

SECTION 4

Health and Safety

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GUIDANCE ON FIRST AID PROVISION FOR EXAMINATIONS

1. General Guidance for Invigilators

The guidance in this Handbook is intended to:

- Briefly explain the University's position on first aid cover for examinations
- Offer basic advice on what to do in the event of a medical situation arising
- Offer advice on how to deal with disruption caused by a medical situation
- Explain the necessary reporting procedures in the event that first aid is given
- Give contact details for first aiders by means of an Appendix to the Guidance Note

This guidance is not written by a medical professional and is no substitute for first aid or medical training.

2. First Aid Provision

Each examination venue should have adequate first aid cover for employees under the HSE guidelines; this may be a First Aider or, where there are less than 25 people at work, a nominated Appointed Person. The number of first aiders necessary for any building will depend on factors such as the number of people at work in the building, the inherent risks of the work undertaken and proximity to professional medical help. This does not necessarily mean that there will be a First Aider needed in each building at all times, but there will be an Appointed Person to take charge of the first-aid arrangements.

During the working day each University building will normally have at least one First Aider on duty and Invigilators should ensure that they know how they can be contacted (refer *Guidance for External Invigilators on Medical Situations in Examinations*, para 8, First Aid Contacts). Although the University has no statutory duty to provide first aid cover for students or non-employees, it will endeavour to ensure adequate first aid cover for all external venues (where applicable).

If there is any doubt consideration should be given in the first instance to calling an ambulance.

3. Appointment of First Aiders

3.1 *Examinations held within University premises*

Where examinations are held in University premises, it will be presumed that the University's first aid provision will be adequate to cover the needs of the examination. The Department for Governance and Academic Quality will supply Invigilators with relevant telephone contacts; this will normally be the main reception desk where a list of First Aiders for that building is held. All staff in RGU Sport are first aid trained.

3.2 Examinations Held Out With University Premises

Where examinations are held outwith University premises, the Estates and Property Services Department will contact the venues and ascertain their first aid provision. Venues will be informed that in the event of an emergency their first aid provision may be relied upon. In addition, the Department for Governance and Academic Quality will ascertain from the venue/Estates if there are any specific procedures that should be followed and this will be communicated to Invigilators as appropriate.

4. Notification of Persons Likely to Require Assistance

Although many students within the University suffer from medical conditions, it is rare that any require first aid assistance during an examination. However, there may be a few students whose medical condition means they are more likely than others to require help. These conditions include:

- Epilepsy (where the condition has not been properly brought under control by medication)
- Diabetes
- Risk of anaphylactic shock (“carries adrenaline” or “carries Epi-pen”)

Where this is the case, and the student has notified his or her School, the information should appear in the notes column of the timetable. If the student wishes to identify himself or herself to the Senior Invigilator they may do so, but it is not obligatory and the student’s right to confidentiality is paramount.

If the student does *not* choose to identify themselves, the note on the timetable should be regarded simply as a “flag”, so that if a medical situation does arise, the Invigilator is aware that someone in the room has this condition and can take appropriate action.

Other medical conditions may be listed in the notes so that the student can receive appropriate help and support (such as seating near the door and so on). These conditions include:

- Predisposition to panic attack
- Need to move around (for example because of late pregnancy, arthritis, recent surgery etc.)

It is likely that these students will identify themselves.

5. In the Event a Medical Situation Arises

If a medical situation arises Invigilators should follow the advice in the *Guidance for External Invigilators on Medical Situations in Examinations*. Where an Invigilator is in any doubt as to the seriousness of a situation an ambulance should be called and building reception alerted.

6. Recording of Medical Situations Arising During Examinations

All medical situations arising on University premises should be reported by either the first aider or a primary witness and where possible, using casualty details if responsive. The University's Accident/Incident Report form should be used for this purpose. In addition, the person administering the treatment should complete the "witness" section of the Accident/Incident Report. Accident/Incident Forms are available from School and Departmental Offices.

Where the medical situation arises outwith University premises, it should be recorded as per the instructions of those in control of the premises.

In addition, all medical situations arising during examinations must be reported by the Senior Invigilator to the Department of Governance and Academic Quality, who will keep a record of them and provide a report to Health and Safety.

GUIDANCE FOR EXTERNAL INVIGILATORS ON MEDICAL SITUATIONS IN EXAMINATIONS

1. Introduction

Please also refer to the *Guidance on First Aid Provision for Examinations*.

The following guidance offers advice for External Invigilators on what to do in the unlikely event that a medical situation arises involving a student or fellow Invigilator while students are in the examination room. This advice has not been written by a medical professional. If in doubt during any medical situation please seek professional help immediately.

2. What to do Should a Medical Situation Arise

Should a medical situation arise, try to remain calm as this will not only reassure the casualty but also others in the room. It is better to take a few moments to think about what you are going to do rather than taking rash decisions or actions. If you think it is necessary, contact the building's first aider, normally by contacting the main (or nearest) reception desk. If the situation appears to be more serious, call for an ambulance first. Please remember that you will never be criticised for being overly cautious with regards to the health and well-being of the students.

It may be that one of the invigilators, lecturers or students, in the room is a first aider. This person should take control of any situation which arises and act in accordance with their first aid training.

The most common situation which occurs in examinations is a panic attack. Symptoms include feeling anxious, unwell and frightened with a need to escape. In serious cases some sufferers will feel their heart racing and feel unable to breathe. In addition they may become pale, sweaty, feel faint, need to go to the toilet and possibly vomit.

The severity of symptoms will vary between sufferers but if a panic attack is suspected, the casualty should be gently led from their chair, to another room if possible to avoid embarrassment, and asked to sit on the floor until they feel better. You should ask the casualty if they have a history of panic attacks as many people are predisposed to them. The casualty should then be encouraged to breathe slowly and deeply and given re-assurance. If you suspect that it is not a panic attack then seek help immediately either from a first aider or by calling an ambulance. Do not leave the casualty unattended if possible.

Panic attacks can last for up to twenty minutes but many students suffering an attack have continued their examination after the attack is over. Invigilators should try to encourage and accommodate this wherever possible and allow the student extra time as necessary.

3. Transport to Hospital

If you think the casualty will need immediate hospital attention then call an ambulance before contacting a first aider. Before calling an ambulance take a deep breath, try to remain calm and think about what you are going to say. Remember, when using landlines in University premises it is necessary to dial 9 for an outside line before dialling 999 and external sites may have a similar system.

When calling an ambulance make sure you have the following information to hand:

- The telephone number you are calling from (in case the operator needs to call you back)
- The address of where you are (your 999 call will be answered by a call centre outwith Aberdeen so be as precise as possible)
- The room name or number if applicable
- The casualty's gender and approximate age
- The casualty's symptoms including what you can see and what the casualty has told you (do not attempt a diagnosis)

You will be asked which emergency service you require and upon stating 'ambulance' you will be transferred to a call handler who will ask you a series of questions regarding the above mentioned information. Do not hang up until the call handler indicates the call is over as it may be that the call handler can give you additional first aid advice. You should also ask how long the ambulance will take to arrive.

Once the ambulance is on its way, return to the casualty and tell whoever is taking care of him/her that the ambulance is coming and how long it will be. You should also action any advice you may have received from the call handler.

After calling the ambulance, the building's first aider should be contacted if possible. The building's receptionist should also be made aware that an ambulance has been called and to which room so that the paramedics can be accurately directed to the casualty upon their arrival. Where there is no receptionist, someone should stand at the front door and wait for the paramedics.

Should an injury/incident not be serious enough to require an ambulance then it is recommended that a taxi is called to transport the injured party to hospital. A taxi should be ordered through the relevant School (which will have a preferred supplier and booking procedure).

4. Administering Medication

You should NEVER administer any medication to a casualty, even if it is theirs. This includes aspirin and paracetamol. However, you may assist a casualty in taking their own medication, for example, helping them to open a pill bottle. If a casualty does take any medication in the examination room ensure the decision to do so is their own.

5. Anaphylactic Shock

Anaphylactic shock is an allergic reaction which causes a swelling of the mouth and airways and can prevent breathing. Symptoms include blotchy red skin with puffiness around the face and eyes, difficulty in breathing, tight chest, rapid pulse and possibly anxiety.

If you suspect anaphylactic shock call an ambulance immediately as treatment is needed urgently. Dial 999 and say 'It's anaphylactic' and it will get priority. Also contact a first aider on the premises as a matter of urgency.

People who are predisposed to anaphylactic shock will carry an Epi-Pen (a device which contains adrenaline) with easy to follow instructions for its use. An ambulance must be called even if an Epi-Pen is used.

Most of the allergies which cause anaphylactic shock are food allergies so it is highly unlikely that this will occur during an examination. The other common causes of anaphylaxis are allergy to latex or to wasps/bees.

6. Dealing with Disruption

Where a minor disruption has occurred due to a medical situation, the Senior Invigilator present may extend the time allowed for the examination at his/her discretion. If a serious disruption has occurred then the Senior Invigilator should invoke the procedures used in the event of disruption caused by a fire alarm if necessary.

7. Summary

As an Invigilator it is very unlikely that you will have to deal with a serious medical situation. However, should one arise try to remain calm and call for help as appropriate. This will not only reassure the casualty but others in the room.

If you are in any doubt as to the seriousness of the situation call an ambulance. You will never be criticised for being overly cautious.

All medical situations which arise in examination rooms must be reported to the Department for Governance and Academic Quality as soon as possible after the examination. Please remember to take a note of the casualty's name.

8. First Aid Contacts

8.1 *University premises*

- Building Reception (see below for contact numbers)

Reception Desks	Telephone
Aberdeen Business School	263988
Ishbel Gordon Building	263080
Gray's School of Art	263993
Sir Ian Wood Building	262277/262288
Central Services Building	262216
RGU: Sport	263666
Garthdee House Annexe	263983

NHS 24 (where no local help is available)	08454 24 24 24
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8.2 *First Aid Rooms*

The following rooms have been designated as First Aid Rooms, and will be accessible at all times:

Venue	Room
RGU Sport	Level 2, adjacent to Studio 3
Sir Ian Wood Building	N302
Aberdeen Business School	307
Gray's School of Art	G22A
Ishbel Gordon Building	H418
Garthdee House Annexe	SB7

First Aid boxes are usually located in janitor offices, first aid rooms and reception desks and should be readily accessible.

GUIDELINES FOR EXTERNAL INVIGILATORS ON EVACUATION PROCEDURES

1. General Procedures

1.1 *Action to be taken before exam*

- Familiarise yourself with the layout of the building, finding out if there are any refuge zones, where the fire exits are and where they lead (there are signs in every room).
- Familiarise yourself with the local procedures for alarm activation, fire evacuation etc.
- Review attendance list for exam attendees and consider what arrangements are in place for any staff or candidates who have identified themselves as disabled (refer section 2, page 12).

1.2 *Action to be taken by a person discovering a fire*

- Activate/sound the alarm by using the nearest fire alarm call point.
- Call (9) 999 to call the fire brigade.
- If possible, tackle the fire using the appliances provided (do not endanger yourself or others in doing so).
- Leave the building by the nearest available exit/route (closing all doors and windows behind you where possible).
- DO NOT take risks!

1.3 *Guidance for Invigilators evacuating an exam room*

- It is the responsibility of each Senior Invigilator within each room to ensure that the exam room only (i.e. not toilets) is evacuated and, where possible, to take action to ensure that the immediate environment is left in a safe state (e.g. close windows and doors).
- A visual check of other areas, including toilets, is undertaken by University Fire Stewards/Co-ordinators.
- The Senior Invigilator/RGU Co-ordinator will be responsible for giving the instructions to evacuate the exam room.
- Students should be advised to leave the room, in silence, leaving all their papers and belongings behind.
- Students and invigilators should leave in accordance with the instructions posted in the room/building, proceed in an orderly manner to the designated assembly point, and remain there until instructed otherwise. There is no need to take a register.
- The Senior Invigilator should be the last to leave the room (to ensure that candidates cannot use the evacuation as an opportunity to cheat in their exam).
- Invigilators are not expected to secure the exam room, nor are they expected to stay with any student who refuses to evacuate.
- DO NOT collect personal belongings.
- DO NOT use lifts, unless you are certain that it is a designated disabled/fire fighting lift (i.e. certain RSE lifts).

- Any persons with difficulty walking (e.g. anyone temporarily using crutches) should wait until the room has been emptied before making their way to the exit, assisted by a third party if required.
- Any concerns/relevant information should be reported to the Fire Safety Co-ordinator in charge of the assembly point.
- Any person who refuses/is unable to evacuate should be reported to the Evacuation Co-ordinator (wearing a hi-viz vest) at the assembly point.
- At **RGU Sport**, an Evacuation Assistant will be allocated to control the car park area.
- All Supporting Invigilators should report to the Senior Invigilator who will ensure that their team is accounted for.

1.4 Monitoring students whilst outside

- Students should be advised that examination conditions are still in force and that they may neither communicate with each other, nor in any way attempt to take an unfair advantage of the interruption. Any candidate positively detected attempting to cheat (e.g. consulting notes, discussing the paper, looking at phones) will be reported to the School.
- Invigilators must do their best to monitor students while they are outside the exam room and keep them together, in silence, at the evacuation point. It is appreciated that, with large groups, it will be difficult to ensure that no discussions take place amongst students. In this case, consideration should be given to alerting the host School(s) who may be able to provide support.
- No student should be permitted to leave without the permission of the Senior Invigilator, even if the student feels they have finished the exam and only a short time is remaining. This is to avoid confusion on re-entry to the exam room.
- Everyone must remain outside until the Senior Invigilator is advised that it is safe to re-enter.
- Candidates should be advised that they cannot re-enter the examination room before the invigilators have done so, and any that do so will not be permitted to continue the paper.

1.5 Re-entry to Buildings

- DO NOT re-enter the building for any reason unless authorised to do so. Once the Evacuation Co-ordinator is satisfied that it is safe for people to re-enter the building following a fire alarm he/she will sound the "all clear signal" e.g. by sounding a gas horn. The alarm ceasing does not necessarily mean that re-entry is possible.
- At **RGU Sport**, re-entry should be by the main entrance doors; the fire doors will 'self-lock' when closed on exit and it will not be possible to open these from outside.

1.6 When it is not possible to re-start an exam

- Depending on the circumstances, a decision may be taken not to re-start an exam e.g. only a short period of time was left when the alarm

sounded (e.g. 15 minutes or less), the exam venue cannot be re-entered and students cannot be re-roomed, the length of the evacuation is such that it is likely to have an adverse effect on the students (e.g. in severe weather) and/or prevent the time lost from being added on at the end (e.g. by compromising the start time of exams later in the day). This course of action would be confirmed by a senior member of staff e.g. the Head of the host School(s), and in consultation with the Department for Governance and Academic Quality, and Invigilators advised accordingly.

- If the examination is to be abandoned the Senior Invigilator should, where possible, permit the candidates to return to their seats so that they can ensure their scripts are correctly labelled and collect their belongings. The scripts will then be collected in the usual manner.
- The Senior Invigilator should collect all exam paperwork and return this to the School Office(s). In the unlikely event that this is not possible i.e. for safety reasons, the Senior Invigilator should notify the School Office(s) and/or the Department for Governance and Academic Quality immediately.
- Students should be advised that their School will make a decision with regard to the action to be taken (e.g. re-scheduling of the exam) and this will be communicated to them, by their School, as soon as possible.
- Once the students have been dismissed the Senior Invigilator should return all paperwork to the School Office(s).
- Details of the incident should be reported to the School(s).

1.7 When an exam is re-started

- Candidates may return to their desks and read questions or answers pending the re-start, but must not be allowed to write until the Senior Invigilator has formally re-started the exam.
- Once candidates have returned to their seats, the Senior Invigilator should announce the new finishing time for the exam. Allow the candidates the full working time set for the examination, with the appropriate amount of time added on for the delay, plus 5 minutes to further compensate for the disruption.
- Students should be asked to draw a line underneath their last sentence and to note on their scripts the words "Examination Interrupted; (time); (reason e.g. Fire Evacuation)".
- If any student fails to return, this should be recorded on the attendance slip and sheet.
- No candidate may be admitted into the room more than ten minutes after the formal re-start.

1.8 Reporting Requirements

- In all cases of evacuation, the Senior Invigilator must report the circumstances to the School recording the time of the evacuation and, where applicable, the re-commencement of the examination and revised finishing time. It is also worth considering reporting on: any individual candidate who appeared in any way abnormally affected by the interruption; any candidate who disobeyed the instructions given

or whose behaviour was in any way suspect together with any action taken; any other general observations likely to be of help.

- It will be up to the School Assessment Boards to take account of the circumstances (including that candidates may have had the opportunity to speak to one another about the exam questions while waiting for the exam to resume, or if it wasn't practical for it to be resumed).

2. Specific Evacuation Requirements

2.1 *Wheelchair users/People with impaired mobility*

- Wherever possible (i.e. when on ground floors), wheelchair users should make their own way out of the building by utilising the fire escape routes.
- Whenever the route is blocked or the person is above ground floor, wheelchair users should be directed to the nearest available fire-protected refuge point (if available within the building).
- Located within the refuges is a communication system which will enable communication with the building receptionist. The instructions for operating the communication system are located adjacent to the communication panel.
- The stairway refuges are checked by evacuation stewards as part of their procedure.
- Where a person has been directed to a refuge zone, the Senior Invigilator should notify the Evacuation Co-ordinator at the relevant assembly point.
- Evacuation chair staff will then respond to the refuge and take further action as appropriate.

2.2 *Deaf/hard of hearing persons/ Persons with Visual Impairment / Dyslexia / Other Conditions*

- Wherever an individual is identified as deaf or hard of hearing, arrangements should be put in place to inform them whenever the fire alarm is activated.
- Wherever a person is identified with vision impairment, they must be made aware of the escape routes (by walking the route if necessary).
- Where a person is identified with other conditions that may affect their evacuation, it is recommended that a separate risk assessment should be conducted, this should be arranged (normally by the host School) through the Health and Safety Office in the first instance. If Invigilators believe that this applies to a candidate, they should report this to the appropriate School Office or to the Department for Governance and Academic Quality.

3. Power Cuts

- In the event of a power failure, all fire alarms in RGU will still operate as they all have battery back-up. Therefore, it should not be necessary to evacuate the building.

- If the power does go down Estates and Property Services will be involved promptly and on-site Facilities Services staff will ensure that exam staff are kept informed of the situation as appropriate.
- If the fire alarm goes off-line for any other reason during exams a system of wardens with klaxons will be put in place by Facilities Services staff.
- Management decisions on evacuation for power failure or fire alarm failure will be made by the Head of Occupational Health and Safety in liaison with the relevant Head of School(s) and Estates and Property Services as appropriate. Such decisions will be based on an assessment of individual circumstances e.g. lighting, heating levels etc.

Further information on Fire Safety can be found on the RGU Website:

<https://www.rgu.ac.uk/about/health-and-safety/fire-safety>

GUIDANCE FOR EXTERNAL INVIGILATORS WORKING IN SEVERE WEATHER

The cancellation of examinations is a very rare event. Such a decision would only be taken by a member of the University's Senior Executive in extreme circumstances.

Invigilators should make their own decisions about whether or not it is safe to travel.

In most cases, examinations will proceed even if only a small minority of candidates present themselves.

In the event of very severe weather Invigilators should try, if possible, to access the University website from home (www.rgu.ac.uk). If the University has cancelled examinations there will be an advisory banner on the home page. Alternatively, Invigilators are advised to listen to NorthSound One (96.9 FM); information about closures/cancellations will be broadcast if these occur.

If an Invigilator decides not to travel due to severe weather they should endeavour to contact the Department for Governance and Academic Quality to inform of their decision. In such a case, they should use either the office number (262169) or the exam mobile number (07977 260547) and also attempt to contact the relevant School Office.

It is impossible to provide advice which applies to all circumstances. Invigilators should endeavour to make common sense decisions, giving priority to the health and safety of all people concerned and with due regard to examination integrity.