PERSES

Invigilation Procedures

Introduction

Integral to PERSES commitment to excellence in customer service and security of certificated claims for its training qualifications, this document details the requirements to ensure thorough security and quality assurance of training, and qualifications while at the same time being as fair and equitable to canters and learners.

Scope

This policy covers PERSES training qualifications requiring multiple choice unit questions which test the learning outcomes of a unit/qualification ensuring they have been met using either electronic (Pebble Pad Test Platform) or written delivery methods.

The multiple-choice unit questions must be treated as an examination to measure learning outcomes of the sat training course and should not be used to pre-prepare (mock test) any learners.

The quality assurance of PERSES training qualifications are further amplified in:

- The qualification specification (standards)
- PERSES Qualifications and Credit Framework (Q.C.F) Requirements for Approved Centres.

The policy covers all staff involved in the management, administration and invigilation process including managers, administrators, trainers, invigilators and quality assurance staff.

The person signing up to this agreement will be held responsible for the centres compliance with the PERSES invigilation policy.

Purpose

The purpose of this policy is to:

- Establish a clear set of rules that addresses security and control risks regarding the setting, delivery, printing, handling, transportation and storage of unit multiple choice question papers;
- Provide direction regarding the alteration of unit testing results;
- Provide direction concerning telephonic or radio contact at unit testing venues;
- Establish resources and space requirements regarding the delivery and invigilation for testing;
- Provide rules that govern the non-compliance and/or malpractice by learners or invigilators during the testing;
- Establish the quality arrangements and delivery of tests through the PERSES electronic Test Platform;
- Detail intellectual property rights.

Security measures for multiple choice unit tests and electronic papers

- Multiple choice unit question tests are set by PERSES and must not be amended in any way.
- Multiple choice unit question tests can be delivered electronically through the PERSES Test Platform, or paper based generated through PERSES Test Platform and printed as a hard copy test.
- Results will be kept for a minimum 3-year period and subject to sample by the external quality advisor.
- Where the test has been delivered as a hard copy, the completed paperwork must be kept securely at the centre for a period of three years.
- The access to the Test Platform must be controlled by the quality assurance responsible person at the centre.
- Unauthorised copying of the tests is not permitted and will be considered as malpractice if identified.
- Where the tests have been delivered as a paper-based test, they must be marked within 14-days using the Test Platform and the paper based stored for sampling for a period of 3-years and will be subject to external quality advisor sampling.
- Paper based tests must only be handled solely by the relevant trainer(s) or authorised departmental administrative employee(s), not by messengers, students, assistants or any other persons.
- Electronic passwords and user access for PERSES Test Platform is controlled and issued only by authorised staff and must be kept by the individual securely.
- Only one learner per terminal is permitted during the test and the system is logged out once the learner has completed the exam.

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- The invigilator must investigate un-authorised key strokes when notified through the system before
- permitting the test to continue.

Printing of multiple-choice unit question papers

- No employees other than those detailed in the centre strategy may be involved in the invigilation process or involved in printing test papers.
- The printing area must be supervised when printing hard copies of the test papers.
- The staff printing are instructed not to accept or hand over test papers to learners or persons not identified as authorised employees.
- Checks are carried out after each printing session to ensure that:
    o No master copies are left on the machine and that all test question papers (the whole consignment) including spoilt copies are removed from the printing room by the employee designated by the person responsible for quality and confidentially destroyed.
    o No electronic images or memory are remaining on the printing machine after test papers have been printed in cases where final test papers are electronically downloaded to a printing machine.

Transportation of test papers

The transportation of the multiple-choice question papers is permitted. However, the security of the papers must be maintained. The papers must be transported in a plain envelope and not left unattended at any time during the transportation. The papers must be kept securely at all other times.

Return of test papers

The test papers and answer streams must be returned to the secure area immediately following the delivery of the test. The centre quality assurance policy must have turnaround times and measures to ensure compliance with this regulation.

Administering the test

- The invigilator will explain the procedure for PERSES test to all learners.
- Once the learner(s) have commenced the test there will be no further communication with the invigilator, except in an emergency situation, for example learner illness, fire alarm, un- authorised key stroke.
- The learner(s) will be allowed sight of a clock to monitor the test time.
- The invigilator will be present throughout the test.
- For paper-based tests the invigilator will warn the learner(s) five minutes, and then one minute, before the completion of the test time.
- For paper-based tests the learner(s) will be asked to stop writing at the exact time the invigilator indicates the test period has been completed.
- Learners with identified special needs will be allowed additional time as per the centres assessment strategy relating to special assessment processes, normally not more than an additional 15-minutes as detailed in PERSES Equality of Opportunity and Diversity and Reasonable Adjustment and Special Considerations Policy.
- Readers are acceptable. However, the test must be conducted on a one to one basis.
- The test will be conducted for a continuous period as detailed in the qualification specification.
- The learner(s) will not be allowed to stop or halt the test to deal with any other matter.
- Each learner will be asked to ensure their details are correct prior to starting the test.
- For paper-based tests the invigilator must mark the test using PERSES Test Platform within 14 days of the test being printed.
- The invigilator will be responsible for ensuring that the centre's policy is followed for the storage of marked papers and security of PERSES Test Platform.
- The invigilator can be any registered assessor/trainer or internal quality assurer at the centre, including the trainer for the learner taking the test, with the exception of the centre's quality assurance responsible person for the qualification being tested.

Test room requirements

- The testing must take place in a quiet, undisturbed room solely for the use of the learner(s) and the
- invigilator.
- Any posters or notices that compromise the security of the test that refer to PERSES training qualifications must be removed or covered.
- Desks or tables must be at least 1.25-metres apart.

- The test room will have adequate space, light, heating and ventilation.
- The learner will not be allowed to take any written material (for example revision books or notes) into the test room.
- Only learners who are physically sitting the test are allowed in the test room.
- A P.C or laptop must be available for each learner undertaking the test for each sitting.

Telephones, cameras and radio equipment

Telephones, cameras and radio equipment are not permitted in the testing room.

The invigilator must hold any equipment during the test to ensure the security of the test papers.

Intellectual Property Rights (I.P.R)

PERSES owns the I.P.R for its training qualifications including test papers and question bank.

PERSES is a licensed provider of 3rd party training qualifications (N.D.T.G, U.K.A.T.A, S.S.P, C.P.D), whom may supply the training materials, including the test papers and question banks.

Publishing these papers on a website other than a secure Virtual Learning Environment (V.L.E) is not permitted without prior written consent from PERSES.

Non-compliance of PERSES requirements

PERSES external quality advisors will use C.I.T.B Requirements for Approved Centres to apply any actions where non-compliance has been identified.

On behalf of PERSES

Signed: Date: 27th of January 2024

Mr Stephen McCann – Director