



# Operational Guide for Examinations Sub-offices and Marshals

## Introduction

These guidelines should be read in conjunction with the online training session available for Lead and Support invigilators. As a member of staff working in the sub-office, you are responsible for ensuring that examination procedures are followed so that the academic integrity of the University is not compromised.

If at any stage you are unsure of the correct procedure, the Examinations Office is always around to help.

Any inquiries regarding this document, invigilation or examination procedures should be directed to [exam-invig@leeds.ac.uk](mailto:exam-invig@leeds.ac.uk).

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## 1. Examinations - Some Facts and Figures

- The examinations are organised and overseen by the Programmes & Assessment Team (Examinations and Progress Team) in Student Education Services.
- The Team has 13 members of staff: the Examinations Manager, 2 Examination Officers and 10 administration staff.
- There are 3 examination sessions each year: 2 main sessions and 1 re-sit session.
- There are approximately 20,000 students taking examinations in each main session and approximately 4,000 students taking examinations in the re-sit session. As each student takes between 3 and 6 examinations per year this adds up to approximately 140,000 individual examination sittings per year.
- This is one of the biggest events in the University.
- We employ approximately 350 temporary staff to help.
- We run the examinations out of our office in the Marjorie and Arnold Ziff Building plus temporary sub-offices located around campus.

### **Policies and Values of the University of Leeds:**

As an employee of the University of Leeds you are asked to make yourself aware of the University's policies and plans covering activities and practices associated with equality and diversity. These can be found at the following link: <https://equality.leeds.ac.uk/equality-inclusion-framework/policies/>.

The University of Leeds' values are:

- Integrity: openness, transparency and honesty
- Inclusiveness: diversity, equal opportunity and access
- Community: public service and citizenship; collegiality, teamwork and mutual respect.
- Professionalism: provision of effective and efficient customer-focused services in all aspects of our work both internally and externally.
- Academic excellence: increasing knowledge, respecting academic freedom, encouraging critical independence, promoting creativity and new approaches to research and innovation within an ethical framework.

During your work as an invigilator or a member of staff from the Sub-office, you may meet students and staff with disabilities; please treat everyone you meet with respect and be aware that they may not choose to discuss their disability with you. Disabilities can vary and if you are unsure of how to offer your help or support, the best thing to do would be to ask them.

## 2. Roles during the Examinations

### **Sub-office Manager:**

A person with significant experience as a Lead invigilator. The Sub-office Manager is responsible for running the sub-office, allocating invigilators to examination venues, managing the supervisors and ensuring everything in that area runs smoothly.

### **Script Manager:**

A person with significant experience as a Lead Invigilator. The Script Manager works alongside the Sub-office Manager and is responsible for overseeing all script books, examination papers and necessary paperwork are included in the envelopes for schools and for dealing with the collections by schools.

### **Sub-office staff:**

Experienced Support or Lead Invigilators. They work in the sub-offices supporting the Sub-Office Managers and work as part of a team ensuring the smooth and efficient running of examinations within a set area.

You are all responsible for the following:

### **Before each examination session:**

- Collect question papers from the Examinations Office.
- Check question papers.
- Organise the issue of question papers/script books and stationery folders to venues.

- Provide venue directions to invigilators when required.
- Make sure that sufficient invigilators have been allocated to all venues.
- Step in as invigilators if required.

**During the examination:**

- Visit individual venues to see if there is any problem and if help is needed after Marshals have collected Invigilator Attendance sheets and Missing ID sheets.
- Deal with late arrivals.
- Deal with candidates who are unwell.
- Deal with queries on the question papers.
- Respond to any problems/emergencies.
- Prepare envelopes for completed script books and seating lists.
- Pack script books for the remaining sessions if they are not pre-packed.

**After the examination:**

- Check all script books back into the sub-office with a Lead/Support Invigilator (Lead).
- Prepare stationery packs for future sessions.
- Prepare plastic mobile phone bags for future sessions.
- Sort out unused script books by colour and MCQ/EMQ cards by school.
- Deal with the collection of script books from Schools (Script Managers only).

### 3. The Roles of Marshals

The Examination Marshals oversee the access and egress where we have large numbers of candidates entering buildings. They also police the examination venues where examinations are running providing advice and support generally plus dealing with emergencies. Marshals work as part of a team ensuring the smooth and efficient running of examinations within a set area.

You are responsible for the following:

**Before the examinations:**

- Collect a high visibility jacket/vest with the words 'Examinations Marshal' on the back.
- Collect a tablet/iPad for checking student IDs and seating lists for large venues.
- Collect a backpack which contains: the examination timetable, the seating lists for the 4 large venues\*, examination area chart, a list of contacts, first aid kit and other useful items. The backpacks will need to be returned daily to the Examinations Office when you sign out at the end of your shift.
- Find out from the Chief Marshal the instructions for the day and which group of venues you are assigned to.
- Report to the sub-office and ask the sub-office manager for the examination materials for the large venues (SH1, SH2, GH, UG09 [and Gateway Church venues if the materials are not already there the previous day]).
- Transport the materials to the venues and stay there until the lead invigilators arrive.
- Help set up the venues when asked.
- Usher the candidates in.

**After the examinations have started:**

- Go to each venue of your assigned group to collect the Missing ID sheets and Invigilators Attendance sheets.
- Obtain photos for each candidate on the missing ID sheets and return the photos to the relevant venues immediately so that the candidates' IDs can be verified.
- Patrol your designated group of venues during each session.
- Whilst patrolling, you should:
  - offer assistance to the invigilators when incidents occur and keep the Sub-Office Manager and the Chief Marshal informed of any incidents that are disruptive and lengthy, e.g. fire alarm, candidate emergencies;
  - supervise and escort candidates suspected of cheating between offices;
  - assist the evacuation of candidates during a fire alarm;
  - step in as either a member of sub-office staff or invigilator if required.

**End of the examinations:**

- Return to the large venues 15 minutes before the end of the examinations to assist invigilators in the collection of script books, ensuring that examination conditions are maintained.
- When the examinations are over and the candidates have been told they can leave the venues, ensure that they leave quietly so as not to disturb examinations that are still going on in nearby venues.
- Help with the script book check-in when needed.
- Help clear the venues so that they are ready for the next examination.

*\*The 4 large venues are: Sports Hall 1, Sports Hall 2, Great Hall, Room UG09 in the Great Hall.*

#### 4. Reporting for Duty

You must sign in at your allocated sub-office **1 hour 45 minutes** before the start of the examinations on the first morning and **1 hour 30 minutes** on subsequent mornings.

If your duty starts in the afternoon, you must sign in at your allocated sub-office.

Sign in on the Supervisor/Marshal/Managers Signing-in Sheet.

You will be paid from the time you sign in, this time cannot be earlier than the time given on your rota. However, if you report late you will be paid from the exact time you sign in and should provide a reason for being late.

Arrival times will be closely monitored by the Programmes and Assessment Team (Exams) Manager.

#### 5. Preparations before the Examination

Once you have reported to the sub-office, you should carry out the following tasks:

##### 1. Check question paper packets:

- Get the Green Report in the day folder.
- Check that you have a question paper packet for every examination on the Green Report.
- Open each packet and check the rubric of the papers.
- If the rubric mentions the use of multiple choice question (MCQ) cards, graph paper, rough work booklets/official scrap paper\*, tracing paper etc., check that they have been included in the appropriate packet. A rubric is usually on the front page of the question paper.
- If chemistry booklets are required for a certain examination, count out the numbers required, put them in an envelope and write the module code and the seat numbers on the envelope so that invigilators know which desks they need to be placed on.

*\* Graph paper and rough work booklets/official scrap paper will have already been packed in separate envelopes and it is indicated on the envelope which examination they are for.*

##### 2. Check script book packets:

- MCQ/EMQ cards should have already been packed with the question papers.
- If the rubric states that graph paper is required, check a packet with the graph paper is included.
- Rough work booklets/official scrap paper should have already been packed in the script book packets.
- Check the script book packets to make sure that multiple script books have been provided if required.

##### 3. Collate the list of items below per venue and lay out in venue order ready to be issued to the Lead Invigilator or Support Invigilator (Lead) when they report to the sub-office:

- question paper packets
- script books packets
- seating lists for that venue
- Invigilators Attendance sheet for that venue
- Invigilators Signing-out sheet for that venue
- stationery folder
- headphones\* if mentioned in the Green Report

*\* Headphones should be put in an envelope with the module code, venue name and seat numbers clearly written on the front so that invigilators know which desks they are for.*

4. Prepare the seating lists for the 4 large venues below. Display the copy of the seating list that does not have the student ID numbers at the following locations **1 hour** before the examination start time:

SH1: Sports Hall 1

SH2: Sports Hall 2

GH: Great Hall

UG09: Room UG09 in the Great Hall

**SH1 and SH2:** on boards attached to the rails next to the fountain outside Roger Stevens building

**GH and UG09:** on boards attached to the rails next to the entrance to the Great Hall Building

The above seating lists and boards need to be removed **1 hour** after the examination start time.

## 6. Before the Examination: Arrival of Invigilators

**Note to the sub-office managers:** Marshals will ask you for the examination materials for the large venues as they are now required to transport the materials to the venues and stay there until the lead invigilators arrive. They can also help with venues for which the lead invigilator can't take all the materials in one go and has to wait for the support invigilator to turn up with the rest of the materials.

Lead/Support Invigilators (Lead) are asked to report to the sub-office **1 hour** before the start of each examination session.

Support Invigilators are asked to report **45 minutes** beforehand for the main examination venues.

All Special Circumstances Invigilators are asked to report to the Special Circumstances Sub-office **1 hour** beforehand unless otherwise specified.

Lead Invigilators need to sign in on the Lead Invigilator Signing-in Sheet provided by the Examinations Office.

All Support Invigilators need to sign in on a separate signing-in sheet.

You must check all Support Invigilators' ID cards when they sign in. Check their student ID card for PhD invigilators or driving licence for other support invigilators. All new invigilators start in the role of support invigilators as of January 2019.

Invigilators are allocated a venue by the Examinations Office or in the sub-office. If you have extra Support Invigilators you can contact the other sub-offices to see if they are needed, otherwise allocate them to larger venues. Please use all invigilators that report for duty.

The Invigilator Allocation List details the number of invigilators that are needed for each venue. This can be used to check that each venue has sufficient invigilators.

Be aware if there is a long queue! Invigilators should be credited with the time they arrive at the sub-office. You should send invigilators out first if their venues take longer to reach, or require more time to set up, i.e. a venue in the Business School, or a PC cluster.

You should write the time they report to the sub-office on the Support Invigilators Signing-in Sheet and sign to verify it. At the end of each day, these sheets should be returned to the Examinations Office in the day folder.

If there is a shortage of invigilators you may need to provide cover and act as an invigilator.

## 7. During the Examination: Invigilators Attendance Sheet

There will be an Invigilators Attendance Sheet for every venue. The invigilators on duty in that venue will show their ID card to the Lead/Support Invigilator (Lead) and print their name on this sheet when they arrive at the venue.

On the lower part of the sheet, there is a section for invigilators to record any minor problems in the venue.

Marshals are to collect this sheet from venues soon after the examination has started and return it to the sub-office so that so that any problems noted on the sheet are dealt with as soon as possible.

For example, if squeaky doors are reported, there is a can of WD40 available from the sub-office. If you cannot deal with any problems, please inform the Examinations Office.

If no problems are noted on the Invigilators Attendance sheets, place them in the A (morning) or P (afternoon) session box in the sub-office.

At the bottom of the sheet, the examinations that are taking place in the venue are listed. Academic staff from schools have been asked to attend the examination venue 10 minutes before the start of the examination, remain there for the first 10 minutes, and write their name and contact number alongside their relevant examination code in the space provided.

You should pass these details to the Examinations Office should any question paper queries arise.

## 8. During the Examination: Candidates without Their ID Cards

The invigilators in each venue will complete a Missing ID sheet for candidates who have not brought their University student ID cards to the examination.

Marshals: when you have collected the completed Missing ID sheets you should give priority to shorter duration examinations and must:

- Log into the email account [stueidc@leeds.ac.uk](mailto:stueidc@leeds.ac.uk) on the tablet/iPad.
- Create a new email to be sent to [stueidc@leeds.ac.uk](mailto:stueidc@leeds.ac.uk).
- The subject heading should be titled your name, location of the exam venue.
- The body of the email should only include the candidate name and student ID.
- Each candidate should be input on a new line.
- Send the email to the email address [stueidc@leeds.ac.uk](mailto:stueidc@leeds.ac.uk)
- The Exam office will aim to email you within minutes an attachment of a photo for each candidate.
- Open the attachment and check the photo against the candidate. If the photo matches the candidate, indicate this on the missing ID sheet and pass it to the lead invigilator.
- If the photo does not match the candidate, you must allow the candidate to continue the examination undisturbed. However inform the lead invigilator, contact the sub-office and complete an incident report. Following the examination, accompany the candidate to the sub-office where the Examination Office will speak to the candidate.

In case the tablet/iPad doesn't work, you should take the missing ID sheets to the sub-office and the following will happen:

Sub-office staff:

- Log into the PC in the sub-office with the username and password provided;
- Then log into Banner with the given log in details.
- In Banner, open the report SWRIDVR, do three next blocks, key in the candidate's ID number, and press Submit Query or the Return tab to produce candidate photos.

You are required to:

- print out photos for all candidates on the Missing ID sheets;
- attach the photos to the Missing ID sheet;
- return them immediately to the venues via marshals so that invigilators can verify the identification of those candidates.

At the end of each session, the sheets with the photos should be placed in the Day folder and returned to the Examinations Office at the end of each day.

During the examination the Sub-Office Manager should send out sub-office staff to visit all the examination venues to make sure everything is ok.

## 9. During the Examination: Queries on Question Papers

If a candidate has a query on a question paper they will bring this to the attention of an invigilator.

If an academic from the school is present in the venue they may be able to resolve the query. If the academic announces a change to a question paper, the invigilator in the venue must report this to the sub-office. In this instance, you should:

- inform the Examinations Office of the query and outcome;
- report the changes to other venues also holding the examination;
- complete an Examination Paper Queries form.

If no academic is present or if they have left their contact details, the Lead/Support Invigilator (Lead) will send an invigilator to the sub-office with the query, a copy of the question paper and the contact details. In this instance,

- you must report the query to the Examinations Office who will contact the school.
- If a member of staff from the Examinations Office is present in the sub office, they will contact the school from the sub-office.
- you must **NEVER** contact the academic/school yourself.

When the outcome has been given to you by the Examinations Office you should:

- report the outcome immediately back to the invigilators in the examination venue and
- report the outcome to other venues also holding the examination

The completed form and a copy of the question paper should be placed in the session box in the sub-office.

## 10. During the Examination: Candidates Who Become Unwell

If a candidate is unable to complete an examination due to illness, the time they stop their examination will be recorded on their script book and on the seating list and a Student Illness Report form will be completed by an invigilator.

An unwell candidate will then be escorted by an invigilator/marshal to the sub-office along with their script book, question paper, the Student Illness Report form and their belongings.

The candidate can be accommodated in the Special Circumstances area only if they can finish their examination by 6pm.

The Sub-Office Manager should advise the candidate that they have the following options:

1. They can finish their examination at some point that day in the Special Circumstances area with the remaining time.
2. Or they can go home, obtain a medical certificate from their doctor and contact their parent school for further advice and guidance.

(NB - until the candidate either sits their examination or decides to go home they must be supervised.)

If the candidate would like to continue their examination, the Sub-Office Manager should:

1. inform the Special Circumstances Sub-office by phone;
2. complete the sub-office section of the Student Illness Report form;
3. arrange for the candidate to be escorted to the Special Circumstances Sub-office with the Student Illness Report form, examination materials and their belongings.

If the candidate would like to go home, the Sub-Office Manager should:

1. ensure that when the Lead/Support Invigilator (Chief) brings in the script books for checking, the script books for the unwell candidate are placed in the correct position (seat number order) so they can be collected with the rest of the cohort.
2. complete the sub-office section of the Student Illness Report form and put it in the day folder.

**If an ambulance is required, please follow the procedure stated in Point 31 below.**

## 11. During the Examination: Preparing Envelopes for Script Books and Seating Lists

When an examination is over, completed script books and seating lists are returned from the examination venues and checked in at the sub-office. They are then stored in envelopes awaiting collection from the Schools.

The Sub-Office Manager should ensure that these envelopes are prepared by the sub-office staff whilst the examinations are taking place.

The sub-office staff should do the following:

1. Get the Envelope Report for the examination session (e.g. 22A) from the day folder.
2. Write the session, module code, venue and number of envelopes or boxes used for EACH examination onto the bottom of the gusset envelope/box and on the front of the envelope/box as shown:  
e.g.    22A   CHEM3325    PHYS9.90    1/3



3. There should be approximately 20 script books per gusset envelope or 40 script books per box, so work out how many gusset envelopes/boxes are needed from the number of candidates taking that examination on the Envelope Report.
4. Prepare one envelope if only MCQ cards are used for an examination, (check the Envelope Report for such information).
5. Write on the Checking-in sheet how many gusset envelopes/boxes have been prepared for each examination.
6. Write the same information (i.e. session, module code and venue) on an A4 envelope for each examination. This will be used to seal the seating list for each examination later.
7. The gusset envelopes/boxes and their A4 seating list envelope should be placed together using an elastic band.
8. Print numbers and letters carefully when writing on the envelopes/boxes so there is no confusion. For example, do not use the continental 7 or 1.

## 12. During the Examination: Packing the Script Books

Below is for the sub-offices for the main venues only:

Script books for at least the first 3 days of the examinations will have already been packed before the examination period starts. You need to pack all subsequent sessions in the sub-office at least 3 days in advance if they are not already packed.

A packing folder is provided for each sub-office with all the materials you need, e.g. packing report, packing labels, packing list.

Different coloured script books are used alternately for each session. A Colour of the Day table is provided showing the colours that have been allocated to each session. We currently use the following coloured script books:

- Blue, Gold, Green, White and Yellow (16 pages)
- Cream (8 pages)
- Red (8 pages)

Normally for most examinations, a candidate will require only one script book (16 pages).

For some examinations where candidates are asked to use several script books, the cream script books must be packed. The number of script books each candidate needs is indicated on the packing report - under the column Cream 8 pg.

The red script book is a supplementary book and is only **issued during an examination** when a candidate has used up their original script book and requests another script book or when a candidate requests paper for rough work.

Use the Script Book Packing Report to determine the number of script books for each venue and pack them in either a box or a used gusset envelope.

In the Packing Report, the numbers under Cream 8pg indicate how many cream script books each candidate will need. The numbers under 16pg indicate how many 16pg coloured script books each candidate will need and this should be either 1 or 0.

If the Packing Report does not list how many script books a candidate needs for a particular examination (under either 8pg or 16pg), pack one script book (16 pages) of the colour assigned for that session for each candidate. (NB - in this instance the totals at the bottom of the report will not show the correct amount you need to pack.)

If the Packing Report indicates that graph paper or rough work booklets/official scrap paper is required, pack them in separate envelopes and write clearly which examination they are for on the envelope.

Each pack must include:

1. the correct number of script books of the correct colour +
2. a few more of the correct colour to allow for additional candidates +
3. the correct number of the red supplementary script books in an envelope for rough work/scrap paper if indicated in the report +
4. some red supplementary script books (approximately 25% of the overall total of candidates) +
5. the correct number of graph paper sheets in an envelope if indicated in the report.

After you finish packing for each venue, put a sticker on the pack/s and indicate on the sticker as requested. For example, you need to indicate whether script books have been packed, what colour is packed, whether cream script books, graph paper and rough work/official scrap paper is included, and you must put your name on the sticker as well.

DO NOT use brand new gusset envelopes for script book packing.

### 13. After the Examination: Checking-in of Completed Script Books

There will be a Script Manager in each sub-office. As the Script Manager, you are responsible for overseeing the safety of all completed scripts and ensure that sub-office staff are correctly trained to complete processes involving completed scripts. You will also be responsible for logging in completed scripts from invigilators and checking them out to schools.

When the Lead/Support Invigilator (Lead) returns all script books/MCQ/EMQ cards (completed or unused) and the stationery folder to the sub-office at the end of each examination, you will check in the completed script books with the Lead/Support Invigilator (Lead).

Below is the procedure:

- Get the prepared envelopes for the venue.
- Read the rubric on each question paper to ascertain what you are dealing with. E.g. :
  - Cream script books – check the number of script books each candidate should have
  - Blue question papers – all should be checked in and returned to the schools
  - MCQ/EMQ cards and script books – check them separately
  - Pink question papers – all should be returned and put in the confidential waste bags.
- The invigilator should read the last 3 digits of the student ID on the script book/MCQ/EMQ card starting from Seat 1.
- The supervisor should confirm by ticking on the seating list that the following have been used by each candidate:
  - There is a script book/MCQ/EMQ card or Absent sheet for each candidate on the seating list.
  - There is a script book/MCQ/EMQ card and relevant form for each additional candidate.
  - There is a supplementary script book if indicated on the seating list for a candidate.
- MCQ/EMQ cards with script books should be checked in by 3 people when possible for examinations that require both. If not possible, check them separately. Note: invigilators have been informed to collect them separately.
- Place two spare copies of the question papers and the completed script books/MCQ/EMQ cards in the prepared gusset envelopes and seal them. There should be roughly 20 script books in each envelope, or 40 script books in each box.
- If the number of envelopes/boxes used has changed, amend it on the Checking-in Sheet.
- Place the bottom copy of the seating list with any additional candidate forms (bottom copy) in the prepared A4 envelope and seal it.
- Tape the gusset envelopes/boxes and the A4 seating list envelope together so there is a pack of script books for each examination.
- Make sure both you and the invigilator print your names on the Checking-in sheet against the examination you have just checked.

In August when there are numerous examinations in one venue, two members of the sub-office staff should do the checking in of script books with two invigilators.

Make sure the following is carried out correctly:

**Late Candidate form:**

attach bottom copy to the candidate's script, top copy goes in the day folder.

**Additional Candidate form:**

attach bottom copy to bottom copy of the seating list and place in seating list envelope, top two copies go in the day folder with the top copy of the seating list.

**Student Illness Report form:**

place in the day folder.

**Incident Report form and/or Statement of Fact form:**

place in the day folder.

**Missing ID sheets with photos attached:**

put in the day folder.

**Any unused script books:**

check there is no writing on each page and re-use them.

**Any unused MCQ/EMQ cards:**

sort them by schools and return them to the Examinations Office.

**Check** the envelopes with plastic bags inside for each venue and make sure that there are enough for the next examination.

**Check and replenish** the stationery folder as follows:

A stationery folder has the following items that invigilators may use during an examination:

- Missing ID sheets
- Absent/Late/Additional Candidate forms
- Incident Report forms
- Student Illness Report forms
- Examination paper query forms (for Special Circumstances examination venues only)
- Treasury tags and blu-tac
- Notes on ID Cards to be handed to candidates without ID cards
- Notes on the use of dictionaries to be handed to candidates whose dictionary has been confiscated
- Lost Property form

**However in Special Circumstances Sub-office, the procedure is different and this will be explained from page 12 in this guide.**

#### 14. After the Examination:

##### **Preparation of the script books:**

The Script Manager and a member of the sub-office staff should carry out the following tasks:

1. Get the Checking-in sheet.
2. Move the packs of checked script books into the script room.
3. The member of the sub-office staff checks the Checking-in sheet, puts a tick on the sheet for any examination there is a pack for and passes the pack to the Script Manager.
4. The Script Manager should then store the pack in the storage boxes in module order alphabetically.
5. For each of the following schools, there are a huge number of examinations. It makes sense to keep them in their own boxes and it saves time when they are collected. Their modules codes are:
  - Business School - LUBS
  - Engineering - CAPE, AVIA, CCFD, CIVE, CMNS, COMP, ELEC, ETII, PEME, PREN
  - Biological Sciences - BIOC, BIOL, BLGY, BMSC, BSGS, MICR, SPSC
  - Modern Languages - ARAB, FREN, GERM, ITAL, MODL, SLAV, SPPO
6. There is a folder in each script room where all the signing-out sheets are kept in module code order.

##### **Collection of script books by schools:**

The Script Manager is responsible for checking out the packs of script books when schools come to collect them.

- Schools have been advised to collect their script books during non-peak hours.
- You must check their staff ID – no ID = no script books!
- Ask the member of staff to print their name on the Signing-out sheet.
- Double check before releasing the packs of script books.

Twice a day, the Script Manager should carry out an audit using the Signing-out sheets to:

1. Cross check what should be in the script room is still there or
2. Check the other way round that every pack of script books is indeed listed as 'uncollected'.

**At the end of an examination period, the Sub-office Manager should make sure that the following is carried out:**

Count the spare script books that are not to be used, box them up, write the colour and number of script books on the box so that they are ready to be transported back to the store in Worsley Building.

#### 15. Sub-office Day Folders

There will be a folder for each examination session (morning/afternoon/evening, e.g. 7A, 7P, 7T) in each sub-office.

At the end of each session, the Sub-Office Manager should put the following paperwork in the relevant session folder:

- Top copy of seating lists with top copy of additional candidates forms attached

- Late candidate forms (top copy)
- Missing student ID sheets with photos attached
- Lead and Support Invigilator signing-in sheets
- Invigilator Attendance sheets
- Invigilator Sign-out sheets from all venues (not for Special circumstances venues)
- Illness Report forms
- Incident Report forms
- Lost property forms

At the end of each day the Sub-Office Manager should return the folders to the Examinations Office.

## 16. FLTU Speaking Examinations

During May/June examinations there are approximately 70 FLTU (Foreign Language Teaching Unit) speaking examinations.

For these examinations a sub-office is set up in the Liberty Building; 2 members of the sub-office staff, a marshal and possibly some Support Invigilators will be assigned to this sub-office to manage and coordinate all the speaking examinations.

Also there may be other speaking examinations from other Schools, e.g. from East Asian Studies.

During January or August examinations when there are fewer speaking examinations, these are usually held in the Language Centre and managed by one of the main sub-offices. The main sub-office manager needs to assign sub-office staff or invigilators to oversee such examinations.

## 17. Special Circumstances Sub-office (SCSO)

As in the main sub-offices, the Special Circumstances Sub-office Manager should coordinate breaks for the sub-office staff to ensure that the sub-office is adequately covered at all times. Please make sure that you keep to your allocated times. If invigilators are working back to back sessions you may be required to provide cover while they take their breaks.

**Under employment law, everyone is required to take a minimum 20 minutes unpaid break for EVERY 6 hours of work. If you do not take your break, 20 minutes' pay will be deducted from your pay anyway. So it is in your best interest to take your break.**

The following will tell you what is required of you when you work in the Special Circumstances Examinations Sub-office.

## 18. SCSO: Preparations before an Examination Session

Before each examination session (e.g. 7A), the Examinations Office will prepare and have the following ready for you when you sign in at the Special Circumstances Examinations Sub-office:

- a. Candidate envelopes\*
- b. seating lists\*\* for each venue
- c. Half day folder

*\* Each candidate's script book and necessary materials for their examination are pre-packed in their individual envelope by the Examinations office. The envelopes and their seating lists will have already been sorted by venue.*

*\*\*There are 3 seating lists for each venue: 1) Seating list (finish time order) 2) Seating list (for invigilators) 3) Seating list (for outside venue)*

Carry out the tasks mentioned below. The first morning's examination will have already been prepared by the Examinations Office.

1. Check that you have an envelope for each candidate listed on the seating lists for each venue.
2. Check if there are additional candidates' envelopes in the Half day folder and check if they are on the seating list. Slot them in with the other envelopes for that venue in seat number order.

3. If they are not on the seating list, print the three seating lists for that venue from the Seating database (saved in N:Drive/Administration/Student Admin/Taught/examins/Special Circs/Databases/current). You will need to enter the session code (e.g. 7A) when prompted.
4. Replace the old seating lists with the ones you have just printed and put the old copies in the white confidential waste bag.
5. Check in the half day folder if there is a list of Extras from the Examinations Office informing you of any late entries/changes/special requirements, e.g. supervision of candidates with clashes/late starts etc. and take actions accordingly.
6. Take the Half day report that lists candidates' special requirements from the half day folder and check the front of each candidate's envelope against it for any further requirements and add to the front of the envelope.
7. Add a note to the Invigilator Attendance sheet as a reminder of the following as you check along:
  - a. PC required - to provide log-in details and a memory stick, and a laptop if required, and a stapler.
  - b. Orthopedic chair/other equipment - to send a chair/other equipment across with the invigilator.
8. Check inside each individual envelope that:
  - The module code on the question paper matches the front of the envelope.
  - The correct number of script books has been provided.
  - One modified question paper has been packed with a standard question paper if a candidate requires a modified question paper.
  - One extra script book has been provided if the rubric indicates a rough work booklet is required.
  - One script book and one script book cover sheet have been packed if a candidate requires the use of a PC.
  - An extra copy of the question paper has been packed if a candidate requires an amanuensis or a reader.
  - Any additional materials have been provided as per the rubric (e.g. MCQ/EMQ cards, graph paper, chemistry booklets).
9. Collate the following items per venue and lay them out ready for handing out to invigilators:
  - script book envelopes
  - a copy of the 3 Seating Lists
  - a stationery pack
  - an Invigilator Attendance sheet for that venue
  - a USB memory stick/s with log-in details and a stapler for PC venues
  - an envelope with plastic bags inside for candidates to keep their mobile phone and other electric gadgets in during examinations
10. Post the copy of the Seating List (finish time order) on the boards in the Sub-office and mark up the latest finishing times and regular breaks.
11. Take out the Special Circumstances Invigilator/Amanuensis/Reader Signing-in Sheet from the half day folder and have it ready for the invigilators to sign in.

## 19. SCSO: The Arrival of Invigilators

All Special Circumstances invigilators report to the Special Circumstances Sub-office **1 hour** before the start of examinations unless stated otherwise on their rotas.

The support invigilators must show you their ID card, sign in on the Signing-in sheet and then you should sign to verify it.

After invigilators have signed in they should be given the following items for their venue:

1. candidate envelopes with their examination materials
2. the 3 Seating Lists
3. a stationery folder
4. an Invigilator Attendance sheet

5. a USB memory stick with login details for PC examinations
6. an envelope with plastic bags inside for candidates to keep their mobile phone and other electric gadgets in during examinations

Check with the Examinations Office after the start of examinations if the question papers etc. are ready for the next session (e.g. 7P). Collect them from the Examinations Office and start the whole preparation process again.

## 20. SCSO: Examinations Taken on a Computer

A computer cluster and a number of small venues will be set up in the Special Circumstances area to accommodate candidates who are permitted to type their answers on a PC.

The Examinations Office will provide you with a list of PC user IDs and passwords, some USB memory sticks and a stapler. Each user ID will have a pre-paid amount of printing credit attached to it.

You need to:

- Issue a list of the PC login details and a USB memory stick to the Lead/Support Invigilator (Lead) for each venue where PC examinations take place.
- Tell the invigilators to log onto the number of PCs required for that examination session and check that the PCs are working.
- Go and assist in the PC cluster towards the end of the examination if there is a large number of candidates.
- Go to the PC venues and delete all the saved work by candidates from the desktop on the PCs on a daily basis and switch off the PCs if there are no more examinations in the venue that day. You can find out which PCs have been used by taking a copy of the seating lists for the whole day.

Instructions on what to do in PC examinations are available in PC venues and spare copies are available in the sub-office.

Briefly, the invigilators are instructed to:

- tell candidates to answer each question on a separate page and save their work as their student ID;
- save their work onto the desktop (so that their work will be saved automatically in case there is a power cut);
- save their work onto the memory stick at the end of their examination;
- print out their work in the PC cluster, let the candidate check their work, sign on the Script cover sheet, staple it with their script book, and then put it in their envelope at the end of the examination;
- if printing is not possible in the venue, bring the candidate to the sub-office to print;
- log off all PCs at the end of each examination and shut down all PCs after the examinations before the weekends;
- return the USB memory stick/s and the stapler along with the envelopes to the sub-office at the end of the examination.

Occasionally a candidate will be provided with an electronic question paper in a USB memory stick. Ask the invigilator to check in the PC cluster well before the start of the examination if they can open the question paper from a PC that has got the JAW software installed. If they can't, try a different PC. Ask them to contact the sub-office immediately if they still experience problems.

## 21. SCSO: Amanuenses, Typists, Readers and Prompters

There are candidates who require the use of an amanuensis, typist, reader or prompter for their examinations. These candidates will be allocated to venues on their own.

Amanuenses, typists, readers and prompters are allocated by the Examinations Office and should sign in at the sub-office in the same way as invigilators.

### **Readers/Prompters:**

Readers and Prompters act as the invigilator in these examinations.

### **Amanuenses/Typists:**

Amanuenses and Typists are permitted a 15 minute break during examinations, should they require it, (this is not included in the overall duration of examinations).

In shorter examinations, e.g. duration of less than 1.5 hours, amanuenses act as invigilators. However, the sub-office should arrange for someone to check on venues where amanuenses are on their own to see if cover needs to be provided whilst the amanuenses take their breaks. Either a member of the sub-office staff or a Marshal could do this. Or if there is a large number of such examinations an invigilator will be allocated specifically to move between venues and provide cover where needed.

In longer examinations, an invigilator will be allocated with the amanuenses when possible.

### **On the Day**

If a candidate does not want the help of the amanuensis/typist/reader/prompter, the amanuensis/typist/reader/prompter can just act as the invigilator. If both an amanuensis and invigilator have been allocated to a venue one of them should return to the sub-office and should be reallocated to help in another venue.

## **22. SCSO: Unwell Candidates Transferred from Other Sub-offices**

Candidates who become unwell whilst taking their examinations in main venues can finish their examinations in the Special Circumstances area.

A sub-office manager from one of the other sub-offices will call in advance to notify you that a candidate is being transferred to the Special Circumstances area.

The candidate will be accompanied by a Marshal or a member of the sub-office staff; they will bring with them a copy of the question paper, the candidate's script book/MCQ/EMQ card etc., a Student Illness Report form completed by both the invigilator and the member of the sub-office staff and the candidate's belongings.

Allocate them a seat in one of the Special Circumstances examination venues and add\* the candidate's name to:

1. the seating list for that venue
2. the seating database

They will be given their remaining time allowance.

Candidates can be accommodated in the Special Circumstances area if their examination finishes by 6pm.

*\*This only applies to additional candidates in the Special Circumstances venues.*

## **23. SCSO: Unwell Candidates from Special Circumstances Sub-office**

Candidates who become too sick to continue with their examinations within the Special Circumstances area will be accompanied by an invigilator to the sub-office with their copy of the question paper, script book/MCQ card etc., a Student Illness Report form completed by the invigilator and the candidate's belongings.

The Sub-Office Manager should advise the candidates that they have the following options:

- They can finish their examination at some point that day in the Special Circumstances area with the remaining time.
- Or they can go home, obtain a medical certificate from their doctor and contact their parent school for further advice and guidance. (In this instance put the examination materials back in the candidate's envelope and file with the rest of the envelopes for that venue.)

In both cases, complete the section for the sub-office on the Student Illness Report form and leave it in the half day folder.

Candidates can be accommodated in the Special Circumstances area if their examination finishes by 6pm.

## **24. SCSO: After the Examination: Checking-in of Completed Script Books**

1. Sort the envelopes in seating list order and check with the Lead invigilator that the number of envelopes returned matches the number of candidates on the seating list.
2. Open each envelope returned from the examination venue and process as follows:
  - a. Check that completed script books are anonymised and the candidate's ID number is on the front of all completed script book/MCQ/EMQ cards.
  - b. The number of script books each candidate has used will have been written on the front of their envelope by the invigilator. Check that the number matches its content and take out any unused script books/other

- materials especially from a PC venue and write this number in the designated box on the seating list. Make sure that each page of the unused script books is blank and put them aside for future use.
- c. Absent candidates - take out everything apart from the completed Absent Sheet and check that 'Absent' has been written on the envelope.
  - d. For envelopes with a blue cross, stamp the front of ALL used script books and blue question papers with the blue 'Mark for Content' stamp. Be careful not to obscure any of the candidate's writing. **Do not** stamp MCQ/EMQ cards.
  - e. For envelopes with a pink cross, stamp the front of ALL used script books and blue question papers with the red 'Do not penalise for poor handwriting' stamp. Be careful not to obscure any of the candidate's writing. **Do not** stamp MCQ/EMQ cards.
3. Late Forms - separate the top and bottom copies:
    - a. Top copy - put in the A, P or T session box (for Sub-office Manager).
    - b. Bottom copy - put inside the candidate's envelope with their script books/MCQ/EMQ card.
  4. Seal each envelope.
  5. Both you and the invigilator must put your names at the top of the Seating List.
  6. Sign the invigilator out on Special Circumstances Invigilator/Amanuensis/Reader Signing-in sheet.
  7. Keep the signed seating list together with the envelopes. Put them aside to be checked into the Script Room later.
  8. Check the stationery pack and replace any used forms.
  9. Highlight the examination on the area chart and put a cross on the displayed Seating Lists on the board to indicate the venue has finished.
  10. Check the envelopes with plastic bags inside for each venue and make sure that there are enough for the next examination.

**For PC examinations only:**

1. tick the box on the seating list if a USB has been returned along with the login details and the laptop if applicable.
2. save all the work in a designated area in the PC in the sub-office and remove all the work completed by candidates from the USB memory sticks at the end of each day.
3. take the USB memory sticks out of candidates' envelopes. Do not send them to schools.
4. check that the stapler is returned from the venue.

## 25. SCSO: Checking Script Books into the Script Room: Sub-office Staff

You need to do the following when all examinations have finished and all the script books have been checked in for a session (e.g. 7A):

1. Go to the Seating database (saved in N:Drive/Administration/Student Admin/Taught/examins/Special Circs/Databases/current)
2. In Reports, open the report Script Room Signing-out Sheet and enter the session (e.g. 13A) when prompted.
3. There will be a sheet for each school that has an examination for that session.
4. Print out all the sheets for the session.
5. Take all the sheets and the checked envelopes to the script room.

Once in the script room, follow the procedure below:

1. Give all the Script Room Signing-out Sheets to the Script Manager and you should have the envelopes and seating list in front of you.
2. Read out the module code, the name of the candidate from the candidate's envelope and hand the envelope to the Script Manager.
3. The Script Manager will put a tick in the box next to the candidate on the Script Room Signing-out Sheet to indicate that it is now checked into the script room.
4. Put a tick in the box next to the candidate on the seating list to indicate that it is now in the script room.
5. Carry on until all envelopes have been ticked off.
6. Put all the seating lists in the half day folder.

If you find that an error has been made and you cannot account for every script book, you must contact the Examinations Office **immediately**.



## 26. SCSO: Dealing with Script Books in the Script Room: Script Manager

1. Sort out all the envelopes in separate piles by module code.
2. Sort out all the envelopes in alphabetical order within each pile.
3. Put the Script Room Signing-out sheet on top of each pile for that module code (e.g. BLGY). It is on these signing-out sheets that members of staff from schools will print their names when they collect them.
4. There are boxes for Special Circumstances examination envelopes and the envelopes are kept in the boxes in module code order alphabetically.
5. Place each pile in the boxes.
6. They are now ready to be collected by schools.

The following schools have a large number of examinations and they collect their script books on a daily basis. So it makes sense to keep each school's modules together within the boxes so it is easy for you to access all of them together when schools collect them:

Business School -	LUBS
Engineering -	CAPE, AVIA, CCFD, CIVE, CMNS, COMP, ELEC, ETII, PEME, PREN
Biological Sciences -	BIOC, BIOL, BLGY, BMSC, BSGS, MICR, SPSC
Modern Languages -	ARAB, FREN, GERM, ITAL, SLAV, SPPO

## 27. SCSO: Collection of Script Books by Schools: Script Manager

The Script Manager is responsible for checking out the script book envelopes when schools come to collect them.

- Schools have been advised to collect their script books during non-peak hours.
- You must check their staff ID, no ID = no script books!
- Ask the member of staff to print their name on the Script Room Signing-out sheets.
- Double check before releasing the envelopes.

Twice a day, the Script Manager should carry out an audit using the Signing-out sheets to:

1. crosscheck what should be in the script room is still there or
2. check the other way round that every envelope is indeed listed as 'uncollected'.

## 28. SCSO: End of Each Day

There will be a folder for each examination session (A, P and T) in the sub-office.

For each session the Sub-Office Manager should:

- Ensure that the following paperwork is placed in each folder and returned to the Examinations Office as soon as possible:
  - Seating lists
  - Special Circs Invigilator/Amanuensis/Reader Signing-in Sheet
  - Invigilator Attendance sheets
  - Late Candidate forms (top copy)
  - Missing ID sheets and photos
  - Incident Report forms
  - Student Illness report forms
  - Lost property forms

**Sub-office Managers and Marshals and sub-office staff:** sign out each day in the sub-office on the Signing-in and Signing-out Sheet.

## 29. Lost Property, Confidential Waste and General Rubbish

**Lost property:**

- Items of lost property will be brought to the sub-office by invigilators.
- They should be clearly marked with the date, location and candidate name and ID and seat number if known.

- They should be kept in the sub-offices during the examination period. However, any items with a name, for example, student ID cards, or wallets/purses, should be returned to the Examinations Office immediately so that the staff in the Examinations Office can email the candidates.

#### **Confidential waste and general rubbish:**

**White confidential bags** should be used for all confidential waste:

- Use separate bags per examination session.
- Mark each bag with the name of the sub-office and the session (i.e. SH 10A, BW 15P) and sack number (i.e. 1/4, 2/4).
- Please ensure the bags are light enough for one person to carry around.
- Please remove peel strip and press down firmly.
- Transport the bags to the designated store room on a daily basis.

**Black sacks** should be used for all non-paper waste and should be left neatly at the nearest refuse point on a daily basis.

### 30. Problems and General Points

#### **Problems:**

There will be a list of contacts in the sub-office so you know who to call in the Examinations Office with specific problems. A copy of this list is also included in the Marshals' backpacks.

If the fire alarm sounds the Examinations Office and Marshals need to be contacted immediately.

If a case of suspected cheating is reported to you, you should:

- contact the Programmes and Assessment Team (Exams) Manager or Officer immediately
- make sure the invigilator completes an Incident Report form.
- ask the invigilator to escort the candidate to the sub-office after the examination.

Possible cheating cases:

- A note/writing has been found in a candidate's dictionary or calculator;
- A note has been found on a candidate;
- A candidate copying work from another candidate;
- A candidate looking at other candidates' work;
- Writing on a candidate's body\*

*\*If writing has been found on a candidate's hand, arm, or leg, you need to go to the venue with the camera provided, take a photograph of the evidence. The candidate must then wash the writing off and then they can continue the examination with no extra time.*

#### **General points:**

You should look out for invigilators who you believe would be well suited to working in the sub-office or as a Marshal. Please make any recommendations to Ling Mao or Elizabeth Winning in the Examinations Office.

If you witness any issues of under-performance or non-adherence to rules and regulations you must report this [via email](mailto:invigilation@leeds.ac.uk) to the Examinations Office at [invigilation@leeds.ac.uk](mailto:invigilation@leeds.ac.uk) immediately.

Sub-office Managers will oversee the training of new member of sub-office staff.

Sub-office Managers should coordinate breaks for other sub-office staff to ensure that the sub-office is adequately covered at all times. Please make sure that you keep to your allocated times. If invigilators are working back to back sessions you may be required to provide cover while they take their breaks.

**Under employment law, everyone is required to take a minimum 20 minute break for EVERY 6 hours of work. Any breaks not taken will be deducted from your pay. If you do not take your break, 20 minutes' pay will be deducted from your pay anyway. So it is in your best interest to take your break.**

Members of staff from the Examinations Office will be on-hand to provide advice and guidance as well as cover in the sub-office.

You should contribute towards keeping the sub-office tidy.

## 31. Procedures for Requesting the Emergency Services

### 1. Ambulance Request

When an ambulance is required on campus, either within a building or in the street, the request should be made via Security Services, extension 32222 or +44(0) 113 343 2222 if using a mobile phone. The person who requests the ambulance should provide security staff with the details of location and the reason for the request. Security Services will place the call to the Ambulance Service immediately directing them to the main University entrance on Woodhouse Lane. A Security Officer will be dispatched to the incident location as quickly as possible to provide assistance as necessary.

You should also inform the Examinations Office immediately.

### 2. Escort

The ambulance will be met at the main entrance by another security member of staff and escorted to the incident location using the most appropriate access route through the campus.

### 3. 999 Call

In the event that a 999 call has already been placed, the same procedures apply and the person requesting the ambulance should instruct the ambulance services to come to the Woodhouse Lane main entrance and then immediately inform Security Services.

## 32. Other Information

There are 3 examination periods in each academic year: January, May and August. There are two sessions per day starting at 09:00 and 14:00.

The link below lists the dates for each exam period for the current academic year:

[http://students.leeds.ac.uk/info/10120/key\\_dates\\_and\\_locations/830/exam\\_periods\\_and\\_timetable\\_publication\\_dates](http://students.leeds.ac.uk/info/10120/key_dates_and_locations/830/exam_periods_and_timetable_publication_dates)