



HABC Examination and Invigilation Regulations

HABC EXAMINATION AND INVIGILATION REGULATIONS

1. General

- 1.1 To uphold the integrity of HABC qualifications, it is imperative that policies and procedures are put in place and strictly adhered to by Centres, Nominated Tutors and examination Invigilators/Assessors.
- 1.2 It is the responsibility of the person designated as Centre Contact to ensure compliance with all HABC policies and procedures.
- 1.3 It is the responsibility of the person designated as Centre Contact to ensure that all Nominated Tutors/Invigilators/Assessors are suitably trained to carry out these particular roles.
- 1.4 All Nominated Tutors/Invigilators/Assessors should be given access to the HABC policies and procedures. It is the responsibility of the Centre Contact to ensure that all chosen Nominated Tutors/Invigilators/Assessors adhere to all HABC policies and procedures.
- 1.5 It is the responsibility of the Centre Contact to ensure that all Nominated Tutors/Invigilators/Assessors are given a copy of the HABC Examinations and Invigilation Regulations.
- 1.6 **Centres are required to inform HABC of the date, time and venue of the course and/or examination at least five working days before it is due to take place** although we do appreciate this is not always possible. Please note that HABC reserves the right to attend the course with or without notice for auditing purposes.

2. Ordering Examination Materials

- 2.1 All examination materials can be ordered online or using the Examination Material Booking Form. The designated Centre Contact should sign this form. Copies of the form can be found in the Members Area of the HABC website.
- 2.2 All orders for examination materials must be submitted online, posted, faxed or emailed to HABC.

- 2.3 All orders for written examination materials must be received by HABC at least five working days before the examination. Orders received less than three working days before the examination will be processed at HABC's discretion, although HABC will not be able to guarantee that the materials will be received in good time. Such orders may be subject to an additional post/courier charge. Details of all fees can be found on the website.
- 2.4 HABC will send the designated Centre Contact the following materials normally within five working days:
- 2.4.1 a sealed security bag containing individual examination papers and learner Examination Answer Sheets (EAS);
 - 2.4.2 Examination Learner List and Declaration. It is mandatory that Centres return a copy of this form in the sealed security bag after each examination session, unless the same information is submitted to HABC via our website;
 - 2.4.3 a pre-labelled unsealed security bag to return examination papers, Examination Answer Sheets, Examination Learner List and Declaration and unused materials to HABC. (Multiple bags will be sent for bulk orders.)
- 2.5 In conjunction with 2.4.1 and 2.4.2, Centre Contacts are urged to print the following document which can be accessed on the HABC website:
- 2.5.1 Examination Feedback Form - This is a **non-mandatory** form; however, Centres are encouraged to return this form to HABC after each course taken. Again this form can be accessed on the HABC website.
- 2.6 HABC reserves the right to raise a charge in the event that examinations are cancelled after the materials have been dispatched.
3. **Ordering Retake Materials**
- 3.1 This is the same procedure as set out in section 2 above.

4. Receipt and Storage of Examination Materials

- 4.1 The Centre Contact should check the content of examination materials received on receipt of the goods. Any discrepancies/damage should be communicated to HABC immediately by telephone or email.
- 4.2 The sealed security bag, containing each individual examination paper, must not be opened until no more than five minutes before the commencement of the examination. Prior to this, the examination papers should be kept in a locked, secure location. The recommended place to keep them would be in a locked safe, but this is not mandatory. Should the papers be taken to another site they should be transported in a secure, locked container.

5. Instructions to Learners

- 5.1 Centres should make clear to learners well in advance of the examination that they should notify the Centre should they require Reasonable Adjustments and/or Special Consideration.
- 5.2 HABC's policies in respect of Reasonable Adjustments and Special Consideration can be found in the Core Manual.
- 5.3 All learners must be instructed to bring identification to the assessment for checking by the invigilator. This instruction should be given ahead of the course/assessment when the learner registers and/or with any pre-course materials.

6. Changes in Venue, Time or Date of the Examination

- 6.1 Any changes to the venue, time or date of the examination should be notified to HABC at least five working days before the course was originally due to take place. It is the responsibility of the Centre Contact to notify HABC of any changes in writing (email is acceptable) before the course/examination.
- 6.2 **In the event that HABC undertakes a visit and your Centre fails to notify HABC of the amendment, HABC reserves the right to charge an additional fee (ordinarily £350 plus VAT) to contribute towards the costs of a subsequent visit.**

7. Cancellation of Examination

- 7.1 Should you have a requirement to cancel the course/examination, please ensure HABC is provided with five working days notice in advance. Failure to advise HABC of any cancellation in this timescale may lead to sanctions being imposed against your Centre.
- 7.2 **In the event that HABC undertakes a visit and your Centre fails to notify HABC of the cancellation, HABC reserves the right to charge an additional fee (ordinarily £350 plus VAT) to contribute towards the costs of a subsequent visit.**
- 7.3 In the event of an examination being cancelled, examination materials can be returned in the enclosed security bag. It is permissible to use the examination papers for an examination at a later date, as long as the procedures set out in the Examination and Invigilation Regulations are adhered to.

8. Learner Identification

- 8.1 It is the responsibility of the Centre to have systems in place to ensure that the person taking an examination is indeed the person they are claiming to be. **All Centres are therefore required to ensure that each learner's identification is checked before they are allowed to sit the examination and write the type of identification provided by each learner on the Learner List under "Identification Provided".** HABC recommend the following as proof of a Learners Identity:
- 8.1.1 valid passport (any nationality);
 - 8.1.2 signed UK photo card driving licence;
 - 8.1.3 valid warrant card issued by HM Forces, Police;
 - 8.1.4 other photographic ID card, e.g. employee ID card (must be current employer), student ID card, travel card.
- 8.2 In the event that a learner is unable to produce any of the forms of identification listed in 8.1.1 – 8.1.4 above, an invigilator **may** accept another form of identity containing a signature, for example a credit card. The

invigilator must, however, be satisfied that the signature on the identity matches the learner's own signature on the learner list.

- 8.3 If a learner is unable to supply any of the above then verification of a learner's identity by a third-party representative, such as a Line Manager, Human Resources Manager or invigilator, will be accepted. This situation may apply, for example, when all learners are employees of the Centre or company conducting the examination, or when all learners are either enrolled learners at a Further Education establishment or Centre. **Please note that HABC does not allow third-party ID verification for Security or licensable qualifications under any circumstances.**
- 8.4 Any Nominated Tutor/Invigilator/Assessor who has any reason to suspect that a person attempting to take an examination is not the person they are claiming to be must not allow that person to take the examination.
- 8.5 All occurrences of a situation as described in 8.2 above must be reported to HABC immediately.
- 8.6 **Approved HABC Centres delivering the licence-linked security qualifications must adhere to the identification requirements detailed in Security Licence-Linked Qualifications Examination Learner List and Declaration.**

9. Examination Materials

- 9.1 At the beginning of the examination, the invigilator must check they are in receipt of the following materials:
- 9.1.1 examination question papers and learner Examination Answer Sheets;
 - 9.1.2 Examination Learner List and Declaration;
 - 9.1.3 HABC self-addressed security bag to return all examination materials;
 - 9.1.4 spare pencils and erasers.

10. Invigilators

- 10.1 The invigilator must not be related to learners. It is the Centre's responsibility to ensure that the invigilator is suitable to invigilate examinations.
- 10.2 If the examination relates to a Security licence-linked qualification offered by HABC (for example, HABC Level 2 Award in Door Supervision): in accordance with SIA requirements, the trainer who delivered the course is **not** permitted to act as the invigilator for said course's multiple-choice examinations.

11. Prior to the Examination

- 11.1 Prior to the examination, Invigilators/Assessors should:
- 11.1.1 inspect the examination room to ensure that the accommodation is suitable and the seating is arranged in such a way to avoid malpractice;
 - 11.1.2 ensure that there is an 'Exam in Progress' sign visible on any entry door to the examination room;
 - 11.1.3 ensure that all learning aids (such as wall posters) that may assist learners with the examination are covered or removed;
 - 11.1.4 verify that all learners are present;
 - 11.1.5 check the front of the sealed security bag to ensure that the correct examination materials have been sent;
 - 11.1.6 identify any individuals for whom special arrangements have been approved by HABC;
 - 11.1.7 familiarise themselves with the examination and Invigilators/Assessors regulations;
 - 11.1.8 explain evacuation arrangements to learners, in the event of an emergency;
 - 11.1.9 be confident that all the individuals attempting to take the examination are who they say they are;

11.1.10 Ensure all learners add their details to the Learner List.

12. Starting the Examination

12.1 Prior to the examination, Invigilators/Assessors are required to:

12.1.1 arrive at the examination location in good time;

12.1.2 inform the learners of the correct Centre and Tutor Number;

12.1.3 inform the learners of the start and finishing time of the examination, referring to a clock that should be visible to all learners;

12.1.4 ensure that all learners are positioned sufficiently apart to avoid the risk of malpractice;

12.1.5 inform learners that they are not permitted to refer to any materials other than a standard dictionary. Invigilators/Assessors should check that only authorised materials are on the learner's desks;

12.1.6 if a paper based assessment, inform learners that multi-media devices, such as mobile phones and tablets, need to be turned off and not placed on the examination desk;

12.1.7 inform all learners that they should read all instructions on the examination paper before answering the questions;

12.1.8 inform all learners that they are forbidden from communicating with other learners during the examination and that the Invigilator/Assessor is not permitted to provide any further explanation or guidance on examination questions;

12.1.9 once the learners are settled, ensure that the learners open the sealed security bag and check that they have the correct examination paper, noting the title of the examination and paper number.

12.2 Prior to the examination starting, the Invigilator/Assessor should ensure that all learners complete the following information on their Examination Answer Sheets:

- 12.2.1 the learner's full name;
- 12.2.2 the Approved HABC Centre number;
- 12.2.3 the HABC Nominated Tutor number of the person who delivered the training;
- 12.2.4 the examination date;
- 12.2.5 whether the examination is a resit;
- 12.2.6 the examination start time.

12.3 Please note: The Security Code and Examination Paper Code should be pre-printed on the learner Examination Answer Sheet.

13. **During the Examination**

13.1 The invigilator must supervise the learners at all times throughout the examination.

13.2 Absolute silence must be maintained throughout the examination.

13.3 Learners who arrive after the starting time for an examination may, at the discretion of the Invigilator/Assessor, enter the room and sit the examination providing that they do not disturb the other learners. They must, however, finish the examination at the same time as the other learners.

13.4 Learners who need to leave the examination room must be accompanied by an Invigilator/Assessor, who must ensure that they do not speak to anyone else, make a telephone call or refer to any notes.

13.5 Any learners wishing to leave the examination room early must hand in their answer sheet and examination paper and must not be readmitted to the room under any circumstances.

13.6 In the event that an Invigilator/Assessor observes or suspects a learner of cheating, that learner should be asked to stop. Should the action be considered serious enough, a learner's examination paper and answer sheet should be collected and the learner asked to leave the examination room. In

this latter scenario the Invigilator/Assessor must submit a written report to the Centre Contact who should notify HABC of the incident.

13.7 For further guidance on HABC procedures for dealing with malpractice, please refer to the Maladministration and Malpractice Policy.

13.8 Invigilators are expected to remind the learners of the time remaining approximately 15 minutes before the end of the examination.

14. Emergencies

14.1 In the event of an emergency, the Invigilator/Assessor should evacuate the examination venue in accordance with venue procedures. All examination papers and answer sheets should be left on the learners' desks.

14.2 If an Invigilator/Assessor is satisfied that the integrity of the examination has not been compromised, the examination can be resumed for the remaining allocated time. The Invigilator/Assessor must submit a full report of the incident to HABC.

15. The End of the Examination

15.1 After the examination has finished, the Invigilator/Assessor should ask all learners to note the examination finish time on their EAS and sign the document in the bottom right-hand corner.

15.2 The Invigilator/Assessor should check to ensure that the number of completed answer sheets and learner booklets matches the number of learners. She/he should also check to ensure that the learners have correctly entered their details on to the Examination Answer Sheets.

15.3 The Invigilator/Assessor should also check to ensure that she/he signs the declaration for the examination and any approval forms for learners who have special arrangements in place. Details of any extenuating circumstances should also be recorded.

15.4 The Invigilator/Assessor should check the dates of birth are entered for all candidates.

16. After the Examination

- 16.1 If photocopying facilities are available at the examination venue, then it is recommended that photocopies of learner answer sheets are taken immediately after the examination, in front of a witness. The invigilator should then bring the papers back and seal them, with materials referred to in 9.1, in the examination room in front of a witness. On no occasion should the invigilator leave the examination room without the examination sheets being sealed in a grey bag.
- 16.2 If there are no copying facilities at the examination venue then the invigilator will be unable to take copies (under no circumstances should the papers be taken out of the venue in an unsealed bag to be copied at a later date). In such cases the papers should immediately after the examination be sealed in the grey bag, in front of a witness.
- 16.3 **Opened Examination question papers must be returned to HABC. It is NOT permitted to copy any part of the examination question paper.**
- 16.4 The Centre Contact is responsible for ensuring there is sufficient postage to cover the safe return of used examination materials to HABC.

17. Results and Certificates

- 17.1 Results and certificates will normally be processed in accordance with HABC's Customer Service Statement which can be found on the website.

18. Replacement Certificates

- 18.1 The process for obtaining replacement certificates can be found in the Core Manual.

19. Fees

- 19.1 HABC will invoice all Centres in accordance with the fee structure set out in the Fee Table, available on the website. Centres are asked to pay the invoice within 30 days of issue. HABC reserves the right not to provide any further examination materials and/or process any further examination documentation if a Centre fails to adhere to these payment provisions.

20. **Retakes**

- 20.1 Any learner who fails an examination can retake as many times as they like. The retake fees can also be found in the Fee Table on the website.

21. **Appeals Against Results**

- 21.1 Any learner wishing to appeal against an examination result can do so by invoking the Enquiry and Appeals Procedure which can be found in the Core Manual.