operate with any visit from an Inspector. A senior member of staff or a member of the exams office must be available to accompany the Inspector throughout the course of his or her centre visit. This will include inspection of the centre’s secure storage facility.

## 3. Reporting suspected malpractice (including maladministration)

Any breach of these instructions can constitute malpractice as defined in the JCQ publication [Suspected Malpractice in Examinations and Assessments: Policies and Procedures](#), to which you should refer for further information. See also section 27 of this document for details of how to deal with suspected malpractice during an exam/on-screen test.

3.1 The head of centre has a duty to monitor and report any security breach, potential or suspected malpractice by candidates, invigilators, staff members or tutors **immediately**.

Any incidents of suspected malpractice must be reported to OCR by calling **OCR’s Customer Support Centre on 01223 553998**. Additionally, use the following documents to submit a full report of the issue(s):

- candidate suspected malpractice using a JCQ/M1 form;
- staff suspected malpractice using a JCQ/M2 form;
- any security breach – you will be advised by OCR what they need you to do/provide.

The forms are available to download from the [JCQ website](#).

Please email your completed forms to us as follows:

- Paper-based exams – [malpractice@ocr.org.uk](mailto:malpractice@ocr.org.uk).
- On-screen tests – [malpractice@ocr.org.uk](mailto:malpractice@ocr.org.uk) with a copy to [functionalskills@ocr.org.uk](mailto:functionalskills@ocr.org.uk).

Title your email with “[Qualification name] - Suspected Malpractice Notification”, eg: Level 1 Functional Skills in ICT – Suspected Malpractice Notification.

- 3.2 If you feel, for any reason, you cannot report your suspicions of malpractice to your head of centre, you can contact the compliance team directly at [malpractice@ocr.org.uk](mailto:malpractice@ocr.org.uk). You may find our [Whistleblowing](#) guidance useful.

## 4. Correspondence

Centres should send correspondence on centre headed paper to OCR and not to the examiner (unless you are told otherwise). For regulations on returning examination materials (ie: used and unused answer booklets, question papers etc) please refer to sections 30 and 32 of this document and the appropriate administration guidance available on the [OCR website](#).



# Preparing for the examination

## 5. Timetabling of exams/on-screen tests

Unless advised by OCR, the paper-based exams and on-screen tests are available on-demand.

- 5.1 Centres should plan and schedule exams/on-screen tests. They **must** provide their candidates with all the details they require to ensure they attend the exam on time and with the appropriate equipment, such as the date, time and venue where the exam(s) will take place.
- 5.2 **Paper-based only** – all exams must be completed within 5 working days of opening the relevant question paper packet. All examination materials (including both used and unused question papers/answer booklets) must be returned to OCR within 15 working day of making their entries. For detailed information about the administration of these exams please refer to the following [functional skills administration pages on the OCR website](#). There you will find the [Functional Skills paper on-demand dates calculator](#) and the [Functional Skills paper-based, on-demand - at a glance](#) document.
- 5.3 Centres **must** provide their candidates with Appendix 3 of this document, *The Information for candidates taking examinations (paper-based and on-screen)* so they can understand what to expect and how to behave during the exam.

## 6. Delivering on-screen tests

On-screen tests refer to tests that are accessed entirely on-screen. There are no physical question papers/answer booklets and candidates do not print off their work.

Question papers/answer booklets are only provided for paper-based exams. Therefore, the regulations which refer to the security, storage or handling of question papers/answer booklets are not applicable to centres delivering on-screen tests only. All other regulations must be followed.

- 6.1 The centre **must** be authorised by OCR to offer on-screen tests. Centres should refer to the appropriate OCR administration guidance available on the [OCR website](#) for further information about delivering on-screen tests. Centres **must** ensure that they meet the arrangements detailed in this booklet. Some technical requirements will need to be met in advance of the test/examination and centres **must** have the expertise to access, administer and support the test/examination.
- 6.2 The head of centre is responsible for ensuring that OCR's requirements are met for downloading software and test/examination materials and ensuring the regulations are followed.

## 7. Keeping question papers and other examination materials secure

The following instructions apply to all confidential materials, ie: question papers/answer booklets and completed scripts in any format. These must be followed to ensure the integrity and security of the examinations.

- 7.1 All secure storage **must** have been inspected and approved by JCQ or OCR **before** it is used to store examination materials.
- a) Centres must inform OCR of any change of address and/or changes to their secure storage – whether these are planned or as a result of unforeseen circumstances. Call OCR's Customer Support Centre on 01223 553998.
  - b) If a centre delivers General or Vocational examined units for other OCR qualifications their secure storage **must** have been inspected and approved by a JCQ inspector and meet the requirements outlined in the [JCQ Instructions for conducting examinations](#) before it is used to store examination materials.

The National Centre Number Register Team - [ncn@ocr.org.uk](mailto:ncn@ocr.org.uk) which is administered by OCR on behalf of the JCQ awarding bodies – AQA, CCEA, Edexcel, OCR and WJEC) **must be informed no later than 6 weeks prior to a centre moving to a new address or relocating the secure storage facility. As a result of this notification a centre inspection will take place.** Where centres change address or a change or re-location of the secure storage facility occurs, reference **must** be made to the [JCQ NCN checklist](#).

- 7.2 All centres **must** ensure that their centre is open and appropriately staffed to accept delivery of examination materials. This will normally be within 5 working days of making entries. Examination materials will be delivered by courier usually between 8am and 5.30pm. If a delivery cannot be made the courier will leave a card and attempt delivery the next working day.

- 7.3 **OCR must be informed immediately if the security of the question papers is put at risk.** This includes any natural disaster, fire, theft, loss, damage or any other circumstances which places the existing accommodation or secure storage of examination materials at risk. Contact OCR's Customer Support Centre on 01223 553998.

- 7.4 Centres must be able to demonstrate that the appropriate security systems are in place to prevent unauthorised access to the test/examination materials.

- 7.5 Centres **must** be able to demonstrate the receipt, secure movement and secure storage of question papers and confidential materials.

Centres **must** ensure that envelopes and boxes containing confidential materials are signed for. A log **must** be kept at the initial point of delivery, recording the receipt, movement and despatch of confidential exam materials. This log must be made available for review by OCR on request.

Centres may wish to use the JCQ Materials Receipt Logs as a template for their own logs. These are available on the [JCQ website](#).

7.6 The head of centre must ensure that appropriate arrangements are in place so that confidential materials are only handed over to and handled by authorised members of staff. These **must**:

- a) be adults with an appropriate level of responsibility within the centre;
- b) **not** be current students at the centre;
- c) **not** be a person who teaches or has any role in the delivery of a Functional Skills qualification for that subject, regardless of the level they teach.

The head of centre is responsible for monitoring any conflicts of interest which may arise and be confident that the security of confidential examination materials is maintained, from the point of their delivery at the centre to their return to OCR.

7.7 At the point of delivery, the question paper packets, still in their despatch packaging, **must** be moved **immediately** to the secure room for checking and transfer to the centre's secure storage facility, as defined in **section 9**. It is for the head of centre to set out the appropriate terms of authorisation for members of centre staff.

7.8 At the point the question paper packets are removed from the despatch packaging they **must** be checked, as defined in **section 8**, and then immediately locked away in the secure storage facility. This **must** take place as soon as possible on the day the question papers are received. If this is not possible, due to a late delivery or the unavailability of authorised members of staff, the material **must** be transferred immediately into the secure storage facility until it can be checked, which **must** be no later than the next working day.

7.9 Examination materials **must** only be accessed in accordance with OCR's specific instructions.

7.10 Examination and live assessment materials **must** be stored securely at all times both before and after examinations.

7.11 Only persons authorised by the head of centre and the exams officer must be allowed access to the centre's secure storage facility.

7.12 Centres must maintain the confidentiality of candidate responses and candidate details.

## 8. Checking question paper packets

8.1 Centres must check the question paper packets and examination material carefully when removing them from the despatch packaging. This must be undertaken in the secure room **and a log of the check kept**. Inform OCR immediately if there are any problems, call OCR's Customer Support Centre on 01223 553998, eg: if:

- a) it appears that the parcel or one of the packets has been opened during transit and therefore there may have been a breach of security;
- b) there are any differences between the material received and the packing/delivery note;
- c) the material has been significantly damaged in transit or upon opening;
- d) the material appears not to meet your requirements;
- e) the material has been received in error.

8.2 Modified question papers may arrive separately from your main despatch of question papers.

## 9. Conditions for storing confidential material

All question papers/on-screen tests, for these OCR qualifications, will remain “live” until they are withdrawn, when they may be made available on OCR’s website as past/practice papers/on-screen tests. Therefore, except for access arrangements (see section 17) and administration, transportation and distribution purposes, **question papers/answer booklets and on-screen tests must not be provided to or accessed by anyone (including teaching staff) at any time other than candidates while they are sitting the exam. Staff administering and invigilating exams must not read or review live question papers at any time.**

9.1 There **must** be appropriate policies and procedures in place to:

- a) protect the network and the security of the hardware and software which is used to deliver the exams/on-screen tests;
- b) hold candidate responses/assessment outcomes.

9.2 Question papers and any other confidential material (including downloaded materials and completed candidate scripts) **must be stored at the centre’s registered address in a secure room in inspected and approved secure storage. Access to the secure storage must be restricted to a limited number of persons authorised by the head of centre and the exams officer.** The requirements for secure storage are that:

- a) Papers are stored in a non-portable safe, or non-portable lockable metal cabinet. If using a filing cabinet, this must be equipped with an additional external locking bar. Small safes and filing cabinets must be fixed securely in place to ensure they cannot be moved.
- b) Key holders for the inspected and approved secure storage **must** be limited to **and accessible only by 2 to 6 authorised keyholders**.
- c) Centres **must not** keep a spare set of keys anywhere they can be accessed by unauthorised persons.
- d) The safe or cabinet must sit within a room which is secured from non-authorised entry and locked when not attended by authorised persons.
- e) The secure room should be of a strong, solid construction, have lockable windows and doors, which are locked when the room is not occupied.

9.3 The head of centre must ensure that no person who teaches or has any role in the delivery of Level 1 or 2 Functional skills ICT is involved in the administration\* of the assessment materials for the exams (regardless of the level they teach).

\*Administration includes initial receipt of confidential materials, secure storage, movement and preparation of materials for scheduled assessments, and registration, secure storage and return of materials to OCR after scheduled exams are completed.

9.4 **Where a question paper is provided electronically on the day of the exam centres must maintain the integrity and security of the question paper throughout the downloading, printing and collating process. All regulations regarding the administration, handling, storage and despatch of question papers/confidential materials must be followed.**

## 10. Security of on-screen tests

The following instructions apply to all confidential materials relating to the administration and delivery of on-screen tests.

- 10.1 The centre's management of the secure test environment in which on-screen tests operate must be robust.
- 10.2 Centres **must** have the relevant software installed to administer the tests and demonstrate that the appropriate security systems are in place to prevent unauthorised access to the test/examination materials.
- 10.3 Electronic test/examination materials **must** be stored securely at all times.
- 10.4 The test/examination materials **must** only be accessed in accordance with OCR's instructions.
- 10.5 Candidate test keycode information **must** be stored securely and only given to candidates at the time of the examination.
- 10.6 **The invigilator must check the identity of each candidate and ensure that the correct keycodes are issued to each candidate.** The invigilator **must** oversee the input of the keycode for each candidate and ensure that each candidate has checked the name on the test screen is correct.
- 10.7 Centres **must** maintain the confidentiality of the content of on-screen tests, candidate responses and candidate details.
- 10.8 Centres **must** have appropriate security systems and procedures in place to prevent candidates having unauthorised external communication with other users of computers/laptops.

## 11. Handling question papers/examination materials

Exams are on demand and scheduled by the centre unless otherwise advised by OCR.

- 11.1 Examination Materials must always be transported securely and must only be held overnight in inspected and approved secure storage.
- 11.2 In order to avoid potential breaches of security care must be taken to ensure the correct question paper packets are opened. Immediately **before** a question paper packet is opened a member of centre staff, additional to the person removing the papers from the secure storage eg: an invigilator, **must** check the correct paper packet has been selected. It is recommended that this is a verbal check, rather than just a sight check, ie: the member of staff reads aloud the details of the exam from the front of the exam paper which is visible through the secure packaging. Centres **must** log that this check has taken place and may wish to use the JCQ "Second Pair of Eyes Check Form" which can be found on the [JCQ website](#).  
  
If the wrong question paper packet is damaged or opened before the start date/time for that exam the exams officer **must**:
  - a) isolate any candidates and/or staff who have had access to the question paper;
  - b) re-secure the question paper packet and return the question papers to the secure storage;
  - c) report the incident **immediately** to OCR's Customer Support Centre on 01223 553998.

- 11.3 Except in the circumstances set out below or in section 12 – alternative exam venues, question papers must remain in their sealed packets in secure storage and only removed to be taken to the examination room **60 minutes** before the scheduled exam. Or, **90 minutes** if several rooms at the centre’s main site are being used and you need to make up packages to match the number of candidates in each room.

This would be **60/90 minutes** before the first scheduled exam within the five day test window determined by the centre.

- 11.4 If circumstances are such that a packet of question papers needs to be split, ie: exams are taking place at a number of exam venues and/or over several days, as few packets as possible should be opened. The sealed question paper packet **must** be opened in the secure room and **not** in the examination room.
- 11.5 The question papers extracted from the sealed question paper packet **must** be placed in an appropriately labelled (with the title, subject and level as shown on the front of the question papers), non-transparent envelope which is then sealed and transported securely to the allocated room or satellite exam venue(s). See section 11 for information about security at and when travelling between exam venues.
- 11.6 The question paper packet with the remaining papers **must** be re-sealed and placed back in the centre’s secure storage facility, and only re-opened and removed from the secure storage **60/90 minutes** before the next scheduled exam;
- 11.7 When out of the secure storage, question papers must always be under the supervision of an adult authorised by the head of centre and exams officer.

Where a candidate requires a computer reader (and approval has been granted for the arrangement by OCR) or requires a question paper on coloured/enlarged paper, **you are permitted to open the question paper packet within 90 minutes of the start time of the examination.**

- 11.8 Where approval has been granted by OCR for a Language Modifier, the modifier may have access to the question paper **60 minutes before the start time of the examination** to prepare.
- 11.9 Where the centre has granted the candidate a Live Speaker, and/or a Communication Professional:
- the Live Speaker may have access to the transcript of the Listening examination **60 minutes before the start time of the examination** to prepare;
  - the communication professional may have access to the question paper **60 minutes before the start time of the examination** to prepare.
- 11.10 A practical assistant, reader and/or scribe is **not** allowed access to the question paper prior to the starting time for the examination.
- 11.11 Where confidential materials such as live tests/papers are required to be opened or downloaded in advance of the examination and held for use over an extended period, strict precautions **must** be taken to safeguard them after they have been opened or downloaded.
- They **must** be issued only at the time of the assessment and **must** be collected at the end of the assessment session.
  - They **must not** be removed from the centre and when not in use **must** be kept secure under the conditions described in **section 9**.
  - Live assessment material including data files **must not** be used as practice material for any qualifications.

- d) No information relating to the examination papers should be published, unless authorised by OCR.

## 12. Alternative exam venues

Centres may deliver exams in exam venues other than the centre's main approved site under the following conditions.

- 12.1 All examination materials relating to the administration and delivery of examinations **must only** be stored overnight in the centre's OCR/JCQ approved secure storage. Therefore, exam venues, other than the centre's inspected and approved site(s), do not usually need to meet the requirements for the secure storage of confidential materials at section 9.
- 12.2 An exam venue may be any of the following which has been approved by the head of centre as meeting the requirements of these regulations as a suitable venue in which examinations may be held, for example:
  - a) a church hall;
  - b) a community hall;
  - c) a sports hall;
  - d) another building owned by the centre which is situated at a different location from the centre's registered address;
  - e) a workplace;
  - f) a hotel/conference facility.
- 12.3 If examination materials are being transported to an alternative exam venue, they can be removed from the centre's approved secure storage to accommodate appropriate travel time to the venue. This can be **any time on the day the exam is scheduled to take place**, without requesting permission from OCR.
- 12.4 When travelling between the centre's secure storage and exam venue(s), examination materials must be kept securely at all times, before, during and after the exam. They **must**:
  - a) be transported to a venue in their sealed packets/envelopes in a **secure locked container, such as a locked briefcase**;
  - b) travel with a person authorised by the head of centre and the exams officer;
  - c) be securely transported and, if not despatched immediately, returned to the centre's inspected and approved secure storage after the exam.
- 12.5 Centres **must** ensure examinations take place in an appropriate assessment environment (see section 13) and are delivered under the exam conditions/regulations stipulated in this document.
- 12.6 Invigilators at the exam venues **must** have been trained and understand their responsibilities, see section 16. They **must** be able to carry out invigilation of all exams **without** distraction. There **must** be arrangements in place for the invigilator to easily summon assistance during examinations to deal with emergencies and/or situations which might prevent them from carrying out invigilation to the required standard.
- 12.7 All exam venues must be available to OCR for the purposes of inspection.



- 12.8 The head of centre remains accountable for ensuring every examination delivered at any exam venue meets the requirements of these instructions.

Centres with offices/associated sites around the UK may find it more practical for their offices/associated sites to be inspected for the storage of examination materials. Please contact OCR's Customer Support Centre on 01223 553998 to discuss this with the appropriate team.

### 13. The exam room

- 13.1 Any room in which an examination is held **must** provide candidates with appropriate conditions for taking the examination. You **must** pay attention to conditions such as heating, lighting, ventilation and the level of outside noise.
- 13.2 Where computers are used for assessment purposes the head of centre is responsible for ensuring that health and safety laws are followed. Particular attention **must** be given to:
- a) electrical safety;
  - b) environment, heat, light and ventilation;
  - c) user comfort and safety, such as the position of screens, wrist rests, footrests, chairs, adjustable tables, copyholders and computer screens on adjustable arms.
- 13.3 The arrangement of workstations and the position of the invigilator's desk **must** facilitate detection of any unauthorised activity by candidates, for example communication with others or use of unauthorised reference material/items.
- 13.4 The layout of the room cannot be specifically defined since there will be several solutions to organising workstations within the space available. When planning the layout of the room, centres **must** consider the following limitations:
- a) the distance between the screens as defined in section 12.5 of this document;
  - b) the division of the workspace to allow any permitted additional materials to be used;
  - c) the use of booths, screens or partitions whether temporary or permanent;
  - d) impact on invigilation requirements;
  - e) ratio of invigilators.
- 13.5 Each workstation **must** be isolated by a minimum space of 1.25 metres measured from the nearest outer edge of one screen to the next unless the monitors are positioned back to back or separated by dividers or protected by privacy screens.

Under certain circumstances 1.25 metres may prove to be insufficient distance to prevent candidates seeing, intentionally or otherwise, the work of others. The seating arrangements **must** prevent candidates from overlooking (intentionally or otherwise) the work of others. Appropriate steps must be taken to ensure that this can be achieved.

- 13.6 Candidates **must not** be permitted to change seats unless asked to do so by the invigilator.



- 13.7 Centres should decide how to accommodate large numbers of candidates. The following alternatives should be considered:
- seating candidates sitting the same test at alternate computers;
  - seating a candidate next to someone entered for a different subject or level;
  - seating the candidates before handing out their confidential keycodes.
- 13.8 **On-screen tests only** - If confidential keycodes are placed at workstations before the candidates are seated, the invigilator **must** check to ensure that candidates are seated correctly.
- 13.9 Display material (such as diagrams, wall charts and projected images) which might be helpful to candidates **must not** be visible in the examination room. You **must** take particular care with exams held in classrooms and libraries.
- 13.10 **On-screen tests only** - Individual computers will show the time left for the test to run. If not, a clock should be visible to all candidates – see section 13.11. The centre number, start and finish times must be displayed prominently. Care should be taken to ensure that the clock displays on individual computers are accurate and synchronised for examination purposes.
- 13.11 A reliable clock (analogue or digital) must be visible to each candidate in the exam room. **In deciding what type of clock to use you must consider your candidates' requirements and check that they are able to read the time on whatever type of clock you provide.** The clock must be big enough for all candidates to read clearly. The clock must show the actual time at which the examination starts. Do not use countdown or count up clocks.
- You **must** carry out regular checks in advance of the examinations to make sure all clocks used in the examination room are in good working order and show the same time
- 13.12 The Warning to Candidates poster (**Appendix 2**) and the Unauthorised items poster (**Appendix 4**) **must** be displayed in a prominent place outside the examination room. Centres may use these or the JCQ posters available on the JCQ website.
- This may either be a hard copy A3 paper version of the poster, in either black and white or colour, or a projection of the poster onto a wall or screen for all candidates to see.**
- 13.13 When preparing your examination rooms, you should consider making provision for candidates to securely store their personal belongings outside the room. If this is not possible, determine how bags and other items could be stored within the examination room so that they are out of reach of candidates and access to them can be monitored by the invigilator.
- 13.14 A board/flipchart/whiteboard should be visible to all candidates showing the:
- centre name, centre number, subject title; **and**
  - the date and actual starting and finishing times of each examination.
- You may wish to laminate the centre number and permanently display it during examinations. This will save space on the board/flipchart/whiteboard and it will save having to remember to write up the centre number every time.
- 13.15 Where centres are using screened booths for candidates awarded readers, scribes or word processors, the invigilator(s) must be able to see the candidates at all times. Additionally, candidates must not be able to overhear or distract one another.

- 13.16 Centres **must** create a seating plan for **every** exam that shows the position of each candidate, the invigilator and anyone present in the examination room during that exam. (See appendix 6 for an example).
- Candidates with access arrangements **must** be identified on the seating plans.
  - Any changes made to seating arrangements during the examination **must** be noted on the seating plan.
  - The seating plan **must** be retained by the centre **for at least a year after the exam** and made available to OCR upon request.
- 13.17 Any other external examination may be held in the examination room at the same time, as long as it does not cause any disturbance.
- 13.18 A room becomes a 'designated examination room' as soon as centre staff begin to check and prepare it to ensure compliance with these regulations. As soon as preparation for the examination begins, no other activity can take place in that room. Candidates sitting examinations **must not** be allowed into the room until the preparation is complete and they are invited to enter the room, under supervised conditions, to start their examination.
- 13.19 The room remains a 'designated examination room' up to the point when all candidates have left and all related materials such as candidates' scripts, question papers and resource materials have been removed from the room. Centres **must** ensure that there is adequate time allowed for the set up and clearing of the room before and after the scheduled examination time, throughout which period the room is 'designated' and cannot be used for any other activity. Centres will need to determine what constitutes 'adequate time' to meet their individual needs, which will be influenced by factors such as the size of the room and the number and nature of the examinations being conducted.
- 13.20 Centres should follow government and local authority guidance regarding any candidate suffering from, or suspected of suffering from, an infectious or contagious disease.

## 14. Supervision of candidates and staff

- 14.1 Centre staff (including invigilators) **must not** read/review the content of any question paper/on-screen test. Even centre staff involved in the delivery of the exams are only required to read/check the instructions/details on the front of the paper (the rubric) to ensure the correct exam is being delivered and regulations followed. See appendix 5 for examples of the question paper rubric for ICT Functional Skill exams.
- 14.2 Where a number of candidates are taking exams throughout the scheduled exam day (or 5 day test window) centres must take every reasonable action to ensure that staff and candidates do not engage in any unfair or dishonest practice before, during or after the exam that would result in any candidate having an unfair advantage/disadvantage over another candidate. This would include, but not be limited to:
- Candidates communicating or attempting to communicate the contents of their exams with anyone before the end of the day on which the exam is scheduled or during the 5-day testing window.
  - Candidates who are due to sit the same exams after their peers trying to elicit information on the content of the question paper/on-screen test.
  - Publishing the content of question paper(s) or making reference/inference as to the content of exams/on-screen tests, including on social media, unless authorised by OCR.

- 14.3 Candidates and staff should be informed **before** their exam/the exam window begins of the requirement to keep the content of any exam (on-screen or paper) secure, and invigilators should remind candidates of this at the beginning of each exam. See appendix 1 for suggested invigilator announcements, and appendix 3 for information for candidates.
- 14.4 Candidates may only sit a specific paper **once** within a test window. If a centre allows a candidate to sit the same test more than once within the test window this will be reported as suspected malpractice and sanctions/penalties may be imposed on the candidate and/or centre.
- 14.5 In all circumstances the candidate(s) must be supervised while taking an examination. Supervision requires that an invigilator will be in the same room as the candidate(s) at all times. The candidate(s) must not be in possession of unauthorised material(s) and only have access to the internet, or data stored on the hard drive of a computer as required and indicated on the examination paper.

## 15. Resources for examinations (including on-screen tests)

All candidates will need access to a computer with the appropriate software installed.

The centre and invigilator **must** refer to the subject specification available on OCR's website and/or the rubric on the front of each question paper/answer booklet to determine the resources candidates need and those they **must not** have access to for each part of the exam. See appendix 5 for examples of the question paper rubric.

- 15.1 **Functional Skills only** - Candidates will need access to:
- a computer with appropriate software applications ie: word processing, spreadsheets, presentation, email (they are not required to send the email), internet access and connected to a printer;
  - a printer with appropriate supply of paper and toner (**paper-based only**);
  - the internet **at Part A only**;
  - data files (related to the specific question paper variant). See section 22. For on-screen tests these are embedded within the test so do not need to be accessed before the candidate sits the on-screen test;
  - their own secure area on the computer or network to save their files (centres must ensure that files saved to these areas are not available to any candidate after the test has ended and they have printed their work).
- 15.2 Centres **must** ensure that sufficient workstations are available, including at least one replacement computer and printers where required. The equipment **must** be fit for purpose, meet OCR's minimum technical specifications and **must** be checked by a competent person before use.
- 15.3 **On-screen tests only** - Centres should consider using one workstation to monitor the progress of candidates sitting the test via the Invigilate tab on Surpass. If this is used it **must** be monitored by an **additional** invigilator or an authorised member of the centre's IT support team.
- 15.4 **Functional Skills only** - Candidates **must not** have access to the internet at Part B, therefore centres should include procedures in their invigilator training to prevent and monitor internet access during Part B.

- 15.5 Candidates may be allowed to use a dictionary for some examinations. Where they are permitted, dictionaries **must not** be annotated. See section 18.
- 15.6 You **must** give candidates prior notice that they are responsible for bringing with them any materials needed for the examination. Centres should have blank paper available for use as rough paper if required. Candidates **must not** bring their own paper into the exam with them. Any rough work/notes made by candidates during the exam **must not** be removed from the exam room and should be collected and disposed of, as confidential material, by the invigilator.
- 15.7 If candidates have any unauthorised material/items in an examination (whether or not they intend to use it), this may be considered as malpractice. In such circumstances you **must** refer to the [JCQ publication Suspected Malpractice in Examinations and Assessments: Policies and Procedures](#) and report the incident to OCR.
- 15.8 You **must** warn candidates that taking a resource into an examination may be considered as malpractice in the same way as having any other unauthorised items.
- 15.9 Ensure stocks of toner, ink and paper are sufficient to meet the demands, where required.

## 16. Invigilation arrangements

The invigilator is the person in the examination room responsible for conducting a particular examination session in the presence of the candidates. CCTV cannot be used for the purposes of invigilation. **Invigilators have a key role in upholding the integrity of the external examination/assessment process.**

- 16.1 The role of the invigilator is to ensure that the examination is conducted according to these instructions in order to:
- ensure all candidates have an equal opportunity to demonstrate their abilities;
  - ensure the security of the examination before, during and after the examination;
  - prevent possible candidate malpractice;
  - prevent possible administrative failures.
- 16.2 Invigilators **must**:
- be familiar with these Instructions, including the appendices;
  - give **all** their attention to conducting the examination properly;
  - be able to observe each candidate in the examination room at all times;
  - inform the head of centre **immediately** if they **have any concerns** about the security of the examination papers. In such cases, the head of centre must inform OCR **immediately**, by calling OCR's Customer Support Centre on 01223 553998 and sending a full written report within 7 days of the suspicion arising. Please refer to the [JCQ publication Suspected Malpractice in Examinations and Assessments: Policies and Procedures](#).
  - ensure they complete the invigilation record/certificate and seating plan to provide an accurate record of the invigilation arrangements for each exam. An example is provided at appendix 6. **They should note anything that happens in or around the exam room during the exam, not just instances of candidate malpractice, such as any changes in invigilation, candidates leaving the exam room, external disturbances, candidates requiring extra paper etc.** This will not only provide a full record of the circumstances during the exam but provide information and training examples

16.3 Invigilators **must not**:

- a) carry out any non-exam related task (for example, reading a book, looking at their mobile phone/tablet/computer or marking) in the examination room;
- b) read the question paper – they **must only** access the front page (rubric) for specific instructions and details of resources allowed;
- c) leave the examination room **at any time** during an exam unless they are replaced by another trained invigilator.
- d) stop invigilating to investigate or resolve technical issues (unless there is only one candidate taking the exam and they do not leave the room to do so). If they are required to do so another invigilator must be in place to undertake invigilation.

16.4 The head of centre, or exams officer, or quality assurance co-ordinator **must** make sure that all invigilators are suitably qualified and experienced adults who **must not** be current students at the centre.

- a) Although you may decide who is suitably qualified and experienced, any relative, friend or peer of a candidate in the examination room **must not** be the sole invigilator;
- b) While OCR **recommends** that tutors are **not** assigned as the sole invigilator to a cohort of candidates whom they have directly prepared for the subject being examined, it is acknowledged that, in some circumstances, arranging alternative/additional invigilation may be impractical. Tutors **can**, therefore, act as the sole invigilator for candidates they have prepared for the subject being examined

16.5 The head of centre, or exams officer, or quality assurance co-ordinator **must ensure that the testing of invigilators' competence and their understanding of these regulations is rigorous. This must also extend to those facilitating an access arrangement.**

**They must:**

- a) ask each invigilator to declare whether he/she has invigilated previously and whether he/she has any current maladministration/malpractice sanctions applied to them. This will allow the head of centre to be satisfied that the person is a competent invigilator of examinations. As good practice, centres should consider devising a standard template which each invigilator is required to complete:
- b) make sure invigilators understand what is expected of them. **Invigilators must be familiar with these instructions and consider using Appendix 1 - suggested wording for invigilator's announcement to candidates;**
- c) provide training for any new invigilators;
- d) provide **annual** update meetings/refresher training for **all** invigilators so that they are aware of any changes to the regulations;
- e) keep a record of the training given to invigilators including **signed and dated** attendance sheets, training materials, instructions and the date the training was given. OCR may need to refer to these records. You **must** keep them for at least 1 year after the date of the training – these **must** be available for inspection by OCR on request;
- f) make these **Instructions** available to each invigilator in the examination room. This may be a printed hard copy version or an electronic copy which is visible at all times via a computer;
- g) appoint at least one invigilator who must be present for each group of 30 candidates or fewer sitting written examinations;

- h) appoint at least **one invigilator for each group of 20 candidates** or fewer sitting on-screen tests. Further invigilators should be employed at the exams officer's discretion to ensure that all candidates are in view at all times;
- i) make sure that, if invigilators are changed, the number of invigilators present in the examination room does not fall below the required number;
- j) make sure that, when one invigilator is present, he or she must be able to get help easily, without leaving the examination room and without disturbing the candidates;

There are a range of acceptable ways for an invigilator to get help easily without leaving the examination room and without disturbing the candidates, such as using a mobile phone or a two-way radio. Mobile phones are only allowed in the examination room for this purpose. **Any mobile phone used in this situation should be kept on silent mode to prevent any incoming calls or messages which may disturb candidates or distract the invigilator.**

If a number of examination rooms open off the same corridor, it may be possible to have a person stationed in the corridor to give or ask for help

- k) consider and arrange appropriate invigilation for every examination;
- l) be satisfied that invigilation is carried out in accordance with the regulations wherever the exams take place and report any breach of regulations to OCR as soon as possible (see section 27);
- m) keep signed records of the seating plan, the invigilation arrangements and the centre's copies of any attendance registers for each examination. OCR may need to refer to these records. You **must** keep them for at least 1 year after the date of the examination;

- 16.6 All candidates require access to a computer and, for paper-based exams, a printer, so, in addition to invigilator(s), technical help, should be available throughout the test(s)/exam(s) in case of hardware/software problems.

For exams/on-screen tests involving many candidates and/or where more than one test is being conducted, it is recommended that a specialist invigilator is appointed. The specialist invigilator should have proven IT skills and experience in conducting on-screen tests and be assisted by at least one other invigilator.

- 16.7 When scheduling exams/on-screen tests consideration **must be given** to allow the invigilator(s) appropriate breaks.

## 17. Access arrangements – including invigilation

Access arrangements for Functional Skills qualifications are no longer covered by the JCQ publication Access Arrangements and Reasonable Adjustments although that document is still relevant for other vocational qualifications. Information about access arrangements specific to Functional Skills qualifications is now located on the [OCR website](#).

Section 7.10 of OCR's Functional Skills in ICT Centre Handbook/specification provides more detail about what access arrangements are permissible for these qualifications. These are available to download from the [OCR website](#).

The Digital Employability Centre Handbook is also available on the OCR website - [OCR website](#).

For the qualifications covered by this document centres should apply for access arrangements/reasonable adjustments as early as possible (see below for applying for modified papers) but **no later** than 6 weeks before the date of the examination for which they are required. The appropriate forms must be used these are available on the OCR website: [OCR website](#).

For **modified papers** centres should refer to the Modified Papers section on the OCR website [OCR website](#). You must submit your application using the appropriate form at least 6 weeks before the scheduled test date.

17.1 Invigilators must meet the requirements set out in section 16. They must be informed of those candidates with access arrangements and be made aware of the access arrangement(s) awarded.

17.2 Where the practical assistant, reader and/or a scribe also act as invigilator on a one-to-one basis, the centre **must** additionally use a 'roving' invigilator. The 'roving' invigilator **must** enter the room at regular intervals to observe the conduct of the examination, ensuring all relevant rules are being followed supporting the practical assistant/reader and/or scribe in maintaining the integrity of the examination.

### 17.3 Practical Assistant

Candidates using a practical assistant may need to be accommodated in another room.

**Where the candidate and practical assistant are accommodated in another room, on a one-to-one basis, the invigilator may also act as the practical assistant.**

The practical assistant **must** be made aware, prior to the examination, of the task(s) he/she will be performing as specifically approved by the awarding body.

### 17.4 Reader/Computer reader

The centre is responsible for ensuring that the candidate and reader (including a computer reader) cannot be overheard by, or distract, other candidates.

**Where the candidate and reader are accommodated separately, on a one-to-one basis, the invigilator may also act as the reader.**

Where candidates require only occasional words or phrases to be read, three or four candidates may share one reader. The candidate will need to put up their hand or use a prompt card when he/she needs help with reading. If the group is accommodated separately **a separate invigilator will be required.**

### 17.5 Scribe/Speech recognition technology

The centre is responsible for ensuring that, if a scribe or speech recognition technology is used, the candidate and scribe cannot be overheard by, or distract other candidates.

**Normally, the candidate and scribe will be accommodated in a separate exam room. Where the candidate and scribe are accommodated in another room, on a one-to-one basis, the invigilator may additionally act as the scribe.**

### 17.6 Communication Professional

Candidates requiring the use of a communication professional may need to be accommodated in another room, **in which case a separate invigilator will be required.**



## 17.7 Language Modifier

The candidate and language modifier should be accommodated separately.

A separate language modifier and invigilator **must** be available for each candidate. 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.

## 17.8 General principles for the invigilation of candidates with access arrangements

a) Where a person is appointed to facilitate an access arrangement, i.e.

- a practical assistant
- a prompter
- a reader
- a scribe
- a communication professional
- a language modifier

he/she is responsible to the head of centre and must be acceptable to the head of centre.

b) The person appointed **must**:

- be a responsible adult.
- **not** normally be the candidate's own subject teacher or teaching assistant. Where the candidate's own subject teacher or teaching assistant is used, another suitable invigilator must be present at all times.
- **not** be a relative, friend or peer of the candidate.

c) The head of centre must ensure that the person appointed is appropriately trained and understands the rules of the particular access arrangement(s), as detailed in this document.

d) A training session **must** be organised for invigilators and those facilitating an access arrangement for a candidate under examination conditions. A record of this training including attendance sheets, training materials, instructions and the date the training was given **must** be retained for at least 1 year after the date of the training. OCR may need to refer to these records.

e) Exam officers **must** ensure that both invigilators and those acting as a practical assistant, a prompter, a reader, a scribe, a communication professional or an oral language modifier **fully understand** the respective role and what is and what is not permissible for the particular paper/component being examined at that time.

f) Additionally, exam officers **must** ensure that those acting as a practical assistant, a scribe, a communication professional or an oral language modifier are provided with the appropriate cover sheet prior to the examination commencing. This will enable the cover sheet to be completed during the course of the examination and accurately reflect the activities performed by the practical assistant/scribe/communication professional/ language modifier, as appropriate

g) Photocopy and laminate the appropriate sections of the JCQ publication Access Arrangements and Reasonable Adjustments so that invigilators and those acting as a practical assistant, a reader, a scribe, a communication professional or an oral language modifier understand the rules.



- h) Photocopy and laminate, as appropriate, the Memory Aids (appendices 7 to 10) at the back of this document
- i) Identify candidates with access arrangements on your attendance list and on seating plans. Also indicate any person assisting the candidate on the seating plan.

## 18. Other arrangements

18.1 The following arrangements may be provided to a candidate at the time of his/her examinations (without prior approval): Amplification equipment, brailers, closed circuit television (CCTV), coloured overlays, low vision aid/magnifier, optical character reader (OCR) scanners.

18.2 Centres must consult OCR about any new technology which might invalidate the assessment objectives.

### 18.3 Bilingual/Monolingual translation dictionaries

Centres must refer to the qualification specification to determine if a bilingual dictionary is permitted for use during an exam.

- a) Bilingual translation dictionaries **can** be used in the exams covered by this document:
- b) Where permitted a bilingual translation dictionary **must**:
  - only be used in examinations by a candidate whose first language is not English, Irish or Welsh; **and**
  - reflect the candidate's normal way of working within the centre.
- c) A standard bilingual translation dictionary must be used by the candidate. This may be an electronic bilingual translation dictionary or more typically a hard copy paper bilingual translation dictionary.
- d) Monolingual dictionaries (which define words and phrases) are permitted for all candidates in Functional Skills ICT.
- e) Translators (including web-based translators), wordlists or glossaries **must not** be used for Functional Skills ICT.
- f) The bilingual translation dictionary **must not**:
  - contain/display pictures or
  - provide an explanation or clarification of words and phrases;

As an example, a Polish to English bilingual translation dictionary must simply be the word in Polish and the equivalent word in English.
- g) Any dictionaries to be used in the examination must be thoroughly checked to ensure that no unauthorised information such as notes, revision data, have been enclosed within or written on the pages of the dictionary.

Any incident where a candidate is discovered to be using a dictionary which contains notes or revision data should be reported by the centre to OCR as suspected malpractice.
- h) Translation of either examination material or the candidate's answers into or from the candidate's first language will not be permitted.
- i) The regulations for the use of bilingual translation dictionaries must be adhered to; failure to do so can lead to the disqualification of the candidate.

#### 18.4 Bilingual translation dictionary and 10% extra time

For the use of a **bilingual translation dictionary and 10% extra time**, you **must** refer to the guidance on the [OCR website](#).

#### 18.5 Colour naming by the invigilator for candidates who are colour blind

This arrangement will not be permitted where the ability to identify specific colours forms part of the assessment objectives.

No other information or explanation can be given to the candidate. If the candidate has been using a colour chart, he or she will be permitted to do so in written examinations or practical examinations.

#### 18.6 Prompters

A prompter **may be permitted by the SENCo** where a candidate has little or no sense of time, or loses concentration easily, or is affected by an obsessive-compulsive disorder which leads them to keep revising a question rather than moving onto other questions.

- a) A prompter is a responsible adult who may sit beside the candidate to keep him or her focused on the need to answer a question and then move on to answering the next question.
- b) A prompter is not a reader, a scribe or a practical assistant but the same person may act as such, as long as permission has been given for any or all of these arrangements.
- c) The prompter is responsible to the head of centre/exams officer and **must** be a person acceptable to the head of centre and a person who is known to the candidate.
- d) The prompter **must not** be the candidate's own subject teacher or a relative, friend or peer of the candidate.
- e) The invigilator may act as a prompter, a practical assistant, a reader and/or a scribe where the candidate is accommodated separately on a **one-to-one basis**.
- f) If the prompter is acting as a language modifier and/or a practical assistant, a separate invigilator will be required.
- g) A prompter:
  - **must** abide by the regulations since failure to do so could lead to the disqualification of the candidate;
  - **must not** advise the candidate about which questions to do, or about the order in which questions should be answered;
  - **must not** give factual help or offer any suggestions or communicate in any way other than those listed below;
  - **may** use the following prompts either vocally or written on a flash card: "Jack - focus on the question"; "Jack - there are 15 minutes left";
  - **may** tap on the desk or on the candidate's arm, depending on what is normal practice, to remind the candidate that he or she must pay attention to the question or that it is time for the candidate to move on to the next question;
  - **may** use the candidate's name as an appropriate prompt during the examination to bring the candidate's attention back to the question paper.

### 18.7 Reading aloud and/or using an examination reading pen

The arrangement, **as permitted by the SENCo, must** reflect the candidate's normal way of working in tests and mock examinations.

- a) A candidate reading aloud to him/herself, since they persistently struggle to understand what they have read, must be accommodated separately.
- b) A permitted examination reading pen, **provided by the centre, must not** have an in-built dictionary or thesaurus, or a data storage facility.
- c) A candidate using an examination reading pen must use headphones plugged into the examination reading pen if they are accommodated in an exam room with other candidates.

### 18.8 Separate Invigilation

A candidate may only take their examinations under separate invigilation within the centre/exam venue where he/she has **an established difficulty**.

Where candidates are subject to separate invigilation, the regulations and guidance within this booklet **must** always be adhered to. This is particularly so in relation to accommodation and invigilation arrangements.

### 18.9 Transcript

A transcript is a copy of the candidate's script which is made after the examination has taken place and without the participation of the candidate. As this is an exceptional arrangement, other methods should ideally be used as a candidate's normal way of working.

Exams for the qualifications included in this document are available throughout the year. Therefore, candidates suffering a temporary injury/illness or other indisposition at the time of their exam should be able to undertake the exam at a later date, when they have fully recovered.

- a) However, transcription may be used in exceptional circumstances such as for candidates:
  - whose handwriting may be hard to decipher at times (but is not illegible) or,
  - who are not competent in dictating to a scribe or,
  - where the use of a word processor is not appropriate.
- b) A transcript may be:
  - a full copy handwritten by a member of centre staff on a spare answer booklet/assessment paper or a full copy word processed by a member of centre staff; or
  - a partial copy where only certain words need clarification. In this case, the original script must be photocopied, and the words written clearly above the candidate's writing but not in red, green or purple ink or pencil. It may be helpful to enlarge the photocopy to A3.
- c) A transcript can also be permitted by the centre for a candidate who requires assistance completing multiple choice answer sheets or needs to use an enlarged answer sheet but does not need a scribe for written examinations.
- d) Manual braille will require transcription into print. Braille scripts **must** be transcribed by the centre. The transcriber **must** be competent in the Braille code concerned.

The transcript **must be**:

- produced by a member of the centre's staff, which may include the candidate's subject teacher, who is familiar with the candidate's handwriting or is fully competent in the Braille code for the subject concerned;
  - **a word for word, exact copy of the candidate's script.** The transcriber **must not** insert or omit any words, nor alter their order. Spellings and technical terms **must not** be corrected.
- e) **Braille transcripts** must be submitted with a completed **Braille transcript cover sheet** printed from the [JQC website](#). This should be inserted inside the candidate's transcript. The candidate's Braille script **must** also be despatched to the examiner/OCR.
- f) Other transcripts must be submitted with a cover sheet on the centre's headed paper this must include the following details
- centre number and centre name;
  - candidate's full name, OCR candidate number and date of birth;
  - qualification/unit code and title;
  - date of the examination and where it took place;
  - a summary of the reasons why a transcript is being submitted for the candidate;
  - transcriber's full name and job title;
  - a declaration signed and dated by the transcriber that the transcript met the requirements of these regulations.
- g) The cover sheet **must** be securely attached to the transcript. The candidate's original script **must** also be attached.
- h) The production of the transcript must not delay the despatch of scripts to the examiner/OCR.
- i) Additional information **must not** be sent to the examiner/OCR.

## 18.10 Word processors

Centres can provide **any** candidate with a word processor (e.g. laptop, computer).

Centres **must** check the question paper rubric and/or qualification specification and **must** disable the spelling and grammar check/predictive text if these are not permitted. This also includes an electronic braille or a tablet.

Centres do **not** need to submit a word processor cover sheet with the candidate's work.

- a) A word processor:
- **must** be used as a typewriter, not as a database, although standard formatting software is acceptable;
  - **must** have been cleared of any previously stored data, as must any portable storage medium used. **An unauthorised memory stick must not be used by a candidate.** Where required, the centre **must** provide a memory stick to the candidate, which is cleared of any previously stored data;
  - **must** be in good working order at the time of the examination;
  - **must** be accommodated in such a way that other candidates are not disturbed and cannot read the screen. Where a candidate using a word processor is accommodated separately, a separate invigilator will be required;

- **must** either be connected to a printer so that a script can be printed off or have the facility to print from a portable storage medium. This **must** be done after the examination is over, not in any extra time allowed. The candidate **must** be present to verify that the work printed is his or her own;
- **must** be used to produce scripts under secure conditions, otherwise they may be refused;
- **must not** be used to perform skills which are being assessed;
- **must not** be connected to the internet, an intranet or any other means of communication, unless this is a requirement of the exam being taken;
- **must not** give the candidate access to other applications such as a calculator (where prohibited in the examination), spreadsheets etc;
- **must not** include graphic packages or computer aided design software unless permission has been given to use these;
- **must not** have any predictive text software or an automatic spelling and grammar check enabled unless the qualification allows this, it is required by the question paper or the candidate has been permitted a scribe or is using voice activated software (the script must have a scribe cover sheet attached);
- **must not** include voice-activated software unless the candidate has permission to use a scribe or relevant software;
- **must not** include computer reading (text to speech) software unless the candidate has permission to use a computer reader;
- **must not** be used on the candidate's behalf by a third party **unless the candidate has permission to use a scribe** and a scribe cover sheet is completed and attached **to the candidate's work.**

b) Centres may retain electronic copies of word processed scripts. The electronic copy of a word processed script may be accepted where the printed copy has been lost. However, the centre would need to provide evidence that the electronic copy has been kept securely. The head of centre would also be required to confirm this in writing.

b) Centres must remind candidates that they **need to**:

- include their **centre number, candidate number** and the unit/component code **on each page as a header or footer**. If a candidate is using the software application Notepad or Wordpad these do not allow for the insertion of a header or footer. In such circumstances once the candidate has completed the examination, and printed off his/her typed script, he/she should be advised to handwrite their details as a header or footer. The candidate **must** be supervised to ensure that he/she is solely performing this task and not re-reading their answers or amending their work in any way;
- attach word processed scripts to any answer booklet/assessment paper which contains some of the answers;
- number each page appropriately;
- save their work at regular intervals;
- use a minimum of 12pt font and double spacing when printing, to assist examiners when marking.

### 18.11 Laptops and tablets

The battery capacity of a laptop or a tablet **must** be checked before the candidate's examination(s). **The centre must ensure that the battery is sufficiently charged for the entire duration of the examination.** The use of a fully charged laptop or tablet will allow a centre to seat a candidate within the examination room without the need for separate invigilation and power points.

## 19. Applications for special consideration

Normally, if adverse circumstances could negatively impact on a candidate's performance in an examination, a future sitting of the examination should be arranged. Centres should refer to guidance available on the OCR website.

If particular circumstances make this impossible, and you wish to submit an application for special consideration to OCR, you must refer to the JCQ publication [A guide to the special consideration process](#).

- 19.1 Centres must never enclose a letter asking for special consideration with a candidate's script.

# At the beginning of the examination

## 20. Identifying candidates

- 20.1 **Invigilators must establish the identity of all candidates sitting examinations.**
- 20.2 The head of centre **must** make sure that appropriate arrangements are in place so that all invigilators can carry out adequate checks on the identity of all candidates.
- 20.3 A candidate who is not known to the school, college or training provider **must** show photographic documentary evidence to prove that he/she is the same person who was entered/registered for the examination/assessment, eg: passport or photographic driving licence.
- 20.4 Where it is impossible to identify a candidate due to the wearing of religious clothing, such as a veil, the candidate should be 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 veil for identification purposes. Centres must inform candidates of this procedure when they are considering undertaking the qualification and/or exam.
- Once identification has been established, the candidate should replace the veil and proceed as normal to sit the exam.
- 20.5 Centre staff **who have been authorised by their head of centre** may be present at the start of the examination for the purposes of assisting with the identification of candidates

## 21. The people present in the exam room

- 21.1 The head of centre has a duty at all times to maintain the integrity of the examination.
- 21.2 Only those members of staff authorised by the head of centre who have not taught the subject being examined (unless the tutor is also acting as invigilator see section 16.4), may be present in the examination room to:
- identify and settle candidates and instill discipline;
  - check that the candidates have been issued with the correct question papers/on-screen test;
  - check that the candidates have the necessary equipment and materials;
  - start the examination.
- 21.3 Only candidates sitting an examination/assessment may be present in the examination room while an examination is taking place.
- 21.4 Invigilators **must** carry out their duties as defined in section 16.
- 21.5 Centre staff must not provide advice and guidance on the examinations. They must not comment on the question paper or give advice on what the candidate(s) should do to complete tasks.

21.6 Centre staff who are called upon to enter the examination room during the examination because a candidate has identified a possible problem which the invigilator is unable to resolve do not need prior authorisation from the head of centre. If they leave the examination room, they may only take the question paper with them if they need to check a problem with OCR.

If OCR has not issued an erratum, then the instruction to candidates must be to answer the question as printed. Centre staff must not provide advice to candidates without OCR's permission.

## 22. Question papers/answer booklets, data files and unauthorised items

22.1 Question papers/answer booklets must never be left unattended **once they have been removed from the centre's secure storage facility.**

22.2 Immediately **before** a question paper packet is opened in the exam room invigilators **must** check they have the correct question paper packet(s). It is recommended that this is a verbal check, rather than just a sight check, ie: the member of staff reads aloud the details of the exam from the front of the exam paper which is visible through the secure packaging. Centres **must** log that this check has taken place and may wish to use the JCQ "Second Pair of Eyes Check Form" which can be found on the [JCQ website](#). See section 11 for more information.

22.3 **For paper-based exams only** - the centre must identify and make the appropriate data files available to candidates to use during the exam. The data files are available on the qualification pages on OCR's website under the section "Pre-release materials". The data files are identified with the appropriate paper variant ie: A3, C1, F1 etc. It is not necessary to open the paper packet to find out the paper variant as this should be visible on the front of the exam paper through the plastic packaging. These data files can be downloaded to local PCs before the exam takes place and, at the start of the exam, the invigilator must provide candidates with instructions on how to access them.

The data files must only be accessed for use by candidates during exams and **must not** be:

- a) made available to candidates outside of the exam room;
- b) used for practice and/or teaching – there are specific resources, including datafiles for this purpose available on the qualification pages of the OCR website.

For more information about the data files see the [OCR website](#).

22.4 Invigilators **must** take all reasonable steps to make sure that candidates do not have access to any unauthorised items during the exam/on-screen test.

- a) Except for the computers used during the exam/on-screen test potential technological/web enabled sources of information **are not permitted** such as, but not confined to:
  - iPods;
  - Mobile phones;
  - MP3/4 players or similar devices;
  - reading pens;
  - watches
  - any other products with text or digital facilities



- b) Food and drink may be allowed in the examination room at the discretion of the head of centre. **To enable invigilators to check these items quickly and effectively any food or drink bought into the examination room must be in a transparent container free of labels and packaging.**
- c) Any pencil cases taken into the examination room **must** be see-through.
- d) Notes or paper even if blank. If candidates require blank paper for rough work this must be provided by the centre. It **must not** be brought into the exam room by the candidate

All unauthorised items **must** either be left outside of the examination room; or placed out of reach of the candidates (and not under their desks) **before** the examination starts; This will normally be at the front of the examination room or a similar arrangement that enables the invigilator to control access to the items

Following the invigilator's announcement (**see appendix 1**) any mobile phones or other unauthorised items in the candidates' possession **must** be turned off or made silent and **must** be handed to the invigilator **prior to the examination starting**. This also includes **all** watches.

**If candidates have access to unauthorised items in the examination room this must be reported as suspected malpractice** and they could be subject to sanctions and penalties in accordance with the JCQ publication *Suspected Malpractice in Examinations and Assessments: Policies and Procedures* <http://www.jcq.org.uk/exams-office/malpractice>.

## 23. Starting the examination

- 23.1 **Candidates must be under formal examination conditions from the time that they enter the room in which they will be taking their examination(s) until the point at which they are permitted to leave. They must not open the question paper or start the on-screen test until told by the invigilator that the examination has begun.**
- 23.2 **Candidates must not talk to, attempt to communicate with or disturb other candidates once they have entered the examination room.**
- 23.3 Before candidates can start the examination, the invigilator **must always** check that the:
  - a) candidates are seated according to the seating plan or, once candidates have sat down, complete a seating plan for that examination. Candidates should not move seats once they have sat down in the examination room unless there is an important reason for doing so, ie: the table/chair is unsuitable. The invigilator must make these changes on the seating plan and note the reason for the change in seating.

### **For paper-based exams only:**

- b) correct examination question papers have been placed face-up on candidates' desks. This includes modified papers and those on coloured paper. If candidates are issued with the wrong question paper the invigilator **must** inform the exams officer/head of centre who **must immediately report the incident to OCR as a potential security breach.**
- c) correct data files (related to the specific question paper variant) are available to the candidates. See section 22.3.

### For on-screen tests only

- d) **correct keycodes are issued to each candidate.** The invigilator **must** oversee the input of the keycode for each candidate and ensure that each candidate has checked the name on the test screen is correct.

If the invigilator becomes aware that a candidate is sitting a test in another candidate's name, or a candidate becomes aware that he/she is sitting a test in another candidate's name, then the test **must** be stopped and the invigilator **must** inform the head of centre who **must immediately report the incident to OCR as a potential security breach. Any incidents of candidates sitting the test in another candidate's name will be investigated by OCR as suspected malpractice.**

- 23.4 **Invigilators must** tell the candidates that they must now follow the regulations of the examination, provide them with the emergency procedure instructions **and give them the following information before the examination** (suggested wording for invigilators to use for this is provided at appendix 1).

#### **Candidates must:**

- a) hand in their mobile phone, and any other unauthorised item if they have not already done so, including watches. This is their final chance. Failure to do so may lead to disqualification.
- b) check that they have all the material they need for the examination and the correct question paper/the name on the test screen is correct.

If a candidate thinks that they have been given the wrong question paper the invigilator **must** report the problem to the exams officer immediately.

The exams officer should check that the candidate has the right paper/on-screen test or has been entered for the correct qualification unit/level. **If a candidate has been given the wrong question paper/on-screen test this should be reported to OCR immediately as a security breach, see section 11.4.**

- c) raise their hand if they require any additional paper for rough work/notes. All rough work/notes must be handed in at the end of the exam.
- d) **not** access the internet during Part B of the exam (**Functional Skills ICT only**).

#### **Paper-based only**

- e) fill in the front of the answer booklet with their first name(s), last name, date of birth, centre name, centre number and their OCR candidate number (if they know it). Use a pen with black ink;
- f) **check and** make sure they have put their name on every page of their work **before printing it out**. Pages submitted to OCR without a name will not be marked;
- g) access the datafiles listed on the front of the paper – details of how candidates can do this must be provided to them by the invigilator;
- h) print out all their work before they leave the exam room, insert the print outs into their answer booklet in task order and hand the booklet to the invigilator.

### 23.5 **The invigilator may:**

- a) **Paper-based only** - Read the question paper rubric (the instructions on the front of the question paper to the candidates – (see appendix 5 for examples of the front pages of Functional Skill ICT exams).

- b) **Level 2 ICT paper-based only** – inform the candidates that there are resource pages in the question paper/answer booklet that can be removed from the booklet. When they are allowed to open the paper, they should follow the instructions in the booklet on how to remove these. At the end of the exam they must reinsert these pages into the booklet. They **must not** remove these pages from the exam room.

### 23.6 The invigilator must:

- a) specify the time allowed;
- b) ensure candidates are given the opportunity to sit the examination/test for its full duration;
- c) remind candidates that they are not allowed to communicate in any way with, ask for help from or give help to another candidate while they are in the examination room;
- d) announce clearly to the candidates when they may open the papers/start the on-screen test. **The examination will formally start at this point;**
- e) only answer questions from candidates about the instructions on the front of the examination paper.
- f) ensure candidates do not access the internet at Part B of the exam. If a candidate accesses the internet during Part B of the exam the invigilator must alert the Head of Centre who must report it to OCR as suspected malpractice. See section 3 and 27.
- g) **Paper-based only** - announce clearly to the candidates when they may complete the details on their answer booklet;  
As candidates complete the details on their question paper/answer booklet invigilators should move around the exam room ensuring that this is being done.
- h) **On-screen only** – remind candidates that all their files must be uploaded during the test. They will not be able to upload files after the allowed time for the exam when the test will automatically end.

### 23.7 The invigilator must not:

- a) direct candidates to questions or particular sections of the question paper/on-screen test;
- b) make any comment where a candidate believes that there is an error or omission on the question paper/on-screen test. The invigilator **must**, however, refer the matter immediately to the exams officer;
- c) comment on the content of the question paper/on-screen test;
- d) read a word or words on the question paper/on-screen test to a candidate, other than the instructions on the front cover/instruction screen;
- e) re-phrase a question for a candidate;
- f) explain any subject-specific or technical terms to a candidate;
- g) offer any advice or comment on the work of a candidate.

**The invigilator must not undertake, or allow anyone present in the room to undertake, any of the above, as they constitute malpractice.**

- 23.8 Wording for the invigilator announcement is given in **Appendix 1 for paper-based exams and on-screen tests** for invigilators to use, if they wish.

## During the examination

### 24. Supervising the candidates

- 24.1 Invigilators **must** supervise the candidates throughout the whole time the examination is in progress always giving their complete attention to this duty.
- 24.2 Invigilators **must** be vigilant and remain aware of incidents or emerging situations, looking out for malpractice and candidates who may be feeling unwell or require a toilet break. Any incidents **must** be recorded on an incident log. Centres may wish to use the Exam Room Incident Log available on the [JCQ website](#).
- 24.3 Invigilators are required to move around the examination room quietly and at frequent intervals. Workstations may be networked, and candidates **must** be closely supervised to ensure they only have access to their own work.
- 24.4 Candidates who are allowed to leave the examination room temporarily **must** be accompanied by a member of centre staff – this **must not** be the candidate's subject teacher or a subject expert for the examination in question. Those candidates may be allowed extra time at the discretion of the centre to compensate for their temporary absence.
- 24.5 **On-screen only**
- a) Each test must be completed within the time allowed without break. Except in cases of an emergency when the test can be paused (see section 28) or where a candidate has a permitted access arrangement which allows them to take a break during the test.
  - b) Invigilators may assist candidates with uploading their files, although you must ensure that appropriate invigilation arrangements are always in place. You should arrange for additional staff to be available to assist candidates to upload their files if required.

### 25. Candidates who arrive late

- 25.1 A candidate who arrives after the start of the examination may be allowed to enter the examination room and sit the examination. This is entirely at the discretion of the centre. It is good practice for a centre to have a policy for late and absent candidates. Invigilators must be made aware of this policy.
- 25.2 A candidate who arrives after the start of the examination should be allowed the full time for the examination, depending on the centre's organisational arrangements and provided adequate supervision arrangements are in place.
- 25.3 In all circumstances, the centre must ensure that the security of the exam and question papers are maintained.
- 25.4 Centres may prefer to re-schedule and allow the candidate to sit the exam later within their test window. In these circumstances it will be important to refer to section 11 of this document and remind candidates of the requirements to maintain the security of exams/on-screen tests.

## 26. Attendance list and examiner labels

### For paper-based exams only

- a) Attendance lists must be completed and submitted online via Interchange. Details of how to create, submit and print attendance lists and print the examiner's address are provided on the [OCR website](#).
- b) Centres must pay close attention to the completion of the attendance list as failure to do so will impact upon OCR's ability to deliver an accurate set of results.
- c) Centres should either print off the appropriate attendance list or provide their own attendance register to invigilators to enable them to confirm candidate attendance, check their identity before the start of the exam, and complete an accurate seating plan.

## 27. Suspected malpractice during an exam/on-screen test

The head of centre should refer to the JCQ publication [Suspected Malpractice in Examinations and Assessments: Policies and Procedures](#). See also section 3 of this document on how to report malpractice (suspected or actual).

27.1 If a candidate is suspected of malpractice, or is being disruptive:

- a) The invigilator **must** warn the candidate that he/she may be removed from the examination room.
- b) The candidate **must** also be warned that OCR will be informed and may decide to penalise them, which could include disqualification.
- c) The invigilator **must** record what has happened.
- d) Wherever possible, the invigilator should remove and keep any unauthorised material that a candidate may have in the examination. If necessary, the invigilator should summon assistance.

27.2 The head of centre has the authority to remove a candidate from the examination room but should only do so if the candidate would disrupt others by remaining in the room.

27.3 If candidates commit malpractice OCR may decide to penalise them which could include disqualification. Centres should warn candidates of the possible penalties OCR may apply. You may wish to photocopy Appendix 6 of the JCQ publication [Suspected Malpractice in Examinations and Assessments: Policies and Procedures](#) and place it on your exam notice board so that all candidates are aware of the penalties and sanctions.

27.4 **Paper-based only** - Examination materials including:

- a) a copy of the submitted attendance list;
- b) all used and unused question papers/answer booklets;
- c) the completed "Important Notice" (A507);

must be packed and sent to the examiner as normal (see section 32). Reports of suspected malpractice must be submitted separately to OCR please refer to the guidance in section 3 of this document.

## 28. Emergencies

- 28.1 You **must** have a written centre policy for dealing with an emergency evacuation of an examination room, at all exam venues, which will be subject to inspection by OCR. All staff involved in the delivery of exams **must** be aware of and ensure they understand this policy. You may wish to laminate your emergency evacuation procedure and display this in the examination room, using coloured paper to draw attention to it. A suggested Centre Emergency Evacuation Procedure may be found on the [JCQ website](#).
- 28.2 When dealing with emergencies you should be aware of your centre's policy and where appropriate, any instructions from relevant local or national agencies.
- 28.3 Reference should also be made to the following **government** document – [Bomb Threats Guidance](#).
- 28.4 As part of their general emergency planning centres should have in place plans for disruption to examinations. This must include plans for disruption at any venue where candidates undertake exams for the qualifications. It is important to ensure that all relevant staff are familiar with the plans.
- 28.5 If the head of centre decides an exam venue cannot be used for examinations OCR **must** be informed as soon as possible. OCR may be able to consider the options for candidates who have not been able to take examinations.
- 28.6 In an emergency such as a fire alarm or a bomb alert the invigilator **must** take the following action:
- stop the candidates from continuing their exam/on-screen test (see section 28.9);
  - paper-based only** - advise candidates to close their question paper/answer booklets and leave **all examination materials**, including resource documents and rough paper in the examination room;
  - ensure candidates leave the room in silence;
  - ensure candidates are supervised as closely as possible while they are out of the examination room so that there is no discussion about the examination;
  - collect the attendance list/register (**to ensure all candidates are present**) and evacuate the examination room in line with the instructions given by the appropriate authority;
  - make a note of the time of the interruption and how long it lasted;
  - allow the candidates the remainder of the working time set for the examination once it resumes;
  - if there are only a few candidates, and they have not yet started uploading or saving work on the computer, or have finished the exam and only have to print off their work which can be accessed via another computer, consider the possibility of taking the candidates (with examination materials) to another exam room/venue with the required resources, to finish the examination.
- 28.7 Make a full report of the incident, the action taken and send it to OCR. Where the integrity of the examination or the candidates' performance may have been affected, a report **must** be sent to OCR.

28.8 As each incident will be different, advice must be sought from OCR as soon as it is safe to do so, particularly when the centre is concerned about the security of the examination(s). Call OCR's Customer Support Centre on 01223 553998.

28.9 **On-screen only** - you should refer to any software specific instructions to safeguard<sup>1</sup>:

- a) BS17.1a - the security of assessment content and responses (for example by pausing the test for all candidates and locking the assessment room which has been evacuated without closing the software);
- b) BS17.2.1 - procedures for dealing with hardware, software and communication failures (which may affect individual workstations or the whole network) should normally allow the candidate(s) to continue the assessment session at a different workstation or at a later time, if necessary, without loss of working time. In extreme cases it may be preferable to provide a paper assessment;
- c) BS17.3 - procedures for re-starting an assessment after an unplanned break (ie: an emergency or a technical failure) should ensure that the invigilator:
  - controls the re-start;
  - re-sets the timing, where necessary;
  - ensures that candidates can re-access their previous responses where this is technically feasible and permitted by the assessment regulations.

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<sup>1</sup> This document takes account of BS ISO/IEC 23988:2007 which is the British Standard Code of Practice for the use of information technology in the delivery of assessments.

## At the end of the examination

### 29. Finishing the examination

- 29.1 If candidates finish the exam and/or wish to leave the exam room (and do not intend to return), before the end of the exam, the invigilator must make sure that candidates:
- do not disturb other candidates still completing an exam/on-screen test;
  - do not take any paper with them, including rough paper even if they have not made any notes on it;
  - Paper-based only** - follow the instructions at section 29.4 for the printing and submission of their work, before they leave the exam room;
  - On-screen only** – have uploaded all their work/documents.
- 29.2 **Invigilators should give candidates a five minute warning before the end of the exam.** Any other time warnings/reminders are at the centre's discretion but must be brief, relevant and should be limited to three occasions or less during an exam of 1 hour or less. Where candidates have different finishing times the centre **must** consider the impact on them.
- For on-screen only** – candidates will receive on-screen warnings 15 and 5 minutes before the test ends. The test will end automatically after 2 hours and candidates will be unable to carry out any further work including uploading files after the test ends.
- 29.3 Invigilators must make sure that candidates granted extra time and/or supervised rest breaks carry on for the necessary additional time. Invigilators **must** be aware in advance of the examination which candidates have been granted extra time to complete their examination and those with supervised rest breaks.
- 29.4 At the end of the examination invigilators **must**:
- tell the candidates to stop working and remind them that they are still under examination conditions;
  - allow candidates who arrived late, and were allowed the full working time to do their examination, to continue after the normal finishing time and tell them to stop working after the extra time allowed has passed;
  - complete an invigilation certificate/report;
  - make sure they have completed their seating plan;
  - Paper-based only** – oversee and arrange for candidates to print out their work. They should remind candidates that they **must**:
    - make sure they only pick up their own work from the printer;
    - check their name is on every print out;
    - place their print outs into their answer booklet in task order;
    - reinsert any resource pages they have removed into the booklet;
    - hand in the answer booklets and any other material, including any rough paper they have.

This must be all be completed **before** they are allowed to leave the exam room. They **must not** be allowed to return to complete them.



## 30. Collecting question papers/answer booklets/resource pages and rough paper

- 30.1 **Before** candidates are allowed to leave the examination room invigilators **must**:
- collect all the question papers/answer booklets, resource documents and rough paper;
  - check that they have a question paper/answer booklet for every candidate on the attendance list;
  - check that candidates **do not** remove any examination material from the examination room including rough paper, question papers/answer booklets or resource documents.
- 30.2 Invigilators **must** also:
- check that the names on the question paper/answer booklet match the details on the attendance list, if a mismatch of names is identified a note should be made on the attendance list;
  - check that candidates have used the correct date, centre and candidate numbers;
  - give all **used and unused** question papers/answer booklets to the person responsible for despatching them to OCR/the examiner.
- 30.3 If a discrepancy is identified when checking that the candidate and centre information matches the details on the attendance list, the centre may correct the discrepancy or add to the information recorded by the candidate on the front of their answer booklet. For example, centre number, candidate number, candidate name. In such a situation the correction should be counter-signed on the question paper/answer booklet/script. Centres **must not** alter any other details on the candidate's question paper/answer booklet/script.
- 30.4 **Exam office staff, including invigilators must ensure that used and unused answer booklets** are always kept secure until they are despatched to OCR/the examiner.
- 30.5 Completed question papers/answer booklets/scripts are confidential between the candidates and OCR. **No-one** may read them or make a copy of them before they are sent to OCR/the examiner, unless OCR has stated otherwise, or the candidate has been granted the use of a transcript.
- 30.6 Rough paper can be kept if it has not been used. It should be disposed of as confidential waste if it has been used.
- 30.7 **Question papers, or the content of a question paper, including data files, and tests downloaded and taken offline, must never be retained after examinations or used for teaching or examination practice.**

# After the examination

## 31. Candidate work

- 31.1 A candidate's files **must** be removed from their secure storage area at the end of the examination window or after each session if feasible. Whichever strategy is adopted, centres **must** ensure that the user areas of those candidates who have already sat the examination cannot be accessed by candidates who are scheduled to sit the examination in a later session. Where networked stations are used particular care should be taken to prevent work being accessible via shared folders.
- 31.2 **On-screen only**- where required, the invigilator should check, on the Invigilate tab in Surpass, that all on-screen assessments have been uploaded to OCR.

## 32. Packing and posting examination materials to the OCR examiner

- 32.1 OCR are required to monitor the return of used and unused question papers. **Therefore, all used and unused question papers and resource documents, including modified papers and/or CDs with modified papers, must be returned to OCR via the allocated OCR examiner, unless OCR has instructed otherwise.**
- 32.2 Centres **must** complete and return the "Important Notice" (A507) and other examination materials to OCR no later than **ten working days** after receipt. Refer to Administration guidance available on the [OCR website](#), centres can use the "dates calculator" to ensure they are compliant with these regulations.
- 32.3 Centres **must**:
- follow the requirements in the Administration guidance available on the [OCR website](#);
  - check that they have sufficient packaging to despatch all examination materials;
  - ensure cover sheets accompany scripts where appropriate, for example where a candidate has used a scribe. The cover sheet must be securely attached to the script;
  - print the attendance list and examiner address see section 26. If centres have to write the address label on a package always ensure the address is written clearly on the largest face of the package and ensure it is flat and crease free. If the label is printed ensure that your printer is printing clearly. Faint address labels are not acceptable;
  - fasten envelopes securely;
  - despatch examination materials to the address provided on the same day of the examination wherever possible. Centres that been provided with an electronic question paper and do not have approved secure storage **must always** return completed question papers/answer booklets on the day of the exam, failure to do so will be reported as suspected malpractice;
  - ensure that any examination materials that cannot be despatched on the scheduled day of the examination are despatched **no later than the next working day**;
  - always** retain examination materials in appropriate inspected and approved secure storage overnight prior to despatch (see section 9 of this document);

- i) make sure that all scripts are despatched by the end of an examination test window, where there is one;
- j) return all examination material by a secure trackable method which is reliable and ensures prompt delivery. Centres should retain details as proof of despatch until after results are issued, and to enable missing packages to be tracked/found.

32.4 Centres **must not**:

- a) include anything other than the examination materials indicated in the appropriate Administration guidance available on the [OCR website](#).
- b) overfill packages as they may split open during transit.

## Appendix 1 Suggested wording for the invigilator's announcement to candidates for paper-based exams and on-screen tests

1. Until you leave this room you are under exam conditions and must follow the regulations of the examination.
2. You must not open your question papers/access the on-screen test before I tell you to start the exam.
3. You must not communicate or publish the contents of the exam including on social media.
4. Do not communicate with other candidates. You may not give help to another candidate or ask for help from another candidate.
5. In the unlikely event of the fire alarm going off, please stay seated and wait for my instructions.
6. Check your pockets now for any unauthorised items. Make sure you hand in any unauthorised items such as notes, iPods, mobile phones and watches. *(pause to allow them to check)*
7. This is your last chance to hand things in without any penalty. Failure to do so may lead to disqualification.
8. If you have a watch, hand it to the invigilator now.
9. Check that your table is stable, and your chair is comfortably positioned – adjust it if necessary.
10. If you have a problem, need any paper for notes, feel unwell or wish to leave the room you should put up your hand and I will come to you. If you leave the exam room without being accompanied, you will not be allowed to return.
11. When you have finished your exam and wish to leave the room you must raise your hand and I will come to you. You must hand in any rough paper you have been given even if it is not used. You must only leave the exam room with the items you brought in with you. You **must not** remove any papers from the exam room.

### On-screen only

1. Check that the keycode you have been given is in your name. *(pause to allow them to check)*
2. Enter your keycode and click "ok". Do **not** click the Start Test button to start the exam until I tell you to do so. *(pause to allow them to input their keycodes)*
3. Check that your name and the details of the test you are sitting are correct *(pause to allow them to check)*.
4. The test duration is shown at the top of the instruction screen.
5. Read the instructions on the instruction screen *(pause to allow them to read)*.
6. Only material listed on the instruction screen is allowed in the exam room. **You must not have on or near you any other material.**

7. Check that you have all the materials you need for the exam, including **all** the items listed on the instruction screen (*pause to allow them to check*).
8. Other than your computer and the material listed you are only allowed to have rough paper provided by me.

### **Functional Skills on-screen only**

1. You must upload your work as directed on-screen. There will be no opportunity to upload work after the exam has finished.
2. Warnings advising you of the time you have left will be displayed on-screen at 15 and 5 minutes before the end of the test.
3. If you complete the test before the time runs out, you can use the time to check the answers that you have made.
4. If you cannot complete the test before the time runs out, the answers to all the questions you have answered will be saved and will still be marked.
5. **You may start now by clicking the Start Test button.**

***At the end of the exam/when candidates have finished and wish to leave the room you must check that they have clicked the “finish” button to close the test and do not take any paper out of the exam room. If other exams are taking place remind them to leave quietly so as not to disturb other candidates.***

### **Paper-based only**

1. Check that you have been given the correct paper. (*pause to allow them to check*)
2. Fill in all the details needed on the front of your question paper. Make sure you put your name on all your work. (*Pause to allow time for candidates to fill in the details*)
3. Read the instructions on the front of the question paper.
4. You may read these out to the candidates, if required, see appendix 5 for example copies of the front page of Functional Skill question papers (question paper rubric)
5. Check that you have all the materials you need for the exam.
6. If you need any rough paper during the exam please put up your hand and I will bring it to you – after the exam you must hand in all rough paper, whether you have used it or not.
7. You will be given time after the end of the exam to print out your work.
8. **Tell the candidates they may begin the exam and state how much time they have** (*write the start and finish times on the board*)

### **During the exam**

You should give candidates a 5 minute warning before the end of the exam (*other time warnings are at your discretion*)

### **At the end of the exam**

9. Please stop typing/writing.
10. You are still under exam conditions.

### **Paper-based only**

11. We will now allow time for you to print off your work – you must make sure you only collect your own work. *Arrange for candidates to print off their work ensuring they are still under exam conditions*
12. Please check that you have completed the information on the front of the question paper and have your name on all your work. Place your work in task order in the question paper/answer booklet, **Level 2 FS ICT only** - together with any resource pages you have removed.
13. You must not remove any paper from the exam room.

*Once you have collected in all the question papers and rough paper tell the candidates they may leave the exam room. If other exams are taking place remind them to leave quietly so as not to disturb other candidates.*

## Appendix 2: Warning to candidates



Oxford Cambridge and RSA

### WARNING TO CANDIDATES

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

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

**Effective up to and including 31 August 2023**

## Appendix 3: Information for candidates taking examinations (paper-based and on-screen)



Oxford Cambridge and RSA

**This document has been written to help you. Read it carefully and follow the instructions. If there is anything you do not understand ask your tutor/centre staff.**

### **A Regulations – Make sure you understand the rules**

1. Be on time for all your exams. If you arrive late for an exam, report to the invigilator running the exam, you may not be allowed to sit the exam.
2. You must not attempt to find out information on the content of the exam before you sit the exam.
3. You must not communicate or publish the content (including on social media) of the exam after you have sat the exam.
4. You will be under exam conditions as soon as you enter the exam room.
5. Do not become involved in any unfair or dishonest practice during the exam.
6. If you try to cheat or break the rules in any way your exams could be disallowed and/or penalties imposed. Please refer to the JCQ document *Suspected Malpractice in Examinations and Assessments* available on the JCQ website.
7. Only take into the exam room the equipment which you need and are allowed for the exam.
8. Unless you are told otherwise you **must not** take into the exam room:
  - notes
  - paper for rough work/notes (this should be provided to you by the invigilator if required)
  - an ipod, MP3/4 player or similar device
  - mobile phone
  - a watch.
9. **Any pencil cases taken into the exam room must be see-through.**
10. Except where it is part of your exam, you **must not** have access to:
  - the Internet
  - e-mail
  - data stored on the hard drive or portable storage media, CDs and memory sticks
  - pre-prepared templates

**Remember:** possession of unauthorised material is breaking the rules, **even if you do not intend to use it**, and you will be subject to penalty and possible disqualification.

11. If you have a watch the invigilator will ask you to hand it in to them.
12. Do not talk to or try to communicate with, or disturb, other candidates once the exam has started.
13. You **must not** write inappropriate, obscene or offensive material.
14. If you leave the exam room unaccompanied before the exam has finished, you will not be allowed to return.
15. Do not borrow anything from another candidate during the exam.



## D Instructions during the exam

1. Always listen to the invigilator. Always follow their instructions.
2. Raise your hand to attract the invigilator's attention:
  - if you think you have not been given the right question paper or the on-screen test is not the correct exam or in someone else's name;
  - if the question paper is incomplete or badly printed;
  - if you have problems with your computer.
3. Read carefully and follow the instructions printed on the question paper or on-screen.

### For paper-based exams only

1. When instructed to do so complete the details required on the front of the question paper **before** you start the exam. Make sure you add your name to all your work before you print it out. Work without a name will not be marked.
2. Do not open the question paper, answer booklet or start your on-screen exam until you are told that the exam has begun.

## E Advice and assistance

1. If, on the day of the exam, you feel that your work may be affected by ill health or any other reason, tell the invigilator.
2. Put up your hand during the exam if:
  - you have a problem and are in doubt about what you should do;
  - you do not feel well;
  - you need rough paper;
  - wish to leave the room.
3. You **must not** ask for, and will not be given, any explanation of the questions.

## F At the end of the exam

1. **Do not** leave the exam room until told you can do so by the invigilator. You remain under exam conditions while you are in the exam room.
2. You **must** only leave the exam room with the items you brought in with you. You **must not** remove any papers from the exam room.
3. **On-screen only** - Ensure that the software closes at the end of the on-screen test.

### Paper-based only:

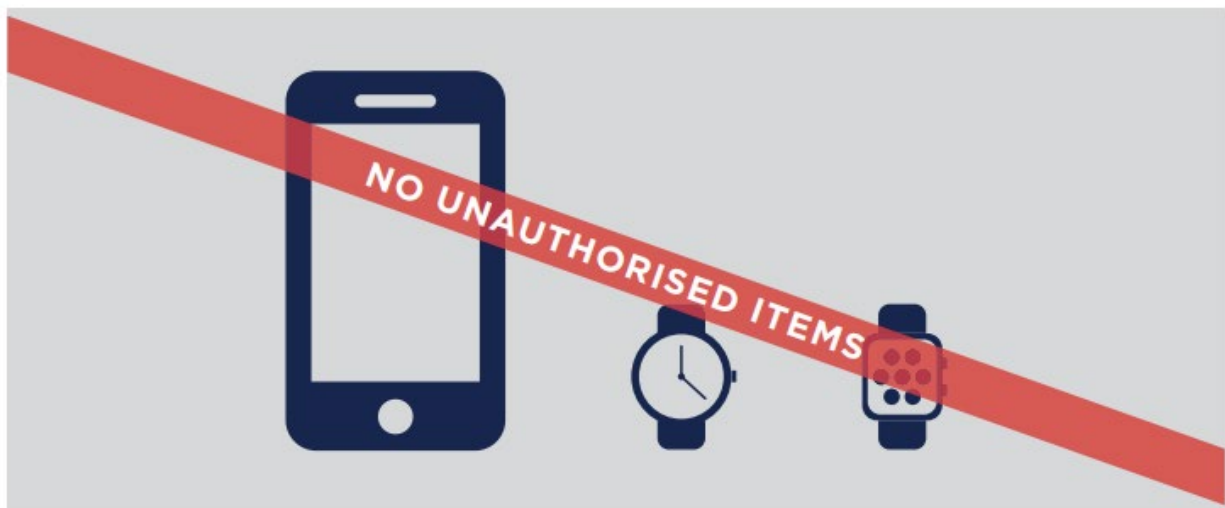
4. Stop working when instructed to do so.
5. Make sure you have completed the information on the front of your question paper.
6. If you have removed resource documents from the question paper make sure you put these back inside the question paper.
7. You will be given time to print out your work, make sure you collect your own work. You **must not** share your work with other candidates. Make sure that another candidate does not collect your printout(s).
8. Check that you have added your name to all your work and place the print-outs in task order in the question paper.
9. You **must** hand in your question paper, any loose paper and rough paper to the invigilator **before** you leave the exam room.

**This information must be made available to all candidates in advance of their examination. It may be provided electronically to candidates or in hard copy paper format.**

**Appendix 4: Unauthorised items poster**

**NO MOBILE PHONES  
NO WATCHES**

**NO POTENTIAL TECHNOLOGICAL/WEB  
ENABLED SOURCES OF INFORMATION**



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

**DISQUALIFICATION**

from your examination and your overall qualification.

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

# Appendix 5: Examples of question paper rubric



OXFORD CAMBRIDGE AND RSA EXAMINATIONS

LEVEL 1 FUNCTIONAL SKILLS

INFORMATION AND COMMUNICATION TECHNOLOGY

ON DEMAND PAPER – A3 TASK

**09876**

TIME: 2 HOURS

**INSTRUCTIONS**

Fill in all the boxes below. Use BLOCK LETTERS.

Your surname or family name

Your first forename (if any)

Your second forename (if any)

Date of birth

Centre name

Centre number

Your OCR candidate number

FOR EXAMINER USE ONLY	
Task No.	Mark
1	/8
2	/15
3	/18
4	/13
5	/3
6	/3
<b>Total</b>	<b>/60</b>

**This TASK consists of:**

- Part A
- Part B (you must not start Part B until you are told to do so by your supervisor).

**YOU NEED**

- Access to a computer and a printer.
- Access to the internet (**for Part A only**).
- Access to the data files listed below. Your supervisor will tell you where these are stored.
 

<b>gym classes attendance data</b>	<b>rowing drive image</b>
<b>gym staff data</b>	<b>rowing finish image</b>
<b>how to row text</b>	<b>rowing recover image</b>
<b>rowing catch image</b>	
- A pen with black ink.

**YOU HAVE 2 HOURS TO COMPLETE THE TASKS**

- You may word process your answer if you prefer and provide a printout.
- Printing may be carried out after the time allocated for this assessment.

Ofqual Qualification Reference Number – 500/8505/0

**T330/1402**

**This document consists of 12 pages. Any blank pages are indicated.**

09876\_01/A3

© OCR 2014

Registered Company Number: 3484466

**[Turn over**

OXFORD CAMBRIDGE AND RSA EXAMINATIONS

LEVEL 2 FUNCTIONAL SKILLS

INFORMATION AND COMMUNICATION TECHNOLOGY  
ON DEMAND PAPER – E1 TASK

**09877**

**TIME: 2 HOURS**

**INSTRUCTIONS**

Fill in all the boxes below. Use BLOCK LETTERS.

Your surname or family name

Your first forename (if any)

Your second forename (if any)

Date of birth

Centre name

Centre number

Your OCR candidate number

FOR EXAMINER USE ONLY	
Task No.	Mark
1	/8
2a	/12
2b	/20
2c	/23
2d	/7
<b>Total</b>	<b>/70</b>

**This TASK consists of:**

- Resource Documentation (perforated)
- Part A
- Part B (you must not start Part B until you are told to do so by your supervisor).

**YOU NEED**

- Access to a computer and a printer.
- Access to the internet (**for Part A only**).
- Access to the data files listed below. Your supervisor will tell you where these are stored.  
**european 5 year units sold data      european sales talk text**  
**european sales conference shift data      uk 5 year units sold data**
- A pen with black ink.

**YOU HAVE 2 HOURS TO COMPLETE THE TASKS**

- You may word process your answer if you prefer and provide a printout.
- Printing may be carried out after the time allocated for this assessment.

## Appendix 6: Example of a seating plan and invigilation report

### Seating Plan and Invigilation Report/certificate

Centre number and name: .....

Subject(s)/qualification(s)/Level : .....

Date of exam: ..... Time allowed for exam: .....

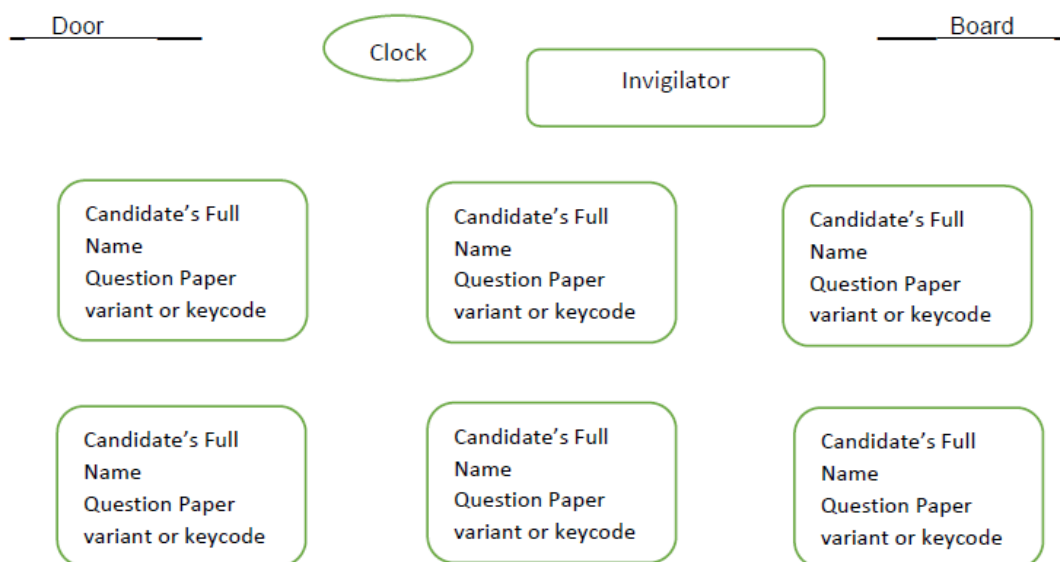
Time exam started: ..... Time exam finished: .....

Number of candidates: .....

Details of modified papers/special requirements .....

Invigilator(s) Full Name(s): .....

Invigilator(s) Signature(s): .....



The exam was carried out in accordance with the regulatory requirements and there were no disturbances or incidents/the following occurred: (Please delete as applicable)

#### Details of disturbances/changes in seating and/or invigilators (including times)

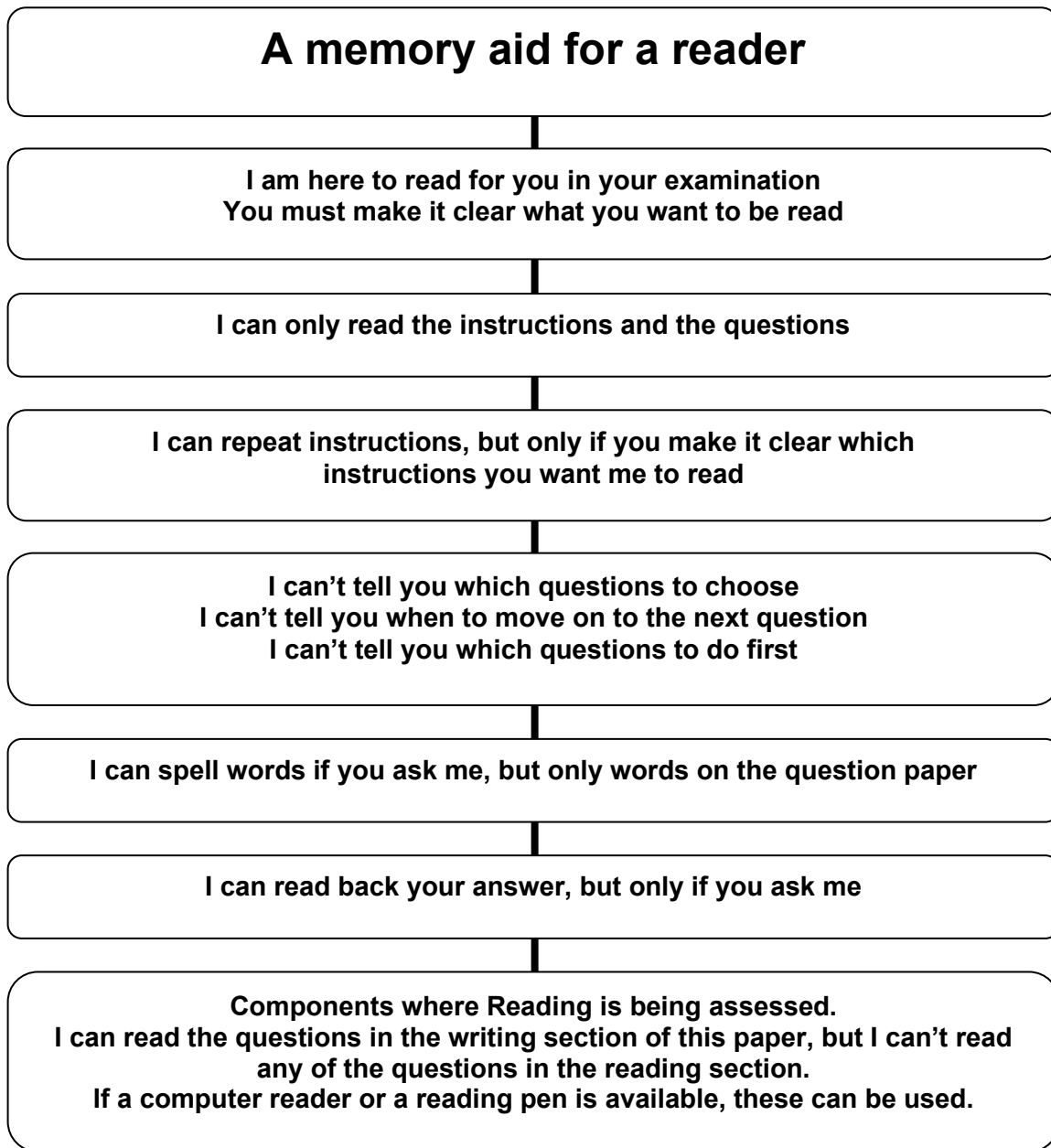
I confirm that the information provided is accurate.

Name (printed): ..... Signature .....

Position at Centre: ..... Date: .....

**Note:** This must be completed for every exam and retained in the centre for 1 year after the date of that exam.

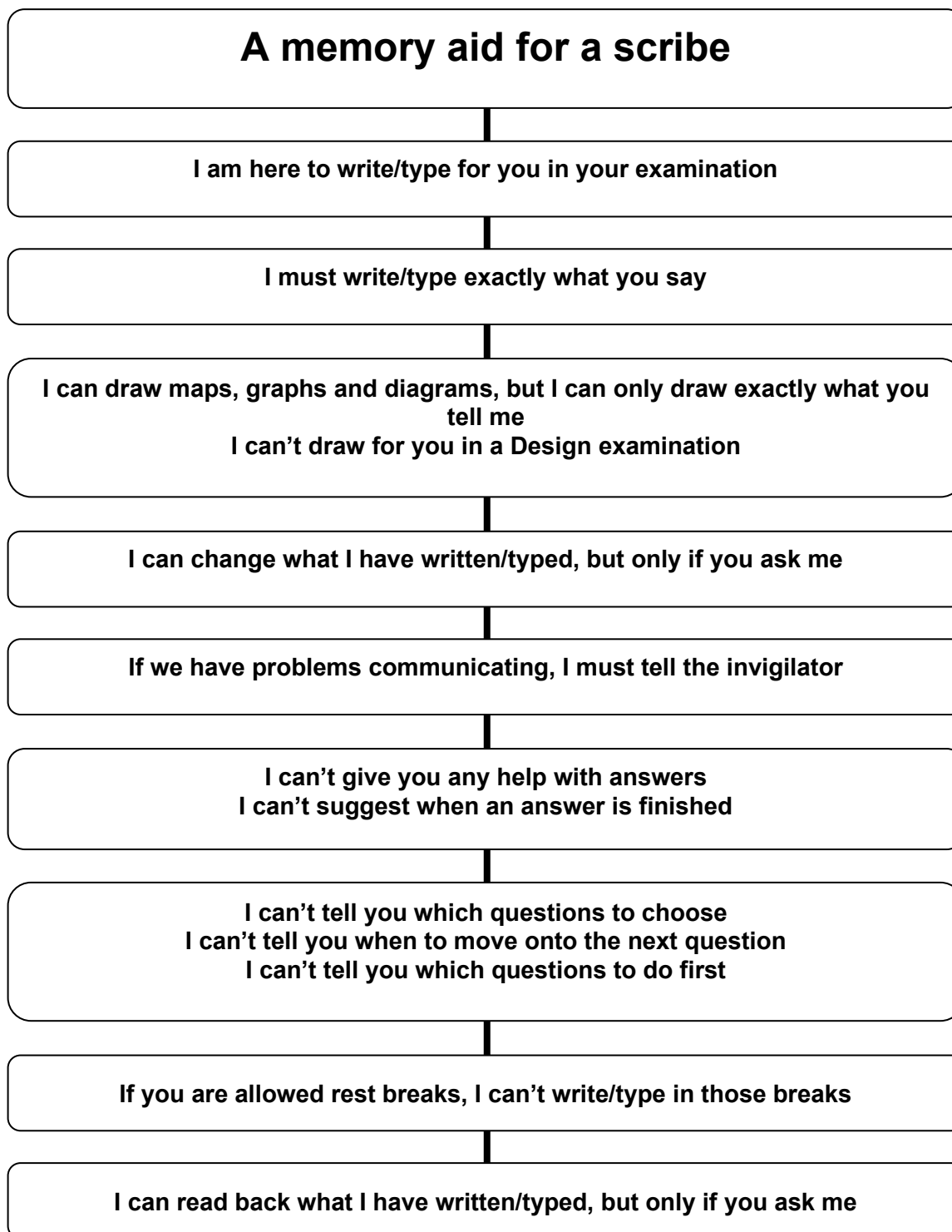
## Appendix 7: Memory aid for a reader



Centres must ensure that both invigilators and those acting as a reader are appropriately trained and familiar with these instructions, the access arrangements specific to the qualification and the relevant parts of the OCR website.

It is essential that the candidate is made aware of what a reader can and cannot do in advance of their first examination.

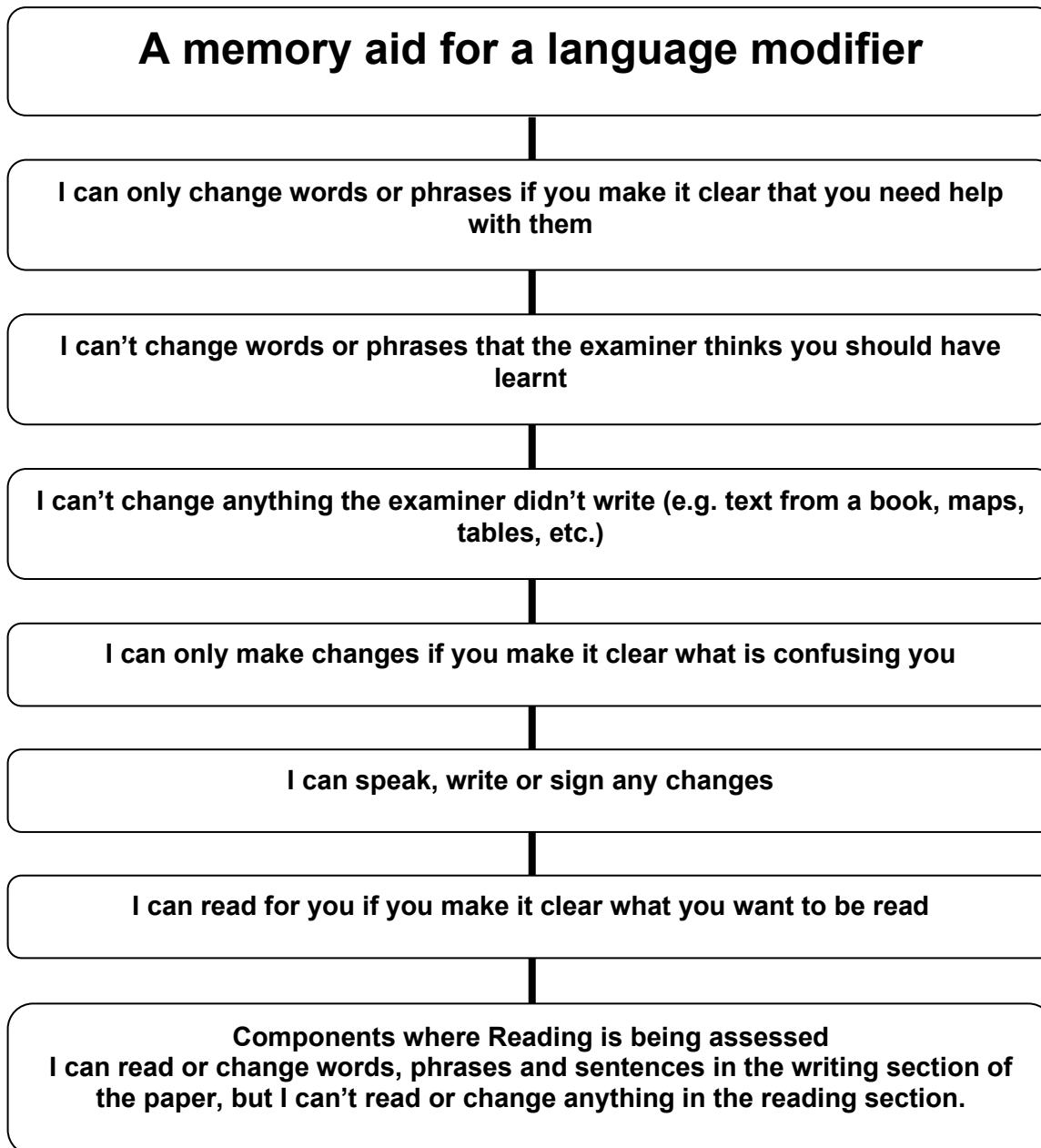
## Appendix 8: Memory aid for a scribe



Centres must ensure that both invigilators and those acting as a scribe are appropriately trained and familiar with these instructions, the access arrangements specific to the qualification and the relevant parts of the OCR website.

It is essential that the candidate is made aware of what a scribe can and cannot do in advance of their first examination.

## Appendix 9: Memory aid for an Oral language Modifier

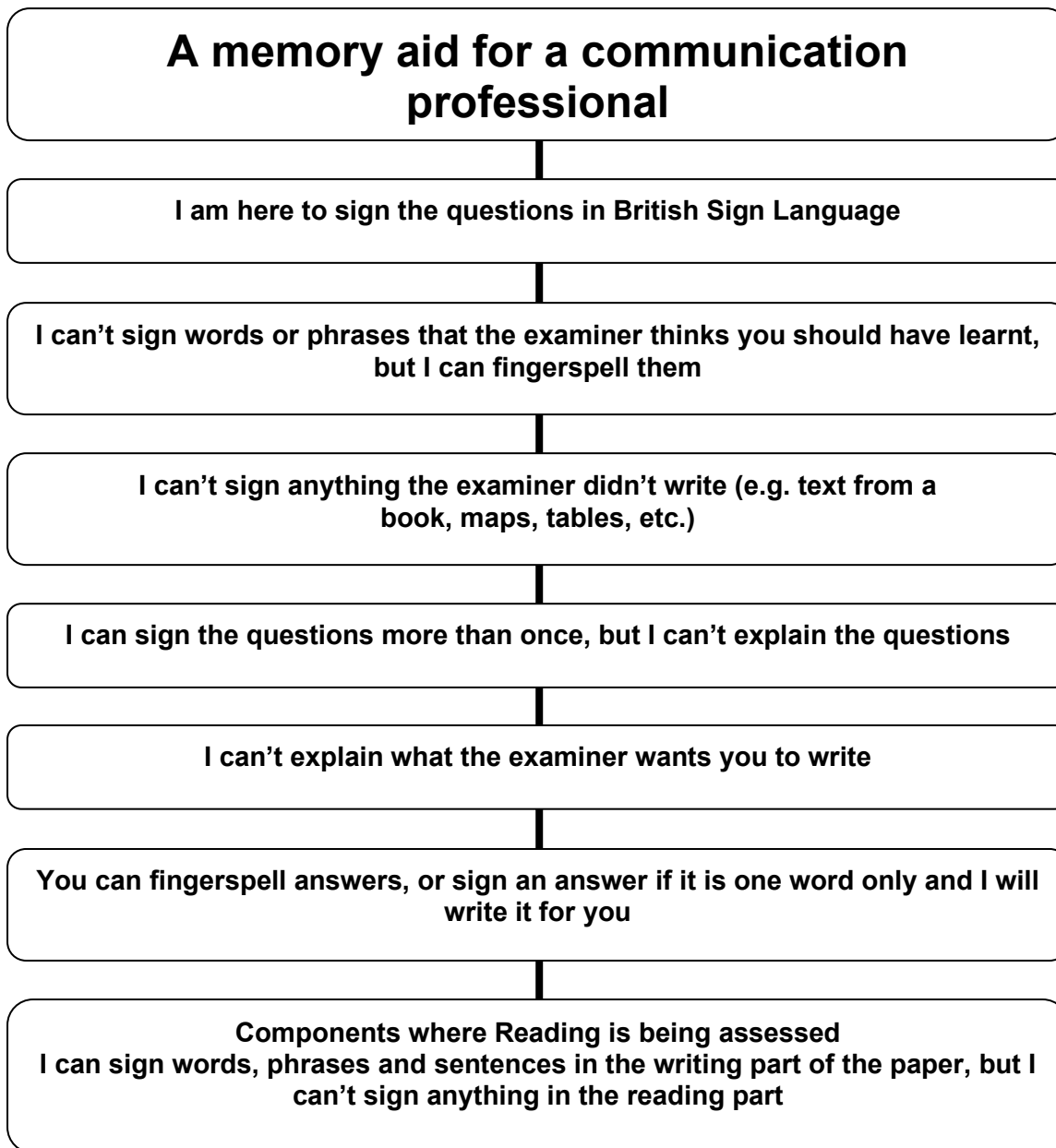


Centres must ensure that both invigilators and those acting as a language modifier are appropriately trained and familiar with these instructions, the access arrangements specific to the qualification and the relevant parts of the OCR website.

It is essential that the candidate is made aware of what a language modifier can and cannot do in advance of their first examination.



## Appendix 10: Memory aid for a Communication Professional



Centres must ensure that both invigilators and those acting as a communication professional are appropriately trained and familiar with these instructions, the access arrangements specific to the qualification and the relevant parts of the OCR website.

It is essential that the candidate is made aware of what a communication professional can and cannot do in advance of their first examination.

## Appendix 11: List of contact details/links to documents and websites

[JCQ Instructions for Conducting Examinations \(JCQ ICE\)](#)

[OCR Administration Guidance](#)

[Functional Skills Centre Handbooks/specifications](#)

[Digital Employability Centre Handbook](#)

[JCQ General Regulations for Approved Centres](#)

[OCR Website](#)

Information about access arrangements specific to Functional Skills qualifications on the [OCR website](#)

Administration of on-screen tests for [Functional Skills](#) and [Digital Employability](#)

[JCQ Website](#)

[JCQ Access Arrangements and Reasonable Adjustments](#)

[JCQ Suspected Malpractice in Examinations and Assessments: Policies and Procedures](#)

OCR's Customer Support Centre (CSC) - 01223 553998, [support@ocr.org.uk](mailto:support@ocr.org.uk)

National Centre Number Register - [ncn@ocr.org.uk](mailto:ncn@ocr.org.uk)

[JCQ A guide to the special consideration process – General and Vocational qualifications](#)

[JCQ forms for Access Arrangements, Reasonable Adjustments and Special Consideration](#)