



Guide to Invigilating Multiple Choice Question Papers

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1. Introduction

This document has been specifically designed to provide **Trainers** and **Internal Quality Assurers** with details of how to **invigilate all Multiple Choice Question Papers**.

Multiple Choice Question Papers form the theoretical assessment of some of our courses.

Nigel Singleton is overall responsible for ensuring the proper conduct of the assessments.

For the purposes of this guidance, the person invigilating the assessment will be referred to as the Trainer.

The Trainer should have a thorough understanding of the guidance prior to invigilating the assessment of Learners.

The number of questions in a Multiple Choice Question Paper is dependent upon the complexity of the qualification being assessed, the number of Learning Outcomes and associated Assessment Criteria contained in the underlying unit and whether there is any other method of assessment being used in conjunction with the theory assessment, such as a practical element of assessment.

Trainers must be aware that whilst every Multiple Choice Question Paper has a 'minimum' score Learners must achieve, this forms only part of the assessment of each Learner. Trainers must also be confident that Learners have achieved ALL the assessment criteria for the unit, through formative assessment during the course. The Multiple Choice Question Paper result should be seen as confirmation of retention of knowledge and used as a tool to assist in making a professional judgement that each Learner has met the assessment criteria. Trainers should only request certification for Learners who have met all the assessment criteria.

2. Security of Assessment Papers

The Question Papers and Answer Papers must be downloaded and printed in a secure environment, checked and placed in sealed non-window envelopes ready for use.

It is the responsibility of the Responsible Person or Trainer to check carefully downloads and/or assessment materials received by post. The awarding body should be notified immediately of any discrepancies/problems.

It is the responsibility of the Responsible Person and Trainer to ensure that the Assessment Papers and Marking Guides are stored securely until the date of

the assessment. The envelopes should only be opened immediately before the assessment is administered.

The Responsible Person and Trainer must take all reasonable steps to ensure that there is no possibility of collusion between Learners taking assessments at different times, nor between anyone else with access to the papers or with a vested interest.

After each assessment, the Trainer **MUST** retrieve **and count** the Question Papers and Answer Papers from the Learners before they are allowed to leave the room.

Once the Question Papers have been retrieved, the Trainer must ensure that none of the papers have been marked or written on in anyway, and then store them securely so that they can be reused. If a Question Paper has been marked in any way, it should be securely destroyed by shredding. Under no circumstances should a Question Paper be retained by a Learner or disposed of without shredding.

Once marking is completed, papers must not be handed back to the Learners. The uniquely numbered Answer Papers and Learner Register, plus any other Assessment Materials or documents, will be stored securely by the Singleton Training Services Ltd for a period of 3 years and must be available immediately for quality assurance and audit purposes.

Questions, Question Papers and Learners' work must not be reproduced in any way, or used for any other purpose. Security of Assessment Papers is paramount.

Trainers must not leave Learners unattended at any time before, during or immediately after the assessment.

If a Trainer becomes aware that the security of the Assessment Papers has been compromised or breached in any way, they must inform the office immediately.

3. General Guide to Multiple Choice Question Papers

Each Learner must provide their answers on a separate Answer Paper. Some Answer Papers have a unique number for security purposes. Prior to the course, the uniquely numbered Answer Papers must be downloaded from the awarding body web site, printed out and used only once.

Each Answer Paper will clearly indicate which qualification it is to be used for. The unique number will only work for that qualification, so take care not to mix up papers. The unique answer paper numbers are specific to the Qualification that has been purchased, not the unit.

The awarding body has a bank of several Multiple Choice Question Papers for each qualification and it is possible that different Learners may receive different questions at the same sitting. It is therefore vital that the Trainer ensures the correct Multiple Choice Question Papers are issued to each Learner.

Each assessment should be presented in the same way, giving instructions to the Learner and the time allowed. Each Multiple Choice Question Paper has a maximum time allowed depending upon how many questions the Learner needs to answer. Learners must read each question and select which one of the 4 options (A, B, C or D) is the correct answer. They must then enter a cross in the relevant box on the Answer Paper. Learners must use a BLACK pen to record their answers. If an error is made, then the Learner should shade in the box of the incorrect answer and enter a new cross against the correct answer in the relevant box.

In every question, there is always one clearly correct answer. Careful reading of the exact wording will clearly indicate the 3 incorrect answers.

For environmental reasons, we have provided separate Answer Papers to Question Papers, so that the Question Papers can be reused. For this reason, Learners must not mark the Question Papers in any way.

Pass or Refer?

Each Learner must answer a minimum number of questions correctly in order to be considered for an overall 'Pass'. These scores are the minimum that the awarding body would expect a Learner to achieve in order to gain a 'Pass'. The minimum scores applicable for each unit, plus the time allowed for learners to complete each assessment, is included on each uniquely numbered Answer Paper and each Marking Guide.

Equal Opportunity to Assessment

If a Learner fails to achieve the required score, the Trainer must first check that there are no reasonable adjustments that should have been made for that Learner which were previously undeclared. If this is the case, the Trainer should follow the process detailed in Section 7.

4. Before the Assessment

The Trainer must be satisfied as to the identity of every Learner attending each assessment by checking photo ID. Or some other form of acceptable ID. This should be recorded on the Learner Register.

Learners should be seated in a room which is set out for an assessment and fit for purpose.

Learners should be seated far enough apart to prevent collusion. The room should be well lit, at a reasonable temperature and well ventilated.

Each Learner should have a suitable surface to rest on, such as a table or clipboard.

The Trainer should ensure there are sufficient **BLACK** pens available for the Learners to use.

Dictionaries are not allowed, except bilingual dictionaries for use by Learners who do not have English as their first language and then only if arrangements have been made between the Learner and the Centre prior to the commencement of the course.

Before the assessment papers are handed out, the Learners should be given a final opportunity to declare if they require a reasonable adjustment and need to have the written assessment carried out verbally. If any Learner makes such a request, their verbal assessment would normally be conducted after all the other Learners have completed the written assessment. The Trainer must ensure that the Learners have not had any opportunity to collude.

The envelope containing the Assessment Papers and Marking Guides should only be opened immediately prior to the assessment taking place.

The Trainer should ensure that Learners understand the format of the written assessment, how to complete the Answer Paper, the time allowed and how to record the correct answers using a **BLACK** pen.

Learners should be instructed to add their name, date of birth, the date of the assessment and signature to their Answer Paper.

There should only be the Trainer and designated Learners in the room during the assessment, unless an Internal or External Quality Assurer is in attendance or there is cause for emergency assistance (in which case details should be recorded on the Learner Register).

The Trainer should inform Learners that they must turn off mobile phones and other electronic devices and keep these out of sight.

There must be no unauthorised materials (including reference books) in sight during the assessment and Learners should be told that they are under supervised conditions and told when the assessment is starting. Learners must not be allowed to collude with one another during an assessment.

5. During the Assessment

Learners are recommended to read each question and answer carefully before selecting their answers. The time allocated takes into account the reading time.

Those Learners completing before the designated time allowed are advised to check their answers.

Learners who are unsure of an answer are recommended to leave that question and return to it later within the time allowed.

Throughout the assessment the Trainer must remain attentive to ensure the integrity of the assessment. If necessary the Trainer must be able to summon assistance without leaving the Learners unattended.

Learners who complete the Multiple Choice Question Paper prior to the end of the allowed time may be permitted to leave the room at the Trainer's discretion, providing they do not disturb other Learners. They must hand in all assessment-related materials to the Trainer before leaving the room.

Learners will not be allowed to re-enter the room until after the assessment has been administered.

6. After the Assessment

At the end of the allocated time for the assessment, the Trainer must inform the Learners to stop working.

Trainers should ensure that the Learners have all the necessary details on their Answer Paper, including their name, date of birth, date of the assessment and signature. They should then collect and count both the Question Papers and Answer Papers.

Trainers should mark the Learners' work using the Marking Guides provided by the awarding body.

After the course, the Responsible Person should then transfer the results on to the awarding body website.

Once the Answer Papers have been marked, the Trainer can inform the Learners if they have passed or been referred. The Trainer **should NOT** inform Learners of their individual marks or allow them access to their Answer Papers. Trainers should inform Learners that this is to ensure security of the assessment is maintained.

All completed Answer Papers and associated materials must be stored securely by the Singleton Training Services Ltd for a period of 3 years and must be available for quality assurance or audit purposes.

7. Access to Assessment

Singleton Training Services Ltd is committed to equality of opportunity for all who participate in its training, assessments and tests. Singleton Training Services Ltd will take all reasonable steps to identify any special assessment requirements prior to the assessment taking place.

If the Learner would be unfairly disadvantaged by taking a written assessment, the Trainer may conduct the assessment with them verbally. This would normally be conducted after all other Learners have completed the written assessment. The Trainer must ensure that the Learners have not had an opportunity to collude.

If completing the test verbally, the Trainer should read out all the content of the Question Paper and the Learner should clearly indicate which answer they believe to be correct. Their verbal answers should be recorded by either the Trainer or the Learner on the uniquely numbered Answer Paper.. The Trainer must **NOT** prompt the Learner to gain a correct answer, for example by using vocal inflections. The circumstances should be recorded on the Learner Register and details uploaded onto the awarding body web site when requesting certification.

Any such adjustments made must be recorded on the Record of *Reasonable Adjustment / Special Consideration Form*.

If a Learner fails to gain the required pass mark, the Trainer should discuss the options with the Learner and offer remedial training and/ or retaking the assessment on a different assessment paper. Note/ This must take place within **4 weeks** of the original course unless they are going to retake the whole course.

8. Unforeseen Circumstances

Emergencies

- The Trainer must take the following action in an emergency, such as a fire alarm or a bomb alert:
- Stop the Learners from writing.
- Collect the Learner Register and evacuate the assessment room in line with the instructions given.
- Advise Learners to leave all Assessment Papers and materials in the assessment room.
- Learners should leave the room in silence.

- Make sure that the Learners are supervised as closely as possible while they are out of the assessment room to make sure there is no discussion about the assessment or its contents.
- Make a note of the time of the interruption and how long it lasted.
- Allow the Learners the full working time set for the assessment.
- Make a full report of the incident and of the action taken on the Learner Register, and include relevant details when requesting certificates on the awarding body web site.
- Complete a *Record of Reasonable Adjustment / Special Consideration Form* and keep for a minimum of 3 years. This should be made available on request for quality assurance and auditing purposes.

9. Conflicts of Interest

In all cases where regulated qualifications are being assessed, conflicts of interests should be avoided wherever possible.

Possible scenarios that could lead to a conflict of interest include: a Trainer assessing their spouse or family member.

Where such scenarios cannot be avoided, for example due to available resources, conflicts of interest must be declared to the awarding body.

10. Policy review

This policy will be reviewed every 3 years and updated accordingly.

The Conflict of Interest Policy will be made available to Ofqual and any other relevant regulatory or industry bodies upon request.