

Instructions for Conducting Examinations

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Version 22

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1. Introduction

These Instructions for Conducting Examinations set out the procedures to be followed for **all** VTCT Skills and ITEC online and paper-based, examinations. These materials are provided in advance for use by heads of centres, examinations officers, invigilators, and all other personnel involved in the examination process. They should be readily accessible for reference throughout the examination sessions.

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

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

- VTCT Skills Access Arrangements -Reasonable Adjustments Policy
- VTCT Skills Special Consideration Policy and Procedures
- VTCT Skills Malpractice and Maladministration Policy and Procedures
- VTCT Skills Plagiarism, cheating and collusion document
- VTCT Skills Sanctions Policy

2. Contingency planning

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

General guidance on this topic can be found at:

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

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

In these circumstances VTCT Skills will:

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

- consider requests for special consideration for affected learners as appropriate.

3. Preparing for the examination

3.1. Preparation of learners

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

3.2. Keeping question papers and other examination materials secure

VTCT Skills paper-based examinations:

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

ITEC paper-based examinations:

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

Functional Skills paper-based examinations:

Functional Skills paper-based exams are printed by the VTCT Skills Functional Skills team and despatched to the exam address in line with the Key Dates document for Functional Skills.

Centres must:

- have arrangements in place to ensure that examination materials are only delivered internally to those authorised by the head of centre to receive them
- have a system in place to record the printing or receipt and dispatch of paper-based exam materials
- ensure that the materials are stored securely at all times
- store examination papers in the designated secure storage facility, in either a room designated for this purpose at the centre's registered address, or in a secure cabinet in a dedicated examinations office
- ensure only authorised personnel have access to the centre's secure storage facility

- be able to demonstrate that secure systems are in place to prevent unauthorised access to the exam materials
- ensure that the materials are only accessed in accordance with VTCT Skills instructions
- maintain the confidentiality of learner responses and details
- in the case of encrypted papers received via email for printing, store all papers as above

In addition, for ITEC paper-based examinations:

- check the outer package, the delivery note/label and learner list supplied immediately, in the designated secure storage area. Do not open the internal envelope that contains the secure exams
- if it is not possible to conduct an immediate check, keep the materials in the secure storage area until the check can be carried out by an authorised person
- inform VTCT Skills immediately by telephone if it appears that the security of the package has been breached in transit, if there is damage to the package or if there are differences in the materials received from those expected
- VTCT Skills, ITEC and Functional Skills Customer Support
 - +44 (0) 23 80 684500
 - customersupport@vtctskills.org.uk
 - customerservice@itecworld.co.uk

ITEC Exams

- +44 (0) 23 80 684503
- exams@itecworld.co.uk

3.3. Timetabling of examinations

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

Learners who are authorised by VTCT Skills to sit an examination earlier than the published start time must remain under supervision by the centre until the official start time has passed. It is the centre's responsibility to arrange and ensure these supervision measures. All learner answer papers must be securely stored until the scheduled assessment has commenced.

Learners authorised by VTCT Skills to take an examination later than the published start time must be supervised by the centre from 30 minutes after the official start time until the beginning of their rescheduled session.

It is permissible for another written external examination to take place in the same room, provided it does not cause any disruption. Centres are responsible for determining how best to accommodate large numbers of candidates.

The following arrangements may be considered:

- Seating candidates taking the same test at alternate computers
- Placing candidates next to others entered for a different tier

- Seating candidates next to those entered for a different subject or unit/component
- Ensuring all candidates are seated before distributing their confidential log-in details

3.4. Preparing for implementation of access arrangements

VTCT Skills' Access Arrangements -Reasonable Adjustments Policy and Special Consideration policy and procedures should be read in conjunction with this document.

The examinations officer is responsible for ensuring that all requests for reasonable adjustments have been approved by both the centre and VTCT Skills, in line with the relevant policy. They must also ensure that the agreed arrangements are clearly communicated to both the learner and the invigilator, and are implemented at the appropriate time. In cases where additional support is required to facilitate access arrangements, the head of centre is responsible for ensuring that invigilators and those facilitating access arrangements, such as readers, scribes and sign language interpreters, understand their role and responsibilities. All involved must be trained appropriately in their role.

3.5. Preparing the examination room

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

- the examination room must be of an adequate size for the number of learners
- the poster provided in the appendix to this document must be displayed at the entrance to the examination room
- learners must have suitable seating arrangements, and desks /tables with adequate room to work independently without distractions
- learners must be seated a minimum of 1.25 metres apart and facing in the same direction
- each learner must have a separate desk and be placed far enough away from other learners to prevent them from seeing each other's work
- heating, lighting, ventilation and the level of outside noise must be controlled appropriately to allow the learners to take their examination comfortably
- all relevant examination signage must be clearly displayed
- there must be no display material visible in the room which might assist learners with writing their answers
- there must be a working, accurate clock clearly visible to each learner
- the invigilator must be able to move freely around the room and observe each learner with ease at all times
- a board/flipchart/whiteboard should be visible to all learners, showing the:
 - qualification/examination title and level
 - scheduled start and finish times of the examination
 - if for any reason a centre wishes to provide examination spaces which differ from the above, for example, screened booths, the prior approval of VTCT Skills must be gained.

3.6. Preparing for on-screen assessments

3.6.1. General

Designated responsible personnel in the centre must check that:

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

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

3.6.2. Software

Designated responsible personnel in the centre must check that:

- any software required for on-screen examinations, such as Safe Exam Browser (SEB) for Functional Skills, has been installed on all computers to be used for the assessment in plenty of time before the assessment
- all computers being used for Functional Skills assessments meet or exceed appropriate specifications to run Safe Exam Browser (SEB) and operate allowable Windows or other operating systems
- if problems are encountered, please contact:

VTCT Skills, ITEC and Functional Skills Customer Support
+44 (0) 23 80 684500
customersupport@vtctskills.org.uk
customerservice@itecworld.co.uk

ITEC Exams
+44 (0) 23 80 684503
exams@itecworld.co.uk

3.6.3. VTCT Skills online examinations:

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

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

- Go to <https://www.vtctskills.org.uk/learners/current-learners/>
- Under the ‘Logins for current learners’ heading select the ‘Log in to e-testing’ button
- Login:
 - the learner’s login is typically their VTCT Skills learner number as the User ID
 - the password will be issued by VTCT Skills
 - refer to the attendance and/or learner login sheets for details

3.6.4. ITEC online examinations:

- Designated responsible personnel have logins for learner exams.

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

- Go to the ITEC website [Centre Admin Login](#)
- Log in using the username and password issued by ITEC
- Select the named centre
- Select Theory Onscreen
- Find the correct booking using one of the 4 searchable options for example, theory Exam onscreen by booking or theory Exam onscreen by student
- Select Onscreen Exam for relevant booking
- Select student either by Booking Onscreen Exam by Qualification by Booking Onscreen Exam by Unit
- Find the correct qualification and select Units
- A list of learners and units is now displayed.
- Select the required unit.
- Select Theory Exam

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

4. Invigilation arrangements

4.1. Introduction

All VTCT Skills and ITEC paper-based and online examinations must be supervised by invigilators.

Invigilators play a critical role in maintaining the integrity and quality of the examination process. It is essential that invigilators—and all personnel responsible for their induction,

training, and deployment—are fully familiar with these regulations, as well as any additional requirements specific to certain qualifications.

Invigilators are authorised to stop an examination immediately if any regulations are breached. In such instances, a detailed report must be submitted to VTCT Skills without delay to enable the examination to be voided if necessary.

4.1.1. Centre responsibilities

It is the centre's responsibility to:

- appoint invigilators and deliver effective, ongoing training that includes briefing on VTCT Skills requirements, malpractice and maladministration procedures, and familiarisation with relevant regulations and qualification-specific requirements
- provide the appropriate number of invigilators for each examination / examination room
- provide invigilators with a copy of the Instructions for Conducting Examinations, either in print or electronically, and ensure a copy is available in the examination room during the session
- provide invigilators in advance of any agreed reasonable adjustment arrangements for learners
- submit a declaration confirming that all reasonable steps have been taken to uphold the integrity of the examination, using VTCT Skills' invigilation report template
- ensure, where possible, that sole invigilators have not taught, assessed, or internally quality assured any learners sitting the examination.
- ensure an individual involved in the teaching or delivery of a Level 1 or Level 2 Functional Skills qualification does not act as an invigilator for that subject, regardless of the level they teach or whether they have taught the specific cohort being assessed
- appoint impartial invigilators who are not current learners at the centre, nor friends, peers, or relatives of any learner taking the examination
- provide an invigilator when a reader, writer, prompter, or sign language interpreter is assigned to a learner with reasonable adjustments. These support roles must not act as invigilators
- create and retain a seating plan for all paper-based and online examinations, using the VTCT Skills seating plan template available in the Document Library.
- distribute sealed examination papers and attendance lists to invigilators at the agreed time prior to the assessment
- implement procedures to ensure the correct question paper envelopes are opened
- ensure examination content remains secure, and that unseen questions are not accessed or communicated prior to the scheduled release time—whether paper-based or online.
- make invigilators aware of the centre's policy and procedures regarding late arrivals
- complete an invigilation report for all paper-based and online examinations using the VTCT Skills' invigilation report template published in the Document Library
- cover all fees and expenses incurred by invigilators.

4.1.2. Invigilator responsibilities

Invigilators must be fully familiar with the *Instructions for Conducting Examinations* and have completed invigilator training provided by the centre to ensure they understand and can effectively carry out their responsibilities.

They must be knowledgeable about all requirements relating to the three key stages of the examination process:

- before the examination begins
- during the examination
- after the examination concludes

4.1.3. Role and number of invigilators

The role of the invigilator is to:

- maintain the security and integrity of all examinations before, during, and after the session
- prevent academic misconduct, including plagiarism, collusion, and cheating
- minimise disruption to learners in the event of hardware or technical failures
- ensure that all approved reasonable adjustments are implemented as agreed

A minimum of one invigilator per 30 learners must be present at all times during the examination.

Where a sole invigilator is in place, they must be able to summon assistance without disturbing learners or leaving the room. To facilitate this, a mobile phone may be kept in the room on silent mode, strictly for emergency use. Learners must never be left unsupervised under any circumstances.

4.1.4. Assessment material errors

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

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

Centres may notify VTCT Skills' Customer Support Department by telephone or email, or by submitting a 'Make an Assessment Enquiry' form.

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

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

4.2. Conducting examinations

4.2.1. Before all examinations commence

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

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

- tell the learners about any errors identified in examination papers (where applicable)
- confirm emergency procedures to all learners
- read out the following (appropriate) information for learners before commencing the assessment:
 - do not turn over your question paper/booklet before you are instructed to do so
 - mobile phones or any other unauthorised devices must be handed in if you have not already done so. Failure to do so could lead to disqualification
 - you must not have in your possession any notes, books, dictionaries or other information unless it is allowed by the regulations. If you are in possession of any items that may not be allowed, please raise your hand now
 - you must not communicate with other learners or staff in any way. If you need attention, please raise your hand and wait for me/an invigilator to attend to you. Please do not make any noise or distract other learners
 - ensure that your answers are clear and legible
 - write your first name, surname, centre number, learner number and paper details on your answer booklet(s) and on any additional answer sheet(s) used (if applicable)
 - sign and write your name exactly as it appears on the attendance register and fill in any other details as necessary
 - read each question carefully and attempt to answer questions as specified in the question paper
 - guidance on the questions or assistance in completing the assessment cannot be given
 - do all work, including rough work, in the question booklet and cross through rough work neatly (unless the rough work is mathematics workings out, which should be left)
 - write your answers in the designated sections of the answer booklet
 - if you finish your work and wish to leave, raise your hand and wait for permission. If it is given, please leave as quietly as possible, to avoid disturbing other learners
 - do not take any paperwork relating to the examination out of the room
 - note that by starting the examination, you agree that you understand and accept these rules
- announce clearly to learners when they may begin and inform them of the duration of the assessment
- only answer questions from learners about any instructions on the front of the question booklet.

4.2.2. Paper examinations - Accuracy and clarity in multiple choice questions

VTCT Skills and ITEC examinations with Optical Mark Recognition sheets (OMR/bubble sheets):

The invigilator must advise learners taking paper-based examinations:

- complete the question paper in black pen
- to colour in the circle over their chosen answer, (e.g. ●), on the theory examination answer sheet provided (OMR/bubble sheets)
- that if the selection of answer is unclear, or where more than selection has been made in single answer questions, no marks will be awarded
- that to amend an answer, the original chosen answer should be clearly crossed out, (e.g. **X**.) and initialled by the learner

VTCT Skills examinations:

The invigilator must advise learners taking paper-based examinations:

- complete the question paper in black pen
- to tick their chosen answer for multiple choice questions on the question paper
- that if the selection of answer is unclear, or where more than selection has been made in single answer questions, no marks will be awarded
- that to amend an answer, the original chosen answer should be clearly crossed out, and initialled by the learner

4.2.3. During all examinations

During the examination the invigilator must:

- supervise the learners throughout the examination and give complete attention to this duty at all times
- move around the examination room quietly and at frequent intervals
- be able to observe all learners (sole invigilator or between two or more invigilators)
- permit late arriving learners to enter the room only in line with the centre's policy on late arriving learners and when permitted, ensure that the following takes place:
 - the late learner must have been advised of the information for learners given above before entering the room by another member of staff or additional invigilator. Learners within the room must not be left unsupervised
 - the full details of this are noted on the invigilator's report in the relevant box
- be vigilant and aware of emerging situations, looking out for cheating and malpractice or learners who may be feeling unwell. Any irregularities must be recorded on the invigilation report. VTCT Skills must be notified immediately after the assessment
- if a learner needs to leave the examination room temporarily because they feel unwell or need to go to the toilet, ensure they are accompanied by a member of staff who must make sure the learner does not:

- speak to anyone else
 - consult any notes
 - have access to a mobile phone or any other electronic devices, for example, iPods, smart watches etc. or make any calls
 - do anything to breach the security of the examination
- accurately complete the attendance register, ensuring all learners' attendance is ticked as appropriate and specifying any learners who were absent from the assessment
 - ensure the invigilation report is completed accurately during the examination, providing a detailed account of any incidents or disruptions, and signed by the invigilator. Include documentation of any reasonable adjustments that were permitted.
 - provide learners with additional paper if required
 - adhere to the correct timings of the examination
 - ensure any disturbances/emergencies are dealt with appropriately, recorded on the invigilator's report and notified to VTCT Skills immediately
 - ensure in the case of an emergency such as fire alarm, bomb warning, etc. that:
 - the examination room is evacuated in accordance with the instructions of the appropriate authority
 - learners leave their question papers and learner answer sheets on their desk or their computer desk
 - learners are kept apart and unable to converse with each other
 - learners are unable to consult books, notes, mobile phones, the internet, etc.
 - if satisfied the above has been adhered to, the assessment is resumed, and the remainder of allocated time is applied
 - if there has been a breach of the examination security, the examination is voided immediately and VTCT Skills is provided with full details
 - make sure advice is provided to learners if they suspect there is an error in a question. The invigilator will follow the procedure to notify VTCT Skills immediately
 - inform the learners of the time remaining 15 minutes and 5 minutes from the end of the assessment

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

- carry out any unrelated activity during the examination
- leave the room without another invigilator being present
- carry out any other role, such as acting as reader or scribe, during the examination unless permission has been granted by VTCT Skills
- direct learners to particular questions or particular sections of the question paper
- read out any part of the question paper to a learner, other than the instructions given before the start of the examination
- allow the use of correction fluid or erasable pens by learners
- offer any advice or comment on the work of a learner
- give information to learners where the invigilator or learners believe that there is an error or omission on the question paper, unless an erratum notice has been provided or

permission has been given by VTCT Skills. The invigilator must refer the matter immediately to the exams officer

- comment on the content of the question paper
- rephrase a question for a learner
- explain any subject-specific or technical terms to a learner
- give any indication of the time elapsed or remaining except as specified in the regulations

4.2.4. During online examinations

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

During the examination the invigilator must ensure that:

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

Centres must notify VTCT Skills of a detection or reporting of an issue during invigilation of an examination by submitting 'The Exam Officer Notification Form'. This form is available in the Document Library in the secure area of the website or directly from Customer Support.

4.2.5. After all examinations

At the end of the examination the invigilator must:

- promptly instruct learners to stop working and remind them that exam conditions still apply
- ensure all learners immediately cease writing or typing; warn any who do not that they risk disqualification
- instruct learners to check and correctly complete all required details on booklets and additional papers, ensuring everything is properly attached
- confirm that learners have entered their names and other required information on all submitted documents
- collect all used and unused exam papers, scripts, and related examination materials, placing them in the correct envelopes and sealing them securely

- gather all examination materials, including rough paper, once satisfied that all materials are collected, allow learners to exit the examination room
- ensure any learners granted extra time continue their examination

4.2.6. After online examinations

After the examination the invigilator must:

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

4.3. Invigilating learners with reasonable adjustments

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

- Invigilators must ensure that readers, writers, prompters, and sign language interpreters, along with the learners they are supporting do not cause distractions or can be overheard by other learners during the examination
- It is standard practice for these support personnel and the learners they assist to be accommodated in separate rooms from the main examination cohort
- The centre is responsible for providing additional invigilators as needed, and invigilators must ensure that those additional invigilators are present in the separate rooms.

4.3.2. Dictionaries and bilingual dictionaries

- A bilingual dictionary requires approval and must only be used by a learner whose first language is not English, Irish or Welsh and must reflect the learner's normal way of working
- The use of dictionaries, including bilingual dictionaries, is permitted during Functional Skills assessments solely for the Mathematics and Reading components. The use of dictionaries is strictly prohibited during Writing assessments
- All dictionaries must be checked by the invigilator to ensure there are no notes, data or other unauthorised information available to the learner within it and should be retained in the centre under secure conditions.

4.4. Invigilator role – flowcharts and checklists

Before the examination commences - paper-based and electronic



4.4.1. During the examination - paper-based

Invigilator responsibilities checklist

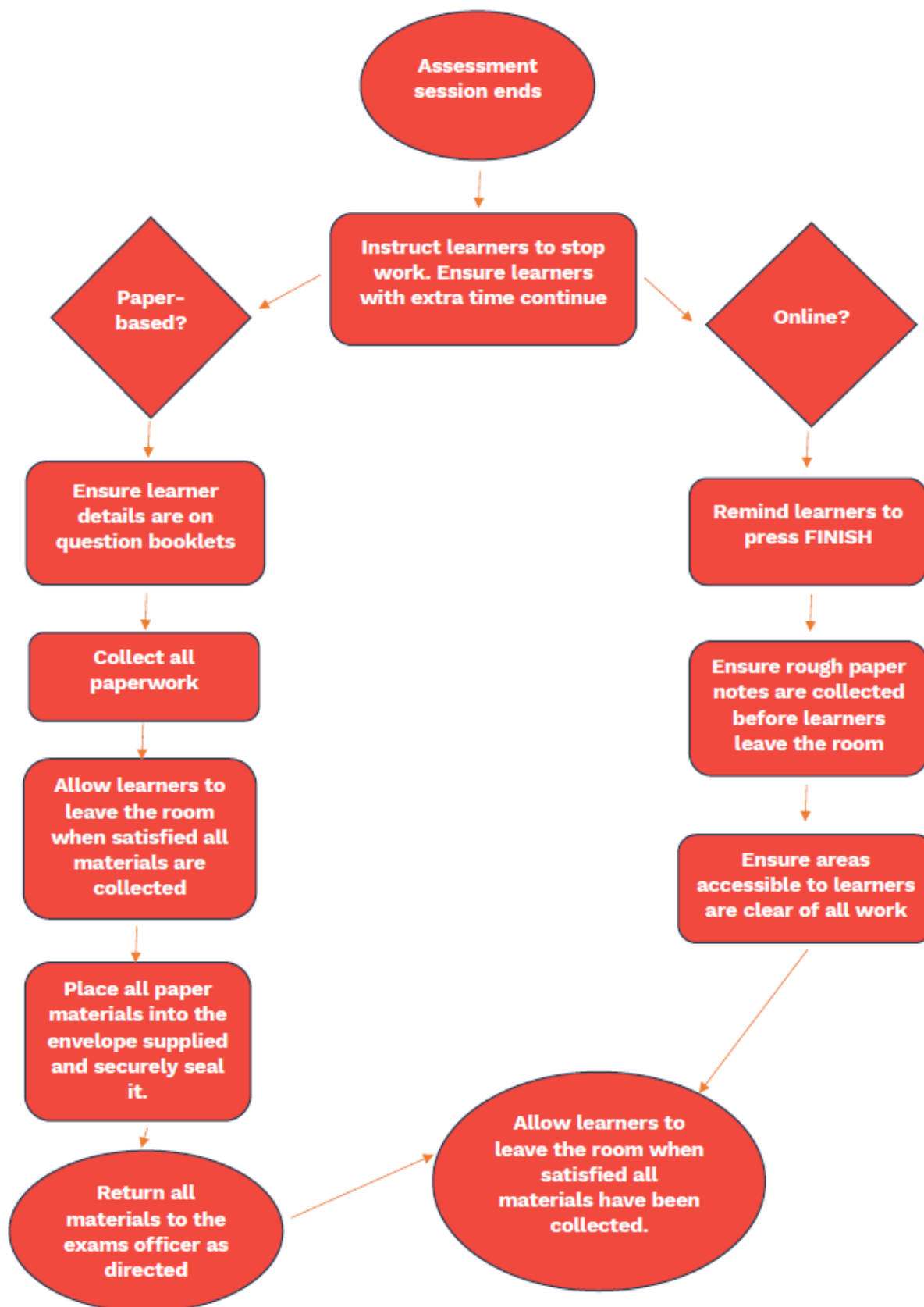
Move around assessment room	<input type="checkbox"/>
Observe ALL learners	<input type="checkbox"/>
Follow centre policy for late arriving learners	<input type="checkbox"/>
Advise learners who suspect error in question and contact VTCT Skills immediately	<input type="checkbox"/>
Remain vigilant and record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

4.4.2. During the examination - electronic

Invigilator responsibilities checklist

Move around assessment room	<input type="checkbox"/>
Observe ALL learners	<input type="checkbox"/>
Follow centre policy for late arriving learners	<input type="checkbox"/>
Advise learners who suspect error in question and contact VTCT Skills immediately	<input type="checkbox"/>
<p>If a technical problem occurs:</p> <ul style="list-style-type: none"> • pause the assessment • contact support team • resume assessment • check learner has not lost work • move learner to another machine if necessary 	<input type="checkbox"/>
Remain vigilant and record irregularities	<input type="checkbox"/>
Ensure disturbances and emergencies dealt with promptly and appropriately	<input type="checkbox"/>
Ensure learners who leave the room are accompanied	<input type="checkbox"/>
Complete the attendance register and invigilation report	<input type="checkbox"/>
Inform learners of time remaining 15 minutes and 5 minutes from assessment end	<input type="checkbox"/>
Notify VTCT Skills of irregularities immediately after the assessment concludes	<input type="checkbox"/>

4.4.3. After the examination ends - paper-based and online



5. After the examinations - returning completed paper-based examinations

For online examinations, the examinations officer must ensure the assessments have been submitted/uploaded/completed – as per each exam requirement.

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

- all examination papers/scripts are dispatched to the VTCT Skills Assessment Department immediately, to:
 - Assessment Department
 - VTCT Skills
 - Aspire House
 - Annealing Close
 - Eastleigh
 - Hampshire
 - SO50 9PX
- this includes:
 - theory examination answer sheets (OMR/bubble sheets)
 - completed continuation sheets and/or paperwork completed by an authorised scribe
 - **used and unused** original papers/scripts
 - enlarged font/coloured paper modified assessment materials (papers/scripts)
 - invigilation records, attendance list and other relevant documents
- if same-day dispatch is not possible, all documents are securely stored in the centre's designated secure location and sent no later than the following day. VTCT Skills must be notified in such cases.
- all items are sent using a secure, signed-for tracking service to ensure safe delivery.

VTCT Skills:

- does not accept liability for examination documents lost in transit or in the custody of the centre or any centre appointed personnel
- takes every care to store securely the completed answer sheets once they have been returned from centres
- issues an acknowledgment to the centre upon receipt
- will send replacement papers and answer sheets free of charge to facilitate the retake of the examination, if examination papers are lost while in the possession of VTCT Skills
- will provide a replacement set of papers and answer sheets for a rescheduled examination in the event that examination documents are lost in transit. A fee equivalent to the resit fee for the affected units will apply.

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

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

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

5.1. Results slips

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

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

6. Copyright

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

7. Retaining invigilation records

The centre's examinations office must retain signed records of the following for each examination:

- Seating plan(s)
- Attendance register
- Invigilation report

These records must be kept for a minimum of six months from the date of the examination.

For Functional Skills tests, records must be retained for three years from the examination date.

8. Monitoring the conduct of examinations

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

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

9. Appendix

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

**ALL ELECTRONIC COMMUNICATION
DEVICES ARE PROHIBITED FROM
THE EXAM ROOM**

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



**POSSESSION OF PROHIBITED ITEMS COULD RESULT IN
DISQUALIFICATION**

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