

NCFE REGULATIONS FOR THE CONDUCT OF EXTERNAL ASSESSMENT

December 2011



Our Vision

Inspirational learning solutions with exceptional customer service.

About Us

NCFE is one of the UK's fastest growing national awarding bodies, designing and awarding qualifications that are nationally recognised to meet the needs of learners and employers.

We provide a wide range of QCA-accredited qualifications at different levels and in a variety of subject areas. We also offer Key Skills, Basic Skills and Entry Level qualifications.

Our aim is to give individuals the mix of skills, knowledge and understanding they need to bring them closer to fulfilling their personal goals. Our qualifications and awards are used by centres across the UK including schools, colleges, adult education centres and training providers.

We're a registered educational charity and a company limited by guarantee. Our charitable aim is 'to promote and advance the education and training of young persons and adults'.

NCFE is recognised as an awarding body by the Qualifications and Curriculum Authority (QCA) in England, the Council for Curriculum, Examinations and Assessment (CCEA) in Northern Ireland, and the Qualifications, Curriculum and Assessment Authority for Wales (DELLS).

Customer Service - the NCFE way

We're passionate about providing exceptional customer service. Every single NCFE employee is focused on not just meeting, but exceeding your expectations. We believe our approach to customer service makes us easy to do business with, flexible and responsive.

We rely on your feedback to let us know whether we're providing the right kinds of products and service. We carry out a number of surveys and focus groups throughout the year, but you don't have to wait until then to tell us what you think. If you want to give us your thoughts you can email feedback@ncfe.org.uk, or just pick up the phone and tell us on 0191 239 8000!



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Overview of the Regulations for the Conduct of External Assessment

Introduction

This document is designed to assist centres in the correct administration of the external assessment component of NCFE qualifications.

These regulations apply to all external assessments provided by NCFE and do not in any way affect the responsibility of the centre for health, safety and safe working under current legislation and local government by-laws.

What is External Assessment?

A number of NCFE qualifications within the Qualifications and Credit Framework (QCF) require an external assessment component, which will usually be set and marked by NCFE. NCFE's external assessment will normally be in one of the following formats:

- ◆ multiple choice question (MCQ) paper
- ◆ short answer question (SAQ) paper
- ◆ case study
- ◆ assignment

Details of the external assessment requirements for each qualification are provided within the relevant Qualification Specification.

NCFE's National Awards, National Partnership Awards and Customised Awards do not require an external assessment component, however centres whose Customised Awards are accredited by NCFE and include invigilated assessments will be subject to the regulations contained in this document.

Requesting External Assessments

NCFE operates a paper based Assessment on Demand system and an online system. This means that for most NCFE qualifications centres are free to choose the date, time and site of the external assessment to suit both their needs and the needs of their candidates.

Online System

As an alternative to our paper-based system you can schedule and enter your candidates to sit external assessments using our online system. For most qualifications this also gives you the benefit of immediate results. To find out more visit our website - www.ncfe.org.uk.

To request an external assessment, centres will need to complete and return the External Assessment Entry Form (Form D) (see Appendix B, page 14) to NCFE at least 15 working days in advance of the proposed date of the assessment. This form is supplied to centres when they register candidates on the portal.

Centres must state the proposed date, time and location of the assessment on the External Assessment Entry Form (Form D). Please note that when completing External Assessment Entry Form (Form D) centres must provide sufficient details of the external assessment site to enable NCFE to carry out invigilation checks as required.

The **minimum** details are:

- ◆ block or building number or name
- ◆ full name (and number) of the road
- ◆ town
- ◆ city
- ◆ postcode

Any requests to vary the information entered on the *External Assessment Entry Form (Form D)* must be made to your Centre Support Assistant.

Please note: question papers/booklets cannot be faxed or emailed where centres have not requested the external assessment materials within the stated timescale.

We'll do our best to accommodate your requests but for security reasons this may not be possible.



The following table details the information required on External Assessment Entry Form (Form D) for each relevant external assessment category:

Assessment Type	Information required on External Assessment Entry Form (Form D)
Multiple choice questions (MCQ)	Date, time and site
Short answer questions (SAQ)	Date, time and site
Assignment (timed)	Date, time and site
Assignment (not timed)	Date from and to, site
Case study	Date from and to, site
Assignment at Registration	Marking window

If the external assessment is in the form of a multiple choice question paper, the following documentation will be dispatched to centres for each candidate upon receipt by NCFE of the completed External Assessment Entry Form (Form D):

- ◆ multiple choice question paper
- ◆ candidate answer sheet

If the external assessment is in the form of a case study, assignment, short answer question, or written assessment, the following documentation will be dispatched to centres for each candidate upon receipt by NCFE of the completed External Assessment Entry Form (Form D):

- ◆ question paper
- ◆ external assessment pack
- ◆ external assessment templates (if applicable)
- ◆ copy of candidate assignment (if applicable)
- ◆ External Assessment Entry Form (Form D)

Fast Track Entries for External Assessment

Candidates who have missed the deadline for entries can still be entered for the external assessment using the Fast Track Entry System. This system allows candidates to be entered after the required notice period of the chosen assessment date. NCFE also allows pirate candidates (candidates who turn up on the day of the assessment who have not previously been registered or entered) and supplies spare candidate answer sheets and assessment papers with each batch. Please note this applies to named batches only and not block registration.

Any Fast Track entry requests must be made to your Centre Support Assistant. An administration charge will apply for each candidate, please refer to NCFE's Fees and Pricing document which is available from the NCFE website (www.ncfe.org.uk) or from the Centre Support team.



General Information

Candidates' Work

All candidate scripts or practical work which have been carried out under external assessment conditions remain the property of NCFE and are not returned to centres as the external assessment materials remain live. Examples of candidates' work may be retained by NCFE for future use in standardisation exercises. Such work will be appropriately edited to ensure anonymity and may be used in the future as exemplars in training and guidance documents.

Question Papers/Booklets and Candidate Answer Sheets/Booklets

External assessment question papers/booklets must be requested by, and will be dispatched to, the named person designated by the centre who will co-ordinate the external assessment process. This designated person will be responsible for the security and integrity of the external assessment.

Every care will be taken to ensure that the question papers/booklets and candidate answer sheets/booklets are correctly issued and safely received. NCFE will not be responsible for any loss that may occur after receipt at the centre¹. NCFE reserves the right to investigate any irregular circumstances regarding the security of external assessment materials.

Photocopying and/or reproduction of the external assessment papers, candidate answer booklets or candidate answer sheets is strictly forbidden under any circumstances.

Observation of External Assessment

NCFE reserves the right to observe the external assessment process, without prior notification, to confirm that these regulations are being adhered to. A completed External Assessment Monitoring Visit report will be made available to the centre. If an NCFE representative observes any malpractice or non-compliance with these regulations,

he/she has the right to declare the assessment void. In such cases, the NCFE representative will report the incident to our External Quality Assurance team who will arrange to carry out an investigation.

Reasonable Adjustments and Special Considerations

NCFE seeks to provide equal access to assessment for all candidates taking its qualifications.

NCFE recognises that reasonable adjustments or special considerations may be required at the time of the external assessment where:

- ◆ candidates have a permanent disability or specific learning needs
- ◆ candidates have a temporary disability, medical condition or specific learning needs
- ◆ candidates are indisposed at the time of the assessment

In the cases of requests for external assessment materials to be made available in Braille, requests must be made at least 30 working days prior to the proposed assessment date.

In the cases of requests for modified external assessment papers, requests must be made at least 15 working days prior to the agreed external assessment date. Please see Appendix D, page 16 for a copy of the request form.

For further information about these arrangements please refer to NCFE's Reasonable Adjustments and Special Considerations Policy which is available from the NCFE website (www.ncfe.org.uk) or from the External Quality Assurance team.

¹ It is expected that centres will have a mechanism in place by which external assessment materials are signed for upon receipt. Once signed for, sole responsibility for the security and integrity of the external assessment materials lies with centres.



Status in Wales and Northern Ireland

Currently, NCFE intends to provide its qualifications to centres in England and appropriate resources are available to produce both specifications and assessment materials for these centres. In England, Qualification Specifications and assessment materials are expressed in English. Qualification Specifications and assessment materials can be made available to centres in Northern Ireland and Wales. (NCFE is able to provide Qualification Specifications and assessment materials in the Welsh and/or Irish language where requested and appropriate.)

Welsh/Irish Statement

If a centre requests external assessment in Welsh or Irish, NCFE will ensure:

- ◆ that the assessment will be translated into Welsh or Irish (Gaelige) by a professional translation agency, which can currently take up to 4 months
- ◆ that the assessment produced by the candidate is translated into English by a professional translation agency for marking purposes he/she has the right to declare the assessment void. In such cases, the NCFE representative will report the incident to our External Quality Assurance team who will arrange to carry out an investigation.

External Assessment Irregularities

If any of these regulations are broken by a candidate, Invigilator or other person involved in the conduct of the external assessment, then NCFE may declare the assessment void.

In the event of a suspected or actual contravention of these regulations by candidates:

- ◆ the work completed by the candidate(s) concerned must be confiscated
- ◆ all candidates suspected of contravening these regulations should be instructed to leave the room immediately
- ◆ at the end of the external assessment the Invigilator must report all relevant facts on the Invigilator's Register (supplied by NCFE – see Appendix C)
- ◆ the Invigilator should also indicate on the candidate answer sheet/candidate answer booklet that the candidate was removed from the external assessment
- ◆ the Invigilator should also then report the incident to the Head of Centre
- ◆ the centre should conduct its own investigation into the incident and report the incident and their findings to NCFE's EQAT (External Quality Assurance Team).

NCFE will investigate each case of alleged or actual irregularity committed by a candidate, Invigilator or other person involved in the conduct of the external assessment in order to establish all of the facts and circumstances surrounding the case. This investigation may be carried out in accordance with NCFE's Malpractice and Misconduct Policy, available from the NCFE website (www.ncfe.org.uk) or from the EQAT at NCFE. Each case will be considered by NCFE on an individual basis in the light of all available information.

Failure to comply with these regulations may result in a centre's approved status being temporarily or permanently removed and/or candidates being withdrawn from the qualification.



Centre Responsibilities

Centres are responsible for:

- ◆ providing a named person who is responsible for co-ordinating the external assessment process
- ◆ registering candidates with NCFE and requesting the external assessment in line with the required number of working days in advance of the centre's intended external assessment date
- ◆ providing suitable accommodation and equipment for the external assessment
- ◆ informing candidates of the date, time and location of the external assessment
- ◆ providing suitably trained Invigilators for each external assessment and ensuring they are familiar with the content of these regulations and any other specific regulations for certain qualifications
- ◆ providing Invigilators with all resources and documents necessary for the conduct of the external assessment, including question papers/booklet, candidate answer sheets/booklet, Invigilators' Registers and External Assessment Packs where appropriate (see Appendix A, page 13)
- ◆ maintaining the confidentiality of external assessments at all times
- ◆ ensuring that any centre personnel does not have the opportunity to read the question paper, completed answer booklets or completed answer sheets; unless they are acting as an authorised reader for candidates who require reasonable adjustments in line with NCFE's *Reasonable Adjustments and Special Considerations Policy*
- ◆ ensuring all question papers/booklets (used and unused), candidate answer sheets/booklets and the Invigilators' Registers are returned within **one working day** of the external assessment taking place. Any question papers/booklets that are not received within **4 working days** of the external assessment will not be marked
- ◆ ensuring that no copies of question papers, candidate answer booklets or candidate answer sheets are retained in any format under any circumstances and that no external assessment is tampered with
- ◆ making any application for reasonable adjustments for candidates within the timescales stipulated in NCFE's *Reasonable Adjustments and Special Considerations Policy*
- ◆ making Invigilators aware of any reasonable adjustments arrangements agreed for any candidate
- ◆ taking all reasonable precautions to ensure that only genuine candidates sit the external assessment
- ◆ informing the NCFE Centre Support Assistant of a change in date, time or location of the external assessment in advance of the external assessment.



Invigilation

Invigilation is the supervision of candidates during the external assessment process.

4(a) Selection and Number of Invigilators

Invigilators must be appointed by centres and briefed on the requirements for the conduct of external assessments. Invigilators should be suitably trained people whose integrity may be relied upon. They act for the centre and the centre is responsible for their conduct. NCFE does not accept responsibility for the payment of fees or expenses to Invigilators.

No person may be appointed to act as the sole Invigilator for an external assessment involving candidates who have been taught, assessed or moderated by that person.

When readers/writers are provided for candidates with reasonable adjustments requirements, an Invigilator must also be present. Readers/writers must not also act as Invigilators.

The minimum number of Invigilators required in each room used for the external assessment of candidates is:

- ◆ one Invigilator for 30 candidates or less
- ◆ 2 Invigilators for 31 to 70 candidates
- ◆ 3 Invigilators for 71 or more candidates

When there is only one Invigilator he/she must be able to summon assistance easily, without leaving the room, in case of emergencies, eg a sick candidate. The number of Invigilators must never fall below the number specified, and under no circumstances must candidates be left unsupervised or unattended.

4(b) Instruction for Invigilators

Invigilators play a key role in the quality control of the external assessment process and are required to:

- ◆ arrive at the external assessment location in good time
- ◆ ensure that the room is set up in accordance with the guidelines on page 8, Section 5(b) of these regulations
- ◆ ensure that the appropriate sections of Appendix A of these regulations are read out to candidates prior to the external assessment
- ◆ Invigilators must check that the external assessment reference numbers on question papers and pre-printed answer sheets correspond for each candidate, especially where there are large numbers of candidates or more than one external assessment taking place in the same room at the same time
- ◆ distribute question papers/booklets and candidate answer sheets/booklets to candidates
- ◆ allow time before the start of the external assessment for candidates to check their personal details on the candidate answer sheet/booklet
- ◆ ensure that candidates know how to show their preferred answer, and how to alter their answer if they change their mind, on the candidate answer sheet/booklet
- ◆ instruct candidates to open their question papers/ booklets at the specified start time for the external assessment and advise them to read all instructions carefully
- ◆ provide candidates with additional paper if required



4(b) Instruction for Invigilators continued

- ◆ be alert and observe candidates at all times during the external assessment. Invigilators must not read or carry out any other activities
- ◆ ensure that the external assessment is supervised continuously
- ◆ ensure that the length of time allowed for the external assessment does not fall short of the authorised time specified on the question paper/ booklet to the detriment of candidates
- ◆ ensure that the length of time allowed for the external assessment does not exceed the authorised time specified on the question paper/booklet
- ◆ take question papers/booklets and candidate answer sheets/booklets from any candidates who leave the external assessment location before the specified end of the external assessment
- ◆ collect in all reading matter, question papers/booklets (used and unused) and candidate answer sheets/booklets at the end of the external assessment
- ◆ ensure that each candidate's NCFE number is included on his/her candidate answer sheet/booklet
- ◆ ensure candidates enter their personal information and external assessment reference number (as shown on the front cover of the question paper) into the candidate answer sheets if this is not already pre-printed
- ◆ check that the number of completed candidate answer sheets/booklets agrees with the names and number of candidates attending the external assessment
- ◆ complete the Invigilator's Register
- ◆ seal all papers before taking them from the external assessment location



Conduct of the External Assessment

5(a) Before the External Assessment

Upon receipt of the external assessment materials, the person responsible for coordinating the external assessment process must ensure the pack is placed in secure storage until the day of the external assessment. The external assessment papers must only be opened by the Invigilator when the candidates are assembled in the external assessment location (room). If the Invigilator notices any discrepancies or missing papers/candidate answer sheets, then please contact the Centre Support team immediately.

If the external assessment materials appear to have been significantly damaged in transit, NCFE's Centre Support team must be informed immediately. The Centre Support team must also be informed immediately if the integrity or security of the external assessment papers is put at risk by theft, loss, damage, unauthorised disclosure, fire or any other circumstances.

All external assessments must be kept in a secure place which is only accessible to the person responsible for coordinating the external assessment process. This will require a safe, non-portable, lockable steel cabinet within a secure room. The room must also be secure from non-authorised entry, have restricted access and be locked when not occupied by the person responsible for coordinating the external assessment process. The centre must be able to satisfy NCFE of the security of such arrangements.

The external assessment materials must be collected from their secure storage on the day of the external assessment by an Invigilator or another person authorised by the centre. It is the centre's responsibility to ensure safe transit of the external assessment materials to the nominated location.

Stationery and any specified items must be made available to candidates, and candidates must have been informed what they will need, or are allowed, to bring, for example, HB pencil, pen or dictionary (see Appendix A).

5(b) The External Assessment Location (room)

The external assessment must take place in a suitably quiet, undisturbed location, with adequate space, heating, lighting and ventilation. Only candidates registered for the external assessment in question and the person responsible for coordinating the external assessment process should be allowed in the room immediately before, during or after the external assessment.

Candidates must be in the room at least 10 minutes before the start of the external assessment in order to complete the external assessment documentation. They should not be allowed into the room until the Invigilator is satisfied that the room is ready and can indicate where each candidate should sit. NCFE recommends a seating plan that follows the order of the names as stated on the Invigilator's Register. This is particularly important where a centre is using NCFE pre-printed candidate answer sheets that include candidate and centre information, eg name. No pre-printed candidate answer sheets/booklets may be used for any candidate other than the one named on the sheet/booklet.

Seating arrangements must prevent candidates from seeing each other's work, intentionally or otherwise.

NCFE requires that:

- ◆ the minimum distance between the centre of each candidate's chair is 1.25 metres in all directions
- ◆ all candidates face the same direction unless they are working at drawing boards, easels or computer workstations, in which case candidates should be arranged in an inward-facing pattern (or similar pattern that ensures the minimum distance requirement is satisfied)
- ◆ each candidate should be seated at a separate desk, table or workstation
- ◆ a sign should be placed on the outside of the door to the location to indicate that an external assessment is in progress



- ◆ all posters, displayed materials etc, which may be relevant to the external assessment, should be removed or completely covered
- ◆ all candidates must be able to see a clock without turning around
- ◆ the start and finish times of the external assessment must be displayed where all candidates can see them without turning around

Where the external assessment comprises practical tests or the use of equipment, eg computers, then an Assistant familiar with the equipment must be present in addition to the Invigilator. Assistants should be available in case of equipment malfunction only, and should have no other involvement with the external assessment.

More than one external assessment may be held in the same room as long as this does not disrupt any candidate.

5(c) Starting the External Assessment

At the Invigilator's discretion, candidates may be allowed to enter the room late within the parameters below, but no extra time may be given. Where a candidate has been allowed into the room after the start time, the question paper/booklet and candidate answer sheet/booklet should be submitted in the usual manner and the full circumstances of the late arrival should be recorded on the *Invigilator's Register*.

For external assessments lasting 2 hours or more:

- ◆ candidates will not be permitted to enter the external assessment location one hour or more after the timetabled start of the assessment (even if the actual start time differs from that which was timetabled)
- ◆ candidates will not be permitted to leave the external assessment location during the first hour of the assessment

For external assessments lasting less than 2 hours:

- ◆ candidates will not be permitted to enter the external assessment location after half of the assessment time has passed
- ◆ candidates will not be permitted to leave the external assessment location before half of the assessment time has passed

If a candidate needs to leave the examination room temporarily during the external assessment because he/she is unwell or needs to go to the toilet, then he/she must be accompanied by an Invigilator who must ensure that they do not speak to anyone else, consult any notes, make a telephone call or otherwise breach the security of the external assessment whilst they are out of the room. The number of Invigilators present in the external assessment location must not fall below the number specified (see Section 4: Invigilation).

Any disturbance in the conduct of the external assessment should be detailed on the Invigilator's Register. Unless this is done, no consideration may be given for the candidate(s) affected.

Emergencies

If an emergency occurs during the external assessment, eg fire alarm, bomb warning etc:

- ◆ the external assessment room must be evacuated in accordance with the instructions of the appropriate authority
- ◆ candidates must leave question papers/booklets and candidate answer sheets/booklets on their desk in the room

If the candidates have been closely supervised and the Invigilator can assure that there has been no breach of external assessment security, ie candidates did not converse with each other or any other person, nor consult any other books or notes during the enforced break in the external assessment, then the external assessment may be resumed and the full remainder of the allotted time may be given. Details of the emergency and the actions taken when the emergency arose must be recorded on the Invigilator's Register.

If the Invigilator believes that there has been a breach of assessment security, then the external assessment is void. Details of the emergency and the actions taken when the emergency arose must be recorded on the Invigilator's Register and all candidate question papers/booklets and candidate answer sheets/booklets must be returned to NCFE **immediately**. The candidates affected must be re-entered for the external assessment at a later date.

Section 5



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Conduct of the External Assessment

5(d) At the End of the External Assessment

Before the end of the external assessment the Invigilator should remind the candidates of the time remaining. It is suggested that this warning should be given between 15 and 5 minutes from the end.

When the allotted time has ended, candidates must be told to stop writing or working.

- ◆ In the case of paper-based assessments, candidates should be instructed to check that their name, centre number, candidate and paper number are on their candidate answer sheet/booklet and are correct, and that any extra sheets of paper used have their names on them and are securely fixed to their candidate answer sheets/booklets. String or treasury tags should be used for this, not paper clips or staples
- ◆ Where computers have been used and a printout is to be submitted, the Invigilator should check that each page of the printout can be identified on a candidate-by-candidate basis. Only one copy should be printed and the files must be erased from the computer immediately

The Invigilator must collect all external assessment materials before candidates leave the room to ensure that no candidate accidentally takes their question paper/booklet or candidate answer sheet/booklet with them.

The Invigilator should check that candidates have entered all their details correctly on their candidate answer sheet/booklet.

Returning external assessment paperwork

All external assessments papers and Invigilator's Registers (both used and unused) must be returned to NCFE. For MCQ Assessments only completed answer sheets must be returned to NCFE's sub-contractor DRS, using the addressed envelopes supplied, by special delivery **on the day of the external assessment** taking place, or was scheduled to take place (if it didn't happen). If this is not possible, then you will need to keep them in locked storage and send them by special delivery to the specified addresses within **one working day** of the external assessment taking place or was due to take place (if it didn't happen).

If for any reason this is not possible, you must contact NCFE's Centre Support team and inform them of the reason why, and confirm the date when this will be done.



Conduct of the Online Assessment

What is Online Assessment?

Online Assessment is one part of the general movement towards greater use of ICT to support learning and assessment. Online Assessment allows centres to assess candidates online, via an online delivery system.

The NCFE Online Assessment system is an internet based Assessment Administration system. It is a secure environment in which centres can independently manage assessments and candidate entries. It allows centres to arrange assessments without pre-arranging with NCFE and gives complete flexibility as to the timings of the assessments. It has a secure Candidate Interface that suppresses all other functionality of the workstation to enable students to complete an assessment.

Within NCFE's online delivery system, candidates are able to practise navigating through an assessment before the live assessment giving them the experience to confidently complete the assessment and to familiarise them with the process. For MCQ's once the candidate has completed the live assessment, an online provisional result is displayed immediately after which can be printed out by the Invigilator. For non-MCQ's the result will be issued by the Centre Support team in line with the NCFE marking windows for the relevant qualification.

Centre Responsibilities

In accordance with the *Regulations for the Conduct of External Assessment*, there are additional responsibilities and tasks that need to be adhered to in conducting an Online Assessment detailed in this section.

In addition to the responsibilities outlined in Section 3, the centre needs to:

- ◆ provide suitably trained Technical Assistant(s) who are readily available
- ◆ provide appropriate security facilities if assessment papers, candidate details or candidate answers are held at the centre before or after the assessment in the event of a paper-based assessment taking place instead of an Online Assessment
- ◆ provide appropriate security systems to prevent unauthorised access to the online delivery system

Selection and Number of Invigilators

The minimum number of Invigilators in each room used for the Online Assessment is defined by the centre, however centres should follow the guidelines provided in Section 4(a). It is the centre's responsibility to ensure the integrity and security of the Online Assessment.

When the external assessment is being held online, a Technical Assistant familiar with computer equipment must be present, or readily available, in addition to the Invigilator; Technical Assistants should be available in case of equipment malfunction only, and should have no other involvement with the Online Assessment.

Instructions for Invigilators

Invigilators need to:

- ◆ distribute candidate external assessment slips (log on details) to relevant candidates
- ◆ advise candidates of the practice Online Assessment that is available prior to the live assessment



Conduct of the Online Assessment

Online Assessment Method

If a 'hot desk' method is used ie a candidate can enter the room at any time and sit down to take the external assessment with the assessment being timed by the system rather than the Invigilator, then the instructions for taking the Online Assessment must be delivered prior to the candidate entering the examination room. Once entered, candidates are not to disturb other candidates sitting the assessment.

Online Assessments are timed and determined by the system for each individual candidate, however all candidates must be able to see a clock within the room.

Online Assessment Irregularities

NCFE reserves the right to investigate any irregular circumstances regarding the security of the Online Assessment delivery system and/or assessment papers.

Emergencies and/or Abandoned Assessments

If an emergency occurs during the Online Assessment, eg fire alarm, bomb warning, candidates must leave computers switched on at their desk in the room and the room must be evacuated in accordance with the instructions of the appropriate authority.

If the assessment can be resumed, then the Invigilator/ centre needs to follow the guidelines provided in Section 5(c).

If an assessment is abandoned and the candidates cannot resume the Online Assessment, the Invigilator must record all details on the Invigilator's Register where provided. In receipt of the Invigilator's Register from the centre, NCFE will investigate each case in order to establish the result for each candidate.

At the End of the Online Assessment

The Online Assessment system will automatically move the candidate to the Final Screen when the allocated time has expired. Before the allocated time expires, the system will remind the candidate on a maximum of 2 different occasions how much time is remaining (which are pre-defined by the administrator via the Administration System).

Once the result has been displayed to the candidate if applicable, feedback and confirmation of the result will be made available to print by the Invigilator.

Candidates who have completed the test may leave the location at the discretion of the Invigilator, ensuring that no disturbance is caused to other candidates. The Invigilator will need to ensure the workstation is prepared for the next user, or turn the monitor off.

Self Assessment Form

To confirm that you're meeting all of our regulations as set out in NCFE's Regulations for Conduct of External Assessments, we've created a Self Assessment Form which will be sent out to you on an annual basis.

The form is mandatory and will form part of your continued online assessment approval status.

If you require further information about the Self Assessment Form, please contact the External Quality Assurance team on 0191 239 8000 or email eqa@ncfe.org.uk.



For the Attention of the Invigilator

Generic Instructions

- ◆ Please check that your personal details, candidate number and external assessment ('ExtAss') reference appear on your answer sheet and inform me/us (Invigilators) immediately if any detail is incorrect. If this information is not pre-printed please complete by hand
- ◆ Read each question carefully and attempt to answer all questions in the question paper/ booklet
- ◆ Please ensure that your answers are clear and legible
- ◆ Do not turn over your question paper/ booklet until I/we instruct you to do so
- ◆ You must not have any notes, books, dictionaries or other information with you unless it is specifically allowed by the rules of the external assessment. If you have brought anything into the room you must give it to me/us before the external assessment begins
- ◆ Mobile phones, pagers and other means of communication are not allowed in the external assessment. If you have brought these into the room they must be switched off and placed in your bag. Bags, coats and any other belongings should be left at the front of the room
- ◆ You must not communicate with anyone other than me/us in any way. If you have any problems and need to speak to me/us, please raise your hand to attract my/our attention. Do not make a noise or distract other candidates
- ◆ I/we will not be able to explain questions
- ◆ There must be no eating, drinking or smoking during the external assessment
- ◆ If you finish your work and wish to leave, please raise your hand and I/we will check the time before giving you permission to go. Please leave as quietly as possible, so as not to disturb other candidates. Make sure that you have left your work behind. Please note that you will not be able to return to the room
- ◆ By starting the external assessment you are agreeing that you have understood and accepted these rules

Additional Instructions:

– Multiple Choice Question Papers

- ◆ Use an HB pencil as answer sheets are optically marked (scanned)
- ◆ Please complete all compulsory boxes
- ◆ Boxes must be filled in from left to right and not from top to bottom
- ◆ Read each question carefully and attempt to answer all questions on the candidate answer sheet provided. Make no marks on the question paper – they will not be taken into account
- ◆ Please take care when answering questions. Mark your answers only as instructed on the candidate answer sheet
- ◆ If you make a mistake, follow the instructions on the candidate answer sheet about how to correct the mistake
- ◆ If you provide more than one answer to a question, and the correct answer cannot be easily identified then that question will be void and you will receive no marks for that question

Additional Instructions:

– Short Answer Question Papers

– Assignments

– Case Studies

- ◆ Please use blue or black ink when completing each question. Do not use an HB pencil
- ◆ You may use extra pages to answer questions, but please ensure that your personal details are written on each page and that they are attached securely to the external assessment
- ◆ Please take care when answering the questions. If you make a mistake, please put a line or cross through your incorrect answer. Please begin your new answer on a new page and clearly mark which question you are answering. If the correct answer is not clearly identified and there is more than one response, that question will be void and you will receive no marks for that question
- ◆ All written assessments must be completed in English unless another language is specified or permitted by NCFE. Any papers completed in a non-specified language will not be marked



Request for Reasonable Adjustments

Guidance notes

Please make sure you've taken a look at our Reasonable Adjustments and Special Considerations policy, as there are some adjustments you can make yourself. You can find our policy on our website at www.ncfe.org.uk.

For reasonable adjustments that we don't delegate to you, you'll need to complete this form and send it to us at least 10 working days before your candidate needs the Candidate Learning Log, NCFE mandatory workbook, supporting materials or sits either an online or paper based external assessment. We do need a bit more notice for some requests:

- ◆ at least 15 working days' notice for the Candidate Learning Log, NCFE mandatory workbook, supporting materials or external assessment paper to be in simplified language, enlarged font, or printed on coloured paper
- ◆ at least 30 working days' notice for the Candidate Learning Log, NCFE mandatory workbook, supporting materials or external assessment paper to be translated into Braille

Please complete the form and return by emailing info@ncfe.org.uk

Alternatively, you can fax your form to 0191 239 8001 or post it to our Centre Support team at NCFE, Citygate, St James' Boulevard, Newcastle upon Tyne, NE1 4JE.

What happens next?

- ◆ We'll aim to complete the review of your completed form within 2 working days. We'll keep in touch along the way to let you know what's happening and phone you to let you know the outcome of the review. If we're unable to agree your request, we'll try to suggest a suitable alternative reasonable adjustment.

Centre details

NCFE Centre Number <hr/> Centre Name <hr/> Contact Name <hr/> (for this request)	Contact's Job Title <hr/> Contact's Email Address <hr/> Contact's Phone Number <hr/>
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Candidate details

Product Name(s) <hr/>	
Product Number(s) <hr/>	
Candidate's Name <hr/> Candidate's Registration Number <hr/> Batch Number <hr/>	Type of assessment (please tick) ¹ Internal <input type="checkbox"/> External <input type="checkbox"/> <hr/> Date internal assessment materials or external assessment paper needed by <hr/>



Details of your request and your declaration

Please tell us more about your request so we can make sure we understand your candidate's needs and provide them with the appropriate support.

Why does your candidate need reasonable adjustment?**What kind of reasonable adjustment do they need?**

(Please specify the font size; the colour and shade of paper; and for Braille - the grade, single or double spacing and single or double sided where applicable)

Please give us brief details of the evidence enclosed and any other supporting information

I accept that NCFE will hold and process electronically the information given and may use it for any purpose deemed relevant to this request.

I confirm that the centre and the candidate support this request.

<u>Signature</u> _____	<u>Date</u> _____
<u>Name</u> _____	<u>Position</u> _____

¹ Internal assessment is a portfolio of evidence. External assessment includes invigilated assessments, such as multiple choice questions, short answer questions, assignments etc. If you're not sure please contact your Centre Support Assistant for more information.



Contact Us

NCFE
Citygate
St James' Boulevard
Newcastle upon Tyne
NE1 4JE

Tel: 0191 239 8000*

Fax: 0191 239 8001

Email: info@ncfe.org.uk

Website: www.ncfe.org.uk

*to continue to improve our levels of customer service, telephone calls may be recorded for training and quality purposes.

Equal Opportunities

NCFE fully supports the principle of equal opportunities and opposes all unlawful or unfair discrimination on the grounds of ability, age, colour, culture, disability, domestic circumstances, employment status, gender, marital status, nationality, political orientation, racial origin, religious beliefs, sexual orientation and social background.

NCFE aims to ensure that equality of opportunity is promoted and that unlawful or unfair discrimination, whether direct or indirect, is eliminated both in its own employment practices, and in access to its qualifications.

A copy of NCFE's Equal Opportunities Statement is available on request.

Data Protection

NCFE is registered under the Data Protection Act and committed to maintaining the highest possible standards when handling personal information.

NCFE is a registered charity (Registered Charity No. 1034808) and a company limited by guarantee (Company No. 2896700).

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