

SECTION 3

Alternative Examination Arrangements (AEA)

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GUIDANCE FOR EXTERNAL INVIGILATORS SUPERVISING CANDIDATES WITH ALTERNATIVE EXAMINATION ARRANGEMENTS

See separate *Guidance on Candidates Using a Computer for Written Examinations*

1. General Principles

When invigilating examinations for candidates who require alternative examination arrangements (AEA) e.g. extra time, rest breaks, separate room, it is important to maintain the same standards as applied to the main examination cohort, taking into account any individual arrangements which may be in place. Arrangements are in place to give candidates equality of opportunity in comparison with their peers.

Noise and distraction may particularly affect some candidates, so these should be kept to a minimum. In the event of major disruption, allowance should be made for time lost.

When there is a single Invigilator, the Invigilator should equip themselves with a mobile phone. In case of an emergency, Invigilators should either phone the Department for Governance and Academic Quality or the School Office or ask a colleague to go to the nearest point of contact, i.e. a School Office, Reception Desk or member of the janitorial staff. For problems with IT provision and/or PC setup contact the number for IT/AV support (refer contacts list issued with timetable).

If the candidate has to leave the examination room for any reason, they should be supervised.

2. Extra Time

Some students require extra time to complete their examinations. This will normally consist of 15 minutes per exam hour and will have been approved by the Inclusion Centre. The fact that extra time has been allocated will be highlighted in the 'Notes' column of the timetable and the finish time given will include any extra time that has been approved.

Students who have been granted extra time should know which room their exam is in – it will not be possible to grant extra time to students who turn up at the main cohort venue where strict finishing times will be adhered to.

3. Rest Breaks

Some students require additional time for rest breaks during their examination and this will be approved in the same way as extra time (see above). Rest breaks are given to students for a variety of reasons e.g. pain, anxiety, a need to mobilise; the reasons may not be stated on the timetable. Rest breaks are granted to students to alleviate these issues.

The finish time on the timetable will include any additional time that has been approved to accommodate rest breaks; students are permitted to take rest breaks, as required, within the exam time. The student may not use all of the

time allocated for rest, this will depend on their condition on the given exam dates. During a rest break, the student will not be permitted to look at the exam paper or any other materials associated with the exam.

The time taken for rest does not need to be monitored by the Invigilator.

Some students may simply wish to take a break from writing, have a stretch, mobilise, eat, take medication. Others may wish to leave the room (or the building, where this is possible) and this should be done under supervision. Leaving the room may not be possible if there is not an invigilator available to accompany the student. Where more than one student is roomed together, invigilators should do their best to ensure that there is no undue disturbance to other students.

4. Hard of Hearing Students

Hard of hearing students should make themselves known to Invigilators prior to the start of the exam. Students should be given a hard copy of the Standard Set of Announcements and any other instruction(s) should be presented to the student in a written format – e.g. 15 minutes to end of exam (this will be provided by the School where needed).

Students Using a Computer for Written Examinations

Please refer to the *Guidance on Candidates Using a Computer for Written Examinations* which provides detailed information.

GUIDANCE ON CANDIDATES USING A COMPUTER FOR WRITTEN EXAMINATIONS

These guidelines apply to examinations where arrangements have been made for a candidate to use a computer (this may be a PC or a laptop) whilst the main cohort is writing the same examination by hand.

These are not guidelines for PC Based Assessments (PCBA) where all students are sitting the exam on a computer (refer Section 5 of this Handbook.)

1. General

The use of a computer should ensure that, as far as possible, the candidate is neither disadvantaged nor advantaged. The object is to enable a true assessment of the candidate's attainments to be made.

Arrangements for examinations for candidates using a computer will be detailed on the examination timetable by the appropriate School for action by the IT/AV Team, which will provide on-site technical support for these exams.

Students will use a computer which is connected to the internet in order to facilitate online submission of the assessment.

2. Technical Procedures and Support

The candidate's School will ensure that the information provided to Timetabling clearly indicates where technical support is required. Any non-standard requests e.g. MAC, specific software, Excel spreadsheets etc. should be discussed with relevant support departments in advance (e.g. Disability, IT/AV).

The IT/AV Team will ensure that no data other than standard University software is on the computer. A local account will be set up and logged on before the start of the examination. On arrival, invigilators should find that there is a blank word document, with the module number and date, open on the screen and a sheet of instructions for the candidate placed over the keyboard.

Where appropriate, the IT/AV Team will leave a sheet containing guidance for the Invigilators, as well as contact information (if this differs from normal i.e. 263737) in case technical help is required during the examination. Invigilators should ensure, before the start of the exam, that they know how to request assistance, should it be required.

The IT/AV Team must be available throughout the duration of the examination and until the student's work has been submitted. It is not the Invigilator's role to deal with any technical difficulties. Any problems should be reported promptly and any difficulties with submitting assessments must be advised **immediately** to the IT/AV Team to ensure that the back-up copy of the candidate's work is not deleted. If no problems are reported during the submission process, the backup copy of the exam on the C: Drive will be deleted and the computer restored to normal usage.

It is the candidate's own responsibility to save their work regularly. However, invigilators should remind students of this on a regular basis as unsaved documents are very easily lost.

3. Accommodation and Invigilation

When a computer is used, invigilation will be required and the candidate will be accommodated separately from those writing by hand but may be accommodated with others using computers.

The room used will not be available for any other purpose during the time of the examination and for at least one hour after the scheduled finish time of the examination.

It is the Invigilator's responsibility to collect examination packs from each School Office (as appropriate) and to ensure that the room where the examination has taken place is locked at the end of the examination or the IT/AV Team are informed that the room is being vacated.

Students must not be permitted to plug any equipment into an examination computer. Given that internet access will not be removed, Invigilators will walk the room and monitor computer and internet access during the exam to ensure that students are not accessing anything other than the Word document that has been set up for them by IT/AV.

Normally, the student will be allowed to access:

1. Microsoft Word for writing the exam.
2. The internet, only to access their CampusMoodle module and associated exam dropbox.
3. Their RGU email, after the exam has finished, in the event they have issues submitting in Moodle.
4. Any additional 'open book' materials (e.g. text books, notes) as specified by the School. In some cases, this may also include pen drives, but this will be clearly stated by the School.

For 1-1 exams, the Senior Invigilator should advise the relevant School Office of any student 'no-shows' (after the normal specified amount of time permitted for late arrivals i.e. 30 minutes).

4. Submission Process

On completion of their assessment, students should submit to a Moodle Assignment or Turnitin dropbox available in the Moodle module area. These will have been set up by the School in advance of the exam.

- If the student encounters an error with the PC during the exam, contact the IT Helpdesk Team by telephone on 01224 263737.
- If there is an issue with the dropbox or submitting, students should email their work to examsubmission@rgu.ac.uk.

STANDARD SET OF ANNOUNCEMENTS for CANDIDATES USING A COMPUTER FOR WRITTEN EXAMINATIONS

These announcements must be read out by the Senior Invigilator in every examination where students are using a computer whilst the main cohort is writing the same examination by hand, in another room.

Please refrain from unnecessary embellishment. Ensure you allow enough time to read the announcements and then start the exam at the specified time.

AT THE START OF THE EXAMINATION

As the students are being seated (AS ALLOCATED IN ADVANCE BY THE IT/AV TEAM):

1. Repeat "All notes, coats and bags should be placed at the front, back or side of the room; fire exits must not be blocked.
2. You should have no electronic equipment on your person. Please ensure that **all mobile phones and any other electronic devices** have been completely switched off and placed in your bag or under your desk. **This includes any kind of wearable technology.** If you are wearing a watch, please remove this and place it on or under your desk.
3. Remember to place your Student ID Card on your desk for checking by the Invigilators. If you have no valid form of identification you must remain after the end of the examination."

Once all seated introduce yourself and the Supporting Invigilator(s)

4. Say "You are now under exam conditions and remain so until you leave this venue.
5. The following examination(s) (*titles*)..... is/are being held in this venue.
6. Please now complete the Attendance Slip on your desk and make sure that you read the instructions on your keyboard, provided by the IT/AV Team, who have opened a blank document in MS Word for you to type into. Do not enter any information until instructed to do so.
7. If you have any technical issues during the exam please put up your hand immediately. If necessary, the Invigilator will contact the IT/AV team, who will be on call for the duration of this examination.
8. If you become unwell and have to leave the examination, you must notify an Invigilator and seek further advice from your School.

9. In the event of a fire alarm sounding you should not remove anything from the room. Leave your computer on and proceed to the nearest exit which is situated
10. You must comply with the instructions issued by the Invigilators; any inappropriate behaviour will be reported. You must not access the internet unless the instructions provided by your School indicate that this is permissible.
11. If you finish the examination before (*finish time*) please remain seated quietly at your desk until the end of the examination is announced. Raise your hand if you need any assistance."

When the start time has been reached, say:

12. "There must now be silence. You may now start and good luck in your examination."

AT THE END OF THE EXAMINATION

"The examination has finished and you must stop working now. Please follow the instructions provided by your School to submit your assessment. This will be to a Moodle Assignment or Turnitin dropbox available in the Moodle module area. If you have any problems submitting to the dropbox, you can email your work to examsubmission@rgu.ac.uk".

Supporting Invigilators should circulate amongst students to ensure all have stopped using the keyboard and are managing to submit their work.

Before letting the candidates go, make sure they have submitted their work and remind them to pick up their Student ID Cards and all their belongings.

GUIDELINES FOR SCRIBES & READERS

These Guidelines should be read in conjunction with the *Guidance Notes for External Invigilators for Written Examinations*

1. General

Students need Scribes or Readers for a variety of reasons. In some cases, students requiring a Reader will have this need met through the provision of electronic materials e.g. a recording of the exam questions on a digital recorder. These guidelines relate to the provision of a physical Scribe or Reader. A Scribe or Reader can sometimes be requested for a student using a PC to undertake a written exam. In this case, a Scribe may be required to type for the student.

Students requiring a Scribe or Reader may have a temporary disability e.g. broken arm, or they may have an ongoing disability such as dyslexia, mental health difficulties, mobility impairments etc. Candidates have the right to confidentiality with regard to any medical condition; what they disclose to a Scribe/Reader is at their own discretion. The Scribe/Reader should avoid asking what may be construed as intrusive questions.

A Scribe records a candidate's dictated answers to questions and also reads what they are asked to read as often as the candidate requests it. A Reader reads through assessment material e.g. the exam question paper, with a candidate as often as requested but does not record any answers. A Scribe/Reader should ideally be familiar with the requirements of the subject concerned but must not have any personal interest in the success of the candidate or be a lecturer who is involved in the candidate's study of the subject. A Scribe/Reader should also have:

- Fluent English and clear diction
- Good hearing
- Legible handwriting (Scribe)

A Scribe/Reader should aim to ensure that, as far as possible, the candidate is not disadvantaged by the requirement for alternative examination arrangements but must not provide the candidate with an unfair advantage. The object is to enable a true assessment of the candidate's attainment to be made.

A Scribe/Reader will be indicated on the examination timetable by having (Sc) after their name and the need for a Scribe and/or Reader will also be highlighted in the 'Notes' column.

2. Duties of a Scribe*

The primary duties of a Scribe are to:

- Record, accurately and legibly, responses dictated by the candidate. This will normally involve hand-writing responses, but might on occasion involve typing.
- Record ONLY what the candidate has said.
- Read back what has been dictated, as requested by the candidate.

- Make alterations to what has been written if the candidate identifies and dictates the amendment.
- Converse with the candidate only to clarify their instructions, if necessary, emphasising that they are there to act only as a writer and/or reader and that the student should give clear instructions about their requirements.
- Act as Invigilator, ensuring that examination regulations are adhered to.

A Scribe should not:

- Explain any words.
- Explain any questions.
- Give advice regarding which questions to answer, in which order the questions should be answered, when to move on to the next question etc.
- Indicate by word, action or expression what they think of the candidate's work.
- Make any changes to the candidate's responses, although discretion may be used regarding spelling, punctuation, etc. except where technical or scientific technology is required. In such instances, the Scribe must follow detailed instructions from the candidate with regard to formulae and spelling.

3. Duties of a Reader*

The primary duties of a Reader are to:

- Read through the assessment material with the candidate, ensuring that each word is recognised.
- Only read the questions as they are written.
- Read back over parts of the assessment material as often as necessary.
- Read back any part of the candidate's answers, as requested.
- Converse with the candidate only to clarify their instructions, if necessary, emphasising that they are there to act only as a reader and that the student should give clear instructions about their requirements.
- Act as Invigilator, ensuring that examination regulations are adhered to.

A Reader should not:

- Give advice regarding which questions to answer, in which order the questions should be answered etc.
- Indicate by word, action or expression what they think of the candidate's work.
- Suggest or choose which parts of the assessment material or candidate's work to read again.
- Give the meaning of words nor amplify what is given.

*The duties of both Scribes and Readers can vary depending on the needs of the individual candidate.

4. Guidance on Procedures

The Scribe/Reader should:

- Collect the examination pack from the relevant School Office at least 30 minutes before the start of the examination. This means that, in the case of a Scribe/Reader failing to turn up, there is some time to make alternative arrangements.
- Arrive in the examination room no later than 15 minutes before the start of the exam (or earlier if required).
- Be aware that the exam may be in a different building from the School Office; this will be specified on the timetable.
- Ensure that the candidate has a valid Student ID Card (or other acceptable form of photographic ID e.g. passport, driving licence).
- Agree with the candidate, before the exam starts, how instructions regarding punctuation etc. will be given. For example, if the Scribe/Reader is unable to recognise a word, do they ask the student immediately, or come back to it later? If the Scribe/Reader is to draw diagrams, how will they check with the student that what they have drawn is an accurate reflection of what was wanted?
- Suggest a suitable seating arrangement so that both the Scribe/Reader and the student have comfortable physical and visual access to the paper (the School Office should provide two question papers – it is worth checking this on collection).
- Remain friendly towards the candidate to set them at ease but not so friendly as to appear other than completely impartial.
- Declare any potential conflict of interest which might jeopardise or be construed as jeopardising the fair conduct of an examination.
- Maintain an atmosphere of calm and quiet before the examination starts to allow the candidate to gather their thoughts (the main cohort of students sitting the examination will also be seated quietly for up to 15 minutes before the examination starts).
- Read out or go through the *Standard Set of Announcements* in the 15 minutes before the examination is due to start.
- Ensure that there is a clock or other timepiece clearly visible to both Scribe/Reader and candidate.
- Return completed scripts and materials to the School Office at the end of the exam.
- Report any problems/concerns (e.g. noise disturbance, students who do not turn up) to the School Office (and/or the Department for Governance and Academic Quality), in writing where appropriate.

5. Practice with the Candidate

It is advised that the Scribe/Reader and candidate should both arrive **no less than 15 minutes** before the start of the examination to allow time to reach agreement on the points raised in **4.** above (this can be earlier, depending on the individual candidate's needs). This is important as students can become very anxious if a Scribe/Reader is late. Some candidates prefer to complete certain elements of assessment themselves e.g. diagrams, multiple choice sections and this should be agreed on an individual basis. Some students also decide on the

day that they wish to write their own answers and the Scribe should adhere to their wishes.

Candidates wishing to practice working with a Scribe/Reader in advance of their examinations will contact the Inclusion Centre in the first instance.

6. Accommodation and Invigilation

Scribe/Reader examinations will be held in separate accommodation and extra time will be allocated. Scribe/Readers are scheduled by the Department for Governance and Academic Quality to ensure consistent standards of practice across the University. In general, the Scribe/Reader will also act as Invigilator, although additional invigilation may be provided at the request of the candidate's School or the Inclusion Centre.