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Cardinal Heenan Catholic High School

Examinations Policy

Approved by:	Name: Full Governing Body	Date: November 2024
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The purpose of this policy is:

- to ensure the planning and management of examinations is conducted efficiently and in the best interest of candidates
- to ensure the operation of an efficient examination system with clear guidelines for all relevant staff.

It is the responsibility of everyone involved in the centre's examination processes to read, understand and implement this policy.

This examination policy will be reviewed every year.

This examination policy will be reviewed by the deputy head of centre and the examinations officer.

1. Examination responsibilities

Head of centre

Overall responsibility for the school as an examination centre and:

- advises on appeals and reviews of marking;
- is responsible for reporting all suspicions or actual incidents of malpractice. Refer to the JCQ document *Suspected Malpractice in Examinations and Assessments*.

Examinations Officer

Manages the administration of public examinations and the analysis of examination results:

- Advises the senior leadership team (SLT), heads of department, subject teachers and other relevant support staff on annual examination timetables and application procedures as set by the various examination boards.
- Oversees the production and distribution to staff, governors and candidates of an annual calendar for all examinations in which candidates will be involved and communicates regularly with staff concerning imminent deadlines and events.
- Ensures that candidates and their parents are informed of and understand those aspects of the examination timetable that will affect them.
- Consults with teaching staff to ensure that necessary coursework is completed on time and in accordance with JCQ guidelines.
- Provides and confirms detailed data on estimated entries.
- Receives, checks and stores securely all examination papers and completed scripts.
- Administers access arrangements and makes applications for special consideration using the JCQ *Access arrangements and special considerations regulations* and *Guidance relating to candidates who are eligible for adjustments in examinations*.
- Identifies and manages examination timetable clashes.
- Accounts for income and expenditures relating to all examination costs and charges.
- Manages the senior examinations invigilator (A Edwards) in organising the recruitment, training and monitoring of a team of examinations invigilators responsible for the conduct of the examinations. An updated PowerPoint presentation will detail the training provision and this will be delivered to



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all staff on a designated inset day prior to the Easter break. The current Powerpoint is attached as appendix A.

- Prepares and presents reports to the SLT showing results achieved in relation to expected grades and comparable data for previous years, indicating where future procedural improvements might be made.
- Submits candidates' coursework marks, tracks dispatch and stores returned coursework and any other material required by the appropriate awarding bodies, correctly and on schedule.
- Arranges for the dissemination of examination results and certificates to candidates and forwards, in consultation with the SLT, any appeals or re-mark requests.
- Maintains systems and processes to support the timely entry of candidates for their examinations.

Deputy headteacher

- Organisation of teaching and learning.

Assistant headteacher

- External validation of courses followed at Key Stage 4 and post-16.

Subject leaders

- Guidance and pastoral oversight of candidates who are unsure about examination entries or amendments to entries.
- Involvement in post-results procedures.
- Accurate completion of coursework mark sheets and declaration sheets.
- Accurate completion of entry and all other mark sheets and adherence to deadlines as set by the examinations officer.

Head of Careers

- Guidance and careers information.

Teachers

- Notification of access arrangements (as soon as possible after the start of the course) and no later than end of year 10 except in extenuating circumstances.
- Submission of candidate names to heads of subject.

SENCO

- Identification and testing of candidates' requirements for access arrangements.
- Assists the examinations officer in completing online applications.
- Provision of additional support — with spelling, reading, mathematics, dyslexia or essential skills, hearing impairment, English for speakers of other languages, IT equipment — to help candidates achieve their course aims.
- Provision and specialist training of AA invigilators.

Invigilators

- Collection of examination papers and other material from the examinations' office before the start of the examination.
- Collection of all examination papers in the correct order at the end of the examination and their return to the examination's office.



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Candidates

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

Administrative Staff

- Support for the input of data.
- Recording attendance to exams and following up absentees
- Posting of examination papers.

2. The Statutory tests and qualifications offered

The statutory tests and qualifications offered at this centre are decided by the head of centre, head of curriculum and the subject leaders.

The statutory tests and qualifications offered include GCSE, A-levels, BTEC and OCR Nationals.

The subjects offered for these qualifications in any academic year may be found in the centre's published prospectus for that year. If there has been a change of syllabus from the previous year, the examinations' office must be informed by June of the academic year.

At Key Stage 4

All candidates will be entitled, and enabled, to achieve an entry for qualifications from an external awarding body, including GCSEs, BTECs and OCR Nationals which are offered at different levels.

At Key Stage 5

It is expected that A2 qualifications will be completed at the end of Year 13 with some units for vocational qualifications completed throughout KS5. Some vocational qualifications at the agreed levels will be offered as one or two year courses.

3. Examination seasons and timetables

3.1 Examination seasons

- Internal examinations are scheduled at various times throughout the year.
- All internal examinations are held under external examination conditions where possible.
- External examinations are scheduled in accordance with the exam board.
- Which examination series are used in the centre is decided by the subject leaders in consultation with SLT.
- The Examinations Officer will circulate the examination timetables for external examinations once these are confirmed.

4. Entries, entry details, late entries and retakes



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4.1 Entries

- Candidates are selected for their examination entries by the subject leaders.
- The centre does not accept entries from external candidates.
- Entries in home language qualifications will be made where evidence is available to show that teaching has taken place.

4.2 Late Entries

- Entry deadlines are circulated to subject leaders by email.
- Late entries are authorised by the examinations officer, after consultation with the headteacher and head of subject.

5. Examination fees

- GCSE initial registration and entry examination fees are paid by the centre.
- A2 initial registration and entry examination fees are paid by the centre.
- Candidates or departments will not be charged for changes of tier, withdrawals made by the proper procedures or alterations arising from administrative processes, provided these are made within the time allowed by the awarding bodies.
- Reimbursement will be sought from candidates who fail to sit an examination or meet the necessary coursework requirements.
- Enquiries about results will be paid for by the centre where the department agrees it is likely to achieve a positive outcome.
- Should the centre not uphold an enquiry and the candidate insist on pursuing it, candidates must pay the fee for such an enquiry prior to enquiry. (See also section 11.2: Enquiries about results [EARs].)

6. The Disability Discrimination Act (DDA), Special Needs and Access Arrangements

6.1 DDA

- The Disability Discrimination Act 2005 extends the application of the DDA to general qualifications. All examination centre staff must ensure that the access arrangements and special consideration regulations and guidance are consistent with the law. Please see the Accessibility policy.

6.2 Special needs

- A candidate's special needs requirements are determined by the SENCO and the educational psychologist / specialist teacher.
- The SENCO will inform subject teachers of candidates with special educational needs who are embarking on a course leading to an examination, and the date of that examination. The SENCO can then inform individual staff of any special arrangements that individual candidates may be granted during the course and in the examination.

6.3 Access arrangements

- Making special arrangements for candidates to take examinations is the responsibility of the SENCO and the examinations officer.
- Except in extenuating circumstances arrangements required should be identified no later than the end of year 10 to ensure normal way of working evidence to be produced.



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- Access arrangements requested by parents should be backed up by medical evidence and agreed by the SENCO and examinations officer before the end of autumn term.
- Submitting completed access arrangement applications to the awarding bodies is the responsibility of the examinations officer and SENCO.
- Rooming for access arrangement candidates will be arranged by the examinations officer, together with a member of the SLT.
- Invigilation and support for access arrangement candidates will be organised by the SENCO with the examinations officer.

7. Centre Assessed Grades

The subject leaders will submit centre assessed grades following centre assessment grades process.

8. Managing invigilators and examination Days

8.1 Managing Invigilators

- The recruitment of invigilators is the responsibility of a member of the SLT.
- Securing the necessary Disclosure and Barring Service (DBS) clearance and paying the fees for such clearance is the responsibility of the school business manager.
- Invigilators are timetabled by the deputy headteacher responsible for cover and then briefed by the examinations officer.

8.2 Examination days

- The examinations officer, after liaison with other users, will book all examination rooms and make the question papers, other examination stationery and materials available for the invigilator.
- Site management is responsible for setting up the allocated rooms.
- The lead invigilator will start all examinations in accordance with JCQ guidelines.
- Subject staff may be present at the start of the examination to assist with identification of candidates but must not advise on which questions are to be attempted.
- In practical examinations subject teachers may be on hand in case of any technical difficulties.
- Examination papers must not be read by subject teachers or removed from the examination room before the end of a session. Papers will be distributed to subject leaders at the end of the examination session.

8.3 Identifying Candidates

- On entry to the school Cardinal Heenan Catholic High school verifies the identity of students by asking parents to complete a supplementary application form which also requires providing proof of faith (where applicable) and proof of address. Information from previous school is also used.
- On entry to the sixth form students are issued with photographic identification cards which can be asked for before entry to an exam if staff are unsure.
- Prior to the start of the exam, candidates will assemble in the main hall or piazza and be called in to the exam room one row at a time.
- Invigilators in the main exam hall are all internal staff and are designated an area within the hall as candidates enter.



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- Invigilators will use the seating plan to ensure candidates are in the correct seat and mark attendance.
- Any external candidates would be ex-students as we do not accept private candidates and would be asked for identification. Due to them previously attending school a member of teaching staff may be asked to verify their identity or they could also be verified against the information previously held on the school MIS.
- External candidates would then be escorted to the exam hall by a member of staff and escorted out at the end.

8.4 Entering the examination room

- Candidates are to assemble in the main hall at 8:40am for morning exams and on the piazza at 12:45pm for afternoon exams.
- Personal belongings e.g. bags will be collected prior to entering the hall and securely stored in suitable containers.
- Start time of the morning exams has been changed to 9:15am to allow invigilators to complete any form tutor duties they may have and give them time to get to the sports hall before the candidates.
- Start time for afternoon exams is 1pm.
- Candidates are sent to the sports hall in row order, one row at a time.
- A stage at the front allows for a senior member of staff to oversee candidates entering the hall.
- Candidates are warned prior to entering that they must not have a mobile phone or smart watch.
- Invigilators are to direct candidates to their seats whilst maintaining complete silence.
- Invigilators are to patrol the hall as candidates enter ensuring exam conditions are adhered to.
- Invigilators will check candidates are seated in the correct seats, identify anyone missing and notify the office.
- Once all candidates are seated a senior member of staff will reiterate the warning about mobile phones.
- Candidates must remove all watches prior to entering the exam room.
- Candidates will then be asked to check that they have the right paper, instructed to read the front of the booklet and fill in the front. Invigilators in the room will check that candidates are doing this correctly.
- Candidates will be instructed to start the exam.

9. Candidates, clash candidates and special consideration

9.1 Candidates

- The centre’s published rules on acceptable dress, behaviour and candidates’ use of mobile phones and all electronic devices apply at all times.
- Candidates’ personal belongings remain their own responsibility and the centre accepts no liability for their loss or damage.
- Disruptive candidates are dealt with in accordance with JCQ guidelines.
- Candidates may leave the examination room for a genuine purpose requiring an immediate return to the examination room, in which case a member of staff must accompany them.



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- The examinations officer will attempt to contact any candidate who is not present at the start of an examination and deal with them in accordance with JCQ guidelines.

9.2 Clash Candidates

- The Examinations Officer will be responsible as necessary for identifying escorts, identifying a secure venue and arranging overnight stays.
- All clash arrangements will be discussed with the candidate prior to the examination period.

9.3 Special Consideration

- Should a candidate be too ill to sit an examination, suffer bereavement or other trauma or be taken ill during the examination itself, it is the candidate's responsibility to alert the centre, or the examination invigilator, to that effect.
- Any special consideration claim must be supported by appropriate evidence within five days of the examination, for example, a letter from the candidate's doctor.
- Any special consideration request relating to disadvantage due to a problem during the exam must be supported by the invigilator in the room.
- Staff members should not agree special consideration with parents unless supporting evidence has been produced and agreed with the examinations officer.
- The examinations officer will then forward a completed special consideration form or make application on-line to the relevant awarding body within seven days of the examination.
- For fuller information please see the current Accessibility policy.

10. Coursework/Controlled Assessment and Appeals against Internal Assessments

10.1 Coursework

- Candidates who have to prepare portfolios should do so by the end of the course or centre-defined date.
- Subject leaders will ensure all coursework is ready for dispatch at the correct time and the examinations officer will keep a record of what has been sent and to whom.
- Marks should be entered by subject leaders where possible, where this is not possible they should be provided to the examination's office by the subject leaders.

10.2 Appeals against internal assessments

- The centre is obliged to publish a separate procedure on this subject, which is available from the examinations officer and is on the school website under the title of 'Examination Internal Appeals'.
- The main points are:
 - Appeals will only be entertained if they apply to the process leading to an assessment. There is no appeal against the mark or grade awarded.
 - Candidates may appeal if they feel their coursework has been assessed unfairly, inconsistently or not in accordance with the specification for the qualification.
 - Appeals should be made in writing by 30 June to the head of centre (or other nominee) who will decide whether the process used conformed to the necessary requirements.
 - The head of centre's findings will be notified in writing, copied to the examinations officer and recorded for awarding body inspection.

10.3 Non-Examination Assessments



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- The centre has produced a separate policy on this subject which is available from the examinations office and on the school website under the title of 'NEA Policy'.

11. Results, Enquiries about Results (EARs) and Access to Scripts (ATS)

11.1 Results

- Candidates will receive individual results slips on results days in person at the centre or by email to their school email address when requested in advance.
- Under no circumstances will results be given out over the phone.
- Any representative collecting results on behalf of the student must have a letter signed by the candidate and suitable identification.
- Arrangements for the school to be open on results days are made by the examinations officer.
- The provision of staff on results days is the responsibility of the examinations officer.

11.2 EARs

- If there are reasonable grounds for believing there has been an error in marking, EARs may be requested by centre staff or candidates.
- When the centre does not uphold an EAR, a candidate may apply to have an enquiry carried out. If a candidate requires this against the advice of subject staff, they will be charged. (See section 5: Examination Fees)

11.3 ATS

- After the release of results, candidates will be asked to consent to reviews of marking (where a positive result may be expected) and access to scripts
- Staff will scrutinize results to decide on those that may have been undermarked.
- If a result is queried, the examinations officer, teaching staff and head of centre will investigate the feasibility of asking for a review of marking at the centre's expense.
- Centre staff may also request scripts for investigation or for teaching purposes. For the latter, the consent of candidates must be obtained.
- For some boards GCSE reviews of marking cannot be applied for once a script has been returned.

12. Certificates

- When certificates are collected they must be signed for and identification of the candidate verified.
- Certificates may be collected on behalf of a candidate by a third party, provided they have been authorised to do so and have suitable identification.
- Certificates may be withheld from candidates who owe fees. A transcript of results may be issued if a candidate agrees to pay the costs incurred.
- The centre retains certificates for one year.
- Lost certificates will not be replaced by the centre and must be sought from the relevant exam board.

13. Assessment malpractice policy

Aims:



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- To identify and minimise the risk of malpractice by staff or learners.
- To respond to any incident of alleged malpractice promptly and objectively.
- To standardise and record any investigation of malpractice to ensure openness and fairness.
- To impose appropriate penalties and or sanctions on learners or staff where incidents (or attempted incidents) of malpractice are proven.
- To protect the integrity of this centre and BTEC qualifications.

In order to do this, the centre will:

- Seek to avoid potential malpractice by using the induction period and the student handbook to inform learners of the centre's policy on malpractice and the penalties for attempted and actual incidents of malpractice.
- Show learners the appropriate formats to record cited texts and other materials or information sources.
- Ask learners to declare that their work is their own.
- Ask learners to provide evidence that they have interpreted and synthesised appropriate information and acknowledged any sources used.
- Conduct an investigation in a form commensurate with the nature of the malpractice allegation. Such an investigation will be supported by the **head of centre**, and all personnel linked to the allegation will be involved. It will proceed through the following stages:
 1. Subject leaders to conduct interviews with relevant candidate and inform the head of centre.
 2. Head of centre to take appropriate action.
 3. To inform the parent/guardian and examination board of the outcome.
- Make the individual fully aware at the earliest opportunity of the nature of the alleged malpractice and of the possible consequences should malpractice be proven.
- Give the individual the opportunity to respond to the allegations made.
- Inform the individual of the avenues for appealing against any judgment made.
- Document all stages of any investigation.
- Where malpractice is proven, this centre will apply the following penalties/sanctions:
 1. Inform the relevant examination board.
 2. Withdraw the candidate from sitting any further examinations.
 3. Request payment for examinations not taken as a result and complete any internal school sanctions as deemed necessary.



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Appendix A

PowerPoint Training



Invigilator Training

Centre Number: 34234

Cardinal Heenan Catholic High School



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What is an invigilator?

- As an invigilator you will:
 - ensure all candidates have an equal opportunity to do well
 - ensure exams security before, during and after the exam
 - prevent possible candidate malpractice
 - prevent possible administration failures.
- In a written exam, there must be at least one invigilator for every 30 candidates at all times.
- In a practical exam or on-screen test, there must be at least one invigilator for every 15 candidates at all times.

Exam room set-up requirements

- Displays and posters removed or covered.
- Desks must be at least 1.25 m apart.
- Seating plans identifying candidates with access arrangements.
- Clocks must be clearly visible and synchronised.
- Board with centre number, qualification title, qualification code and start and finish times displayed.
- Warning notices and mobile phone posters must be displayed.
- Erratum notices/special announcements on display.
- Notice to candidates must be in a prominent place outside the exams room.
- Registers/absence record available.
- JCQ ICE regulations and awarding body subject specific instructions.

Please let the exams officer know if these requirements are not met



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Exam details

- Exams will start:
 - AM at 9:10am
 - PM from 1pm in the sports hall and 1:30pm in the main hall
- Invigilators must be in their allocated exam room before this time.
- Those allocated to smaller rooms should collect papers prior to the start time from:
 - U2, U6, U7, U8 and 1-1 papers – collect from English hub
 - Conference room 2 and Leyfield papers – collect from the Sports Hall
- Please check the seating plan is provided, all JCQ signs are present and a working clock is visible to all.
- You must ensure that candidates enter the room quietly and do not have any unauthorised items.
- **The exam is in progress as soon as candidates enter the room!**
- It is vital that candidates are seated in the correct seats to prevent them taking the wrong paper. You should use the seating plan to check that students are in the correct seats, **if they are not, they should be moved.**
- Once students are seated, walk around checking water bottles are clear and have no labels, pencil cases are clear and watches have been removed whilst maintaining exam conditions.
- You must ensure that the Centre details, exam title details, start and finish times are written on the boards at the front.

Once candidates are seated

- Ensure that candidates do not write anything prior to being instructed
- Remind candidates that:
 - they are under exam conditions
- Check exam papers according to the seating plan
 - the **seating plan** may be colour coded for different exam / tiers of entry
- Make sure you are aware of any access arrangements for candidates in the room, including those sat at the back of the room – see photo booklet at the front for details
- One invigilator should place themselves at the back of the room to supervise the students with medical conditions.





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Starting the exam – checklist

- Read out the JCQ instructions
- **Ask candidates to check they have the right paper – if there are any queries please check**
- Tell candidates to fill in all the details on the front of question papers/answer booklets.
- Advise candidates of the centre's evacuation procedures.
- Remind candidates that they are not allowed to leave the exam room until one hour after the published start time.
- Complete the attendance register.
- Arrange for absentees to be contacted – **Office must be notified ASAP**
- Write start and finish times clearly on the board provided, including extra time allowances.
- Complete the invigilator record as necessary.

Late arrivals

- **All candidates who arrive late may be allowed the full allocated time to complete their exam, however, they must be warned that their work may not be accepted by the awarding body.**
 - Late arrivals are within one hour of the published start time (Before 10am and 2pm).
 - Very late arrivals are more than one hour after the published start time.
- **Ensure the office is notified of any late arrivals**
- Remember to prompt late arrivals to switch off and hand in their mobile phones





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During the exam

- Invigilators must give their full attention to invigilating the exam. A quiet, active observation creates a reassuring presence.
- Invigilators must not talk amongst themselves except to convey important information.
- Respond as quickly as possible when a candidate raises their hand for help.
 - Only answer questions about the rubric on the front of the exam paper
 - Offer **no** advice to the candidate – check with the exams officer if you are unsure.
- Look out for cheating and malpractice, or candidates who may not feel well.
- Record every event in a log including supervised toilet breaks by candidates
- If you have to leave the room, make sure the number of invigilators does not drop below the required ratio.
 - written exam = one invigilator for every 30 candidates
- Ensure you have an alternative means of communication.
- Remember subject staff are not allowed into the exam room once the exam has started unless it is at the request of the exam officer or senior staff to alleviate a problem with the exam paper.
- No staff should remove exam papers from the exam room, all spare papers should be handed to the exam officer for distribution to Heads of Subjects when all candidates have completed the exam.

Behaviour management

- Your role is to maintain the appropriate environment for the exam and to ensure that exams are conducted correctly. Invigilators must:
 - Be vigilant and remain aware of emerging situations.
 - Always explain clearly why you need to address a situation.
 - Remain calm and professional at all times, do not raise your voice.
 - Sympathise as appropriate, but be firm.
 - Reinforce the rules – JCQ warning notices.
 - Summon help as necessary.



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Mobile phones

- Candidates should not have a mobile phone in the exam room
- If a mobile phone rings during an exam:
 - find it as quickly as possible, switch it off, and remove it from the exam room
 - allow the exam to continue in the normal way (the exams officer will take any necessary disciplinary action when the exam is over).
- Don't forget that all invigilators must switch off **their own mobile phone** (including any pre-set alarms) before the start of the exam!



If problems arise

- Unexpected problems can arise at any time.
- Know how to summon help.
- Always write down what has happened, record the candidate's name and the time and any further information on the back of the invigilator log.
- Maintain the required number of invigilators at all times.
- Know the centre's emergency procedures.
- Minimise the effect of any disruptions on other candidates, allow extra time for all candidates if the disruption is significant
- If you are unsure of what to do, consult the JCQ ICE regulations or the exams officer.



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Evacuation procedures from exam rooms

- Stop candidates from writing.
- Make a note of the time the exam was stopped.
- Collect the attendance register.
- Advise candidates to leave all papers, scripts and belongings in the room and to leave the room calmly in silence – candidates must not talk to each other.
- Students and staff will leave the exam hall / room and will line up, away from other students and in complete silence. No discussion is allowed between candidates as they are still under exam conditions.
- Remember – health and safety is paramount.
- Once Candidates return to the exam room the time will be added back to ensure full time is allocated.

Access arrangements and special consideration

- **Access arrangements** are pre-exam arrangements made on behalf of a candidate with specific needs.
 - For example, an extra time allowance, use of a reader, scribe, word processor or modified question paper.
- **Special consideration** - a post exam adjustment made to the candidate's mark by the awarding body as a result of temporary injury, illness or indisposition at the time of the exam.
- The invigilator's role is to keep a record of events. This information may be required by the awarding body when processing applications for special consideration.
- Candidates with access arrangements are identified in the photo booklet at the front of the hall.
- Invigilators must understand the rules for prompters, readers and scribes.



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Malpractice

- Under exam conditions the use of unauthorised materials, copying or attempting to copy, escaping from supervision or collusion (i.e. cheating) is not permitted.
- Unauthorised materials include:
 - mobile phones
 - iPods or MP3 players and all watches
 - food and drink (containers must be free from labels)
 - Tippex or correction fluid
 - gel pens
 - smart glasses
- If a candidate is suspected of malpractice:
 - warn the candidate quietly, try not to disturb other candidates
 - record what has happened and retain evidence
 - summon help if necessary - contact Vickie Gerrard or Andrew Edwards

JCQ inspection

- Every centre will receive a visit from a JCQ inspector during one of its exams series.
- Familiarise yourself with the JCQ ICE regulations – this is the yellow book at the front of the hall.
- Be confident that you can identify all candidates.
- Be confident that you are maintaining the integrity of the exam at all times.
- Challenge anyone who enters the exams room.



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Ending an exam

- Give a five-minute warning before the end of the exam.
- Be clear about which exam is ending.
- Instruct candidates to stop writing when the time is up.
- Advise candidates to write their name on and place loose sheets of paper inside their answer booklets.
- Be aware that some candidates may still be working.
- Remind candidates that they remain under exam conditions until scripts have been collected and they have left the room.
- Ensure that candidate details have been completed on the scripts.

Collecting scripts

- Candidates cannot leave the exam room until scripts have been collected – no exam papers are to leave the exam room.
- Collect scripts in order of the attendance register keeping tiers and options separate as necessary.
- Collect any unused stationary.
- Do not leave the scripts unattended at any time.
- Do not read or allow anyone else to read candidates' scripts.
- Dismiss candidates row by row, in silence.
- Keep 'clash' candidates with you and under supervision.
- Hand over the scripts to the nominated person for dispatch.
- All scripts from smaller venues must be returned to the exams officer immediately after the exam



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Summary

- Always:
 - remain calm
 - consider the security of the exam
 - think of the implications for the candidates
 - keep a written record – who/what/when
 - maintain the required invigilator: candidate ratio at all times.
- Never assume! If in doubt, always consult the exams officer.

