SWISS INSTITUTE OF MANAGEMENT AND SCIENCES

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ASSESSMENT INVIGILATION & ADMINISTRATION POLICY

SWISS INSTITUTE OF MANAGEMENT AND SCIENCES

Document Control

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1. RESPONSIBILITIES OF SIMS

1. We will ensure that all invigilators (including employer-based invigilators) are suitably recruited, trained, and briefed on invigilation procedures before any invigilation activity starts. Training and briefings will ensure that appointed invigilators understand the requirements of their role and follow all compliance requirements.
2. We will ensure invigilators can access secure systems and networks before sharing live test papers. This ensures that live tests remain safe and secure during despatch and receipt.
3. We will ensure that any special access arrangements requested for apprentices are considered, applied, and informed to the invigilator. All special assessment requests will be logged within the Management System.
4. We will investigate all incidents of maladministration or malpractice and take relevant action to ensure the apprentice is not placed at a disadvantage or the integrity of the test is compromised.
5. When appropriate, we may conduct audits and quality assurance visits (which may be announced or unannounced) to monitor compliance with this policy.

2. RESPONSIBILITIES OF THE INVIGILATOR

1. Complete training and briefing sessions relevant to the role of an invigilator. These may be face-to-face or remote teleconference sessions.
2. For employer-based invigilation, confirmation must be provided that the invigilator has:
    - Read and understood the policies and procedures surrounding testing.
    - Created a Secure File Transfer account.
    - Stated the apprentice's name, test date and standard for which they are acting as an invigilator.
3. Invigilators must confirm that they have the technology and equipment to receive and print test papers.
4. Once test materials have been dispatched (either paper-based or secure electronic methods), these are stored securely.
5. Undertake all duties in line with the guidelines defined in this policy.
6. Notify examinationdelivery@simsswiss.ch and conflictofinterest@simsswiss.ch of any conflict of interest (section 3).
7. The invigilator will inform Examination Delivery and malpractice@simsswiss.ch of any incidents of malpractice or maladministration using form MP1. Please refer to the SIMS guidance: dealing with malpractice and maladministration.

3. CONFLICT OF INTEREST

1. We define conflict of interest as "a situation in which an individual, or organisation, has competing interests or loyalties", SIMS, Conflict of Interest Policy.
2. All third-party organisations must identify, manage, and reduce all conflicts of interest to ensure transparency within the assessment process.
3. Any independent assessor aware of any conflict of interest towards the apprentice or the training provider must declare this before any test is invigilated.

4. STORAGE AND TRANSPORTATION OF TEST PAPERS

1. The independent assessor is responsible for the safety and security of live test papers once they receive them.
2. 24 hours before the examination date, the independent assessors will keep the Secure File Transfer email, print the test papers, and transfer the documents in a secure bag (in a secure packet).
3. If the security of the assessment materials has been put at risk by fire, theft, loss, damage, unauthorised disclosure or any other circumstances, the Examination Delivery Team must be informed immediately at examinationdelivery@simsswiss.ch.

5. INVIGILATION ARRANGEMENTS (onscreen and paper-based tests)

1. Invigilators must give their full attention to the proper conduct of the test and are not to perform any additional task, e.g., marking in the test room.
2. Enough Invigilators must be appointed to ensure that the test is conducted following the requirements within this section and any specific requirements set out in the Specifications.
3. Invigilators must carry out an ID check for each individual candidate on the day of a test and record the evidence of candidate ID (appropriate, photographic evidence would be a valid passport, a photo card driving licence, or college/workplace ID).
4. Only candidates taking the test(s) and persons authorised by the named responsible person in connection with tests are allowed in the test room.
5. A test is deemed to be in progress from when the candidates enter the room until all candidates have completed the test and left the room. A seating plan must clearly show how the candidates have been seated during the test and provide an accurate record showing how the test room is set up. A seating plan is required for every test, even if just one candidate is present. This is to ensure the test is being conducted under exam conditions, invigilation is not intrusive, and the candidate has appropriate access, space, and visibility to complete the test.

6. Possession of unauthorised items could result in disqualification from the test. Unauthorised materials and mobile phones, tablets, headphones, smart watches, glasses, or other technology/web-enabled sources of information must not be in the candidates' possession, whether switched on or within reach.

Invigilators must ensure:

1. A notice on the room door that says, 'Quiet please - test in progress. No admittance.
2. Seating arrangements must prevent candidates from overlooking (intentionally or otherwise) the work of others. The minimum distance in all directions between (centre to centre) of candidates' chairs must be 1.25 metres.
3. A wall clock showing the correct time is clearly visible to all candidates.
4. A board displaying the test start and finish times is visible to all candidates.
5. The room should be quiet, well-lit, well-ventilated, and at a reasonable temperature with sunlight glare blocked out.
6. Any specific invigilation instructions are followed. These are found in the Specification, for example, additional reading time.
7. Reference materials (e.g. diagrams, wall charts) that might help candidates answer test questions are removed unless the rubric states that candidates can use reference materials in the test. Care must be taken with tests held in laboratories or libraries.

During the test, invigilators must:

1. Not offer any advice or comment on the work of the candidate(s).
2. Ensure that once the test has started, candidates may not ask questions about the test unless there is an issue with the functioning of the test.
3. Not talk to or distract candidates during the test.
4. Be vigilant and always supervise the candidates to prevent cheating. If you discover cheating, remove unauthorised material and allow the candidate to continue. This must be reported as malpractice on the invigilation report and submitted to SIMS at candidatemalpractice@simsswiss.ch.
5. Report any misconduct during a test; this must be reported to SIMS at malpractice@simsswiss.com and inform Examination delivery at examinationdelivery@simsswiss.ch.
6. Ensure that a responsible adult is available to accompany any candidates who need to leave the room temporarily. They must always remain with the candidates and ensure they cannot access restricted material. The candidates remaining in the exam room must continue to be invigilated.

7. Verbally remind candidates when only ten minutes of the test are remaining.
8. Ensure that candidates who have finished their work and have been allowed to leave the test room early, hand in their work before they leave the test room (those candidates must not be allowed back into the room).
9. Tell candidates to stop writing at the end of the test (as appropriate to the format of the test).

In the event of an emergency, such as a fire alarm or bomb threat:

1. Stop the candidates from writing.
2. Collect the attendance register (to ensure all candidates are present) and evacuate the test room in line with the instructions given by the appropriate authority.
3. Ensure candidates leave the room in silence.
4. Ensure that the candidates are supervised as closely as possible while out of the test room to ensure no discussion about the test.
5. Make a note of the time of the interruption and how long it lasted.
6. Allow the candidates the full working time set for the test.
7. If there are only a few candidates, consider the possibility of taking the candidates (with question papers and scripts) to another place to finish the test.
8. Make a full report of the incident by emailing the organisation and candidate details to examinationdelivery@simsswiss.ch.
9. After the test, independent assessors must record any late arrivals, disturbances, or malpractice.
10. Send the completed and marked question papers back to SIMS by scanning the answer paper through Secure File Transfer.

6. REMOTE INVIGILATION (PROCTORING)

1. Proctoring is known as remote invigilation, allowing apprentices to undertake an onscreen test at home while invigilating outside the test room.
2. The apprentice must have access to the internet, webcam, and mobile camera to enable the Remote Invigilation software to work.

Invigilators' Responsibilities

3. Ensure all learners entered for the service have read and understood the learner guidance.
4. Ensure all learners have suitable equipment to run a remotely invigilated onscreen test, including:
    - Working laptop/PC.
    - Second mobile device to monitor live assessment.
    - Stable internet connection.
5. Ensure each learner entered for the service has signed and returned a 'Learner Declaration' form confirming they fully understand the process and the technical requirements required.
6. Ensure students understand, ahead of making any booking using the Remote Invigilation Service, the technical and procedural requirements for sitting onscreen assessments remotely and can comply with them ahead of making any booking using the Remote Invigilation service.
7. Ensure students with access requirements will be adequately supported through the accessibility functionality of the onscreen tests.
8. Ensure any extra time required for the onscreen services is requested as part of the entry process. This can be done for individual students once they have been entered for their exam.