



Assessment and Feedback

Procedures for Preparing and Conducting Exams

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Purpose of Policy
This document sets out the University's procedures for exams. The definition of an exam is provided in the Policy on Exams. These procedures apply to all programmes and provide a consistent approach to the preparation and delivery of exams across the University.
Scope of Policy
These procedures apply to all exams as defined in the Policy on Exams and must be read in conjunction with this policy. These procedures should also be read in conjunction with other relevant documents: the University website contains policies and procedures on a range of assessment related matters under which this policy resides; the University's Disability Policy; and Guidance on Exam Arrangements for students with reasonable adjustments is available from the Disability and Wellbeing Service.



Procedures for Preparing and Conducting Exams

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Procedures for Preparing and Conducting Exams

Introduction

1. This document sets out the University's procedures for exams. The definition of an exam is provided in the Policy on Exams. These procedures apply to all programmes and provide a consistent approach to the preparation and delivery of exams across the University. These procedures must be read in conjunction with the [Policy on Exams](#).
2. These procedures should also be read in conjunction with other relevant documents: the [University website](#) contains policies and procedures on a range of assessment related matters under which this policy resides; the [University's Disability Policy](#); Guidance and Support for Students on Matters of Religion and Belief; and, [Guidance on Exam Arrangements](#) for students with reasonable adjustments is available from the Disability and Wellbeing Service.
3. Where this procedural document, and the accompanying Policy on Exams document, refer to a Department, the action is the responsibility of the Head of Department or nominee, that nominee usually being the Departmental Exam Coordinator (DEC) or the Module Organiser of the exam in question.

Exam timetabling

4. There are currently three formal assessment periods where exams are centrally scheduled: at the end of Semester 1, end of Semester 2, and at the end of the summer teaching period (S3).
5. All exams, as defined in the [Policy on Exams](#), must be communicated to the Exams Admin team (Student Awards and Graduations) for inclusion in central exam timetabling.
6. Ahead of each formal assessment period, the Department must check, update, and return the [exam requirements information](#) to the Exams Admin Team by the specified deadline.
7. The Exams Admin team will timetable all exams that have been confirmed by the Department by the specified deadline.
8. The Exams Admin team have a pool of central rooms available for standard written exams and liaise with the Room Bookings team for computer labs. Any other exams requiring specialist accommodation must be included in the central exams timetable to avoid clashes, however the Department is responsible for identifying and booking their location (see [Department-based exams](#)). Where students with disabilities require alternative exam locations, these must be booked by the Department after publication of the main timetable (see [Exam arrangements for students with reasonable adjustments](#)).
9. The Exams Admin team generate the timetable according to a set of guidelines detailed in the [Exam Sharepoint pages](#) designed to create the most effective timetable possible, including:
 - a) Where possible avoiding the scheduling of two exams within a 23-hour period. *Note: the wide range*

of undergraduate curriculum choices, the length of assessment period or availability of suitable rooms may preclude this and students at all levels should expect that they may have exams in consecutive slots (two exams scheduled for the same day, one in the morning and one in the afternoon) or consecutive days (exams on separate but consecutive days); and

b) Where possible, in the Semester 2 formal assessment period, Honours exams are scheduled in the earlier part of the assessment period to facilitate marking ahead of Boards of Examiner meetings and expedite the process of return of marks to enable students to make appropriate graduation arrangements before the published deadline date.

10. If Departments are aware of a student who requires 50% or more additional time in exams, they must inform the Exams Admin team at the point of confirming the requirements for that exam. Where possible, the Exams Admin team will avoid consecutive exam slots for these students (consecutive slot meaning two exams scheduled for the same day, one in the morning and one in the afternoon).
11. Where there is an unavoidable exam clash – that is where two exams are scheduled for the same day and time - it is recommended that students sit their first exam in the morning and the second exam in the afternoon, and are supervised by the Department in the interim period which should be a minimum of two hours. At the Department's discretion, an alternative exam paper can be provided for the second of the two exams which will remove the requirement for the student to be supervised in the interim period.
12. In instances where consecutive slot exams or exam clashes are unavoidable, the Department may implement reasonable adjustments to accommodate students with disabilities who may find the schedule disadvantageous for disability-related reasons.
13. All exams for campus-based modules shall normally take place on campus, or, in the case of a module taught off campus, at an appropriate learning centre. In exceptional circumstances an exam may be held elsewhere (see 'Off-campus exams' in the [Policy on Exams](#))
14. Where possible, the Exams Admin team aims to publish a draft timetable approximately six weeks before the formal assessment periods in Semesters 1 and 2 (currently December and April/May respectively), and approximately four weeks before the summer teaching period's (S3) formal assessment period (currently in July/August).
15. The stages of the timetabling process are detailed in the [Exams Admin team pages](#).
16. Where Departments are responsible for booking exam accommodation required for reasonable adjustments, the location must be communicated to students by the Department at least seven calendar days prior to the exam.
17. In the event that a student contacts the University to advise that they have contracted a contagious disease (for example, chickenpox, measles, shingles etc.), the student should be advised NOT to attend their exam, even in a sole occupancy room, as doing so would put other students and staff at risk. In such cases, students should be advised to seek a medical certificate as soon as possible and submit using the

Department based exams

18. Departments may wish to hold specialised exams during the formal assessment period within departmental rooms. These activities must be included in the central exam timetable, by the Department notifying the Exams Admin team, for checking clashes with other scheduled exams.
19. Where exams require specialist accommodation booked by the Department, the Department must update the exam requirement information to indicate that a central pool room is not required. This enables the Exams Admin team to schedule a date and time only.
20. Departments should engage with Estates Services with regards to room capacities for exams.
21. The Department will receive the date and time when the draft timetable is released. The Department is responsible for booking a suitable room. The Department must advise the Exams Admin team of the room booked to enable the timetable to be updated to display the room details for students.
22. Procedures for the production, printing, and delivery of exam papers, can be found in the [Exam Papers](#) section of this document and on the [Exam Sharepoint pages](#).

Exam arrangements for students with reasonable adjustments

23. The University's [Disability Policy](#) outlines the requirements on staff to consider the needs of students with a disability in all assessments and exams, and to make any necessary and reasonable adjustments to ensure the accessibility of assessments for all students.
24. Departments are responsible for making the necessary arrangements for students with reasonable adjustments to undertake exams.
25. Assessment of the needs of students with disabilities is carried out by the Disability & Wellbeing Service, where evidence of a student's needs is held and discussed prior to recommendations being made to Departments about any necessary adjustments to assessments and exams. Departments are advised to discuss these adjustments with the Disability & Wellbeing Service and the student concerned if they feel that they can be improved on. Once agreed, these adjustments must be implemented. This ensures equity in treatment among students across the institution.
26. Staff in the Disability & Wellbeing Service are available to discuss individual student's exam needs with colleagues in Departments who have responsibility for setting and administering exams. Where required, it is expected that Departments be responsible for the production of non-standard exam papers and answer books. The Disability Service only supports the provision of specialist exam software when the student's technological requirements are complex and need substantial individual configuration, or the software licensing is restricted.
27. Where a student has requirements that mean they do not sit an exam with the main cohort, their exam

must overlap and where possible encompass the entire duration of the main cohort exam, although it may vary in start and end time or duration according to the reasonable adjustments agreed for a student.

28. Departments must make any necessary arrangements as early as possible. Where a student approaches the Department or the Disability & Wellbeing Service to request support late on in the academic year, Departments retain an obligation to make any recommended reasonable adjustments. What may be reasonable may be linked to the available time prior to the exam taking place, but ensuring the student is not disadvantaged remains essential.
29. Where reasonable adjustments have been identified, it may be necessary to employ individuals to act as scribes or readers as appropriate. Information regarding the necessary pre-employment checks for these roles, and rates of pay are available on the [Exam SharePoint pages](#).
30. Departments are responsible for the production, printing, and delivery of their own exam papers for exams held in alternative locations for students with reasonable adjustments.

Off campus exams

31. Students are required to attend exams, including resits, in person on a University campus. However, in exceptional cases, a student may be allowed to take an exam off campus (see the Off-campus exams section in the [Policy on Exams](#)).
32. Following a request by a student to take an exam outwith the University, the Department should consider the case put forward by the student to warrant permission. Examples of exceptional circumstances that may be considered include if they have left the UK to return to their home country and would incur major costs in travelling to the UK for a re-sit, or if they may have problems obtaining a visa in time for the re-sit exam. Other circumstances, such as personal illness, illness in the immediate family or the death of a close family member may also be taken into account. See [Personal Circumstances and Academic Appeals Procedure](#).

Use of computers in exams

33. When an exam is taken using a computer, or other electronic device, and on the University campus, all aspects of the Exams Policy and Guidance, including on invigilation, must be applied.
34. Computers may be used in exams in the following circumstances:
 - a) As an assistive technology in support of recommended reasonable adjustments
 - b) A requirement of the exam is the use of a computer (computer-based exam). For example, an exam that is run on Myplace, the University's Virtual Learning Environment.
35. Where an exam is computer-based, the responsibility for the organisation and administration of that exam, other than timetabling, remains with the Department.

36. Where a specific slot is required in the formal assessment period, the computer-based exam must be identified as a Departmental exam in the exam requirements submitted to the Exams Admin team, for the purpose of central timetabling and clash checking.
37. Practical and technical procedures will vary depending on the context and circumstances of the exam. For example, students may be required to use specific software applications, data sources and web sites, but not be allowed to access others. It is essential that Departments ensure in advance that the proposed arrangements will be technically feasible and appropriately supported on the day.
38. Where Departments are unsure about the technical feasibility of their proposed exam, including the support required for it, a request may be made to the [Information Services' helpdesk](#) prior to the module amendment approval.
39. Factors which should be considered when developing and conducting exams where computers are used:
- a) Computer-based exams must be carried out in suitable teaching labs on University-owned computers, except where reasonable adjustments require otherwise.
 - b) Consideration should be given to the requirements of students with reasonable adjustments when designing and delivering computer-based assessments. Departments must ensure that the software and systems they wish to use for computer-based exams meet accessibility requirements and do not curtail assistive software. Assistive Technology Advisers in the Disability Service can provide advice on this.
 - c) Departments are responsible for ensuring that all computer-based exams and computing equipment undergo appropriate testing prior to the exam date to ensure they are functioning properly and have not been adapted in any way.
 - d) Students must not bring any computer related equipment of their own (for example, a memory stick or mouse) into the exam. Where reasonable adjustments require otherwise, the equipment must undergo prior checking and approval.
 - e) Departments must ensure that any contingency plans, in the event of computer malfunction or failure, are appropriate and robust. Additional computers must be available, in the event of a problem.
 - f) Exam conditions as stated in the University's Exams Policy, including in respect of invigilation, must apply in all computer-based exams. See [Appendix 2](#) for Invigilator announcements for computer-based exams.
 - g) Computers, or other electronic devices, should be configured according to the required conditions of the exam. For example:

- Access to the internet. For example, access to the internet may be disabled, or access enabled for only specific websites.
 - Access to local to network drives. For example, access to USB pen drives and H: drive disabled. However, access to local hard drive enabled to save work before final submission.
 - Where it is not possible to apply the required exam conditions to devices used, other effective mechanisms must be put in place to prevent and/or detect any activity that may be indicative of academic misconduct.
- h) Appropriate levels of invigilation must be provided, and students' desks must be appropriately spaced to minimise the potential for academic misconduct. Departments should engage with Estates Services with regards to room capacities for exams.
- i) All work involving the use of computers and other display screen equipment should be set up with consideration for the comfort of those undertaking the exam.
- j) Departments must ensure that appropriate support is available prior to the start of all computer-based exams and at any other necessary stages (for example, printing).
- k) Consideration must be given as to whether students require guidelines on how to use the software or hardware to be used in the exam.
- l) Where it has not been possible to configure the online exam system, for example Myplace, to automatically save students' work at regular intervals, students should be instructed to save their work frequently. Additional computers must be available, in the event of a problem, so students can move to these without having to re-enter large amounts of work. Where there is a computer issue during the conduct of an exam, please see the [Power failure/system failure](#) section of this document).
- m) Students must be allowed entry to the exam room in sufficient time for all students to log-in to University systems, if necessary.

Exam papers

40. Module Organisers are responsible for preparing any exam paper(s) for their modules.

41. The front page must include clear statements about:

- a) Any information/materials (if any) that may be taken into the room (authorised material); and,
- b) The use of calculators (if permitted) during the exam (authorised use).

42. The information in paragraph 41 must also be made known to the students by Departments in good time prior to the exam.
43. The finalised exam papers must be submitted to Exams Admin team via the specified process prior to the [published deadlines](#). The Exams Admin team will arrange for the appropriate number of copies to be printed and ensure any special printing requirements (for example, colour) included with the submission are conveyed to the Print Unit.
44. At all stages of this process the contents of the exam paper are strictly confidential to the Internal and External Examiner(s). Only named individuals have access to upload papers for printing for their own Departments and are not permitted to view papers for any other Departments.
45. Departments are responsible for the paper that is submitted for printing. Departments must proof-read papers thoroughly before submission, including checking content, such as correct representation of symbols in documents, date and time of the exam, and number of papers to be printed. Papers will **not** be checked by the Exams Admin team.
46. The Exams Admin team will notify Departments when exam papers are ready to be collected.
47. Departments are responsible for the collection of their centrally printed exam papers from the Exams Admin Team and delivery to their exam location, including their secure storage.
48. Departments are responsible for production, printing, secure storage, and delivery of their own exam papers not uploaded to the exam paper repository for printing, including exam papers for students with reasonable adjustments.

Invigilation

Exams conducted across multiple rooms/locations

49. Where an exam takes place over more than one room/location, it is essential that all Invigilators are provided with identical instructions for the conduct of the exam (See [Appendix 1](#) for announcements to be made by Invigilators for written exams and [Appendix 2](#) for announcements to be made by Invigilators for computer-based exams).
50. In the event that any issues are identified with individual exam papers, immediate steps must be taken to ensure consistent communication to students across all exam rooms. Each Department is responsible for developing effective communication procedures to all Invigilators in such circumstances.

Responsibilities of Invigilators

51. The Exams Admin team will inform Departments of the required number of Invigilators for each exam activity, according to the table below.

Number of students	Minimum number of Invigilators present at any time
1-5	1 (see paragraph 52)
6-50	2
51+	51-100 = 3 101-200 = 4 >200 = 5

52. Where only one Invigilator is required, the Department is responsible for developing effective lines of communication between the Invigilator and the Department to manage arrangements for circumstances such as illness.
53. For each exam room, one Invigilator shall act as Invigilator in Charge. When two or more Departments share an exam room the Invigilator in Charge will normally be the Department with the greatest number of students. When there is only one Invigilator, they are the Invigilator in Charge.
54. If an Invigilator is unable to attend an exam, the Department is responsible for ensuring that an appropriate substitute is appointed and briefed.
55. Collectively, all Invigilators are responsible for:
- a) Arriving at the exam room at least 20 minutes before the scheduled start time of the exam;
 - b) Ensuring that if they are unable to attend the exam, they inform the Department as early as possible.
 - c) Ensuring that the exam room is set up as required for their exam;
 - d) Ensuring that they are aware of the exam room emergency exit procedures and nearest toilet facilities;
 - e) Ensuring that they have the correct exam papers for the exam being held;
 - f) Assisting in supervising students' entry into the exam room and keeping a register of students attending each exam;
 - g) Distributing exam materials to students, and ensuring the security of the materials at all times;
 - h) Supervising the exam for the duration of the scheduled time, and any additional period resulting from late starts, power failure or fire alarm breaks, or for students allocated additional time, ensuring vigilance at all times;
 - i) Being aware of, and vigilant against, potential academic misconduct (see the [Student Discipline Policy: Academic Misconduct](#));

- j) Communicating any problems/incidents/emergencies to the Invigilator in Charge of the exam;
- k) The collection of answer book(s) from each student in attendance;
- l) Managing and controlling the use by students of electronic devices;
- m) Ensuring students are not disturbed either by other students or by Invigilators;
- n) Ensuring students arriving late are dealt with quickly and according to procedures. See [Late Admission and Extra Time](#);
- o) Ensuring exam conditions are maintained when students leave the exam room; and
- p) Arranging the secure delivery of students' work to the relevant Department or appropriate internal examiner.

Responsibilities of the Invigilator in Charge

56. In addition to the responsibilities outlined in paragraph 55 for all Invigilators, the Invigilator in Charge shall:

- a) Check with the other Invigilators on duty that proper provision has been made for all exams concerned before students are admitted to the room;
- b) Checking that all Invigilators are satisfied that they have the correct exam papers for the exam being held;
- c) Ensure that invigilation is adequate and appropriately conducted throughout the exam;
- d) Ensure there are arrangements in place for the secure delivery of all students' answer books to the relevant Department or appropriate internal examiner;
- e) To report/communicate to the relevant Department any irregularity in the conduct of an exam, including:
 - Any instances of illness or distress;
 - The admission or non-admission of latecomers;
 - Queries/concerns raised by students which may subsequently be possible grounds for complaint or appeal;
 - Any incidents or disruptions (see sections in this document on [Academic Misconduct](#) and [Disturbing Behaviour](#)); and,
 - Failure on the part of an appointed Invigilator to attend an exam.

Routine procedures of invigilation

Attendance of Invigilators

57. All Invigilators, as specified in para 51 above, must be present in the exam room at least 20 minutes before the scheduled start time of the exam and should normally be present in the room for the first fifteen minutes and the

last fifteen minutes of the exam. For the main part of the exam, Invigilators are expected to take turns on active duty in the room. The number present at any one time will be determined by the Invigilator in charge.

Preparation of the exam room

58. Security Wardens may give assistance in the preparation of the exam room, including the distribution of answer books, but should not be expected to set out exam question papers in the absence of the Invigilator responsible; and
59. When all necessary exam papers and answer books have been set out, Invigilators should inform the Invigilator in Charge that everything is prepared for the exam to start.

Admission of students

60. Students are normally admitted to the exam room approximately five minutes before the scheduled start time of the exam but should not be admitted before all preparations have been made.
61. Unless a place is allocated to each student, Invigilators shall direct students to the area where they should sit.
62. There should be no communication between students as soon as they take their seat in the exam room.
63. Textbooks, notes (see section in this document for [use of dictionaries](#)), all electronic devices and other aids may not be introduced into an exam room unless specifically permitted
64. Students should be directed to deposit bags, coats and other personal belongings including mobile phones and earphones at the front of the exam room away from students' desks, or other appropriate location as identified by Invigilators.
65. During an exam, the consumption of food and drink, other than bottled water and small confectionery items, is not permitted in the exam room, unless this has been agreed as a reasonable adjustment. Use of e-cigarettes is not permitted in the exam room, in line with the University's local smoking rules.
66. Once students have been seated, they should not be allowed to leave the room for any reason, including toilet breaks, before the start of the exam.

Start of Exam

67. When students have been admitted to the exam room and are seated, the Invigilator in Charge must make the announcements set out in [Appendix 1](#), prior to announcing that the exam has started, and students may begin. It is usual to allow students to complete the cover of their answer book, and the attendance slip before the exam begins.
68. Students must be instructed to check and ensure that the paper in front of them is the one they should be sitting and listen carefully to the announcements made by the Invigilator in Charge at the beginning of the exam.

69. Students must not leave the exam hall during the first third of the exam or during the last fifteen minutes, unless a student has a reasonable adjustment permitting this.
70. The actual start time of the exam should be noted. Should the start of the exam be delayed for any reason an equivalent period of extra time must be allowed.

Use of Dictionaries

71. Students may use unannotated paper-based English / native language dictionaries in University exams (other than language exams). The use of electronic dictionaries is not permitted in University exams. Invigilators are not expected to examine each paper-based dictionary but should examine a few at random and with great thoroughness.

Use of Electronic Devices

72. Electronic devices are not permitted during exams unless required by a reasonable adjustment. Electronic devices include (but are not limited to): mobile phones, music players, tablets, smart watches, and smart glasses. Students are not permitted to bring earphones into the exam room.
73. The University accepts no responsibility for any loss or damage to mobile phones, earphones, or other electronic devices while in the exam room. For this reason, the University recommends that students do not bring such devices into the exam room. If they are brought into the exam room, then they must be turned off and located away from the student for the duration of the exam, unless required by a reasonable adjustment.
74. When authorised by the examiners and under terms determined by the Department, students may make use of calculators in an exam room. Students are not permitted to share the use of calculators during an exam. At the discretion of the Department, invigilators should normally try to ensure that calculators' memories are cleared at the beginning of each exam.

Open-book exams

75. For open book exams, students are permitted to bring books, notes, and reference material with them, and consult these throughout the exam, as described by the Department.
76. If extensive referencing is required as part of the exam, use of single occupancy rooms should be considered, and where required, requested from the Exams Admin team.

Late admission and extra time

77. Students who arrive late, but within the first third of the scheduled duration of the exam may be admitted to the exam but no extra time will be granted at the end of the exam. After this period has passed, students are not to be admitted to the exam room (as students are allowed to leave the exam room after the first third of the exam).

78. If a student is admitted late, their answer book must be marked by an Invigilator to show the time that they were admitted. The Invigilator must also, preferably at the end of the exam, take note of the circumstances that delayed the student's arrival and ensure that the examiners are aware of them.
79. If a student is admitted late, the Department should make the student aware of the [Personal Circumstances and Academic Appeals Procedure](#) if appropriate.

Register of Attendance

80. All students must complete the student identification form, copies of which are provided in the exam room. The students should complete these before the exam starts and they should be collected within the first 20 minutes of the exam. The completed and signed attendance forms must be returned to the Department at the end of the exam as a record of attendance.
81. All students must place on their desk a physical student card/photographic ID that bears a photograph of the student.
82. If a student does not have a form of photo ID, the Invigilator must annotate the student's answer book to record that they have no physical ID. The student should be offered the opportunity to provide ID to an Invigilator immediately after the exam has ended.
83. A list of students expected to attend each exam will accompany exam papers produced by the Exams Admin team. The student identification forms should be used to check those in attendance against the list. The names of students whose reasonable adjustments require a separate room will be included on the list and not removed.
84. There may be students whose names do not appear on the list of expected students for the exam. The students must be allowed to sit the exam, and they must have photo ID. The names of these students must be added to the list and this list must be kept within the Department. Departments should make equivalent arrangements for Department based exams.
85. The University recognises that some people may wish to wear clothing or items that may obscure their face. It may be necessary for the purposes of identification during an exam to ask a student to temporarily remove any garment that obscures their identity. In this case the student may request a person of the same gender and a private area for identification checks to be made.

Queries from Students

86. Should a student raise a query on an exam question, the disruption to other students should be kept to a minimum. The Invigilators must obtain an answer as early as possible from the Department concerned unless the Department has stated that no questions will be answered and that students must do the best they can with the question concerned.
87. The Invigilator in Charge should use their discretion on deciding whether information resulting from any

query should be made known to all students concerned, taking into consideration any disruption to students sitting a different exam. It is usual for such information to be made known in the interests of fairness and it may be helpful to suggest that the students who have already answered the question concerned should note on their answer book that the information given out was made known after they had written their answers.

88. In the event that any issues are identified with individual exam papers, immediate steps must be taken to ensure consistent communication to students across all exam rooms. Each Department is responsible for developing effective communication procedures to all Invigilators in such circumstances.

Temporary absence

89. When a student requests and is granted permission to leave the exam room temporarily (for illness see [section on illness during exams](#)) they must be escorted as far as is reasonable throughout their absence. An Invigilator has discretion to authorise any University employee they deem fit to act as a student's escort.
90. Students are not permitted to take any exam related materials or mobile devices with them from the exam room.
91. Where a student has received approval for a time-limited temporary absence from an exam for religious observance, in line with the Guidance and Support for Students on Matters of Religion and Belief, it is recommended that the student is offered additional time commensurate with the approved absence.
92. No additional time will be granted for any absence from the exam room, except where a student has relevant reasonable adjustments or approved absence for religious observance.

Toilet breaks

93. Students must be escorted as far as is reasonable by an Invigilator should they need to go to the toilet. Students should be warned that if they are found to have taken a toilet break with unauthorised materials in their possession they will be reported, and disciplinary action will be taken.
94. Once students have been seated, they should not be allowed to leave the room for any reason, including toilet breaks, before the start of the exam, except in the case of emergencies. Students should not leave the exam hall during the first third of the exam or during the last fifteen minutes (including for toilet breaks), unless the student has a reasonable adjustment permitting this.

Departure on early completion of an exam

95. Students may leave an exam at any time after it has been in progress for one-third of its scheduled duration but are not permitted to leave during the last fifteen minutes. This restriction is designed to prevent the general disturbance that may be caused by the number of students who might otherwise leave, particularly during the last five minutes. When fewer than ten students are present, the restriction is not necessary. Invigilators should **not** record the time of a student's departure from an exam on the

answer book.

Warning on end of exam

96. Fifteen minutes before the end of an exam, Invigilators must warn students that fifteen minutes of the exam period remain and that students are no longer permitted to leave and must remain in their places until the exam is over. Invigilators must also warn students again when only five minutes remain. (See Appendix 1 for announcements).

Procedure at the end of an exam

97. At the end of an exam, students must remain in their seats until they are told they may leave. Invigilators are responsible for collecting answer book(s) from each student whilst still in their places, starting with the answer books of students nearest room exits.
98. To ensure all answer books have been collected, Invigilators should check the number of answer books collected against the number of candidates in attendance. Invigilators should not allow students to leave the exam room at the end of the exam until the number of papers has been reconciled to the attendance list.

Removal of answer books from the exam room

99. The **answer books and the register of attendance** must be removed from the exam room by an Invigilator/examiner concerned with the exam. Departments must ensure that an examiner/staff member is in attendance at the end of an exam to collect answer books.
100. In *exceptional circumstances* in the absence of an examiner or an Invigilator from the relevant Department, an Invigilator should make prior arrangements for the answer books and register of attendance to be delivered to a staff member in the Department concerned.
101. When answer books are received by the Department, care must be taken to ensure that they are securely stored. This includes the case where an exam finishes after normal working hours.
102. If there is no-one in the Department to receive the answer books, they remain the responsibility of the Invigilator in terms of secure storage. Answer books must not be taken off campus.

Exceptional procedures of invigilation

Academic misconduct

103. When dealing with a student suspected of engaging in academic misconduct in an exam, the Invigilator must involve another Invigilator as soon as possible to assist and act as a witness. This is important from a legal point of view for the protection of the Invigilator and the University. When carrying out their duties, an Invigilator will be supported by the University Senate in the action they take.
104. 'Engaging in academic misconduct' includes, for example, using unauthorised aids, copying from, and communicating with other students. In the case of a computer-based exam this could include accessing

unauthorised websites or programmes.

105. When an Invigilator detects a case of suspected academic misconduct they must take appropriate action to ensure that the point the student has reached in their answer book is clearly recorded, for example by annotating the answer book at the point reached or, where this is possible without prejudice to the student, by removing the answer book and supplying a fresh one.
106. Where a student is believed to be engaging in academic misconduct and where that student is required to withdraw for conduct disturbing to other students, the Invigilator must send the answer book direct to the Department, giving full details of the circumstances.

Disturbing behaviour

107. When dealing with a student whose conduct they believe to be disturbing to other students in an exam, the Invigilator must involve another Invigilator as soon as possible to assist and act as a witness. This is important from a legal point of view for the protection of the Invigilator and the University. When carrying out their duties an Invigilator will be supported by the University Senate in the action they take.
108. A student whose conduct is, in the view of an Invigilator, disturbing to other students should receive a warning from an Invigilator to stop the disturbing behaviours. If they persist in this conduct following repeat warnings, students should be required to withdraw from an exam.

Student Wellbeing

109. Should a student disclose a potential risk to themselves, or appear to be distressed, Invigilators are advised to accompany the student from the exam room and contact the Disability and Wellbeing Service on **0141 548 3402**. If possible, arrangements should be made for a student to speak to a Disability and Wellbeing Advisor as soon as possible. In an emergency, Campus Security can be contacted on **0141 548 2222**. Disability and Wellbeing should be advised of any risk that a student discloses as soon as the Invigilator becomes aware of it. Programme teams responsible for preparing and conducting exams in other locations (such as an approved University learning centre) should consider whether any further, local services may be required and provide contact information for these as appropriate.

Responding to a general disturbance

110. In the event of a disturbance to the exam not covered explicitly by this policy, the Invigilator in Charge must use their discretion to determine whether and to what extent the disturbance is affecting any of the students being examined and should apply the general principles set out so that disturbance to students is minimised.
111. If the disturbance necessitates the evacuation of the exam room by all students, the [Exam room evacuation procedures](#) must be followed, including the procedures for delaying the finish time of the exam or determining that the exam may not recommence. Where the disturbance does not necessitate the evacuation of the exam room, paragraphs 112 – 116 apply.

112. If a period of disturbance that the Invigilator in Charge deems to be significant occurs within the **first two-thirds** of the exam period and lasts for 60 minutes or fewer, the end of the exam will be delayed by the period of disruption.
113. Should the period of disruption occur within the **first two-thirds** of the exam period and last for more than 60 minutes, the exam will end and will be re-sat at a time to be scheduled by the Exams Admin team. A new exam paper will be produced by the Department.
114. If a disturbance that the Invigilator in Charge deems to be significant occurs within the **last third** of the exam period, the exam will end and be assessed by the examiners, who will take the reduced period of the exam into account.
115. In cases of emergency or where first aid is required Invigilators must contact the **Security Wardens on 0141 548 2222**.
116. If Invigilators encounter other problems with the exam room, such as temperature, desk arrangement or clocks they must contact the Security Warden on duty at the earliest opportunity **0141 548 3333**.

Fire

117. In the event of the fire-alarms being sounded during an exam, the points below should be acted upon as Fire Regulations. **The alarm sound is a continuous siren**. The following actions are to be taken upon the sounding of the fire alarm:
- a) Invigilators shall act as fire safety assistants and will ensure that all students safely evacuate the building in accordance with the [Exam room evacuation procedures](#).
 - b) Once outside the building, Invigilators and students shall report to the designated assembly point and await further instruction from the Security Wardens or the Fire Service.

Power failure/system failure

118. In the event of a power failure during an exam in a venue where there is no natural lighting (though there is emergency lighting), students should be instructed to stop writing and remain seated for fifteen minutes while the cause is investigated. If the lighting is restored during that time, the exam period must be extended by the time missed and the Invigilator must report the occurrence to the Examiners and to Security Wardens. Otherwise, the [Exam room evacuation procedures](#) should be implemented.
119. If the exam is computer-based and there is a power or systems failure, the Invigilator in Charge should liaise with the Department to determine whether it is feasible to recommence the exam without significant loss of student work.
120. If the power or system failure affects only individual student(s), the Invigilator in Charge should determine whether it is feasible for the affected student(s) to recommence the exam without significant loss of student work. If the student recommences their exam, they must be moved to another computer

within the room to log on and complete their exam. If this occurs the student may be permitted additional time to compensate for the time lost when changing computer. The Invigilator must note any occurrences of power or systems failure and report to the Examiner so that it can be taken into account if appropriate.

121. If the student(s) does not recommence the exam, the exam will be re-sat at a time to be scheduled by the Exams Admin team. A new exam paper will be produced by the Department.

Exam room evacuation procedures

122. If it becomes necessary for all students to evacuate the exam room – for example, as a result of a fire alarm or a power failure – Invigilators must ensure that students are:
- a) instructed to stop writing answers;
 - b) informed that the exam may continue after the alarm and the end of the exams may be postponed. Further instructions will be given at the assembly point (to be posted in each exam room);
 - c) instructed to evacuate the room leaving exam papers and answer books on the exam desks;
 - d) instructed not to collect bags or personal belongings before leaving;
 - e) asked to proceed as a group, quickly out of the building and to the assembly point; and
 - f) instructed not speak to each other or use electronic devices during the period of disruption.
123. The period of disruption resulting from an evacuation lasts from when the disruption begins – for example, when the fire alarm sounds - until students are re-seated in the exam room and the exam recommences.
124. If the period of disruption resulting from an evacuation begins within the **first two-thirds** of the exam period and lasts for 60 minutes or fewer, the end of the exam will be delayed by the period of disruption. Students must be informed of the revised end time for the exam.
125. The Invigilator in Charge should determine whether it is feasible to recommence the exam within the 60-minute window as early as possible.
126. If the period of disruption resulting from an evacuation begins within the **first two-thirds** and the period of disruption is expected to be more than 60 minutes, the exam will not recommence and will be re-sat at a time to be scheduled by the Exams Admin team. A new exam paper will be produced by the Department.
127. If the period of disruption resulting from an evacuation begins within the **last third** of the exam period, the exam will end and be assessed by the examiners, who will take the reduced period of the exam into account.
128. Invigilators and students may return to the exam room when authorised by the Security Wardens and

then, if the exam is to recommence, students must be readmitted in an orderly manner.

129. Examiners must be informed of the disruption so that they can take this into account when assessing performance.
130. In the event of a significant disruption to a morning exam, it may be necessary to delay the beginning of an afternoon exam until the room has been prepared.

Illness

131. In the event of illness of a student during an exam the Invigilators are responsible for obtaining any necessary assistance. Security Wardens provide first aid and should be contacted for first aid assistance on extension **0141 548 2222**, which is the University's emergency number.
132. Invigilators must endeavour to ensure that the student experiencing an illness is attended to sensitively while minimising the general disturbance that may be caused to the rest of the students sitting the exam. It may be appropriate to allow the student to leave the room for treatment. If so, students must be escorted as far as is reasonable throughout their absence. An Invigilator has discretion to authorise any University employee they deem fit to act as a student's escort. Students are not permitted to take with them any exam related materials. Mobile devices and other personal belongings should only be accessed when required for medical reasons.
133. The Invigilator in Charge should use their discretion on deciding whether the student should be permitted to re-join the exam. If a student can continue the exam after a short absence, the period lost will be annotated on the answer book, but no additional time will be granted. If the student is unable to continue, the answer book(s) should be annotated with a note of the incident, including the time of occurrence and the student's incapacity to continue the exam. In both cases, the register of attendance must also be annotated with a note of the incident, including the time of occurrence and duration of the student's absence or incapacity to continue the exam. Students must be made aware of the [Personal Circumstances and Academic Appeals Procedure](#) if appropriate.

Marking and retention of answer books

134. The marking of answer books must be conducted anonymously, in line with the [Assessment and Feedback Policy](#).
135. If the marker deems the answer book to be illegible, the Department shall arrange for the student and a member of staff to transcribe the answer book, ensuring that nothing is added to the original content of the answer book.
136. Following completion of marking, the Module Organiser is responsible for calculating the composite mark obtained by each student for the module, and to prepare the marks for upload. The marks return process must be followed as outlined in the [Procedures for the Recording of Marks and Dissemination of Results](#).

137. A deadline for the return of marks is set for each formal assessment period and is printed in the [Calendar of Dates](#). Marks must be returned to Student Business by the published deadline.
138. Answer books on which decisions have been taken by the appropriate Board of Examiners must be retained for the period stipulated in the Policy on Exams.
139. In line with the Assessment and Feedback Policy, students may make a request to view their answer books. Staff should facilitate access under supervision.

Appendix 1: invigilator announcements for written exams

If possible, students are to be allowed to enter the exam room approximately 10 minutes before the exam is due to start. When the students are settled the following announcement should be made:

First announcement to be made by invigilator in charge, at the start of the exam

"Your attention please:

1. Please ensure that all mobile phones and other electronic devices are switched off and are placed in your bag.
2. Please display your physical photo ID (no mobile devices) on your desk throughout the exam.
3. Complete the attendance slip if there is one on your desk.
4. Only authorised materials should be on your desk during the exam.
5. *****Check that the paper in front of you is the one you should be sitting.*****
6. *****All students should write clearly on the front of all answer books used, the desk number where they are seated (as indicated on top right corner of desk).*****
7. Please read the instructions on the exam paper carefully. It is essential that you fill in your registration number on the front of the answer book and on all stationery used. You should only seal the sticky edge once you have completed the exam.
8. If you require continuation sheets or additional answer books, please let us know by raising your hand. Treasury tags will be supplied for you to secure the continuation sheets to your answer book.
9. You **cannot leave the hall during the first third** of the exam **or during the last fifteen minutes**. I will warn you when there are fifteen minutes and five minutes left. When leaving the room, please do so quietly.
10. If you are found to have any unauthorised materials in your possession, including during breaks, you will be reported, and disciplinary action will be taken.
11. If you complete the exam early, please raise your hand and wait for your answer book to be collected before you leave the room.
12. At the end of the exam please remain in your seat and follow the invigilator instructions.
13. You may now begin writing ..."

15 minutes before the end of the exam, Invigilators should remind students that they may NOT now leave the room until the exam is formally over.

Invigilators should give students a final reminder 5 minutes before the end of the exam.

*At the **end of the exam** the following announcement should be made:*

Second announcement to be made by invigilator in charge, at the end of the exam

"Your attention please:

1. The exam is now over, please stop writing.
2. Please remain seated in silence while the answer books are collected.
3. Do not leave the room until instructed to do so by an invigilator."

Contact details in the event of a disturbance during an exam

1. For a general disturbance (see [Responding to a General Disturbance](#) section in this document), call **University Security on 0141 548 3333**.
2. In the event of illness/First Aid or another emergency (see [Exceptional Procedures of Invigilation](#) section in this document), call University Security's emergency number on 0141 548 2222.
3. For support from the Disability and Wellbeing Service in the event of a student disclosing a personal risk to themselves or signs of distress (see [Student Wellbeing](#) section in this document), call 0141 548 3402.

Appendix 2 invigilator announcements for computer-based exams

If possible, students are to be allowed to enter the exam room approximately 10 minutes before the exam is due to start. When the students are settled the following announcement should be made:

First announcement to be made by invigilator in charge, at the start of the exam

"Your attention please:

1. Please ensure that all mobile phones and other electronic devices are switched off and are placed in your bag.
2. Please display your physical photo ID (no mobile devices) on your desk throughout the exam.
3. Complete the attendance slip if there is one on your desk.
4. Only authorised materials should be on your desk during the exam.
5. You are here to complete the < class/exam name >. If this is not the case, raise your hand now.
6. Please read and listen to any instructions carefully.
7. Only use the paper provided by invigilators. If you require continuation sheets or additional answer books, please let us know by raising your hand.
8. You **cannot leave the hall during the first third** of the exam **or during the last fifteen minutes**. I will warn you when there are fifteen minutes and five minutes left. When leaving the room, please do so quietly.
9. If you are found to have any unauthorised materials in your possession, including during breaks, you will be reported, and disciplinary action will be taken.
10. Please ensure that you are only logged in to < **specify for example myplace** > and no other web page or emails now.
 - a. **If relevant**
 - i. You are **not** permitted to view other web pages, online material or log in to your emails for the duration of the exam. If you are found doing so, even if you have completed the exam, you will be reported, and disciplinary action may be taken.
11. When you have completed the exam, please ensure that you **click to submit your answers**. You should only click to submit your answers when you are ready as this may only be done once. At the end of the exam please make sure that you log off.
12. If there is a fire alarm during the exam please **click to submit your answers**, log off the machine and follow the invigilators instructions when evacuating and re-entering the exam room
13. If your machine hangs or crashes during the exam, please raise your hand to alert the Invigilator who will transfer you to a new machine where you can log on and carry on the exam. If you have not clicked on

submit, your exam will still be in progress, and you will be able to carry on from where you were before the machine crashed.

14. If you complete the exam early, please raise your hand and wait for the Invigilator to give permission for you to leave.
15. At the end of the exam please remain in your seat and follow the invigilator instructions.
16. Depending on how the exam will be opened and closed either 16a or 16b should be used.
 - a. the exam will open automatically at **<time>** and close at **<time>** as shown by the clock on your pc. Please make sure that you have clicked to submit your answers before the exam closes otherwise this will be done automatically.
 - b. I will now open the exam which will run from **<time>** to **<time>** as shown by the clock on your pc. Please make sure that you have clicked to submit your answers before the exam closes otherwise this will be done automatically.
17. The exam will time out after **<duration>**.
18. The password for this exam is: _____.
19. You may now follow the instructions to begin the exam.

15 minutes before the end of the exam Invigilators should remind students that they may NOT now leave the room until the exam is formally over.

*Invigilators should give students a **final reminder 5 minutes before the end** of the exam.*

*At the **end of the exam** the following announcement should be made:*

Second announcement to be made by invigilator in charge, at the end of the exam

"Your attention please:

1. The exam is now over.
2. Please now click to submit your answers and log-off the machine.
3. Do not leave the room until instructed to do so by an invigilator."

Contact details in the event of a disturbance during an exam

1. For a general disturbance (see [Responding to a General Disturbance](#) section in this document), call **University Security on 0141 548 3333**.
2. In the event of illness/First Aid or another emergency (see [Exceptional Procedures of Invigilation](#) section in this document), call University Security's emergency number on 0141 548 2222.
3. For support from the Disability and Wellbeing Service in the event of a student disclosing a personal risk to themselves or signs of distress (see [Student Wellbeing](#) section in this document), call 0141 548 3402.