

Examination and Invigilation Policy

1 The purpose of this policy is:

- a) To ensure the planning and management of exams/training qualifications is conducted efficiently and in the best interest of delegates/candidates.
- b) To ensure the operation of an efficient exam/testing system with clear guidelines for all relevant staff. It is the responsibility of everyone involved in Boss Training's exam/testing processes to read, understand and implement this policy.

Boss Training is committed to actively promoting equality of opportunity in everything that it does and to ensuring that differences between all of our delegates/candidates, instructor and all staff are valued and respected. This exam policy will be reviewed annually.

2 Exam responsibilities

Having overall responsibility for the centre as an exam centre is Thomas Burwell - Director.

- a) Advises on appeals and re-marks.
- b) Is responsible for reporting all suspicions or actual incidents of malpractice.
- c) Advises tutors, assessors and other relevant support staff on exam timetables, and procedures of the awarding bodies.
- d) Receives checks and stores securely all exam/test papers.
- e) Administers access arrangements, and makes applications for special consideration and reasonable adjustments.
- f) Accounts for income and expenditures relating to all exam/test costs and charges.
- g) Oversees internal invigilators.
- h) Submits delegates/candidate's coursework marks and stores returned coursework, and any other material required by the appropriate awarding bodies, correctly and on schedule.
- i) Arranges for dissemination of exam results and certificates to candidates and forwards any appeals or re-mark requests.
- j) Maintains systems and processes to support the timely entry of delegates/candidates for their exams.

3 Tutors and Assessors are responsible for:

- a) Identification and notification of access arrangement requirements (as soon as possible after the start of the course).
- b) Submission of candidate's names.
- c) Provision of additional support (Reasonable adjustments, Safeguarding and Equality policy)- with spelling, reading, mathematics, dyslexia or essential skills, hearing impairment, English for speakers of other languages, IT equipment – to help candidates.

4 Invigilators are responsible for:

- a) Collection of exam/test papers and other material before the start of the exam/test.
- b) Collection of all exam/test papers in the correct order at the end of the exam/test and their safe return.

5 Candidates are responsible for:

- a) Confirmation and signing of entries.
- b) Understanding coursework regulations and signing a declaration that authenticates coursework as their own.

6 Invigilation of remote CITB exams:

All CITB exams delivered by Boss Training use Microsoft Forms – relevant links are provided to trainers in advance of the training course. There will be 2 links – one for the notified exam and a different one in the event of resits. Links should be sent to the delegates via the Zoom chat feature. Trainers should check each of the delegates is able to access to the correct exam before starting.

Trainers should refer to the CITB Scheme Rules appendices for the specific rules relating to each exam, these should be explained to the delegates. Exam rules will also be at the top of the online form as they are with the classroom exams.

Trainers should explain how to submit the exam upon completion, and also what to do if delegates have a question during the exam (for example, they could contact the trainer via the private chat function on Zoom) Prior to the start of the exam, the trainer should ensure they can see and hear all delegates. Before the exam starts, trainers should be satisfied that all delegates are complying with the exam rules and do not have access to materials other than those permitted during the exam. This could be achieved by asking the delegates to move their cameras to demonstrate a clear desk and that no one else is in the room.

The trainer should monitor all delegates during the exam to ensure there is no malpractice - for example additional people appearing on camera or discussions with another person. During the exam, delegates should be reminded when they have 10 minutes remaining, and when they have 2 minutes remaining. At the end of the exam, the trainer should ask all remaining delegates to submit their exams and check on Microsoft Forms to ensure all exams have been received prior to marking.

7 Appeals procedure:

If a delegate wishes to appeal the result of any examination, test or assessment, they should contact us in writing within 10 Working days from being given the result, stating the grounds for appeal. Upon receipt of this information, Boss Training will confirm receipt in writing and detail the process for investigating the complaint within 10 working days and log it onto the company complaints log.

The investigator will carry out the investigation remotely and the process will be concluded within 28 working days. However, if further enquiries are required, then arrangements will be made for the centre/or individual to be visited and interviews conducted with the people involved.

Wherever possible, we will aim to complete the investigation in 40 working days. However, on occasions the investigation may take longer. Boss Training reserves the right to extend the amount of time to conclude an investigation to ensure thorough and appropriate action can be taken.

Following the investigation, we will detail our findings in a letter to the authorised representative along with any remedial action required by the Instructor/centre/supplier/or individual. This report will be sent within five working days following the completion of the investigation.

If the report finds the appeal was not successful and the course was an externally accredited course, with its own external appeals procedure that could be enacted once the internal appeals process has been exhausted. The report should detail the accrediting bodies appeal procedure.

NO UNAUTHORISED USE