



FDQ Guide to Invigilation

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Questions or queries: If you have any questions or queries about FDQ’s Guide to Invigilation, please do not hesitate to contact us, using the details below:

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Document history

The change log below summarises changes to the document from November 2020 onwards.

Date	Version	Section	Change
15/02/2021	3	2.1	Additional bullet point regarding learner device camera and microphone being switched on at all times during remote invigilation.
07/04/2021	4	1	Removed reference to ERF and added regulatory requirements
		1.2	Tabulated Definitions
		1.5	Added <ul style="list-style-type: none"> examples of software note that all learners must be visible to the invigilator and EQAC at all times
		1.6	New section
		1.7	Added note on break out room function setting
		1.8	Clarified use of one device per test
		1.8	Revised to add successful equipment test requirement
		1.9	Clarified permitted use of smart phones
		2.1	Updated bullet list to <ul style="list-style-type: none"> clarify ID requirements add recently read JCQ guidelines state all learners must start the test at same time
		Appendix 1	Amended ID requirement
		Appendix 2	Amended ID requirement
21/07/2022	5	1.4	Updated link to JCQ information for centres
		Appendices 1 & 2	Updated link to JCQ information for candidates

1 Purpose of this Guide

This Guide is designed to explain FDQ's rules and requirements for invigilation and the processes centres must follow to make sure FDQ's tests are conducted fairly, safely and securely.

The Guide should be read in conjunction with FDQ's assessment policies available at: www.fdq.org.uk/fdqpolicies

Centres offering remote assessments, should also read the FDQAssess Guide.

Centres must also be familiar with the regulatory requirements for remote invigilation.

1.1 Scope

The invigilation requirements set out in this Guide apply to all of FDQ's

- qualifications assessed by tests
- Apprenticeship End-point Assessment tests
- online tests taken on FDQAssess (our online assessment platform)
- paper-based tests.

1.2 Definitions

FDQ uses the following terms throughout this Guide:

Term	Definition	Example
<p>Assessment centre</p>	<p>Location for FDQ assessments.</p> <p>Many learners will take their FDQ test in a FDQ approved assessment centre.</p> <p>The invigilator will usually be at the same location as the learner/s and invigilate face to face. Alternatively, they may invigilate remotely.</p>	<p>For example, a cohort of 10 learners may all take a paper-based Bakery knowledge test at their FDQ assessment centre – a college. In this case, the invigilator will be in the assessment room at the centre with the learners and there is no remote activity.</p>
<p>Remote assessment</p>	<p>Learners may take their test in a remote location or virtual environment.</p> <p>The centre must agree any remote test location and remote invigilation arrangements with FDQ before learners take their tests.</p> <p>The invigilator may be at the same location as the learner/s or invigilate remotely.</p>	<p>For example, one butchery learner may take their MCQ EPA test at their employer’s site. The assessment is provided remotely, via FDQAssess. The invigilator may be a member of staff present at the employer’s site with the learner. In this case, assessment is remote, but invigilation is conducted in person.</p>
<p>Remote invigilation</p>	<p>The process of supervising tests using technology, when the invigilator is in a different location to the learner/s.</p>	<p>For example, another butchery learner may take their MCQ EPA test at the same employer’s site. The assessment is again provided remotely, via FDQAssess. However, this time, the invigilator is at a different site and will use technology to watch the learner take their test. In this case both assessment and invigilation are provided remotely.</p>

1.3 Malpractice and maladministration

The main centre contact is responsible for making sure that all tests are conducted confidentially, fairly, securely and in compliance with the requirements set out in this Guide and FDQ's Centre Handbook. Failure to comply with FDQ's test requirements, could be viewed as maladministration or malpractice. Maladministration or malpractice, may result in

- invalidation of learner test results
- withdrawal of centre or qualification approval
- FDQ communicating the confirmed maladministration or malpractice to other awarding organisations and relevant regulatory authorities.

1.4 Who can invigilate a FDQ test?

Centres are responsible for selecting and training suitable staff to act as invigilators.

The invigilator may be a member of staff at the centre, at the learner's workplace, or be an independent invigilator.

Invigilators do not need to hold a formal invigilation qualification. However, FDQ does require all invigilators to be trained for their role before they invigilate any tests.

As a minimum, invigilators must

- have the knowledge and skills required to carry out the duties set out in this Guide
- be familiar with this Guide and any additional FDQ requirements for the particular tests they are invigilating
- understand and follow their centre's internal procedures for invigilation, record keeping and storage
- be familiar with the JCQ publication '*Instructions for conducting examinations*' available: www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations/
- be trained to use any software or technical equipment needed for remote invigilation, and have trialled and used this successfully, before invigilating any live tests with learners.

In addition, the invigilator must be independent of learners taking the tests. For example, a teacher must not invigilate learners that they have taught or prepared for the test. Similarly, a member of an employer's staff with a vested interest in the learner's result (e.g. a direct line manager) must not invigilate their test, but a member of staff from a different department may invigilate provided they are trained to do so.

1.5 Centre responsibilities for the assessment environment

FDQ's requirements for assessments are set out in our FDQ Centre Handbook and policies and procedures available from www.fdq.org.uk/fdqpolicies

As a minimum, the centre must provide a suitable assessment environment for learners which is

- quiet and free from all distractions
- is safe
- provides adequate space for the number of learners taking the test
- contains a clock visible to all learners
- is free from posters, books and any learning materials.

Full details are provided in the checklist at the Annex of this Guide.

1.6 Centre responsibilities for remote assessment

The centre must agree any remote test location and remote invigilation arrangements with FDQ before learners take their tests.

In addition to the general requirements listed in 1.5 the centre is responsible for

- ensuring the equipment and broadband/wi-fi they use is fit for purpose, meets FDQ's requirements, has been adequately tested and is fully functional
- dealing with any technical problems or issues before, during and after the test (other than any issues with the FDQAssess system)
- ensuring learners are prepared for the test
- supporting the learner during the test
- ensuring the learner has been provided with FDQ's instructions / guidance about their test

1.7 Technical requirements for remote invigilation

FDQ does not mandate the type of software that centres use for remote invigilation. Centres may choose the meeting software such as Zoom, Google Meet or Microsoft Teams (or other) that best meets their operational needs.

However, centres must use software that

- records remote invigilation activities. The centre must retain these recordings for external quality assurance purposes
- allows invigilators and EQAC to see all learners throughout the entire test. Any breakout rooms or sub-group functionality in the software must be set to ensure the EQAC can maintain sight of all learners throughout the test.

The remote invigilator will need to use both a smart phone and a laptop/tablet when invigilating tests. FDQ requires invigilators to have both devices as back up in case of emergencies.

In addition to invigilators, FDQ recommends that centres provide a Technical Assistant (TA) to be present during tests (in person or remotely) to assist with any unforeseen technical emergencies that may occur.

The TA role must be restricted to resolving or advising the invigilator on technical issues, e.g. wi-fi failure, or computer break down. The TA may not speak with learners about the content of their test.

1.8 Learner technical equipment

Learners taking a test remotely must have access to the technical equipment and materials specified in the FDQAssess Guide. Centres must ensure devices used comply with FDQ's requirements and have been successfully tested before they are used in live tests.

Learners must only use one device (e.g. a laptop or tablet) for their test. They may not switch from one device to another during the test.

Learners may not take FDQ tests on smart phones as the phones do not comply with FDQ's screen size requirements for tests.

1.9 Learner smart phones

Learners should have a phone with them during their test which the invigilator can use to contact them in case of system failure.

The phone must be placed on the learner's desk in full view of the invigilator and camera at all times.

The phone will only be used in an emergency (e.g. wi-fi failure) when the invigilator will call the learner on their phone to advise them if they may proceed with their test or not, how to proceed and offer support to the learner.

2 Responsibilities of invigilators

Invigilators are responsible for making sure that FDQ's tests are carried out fairly, safely and securely. FDQ requires centres to provide

- one invigilator for every fifteen learners if they are together in an assessment centre
- one invigilator for every four learners if invigilation is conducted remotely.

Invigilators must supervise learners throughout the entire test and ensure learners are not left unsupervised. Invigilators must not carry out any other activities during the test.

Whether invigilation is carried out at a centre or remotely, the invigilator must ensure that FDQ's requirements are met at all stages of the test. Sections 2.1 to 2.5 summarise the main responsibilities at each stage. More detailed checklists are provided, at the Annex of this Guide, which invigilators should use to ensure they work to FDQ's requirements.

2.1 Before the test

The invigilator must

- check that any request for reasonable adjustments and special considerations have been dealt with, according to the centre's requirements, and the outcome has been recorded. Any scribe, facilitator or reader needed to meet access requirements must be independent of the learner and also be familiar with this Guide.
- check the test location meets FDQ's assessment requirements, i.e.
 - it is quiet, free from distractions and interruptions
 - the room is set up correctly, there is adequate space between learners and any seating plan is correct
 - test-in-progress posters are displayed
 - a clock is visible to all learners
 - ensure that all learners in a cohort can start the test at the same time
- record all of the pre-test checks if invigilating remotely; starting the recording as soon as the remote invigilation call/meeting begins and recording until the test ends
- introduce themselves to the learners
- if invigilating remotely; ensure learners keep their device camera and microphone turned on at all times once recording begins
- complete the centre's invigilation records (e.g. register of learners taking the test)
- ensure the centre has confirmed the attendance and ID of all learners and ensure that authenticity forms are signed (the centre has responsibility for ensuring ID checks are correct). A passport/ driving licence/ employer photo ID card may be used to confirm the learner's identity (an English translation is required if any original ID was not issued in English)
- make a 360-degree scan of the room (including under tables) to ensure there are no unauthorised items, materials and equipment in the room.
- check learners have recently read the JCQ Guidelines
- check pin codes are available for all learners taking remote tests.

2.2 Starting the test

When starting the test, the invigilator must

- announce that learners are now subject to test conditions and rules
- read the test instructions to the learners
- announce the start time for the test and time permitted to complete it
- tell learners if and when they may leave the room during the test, and what they should do if they wish to leave early, take a toilet break, or in case of emergency.

2.3 During the test

The invigilator should remain vigilant at all times and ensure all learners are supervised.

In addition, they must

- periodically remind learners of the time remaining
- deal with any learners needing to leave the room
 - making sure they are adequately supervised if in an assessment centre and breaks are permitted
 - or advising learners taking remote tests that they will not be allowed to resume their test if they leave the room or move off camera and will need to take another test
- respond to any (permitted) learner queries – making a note to report them to FDQ
- instruct learners in case of emergency during the test
- deal with any system or equipment failures that occur during a remote test, such as providing an offline copy of a test paper for a learner to complete.

2.4 Ending the test

When ending the test, the invigilator must

- instruct the learners to stop work, announce the end time, and tell learners they are no longer subject to test conditions
- read the concluding remarks to the learners and advise them what they should do next

- ensure the invigilation recording is stopped and secured according to the centre's requirements
- collect and secure completed tests
- secure and close all devices if invigilating remotely.

2.5 After the test

Once the test has ended and learners have departed the invigilator must complete the invigilation check lists and any other centre invigilation documents and submit them to the responsible Centre Contact for storage.

3 Centre records

FDQ does not provide and mandate invigilation and learner attendance records. Instead, centres are free to use records that suit their own internal quality assurance systems.

However, as a minimum, FDQ requires centres to keep invigilation information to demonstrate

- that a register or record of which cohort of learners completed the test was completed (listed by learner name and FDQ registration number); including the date and location of the test; full title of the qualification or EPA test taken
- that the learner ID was checked, and the learner confirmed the test was taken in their correct name
- that the learner was advised of the test conditions, rules and JCQ Guide
- decisions taken to deal with any requests from learners for reasonable adjustments (RA) and special considerations (SC) to ensure they comply with FDQ's policies for RA and SC
- how any interruptions to the test were dealt with.

The centre is responsible for storing all invigilation records, including video and audio recordings, for 12 months after the date of the test or until any appeals and malpractice investigations are resolved.

GDPR statement for remote tests

When taking a test on FDQAssess, learners consent to their personal data, including details of their ID being recorded and retained by their centre and FDQ.

4 FDQ invigilation audits

As part of FDQ's quality assurance processes, we reserve the right to carry out audits to ensure centres comply with the requirements of this guide.

As part of the audit process, FDQ staff may

- ask centres to provide copies of invigilation records, such as invigilator training records, learner ID checks, records of technical issues or delays during a test, recordings of learners taking their test
- visit a centre to observe invigilation of a test in person
- observe a remotely invigilated test by joining as a third party.

Appendix 1 Checklist for invigilation in a centre

Title of FDQ test/qualification/EPA					
	Invigilator name:	Learner name/s:	Location:	Date:	
	Action				Tick
1	Complete learner ID checks via passport/ driving licence/ employer photo ID card (an English translation is required if original ID not issued in English)				
2	Read out pre-test statements <ul style="list-style-type: none"> • Ask learners to read JCQ's information for candidates available at: www.jcq.org.uk/exams-office/information-for-candidates-documents/ • Ask learners if they have any questions before the test starts • Remind learners that no electronic devices, (including smart watches), learning materials and personal belongings are allowed in the test area 				
3	Check seating/spacing of learners (1.25m apart)				
4	Explain rules on leaving room during test for toilet breaks etc				
5	Explain emergency procedures				
6	Explain any fire drills due, and the action to take				
7	Check the room is cleared of any unauthorised materials				
8	Confirm a clock is clearly visible to all learners				
9	Instruct learners to raise their hand and wait for an invigilator to approach them and ask questions quietly, if learners have questions during the test.				
10	Remind learners to use a pen not a pencil to complete the test				
11	Remind learners to complete the front page of the test paper				
12	Remind learners to read all instructions on front of the test paper				
13	Explain rules about leaving before the end time allocated and leaving room early (ie not in the first 30 mins and not in the last 10 mins)				
14	Remind learners to check they have attempted all questions in the test				
15	Start the test - with invigilator having a clear view of the learners at all times – and tell learner/s they are under test conditions				

16	Read out the start and end time time, and remind learners of time remaining at 15 minute intervals.	
17	Tell learners to stop work at the end of the time allowed for the test	
18	Make a note of the test start and end time	
19	Check that all completed test papers are signed and dated by learners and invigilator, along with any reasonable adjustment documents, and are collected and stored securely	
20	This checklist and centre's invigilation records are completed and processed.	

Invigilator name	
Invigilator signature	

Appendix 2 Checklist for remote invigilation

Title of FDQ test/qualification/EPA					
	Invigilator name:	Learner name/s:	Location:	Date:	
	Invigilator Actions				Tick
1	Start recording as soon as the invigilation call/meeting begins and carry on recording until the end of the test				
2	Complete virtual tour check of the room, ensuring it is fit for assessment purpose (360 degrees and under desk)				
3	Confirm the learner is positioned with back to the door (and Invigilator can visually see the door)				
4	Read out pre-test statements Ask learner to confirm they have read the JCQ information available at: www.jcq.org.uk/exams-office/information-for-candidates-documents/ <ul style="list-style-type: none"> • Ask learner if they have any questions before the test starts • Remind the learner that no electronic devices, (including smart watches), learning materials and personal belongings are allowed in the test area 				
5	Obtain learner confirmation and acceptance of the video / audio recording of the test				
6	Check there is a mobile phone in case of emergency and loss of wifi. Confirm the learner's mobile number (invigilator to call the number)				
7	Complete learner ID checks via passport/ driving licence/ employer photo ID card (an English translation is required if original ID not issued in English)				
8	Read the test instructions screen to the learner. Confirm the time allowed and number of questions.				
9	Start the test - with invigilator having a clear view of the learner at all times – and tell learners they are under test conditions				
10	Remind learners to read all instructions at the beginning of the test				
11	Remind learners to check they have attempted all questions in the test, and to tell the invigilator they have done so, before they click “finish” to end the test				
12	Explain rules about leaving before the end time allocated and leaving room early (ie not in the first 30 mins and not in the last 10 mins)				
13	Read out the start and end time time, and remind learners of time remaining at 15 minute intervals				

14	Tell learners to stop work at the end of the time allowed for the test	
15	Make a note of the test start and end time	
16	This checklist and centre's invigilation records are completed and processed.	

Invigilator name	
Invigilator signature	