



**EXAM INVIGILATION POLICY**




**VERSION 1.2**  
**06/01/2023**

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**DOCUMENT AMENDMENT RECORD**

VERSION	DATE	AMENDMENT SUMMARY	AUTHOR	SIGNATURE
1.0	17/09/2021	Initial Release	BS	
1.1	30/11/2021	Updated reference documents	BS	
1.2	06/01/2023	Updated Head of Training	MB	

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**REFERENCE DOCUMENTS**

VERSION	DATE	DOCUMENT TITLE	SOURCE
v1.2	06/01/2023	Reasonable Adjustment & Special Consideration Policy	Internal File Path: [00.03]
v1.2	06/01/2023	Appeals Policy	Internal File Path: [00.03]
v7.0	N/A	TQUK Centre Handbook	Internal File Path: [00.01]

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## 1. INTRODUCTION

The aim of this policy is to outline the procedure by which Colena Ltd trading as, and herein referred to as heliguy<sup>™</sup>, will facilitate exam invigilation including remote theoretical examinations.

A fundamental element of regulated qualifications is the assessment of a candidate's knowledge and understanding of a defined syllabus. Examinations are routinely conducted under the physical presence of an assessor, however, these are also occasions where remote assessments are required. These must abide by, and maintain the integrity of the examination, and not be perceived as a lesser-standard or more vulnerable to fraudulent actions.

## 2. SCOPE

This policy applies to any candidate undertaking theoretical examination during the acquisition of regulated qualification with heliguy<sup>™</sup>. This policy does not extend to the conduct of any vocational assessments which must be delivered in physical form.

## 3. DIRECT EXAM METHODOLOGY

All direct (physically supervised) theoretical examinations must follow a defined methodology in order to ensure the candidate understands the requirements. All examinations held in person under the supervision of an exam invigilator/ assessor must be done so in accordance with the heliguy<sup>™</sup> exposition.

1. The candidate must present a form of approved photographic identification (UK Driving License, Passport, National Identity Card) to the assessor at the commencement of the assessment;
2. Examinations must make use of IT hardware which is capable of hosting the exam (eg. Access to wi-fi);
3. Examination of multiple candidates simultaneously is permitted;
4. Candidates are not permitted to speak, or discuss questions/ answers with any other candidate;
5. Candidates are not permitted access to any learning material or source which can be used as a reference during the assessment;
6. Notepads and calculators are permitted, however, any notes made do not contribute to the exam;
7. Assessments cannot be conducted by other means unless approved as a reasonable adjustment in accordance with the reasonable adjustment and special consideration policy;
8. Upon submission of the exam, candidates may not alter the exam in any way;
9. Any suspected malpractice (deception) will result in the assessment being deemed null and void, and the candidate subject to action in accordance with the malpractice and maladministration policy.

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#### 4. REMOTE EXAM METHODOLOGY

All remote theoretical examinations must follow a defined methodology in order to ensure the candidate understands the requirements; ensuring that any advantage or disadvantage presented by the absence of physical supervision does not constitute a reduction in the integrity of the assessment.

1. The candidate must present a form of approved photographic identification (UK Driving License, Passport, National Identity Card) to the assessor at the commencement of the assessment;
2. Examinations must make use of audio-visual (webcam) equipment to fulfil assessor observation of both the candidate and their screen at all times and hear any sound within the vicinity;
3. Visual observation from a fixed laptop webcam or screen-sharing functionality alone, is insufficient to fulfil the requirement for assessor observation;
4. The assessor/ candidate ratio must be strictly 1:1. Examination of multiple candidates simultaneously is prohibited;
5. The assessment must take place in an location where the applicant is alone;
6. Before the applicant undertakes the assessment, they must provide a 360-degree view of the vicinity where the examination is taking place. This is to ensure no other individual is within the vicinity, can make contact during the examination, or that any learning material is located within the vicinity which can be used as a reference during the assessment;
7. Assessments cannot be conducted by other means unless approved as a reasonable adjustment in accordance with the reasonable adjustment and special consideration policy;
8. If the candidate is interrupted during the assessment period, it shall be deemed null and void;
9. If a loss of video and/ or audio occurs which affects the continuity of the assessment, it shall be deemed null and void;
10. Any suspected malpractice (deception) will result in the assessment being deemed null and void, and the candidate subject to action in accordance with the malpractice and maladministration policy;
11. Assessments must be recorded, capturing both the candidate and the candidate's screen for the entire examination.

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## 5. CONSENT TO AUDIO/ VIDEO RECORDING

Prior to the commencement of the remote examination, the candidate must be asked whether they consent to the examination being recorded. Evidentially, this cannot be recorded, therefore the recording can only be instigated once the candidate affirms their permission. Any candidate who does not consent to the recording will be offered a physical examination as a substitute means of facilitation.

## 6. RETENTION & AUDIT

Any media generated from the examination, such as audio/ video recordings must be retained in accordance with the heliguy<sup>™</sup> data protection policy and heliguy<sup>™</sup> Exposition. The qualification regulator and/ or Civil Aviation Authority (CAA) are entitled to request the disclosure of such file(s) as part of an audit assessment, ensuring that defined procedures are adhered to.

## 7. APPEALS

Any candidate may submit an appeal as detailed in the Appeals Policy. This can include:

1. Appeals from candidates in relation to a formal assessment where it is alleged that heliguy<sup>™</sup> did not apply a defined procedure correctly;
2. Appeals from candidates in relation to a formal assessment where it is alleged that the candidate(s) have been subject to malpractice and/ or maladministration;
3. Appeals from candidates in relation to a formal assessment where it is alleged that the candidate(s) have been subject to a violation of the equality and diversity policy;
4. Appeals from candidates in relation to a formal assessment where it is alleged that heliguy<sup>™</sup> did not apply a special consideration or reasonable adjustment;
5. Appeals from candidates in relation to a decision in relation to a complaint to heliguy<sup>™</sup>, of a formal assessment.

## 8. SUMMARY

The integrity of the assessment cannot be undermined due to the dislocation between the assessor and the candidate. A methodical approach to the conduct of a remote assessment ensures that an advantage is not obtained or a disadvantage experienced by a candidate.

Any questions relating to the content of this document should be directed to the undersigned in the first instance.



Mark Blaney  
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