

# Notes to Invigilator/Proctor Online Exams Booklet

These notes provide guidelines to the Invigilators and Proctors for all APMG online and blended Examinations; please see insert for examination-specific instructions.

Please ensure you have read and understood them before the examination starts.

Please complete the following: -

***Name of Invigilator*** \_\_\_\_\_

***Name of Examination*** \_\_\_\_\_

***Name of ATO*** \_\_\_\_\_

***Name of Trainer*** \_\_\_\_\_

***Examination Location*** \_\_\_\_\_

***Date of Examination*** \_\_\_\_\_

***Contact E-mail address*** \_\_\_\_\_

If administering a blended examination, please remember that, after the examination, you must gather up all the papers and any unused material and return them to the APMG office that the examination was booked through, together with this document, the Candidate List and any completed Candidate Details Forms.

If you are administering fully online examinations, i.e. not blended delivery, you do not need to return this form to APMG unless you have completed the Issues Form or Feedback sections.

A full list of contact details for all APMG Offices can be found online at <https://apmg-international.com/about-us>

## Contents

<b>Running Examination Sessions</b> .....	3
<b>Pre-Examination Checks</b> .....	3
<b>System Requirements for taking an online exam</b> .....	3
<b>Preparing Candidates for the Examination Session</b> .....	3
<b>Physical Invigilation: Setting up the Examination Room</b> .....	4
<b>Live Web Classroom Invigilation: Setting up the Examination Room</b> .....	5
<b>Instructions to Candidates Prior to the start of the Session</b> .....	5
<b>Conduct During the Examination Session</b> .....	6
<b>Closing the Examination Session</b> .....	7
<b>Marking and Return of Papers</b> .....	7
<b>Examination Pack Documents (For Blended Examinations only)</b> .....	9
<b>Supporting Examination Policies</b> .....	10
<b>Second Language Allowances</b> .....	10
<b>Accessibility Requests</b> .....	11
<b>Guidance notes for Extra Time granted for disturbance/venue issues</b> .....	11
<b>Breach and Infringement of Examination Rules</b> .....	11
<b>Issues Form</b> .....	13
<b>Examination Feedback</b> .....	14

## Running Examination Sessions

### Pre-Examination Checks

The 'Notes to Invigilators' booklet and product specific insert should be read thoroughly before each examination to ensure you are up to date with changes to the documents. Invigilators are expected to know and implement the rules of the examination at all times.

- If there are any course changes, including changes to Invigilators, Trainers, or course cancellations on the day of examinations please contact your local APMG Office.
- Unless APMG have been notified otherwise, the examination must start on the date and time specified in the confirmed booking.
- APMG reserve the right to visit an Examination Centre at any time up to one hour before the planned start of the examination. If any issues are found with the use of examination papers or administration of the session, the Trainer/Invigilator may lose their approved status, the Accredited Training Organisation may lose their right to invigilate examinations using their own people and other ATOs will be notified of this malpractice. APMG also reserve the right to amend information held on their website to show any malpractice found.
- If additional delegates arrive for the examination, please use the Invigilator Portal to obtain additional seat numbers.

### System Requirements for taking an online exam

The minimum system requirements for our online exams are as follows:

#### Operating Systems

- Windows 7
- Windows 10
- OS X 10.5 or higher

#### Processor

- 2.0 GHz or faster

#### Memory

- 4 GB RAM minimum

#### Web Browsers

The following browsers are supported by the Online Exam System:

- Google Chrome v79.0.317 minimum
- Microsoft Edge v83.0.478.45 minimum
- Firefox v 72 minimum
- Safari v 13.0.4 minimum

#### Higher level Exams Only:

- Some additional information may display in PDF format – please ensure the latest version of [Adobe Reader](#) is installed prior to the examination.

#### Internet Connection

- APMG **strongly recommends** candidates use a wired internet connection (ideally with a minimum speed of 10 Mbps Download, 5 Mbps Upload), rather than a wireless connection, as these are more reliable and offer better performance.

### Preparing Candidates for the Examination Session

Where possible, candidates should be advised of the following information prior to the start of the examination session: -

- If candidates are taking both the Foundation and Practitioner Paper at the same Examination Centre, they should complete and pass the Foundation Paper first. If a candidate fails the Foundation paper, they can sit the re-sit examination. Please contact your local APMG office for an additional access code for your re-sit candidate(s) to use.
- Candidates must provide photographic ID before the start of the examination, which must be checked for each candidate on public courses. For in-house courses candidates' identity can be verified by a manager. Please use the invigilator portal to confirm that you have checked IDs. More details regarding the acceptable practice for ID checks can be found in the APMG Quality Management System if needed.
- Please ensure all your candidates are aware of the Equality Policy and their opportunity to ask for issues to either be considered for them or additional arrangements made before the examination and are given the opportunity to speak about their requirements in private should they wish to raise any. The equality policy can be found on the APMG website at <https://apmg-international.com/copyright-legal-policies>
- Please ask your candidates if they have read the full Terms and Conditions for certification on the website. If not, please offer them the opportunity to review the enclosed copy sent with the examination pack. Please note that results will be voided if unless agreement has been given to the Terms and Conditions.
- Please ensure candidates are fully aware of any eligibility requirements to sit the examinations, if they fail to meet these eligibility requirements their examination will be voided.
- Live Web Classroom Invigilation: Please ensure candidates are aware of the rules of the examination, e.g. permissible materials and formats, not saving or reproducing questions they see, ensuring clear desks, not taking calls and being aware that if they are found to break these rules their examination will be voided.

### **Physical Invigilation: Setting up the Examination Room**

Please ensure the room in which the examination session is running is appropriately set up prior to the examinations: -

- Please ensure that all posters, charts or group work are removed from the walls before the start of the examination.
- For open-book examinations, candidates who have purchased e-manuals for use via an electronic device are permitted to use these in the examination, if the device on which the manual is held is different from that the exam is being taken on.
- Please note, however, that Invigilators must check that all internet connections are disabled prior to the start of the examination, unless a website is permitted reference materials for the examination being taken. Invigilators will need to check and verify that all machines being used during the examination have all programs closed other than those authorised for the examination session.
- It is also advised that invigilators walk the room on a regular basis during the examination to make sure candidates have not reconnected to any inappropriate programmes.
- Please note electronic devices should be on silent mode through the examination.
- To be more easily able to see screens of the candidates, it may be useful for the invigilator to sit at the back of the classroom.
- Candidates can take one printed copy of permitted materials into open-book examinations. Invigilators must ensure that no additional pages are inserted into the manual. Candidates are permitted to have tabbed their manual for easier navigation and have made notes within the columns etc.

- Where possible, please ensure that candidates are using a wired connection for their examination. Please ensure Health and Safety considerations are met when setting up wires.

### **Live Web Classroom Invigilation: Setting up the Examination Room**

When running an online examination through a remote delivery platform, such as the APMG Learning Platform (ALP) using Big Blue Button, each candidate set up will need to be individually checked by the invigilator prior to starting the examination: -

- Use the web cam to verify a candidate ID through suitable method (see APMG QMS if further details needed).
- Confirm the candidate understands the examination rules and sanctions for breaking them.
- Ask the candidate to confirm they only have open access to the permissible materials, if applicable.
- Ask the candidate to use their web cam to show you their environment (desk and room).
- For open-book examinations, candidates who have purchased e-manuals for use via an electronic device are permitted to use these in the examination, but that they must do so using the same device on which the exam is being taken. As we cannot remotely ensure that internet is switched off, and remains off during the exam, when remotely invigilating then it is not possible for candidates to use a second device to refer to any permissible e-manuals.

### **Instructions to Candidates Prior to the start of the Session**

The following instructions, together with those contained in the supporting product specific insert, must be read out loud to candidates by the Invigilator: -

- Candidates are reminded they are not to attempt to copy examination questions or remove examination papers from the session.
- Candidates are reminded by sitting the examination, they accept the Candidate Terms and Conditions and Eligibility Requirements.
- Candidates must turn off/silence all electronic devices, other than those which are required for the examination. These cannot be used for the duration of the examination and should be placed in candidates' bags/out of reach for the duration of the examination.
- Candidates should store their bags and personal belongings, other than those which are required for the examination, away from their seats and out of reach for the duration of the examination.
- Candidates are reminded that when completing the answers, their answer will be void if their selection is ambiguous, e.g. two answers are marked instead of one etc.
- Candidates are not permitted to open any other programmes during the examination session. If they do so their examination will be stopped, and results may be voided as this would be considered a serious breach of examination rules.
- Candidates are not permitted to take screen copies or run recording software which shows the examination questions being used during the session. If they do so their examination will be stopped, and results may be voided as this would be considered a serious breach of examination rules.
- Should the internet connection drop during the examination, no additional time will be awarded.
  - APMG have considered this issue and do not allow exam time to stop when a candidate disconnects as this has the potential for abuse by candidates who

purposefully disconnect their internet during the exam to allow them time to look up the answers to questions.

- Candidates who do disconnect through connection problems should have this noted by invigilators, reported to APMG and should log back into the exam to continue as soon as possible. This approach has been taken to protect the integrity of the exams.

#### **Live Web Classroom Invigilation Only:**

- Invigilators are expected to monitor candidates throughout the duration of the examination.
- If an invigilator sees suspicious activity, such as typing, writing or web cam disconnection, they should use private communications (chat or call) with the candidate to investigate the examination and terminate the session if they feel exam rules have been breached.
- It is recommended the invigilator mutes themselves whilst candidates are sitting the examination to avoid potential noise distraction.

#### **Practitioner Exams Only:**

- Candidates have the option to “Take a Break” during Practitioner exams, due to the extended length of time that they are required to look at their computer screen. Ten minutes extra is added to their exam time, which can be used up by selecting the relevant option during their exam, allowing them to rest their eyes. Further information on this function is detailed within the onscreen instructions.

#### **Hybrid/Blended Exams Only:**

- For Hybrid/Blended exam bookings, candidates refer to a paper-based scenario whilst reading and answering questions onscreen. Please ensure candidates only view their scenario booklet once their exam has started. Scenarios should be returned to APMG-International after the exam is completed (as per paper-based bookings).

#### **Physical Classrooms Only:**

- Only one candidate at a time can leave the room for bathroom breaks and cannot remove anything or bring anything back into the room. No additional examination time will be given to candidates who take a bathroom break.
- Once a candidate has finished the examination and left the exam room, they are not permitted to return until the session is over. Should a candidate finish the examination early and wish to leave, they should quietly collate their documentation and hand this to the invigilator before leaving the room. To minimise disruption to other candidates, please avoid leaving the room within the 15 minutes prior to the end of the examination.

### **Conduct During the Examination Session**

The following points should be noted and applied during the examination session: -

- Should a candidate find anything an Invigilator is doing during examination time distracting, such as the noise of typing, then they should stop the activity immediately and refrain from doing this for the rest of the examination time.
- Invigilators are expected to refrain from using mobile/cell phones unless there is an emergency. In such circumstances you should leave the room and take the call just outside the exam room or silence your microphone if remotely invigilating.
- Except for emergency calls (as above) and comfort breaks (to be kept to a minimum), the invigilator is expected to invigilate candidates throughout the duration of the examination.

#### **Physical Classrooms Only:**

- Invigilators are expected to walk the room and check candidates have not opened any programmes which are not permitted during the examination. If an invigilator sees any programmes have been opened which are not permitted, they are expected to terminate the examination session for that candidate and report the issue to APMG.

- Candidates should not be allowed to leave the examination room within 15 minutes of the end of the examination to minimise disruption to others completing their examinations.

#### **Hybrid/Blended Exams Only:**

- If a candidate finishes early, please check that all documentation has been completed and submitted properly (i.e. all booklets are returned) before allowing a candidate to leave the room. Any number of candidates may finish and leave the examination early.

### **Closing the Examination Session**

The following steps should be taken to close the examination session: -

- Candidates will be able to see the remaining examination time on their screens.
- When the examination time is complete, the system will end the examination for the candidate.
- Please ask candidates if there are any appeals/extenuating circumstances they wish to log prior to leaving the examination room. Please use the Issues Form at the back of this booklet to record any relevant information.

#### **Physical Classrooms Only:**

- Please ensure all note paper used by candidates throughout the examination is collected prior to their leaving the room. This paper should be securely destroyed.

#### **Blended examinations only:**

- Please collect the examination documentation. Please collate them in order of ascending seat number and ensure that all candidates who have not completed their details online have submitted a completed Candidate Details Form.
- Please ensure that you have received all examination documentation from candidates prior to allowing them to leave the room – failure to return to APMG all documentation may lead to the results for a candidate or group being void.

### **Marking and Return of Papers**

The following actions can be taken once the examination session has been completed: -

- The APMG system will notify candidates of a preliminary result when they have either finished their examination or the time has expired.
- Please ensure candidates are aware these results are provisional only until confirmed by APMG.
- Please advise candidates their results will appear on their APMG Candidate Portal once they have been confirmed by APMG within 2 days of receipt of the examination records.
- Please advise candidates who have chosen to be shown on the APMG successful candidate register their results will appear within 1-2 weeks following confirmation via the APMG Candidate Portal.
- Please ensure the candidate list is correctly updated in the Invigilator Portal, as this is a key control document for the examination session.

#### **For Blended Examination Sessions only: -**

- Invigilators are responsible for all documents being accounted for. All documents sent to Invigilators in the examination pack must be accounted for on return to APMG.
- If any documents are missing from the pack, the Invigilator must make a note of the missing documents in the Invigilator Portal detailing which documents are missing and why they have not been returned. If APMG receive packs with missing information they will contact the ATO to discuss this issue and the examination results and certificates will be put on hold until the conclusion of the discussion.

- Examination packs must be received by APMG no later than five working days after the examination(s) were sat (preferably sooner). On completion of an examination, ATOs are responsible for returning completed papers to APMG rapidly and securely using a traceable service where sending via post. Failure to do so will result in a delay in issuing results and certificates. ATOs who are Scan & Shred approved are allowed to upload the exam documents via the Invigilator Portal (<https://invigilatorportal.apmg-international.com>) for Final Results by APMG, please note that the approved process according to the ATOs QMS has to be followed.



## Examination Pack Documents (For Blended Examinations only)

APMG will enclose the following documents in preparation for the Examinations: -

<b>Candidate List</b>	Showing the candidates' names and examination seat numbers, confirmation if someone has already registered online, space to note the candidates' examinations sat, Extra Time requests and Language of exam.
<b>Candidate Terms and Conditions (T&amp;Cs)</b>	A full copy of the T&Cs that candidates are asked to agree to. One per pack for each language an examination is ordered in. Online copies can also be found at <a href="https://apmg-international.com/copyright-legal-policies">https://apmg-international.com/copyright-legal-policies</a>
<b>Candidate Details Forms</b>	This form is to be completed by each candidate, as these details will be used to produce their certificate. Candidates who have completed these details through the online APMG Candidate Portal do not need to complete paper forms. This is indicated on the Candidate List.
<b>Feedback Forms</b>	Please note the completion of these forms is optional, however please do offer them to candidates should they wish to provide APMG with any feedback.
<b>Examination Scenario Booklet</b>	One copy per candidate where applicable for the examination booked.

## Supporting Examination Policies

### Second Language Allowances

Where candidates are sitting an examination in a language which is neither their main language nor their mother tongue AND the Trainer believes either the group or an individual has insufficient language proficiency to complete the examination in the standard time, extra time may be requested to put non-native candidates at neither an advantage nor disadvantage.

The Trainer must satisfy themselves that this is a reasonable accommodation – that the language is clearly not the candidate’s first language and that the need for extra time is evidenced by their normal way of working throughout the course.

Suitable evidence could be: -

- That the candidate naturally converses with colleagues in a language other than the training language
- The Trainer observes they have taken significantly longer to read case studies or exercises. This should be consistently demonstrated throughout the course
- A letter from the candidate’s employer could support the request if they can describe the language issues encountered by the candidate in their working environment
- A request from the candidate to the Trainer who has observed them struggling with the language during the course.

Where these conditions have been met, the Trainer has the authority to grant extra time. The extra time is 25% of the examination duration, rounded to the nearest 5 minutes, as set out in the table below. Where the Trainer is not invigilating the examination, they should discuss their decision with the APMG approved Invigilator prior to the examination session and should ensure they are aware of the information needed to document their request.

The candidate’s request for extra time must be made to the Trainer/Invigilator prior to commencement of the examination – either at the time of booking the examination or during the course before the examination starts. If approved, the decision must then be noted in the Invigilator’s Booklet along with a summary of the evidence used to support the decision. There is no requirement to contact APMG for this arrangement.

<b>Duration of the Examination</b>	<b>Extra time awarded</b>
40 minutes	10 minutes
50 minutes	15 minutes
1 hr	15 minutes
2 hrs	30 minutes
2.25 hrs	35 minutes
2.5 hrs	40 minutes
3 hrs	45 minutes

The use of a language-to-language (bilingual) dictionary is permitted if the candidate is sitting an examination in a language which is neither their main language nor their mother tongue. (Candidates are not permitted to use any other materials during Foundation exams.)

Candidates sitting a Practitioner examination are permitted to use an approved official Glossary of Terms and/or Translation List during an examination if a version of the official manual/guidance in the language of the examination does not yet exist. Candidates are not permitted to use any other materials during Practitioner exams.

Should a candidate request adjustment beyond those listed above then APMG should be contacted prior to the examination to discuss and decide if the requests will be approved.

## Accessibility Requests

APMG make every reasonable effort to ensure that candidates with either additional learning or physical requirements can sit the examination to ensure they have as equal a chance as any other well-prepared candidate to pass the examination.

APMG believe that each candidate is different and as such have no set solutions for those who may require additional support. Each person is considered individually. Examples of actions that may be considered are as follows: -

Type of difficulty	Examples of allowances made
<b>Blindness</b>	<ul style="list-style-type: none"> <li>• Examination papers e-mailed for use with voice reading software</li> <li>• Scribes used to dictate answers.</li> <li>• Material sent electronically for candidates to convert to Braille.</li> </ul>
<b>Dyslexia</b>	<ul style="list-style-type: none"> <li>• Examination material sent in different fonts/printed on different colour paper.</li> <li>• Additional examination time.</li> <li>• Use of laptop to answer questions.</li> <li>• Narrators/scribes provided.</li> </ul>
<b>Dyspraxia/Physical</b>	<ul style="list-style-type: none"> <li>• Use of laptop to answer questions.</li> <li>• Use of scribe to dictate and write answers.</li> <li>• Physical one-on-one interview with examiner instead of exams.</li> <li>• Additional examination time.</li> </ul>
<b>RSI/Arthritis</b>	<ul style="list-style-type: none"> <li>• Additional examination time.</li> <li>• Use of a scribe.</li> </ul>

These examples are indicative of the unique, flexible and adaptable approach that APMG take for candidates who require special arrangements, but it is by no means an exhaustive list of the allowances made in the past.

Should you have a candidate who would like to request equality adjustments please contact your local APMG office as soon as possible to discuss these requirements.

Please remember that in no circumstances may an Invigilator/Trainer make an allowance for a candidate prior to gaining approval from APMG. Please note evidence to confirm the condition may be requested. A full copy of the APMG Equality policy can be found at <https://apmg-international.com/copyright-legal-policies>

## Guidance notes for Extra Time granted for disturbance/venue issues

Should a Trainer/Invigilator feel that extra time is required due to venue issues or disturbance, e.g. noise from outside the room, venue equipment, fire drill etc. the local APMG office must be contacted to inform them of the request and a note must be added to this booklet.

## Breach and Infringement of Examination Rules

It should be noted that there is a difference between cheating and an infringement of the rules.

APMG define cheating as a blatant breaking of one of the examination rules and as such the policy outlined below should be implemented. If a candidate were to forget to switch their mobile/cell off and this rang during the examination, then this would be considered an infringement of the rules and the phone should be switched off, but the process below would not need to be initiated.

If you suspect a candidate is breaching the examination rules and are actively cheating, then the following actions must be completed: -

- The candidate must be monitored, and their activities should be reviewed to ascertain if they are cheating.
- You must document any actions taken and report your concern to APMG using this booklet.
- Get photographic evidence (via camera, mobile/cell phone etc.). If this is not possible then you should find another witness such as another member of staff to ask them to confirm (in writing) the evidence sighted in the report. A short statement should be produced by them to confirm this and a contact phone number/email address provided. If no such witness is available, then you are permitted to ask another candidate to bear witness and get the statement at the end of the examination. All actions must be documented.
- At the end of the examination, you must ask the candidate to stay and explain that you believed they were cheating and would report this. You must offer the candidate the chance to submit their own statement in response to the situation.
- You must then document all the actions taken in the Notes to Invigilators booklet, attach any statements gathered, collect the candidate papers from their desk and submit to APMG. Please also email your local office through which the examination was booked, to highlight the issue and provide any further information relating to the incident where necessary.



## Examination Feedback

APMG would welcome your feedback on the quality of the examination papers used.

Please use this form if you have any feedback you would like to share which could help to improve the quality of the examination. Where contact details are provided, Invigilators will be sent a reply to their comments once they have been considered and reviewed.

Please note the feedback form should be used for minor issues only – if you have a query on a question which you believe to be wrong, please use the paper concerns email address to submit this as detailed at the bottom of the page.

Invigilator: \_\_\_\_\_

Email Address: \_\_\_\_\_

ATO: \_\_\_\_\_

Examination ID (found at the bottom of the examination script): \_\_\_\_\_

Signature: \_\_\_\_\_

Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**To be used for major issues only –  
[paperconcerns@apmgroup.co.uk](mailto:paperconcerns@apmgroup.co.uk)**

**As results are being issued within a short period from the date of the examination, major issues should be reported to APMG via the email address above. Major issues are defined as those which would affect a change to the marking scheme due to incorrect wording etc. Major issues which are not returned to APMG immediately using the email address above may not be received in time to be considered prior to the release of results.**