

# Guidance and Procedures for the Preparation and Conduct of Written Examinations

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# 1 Introduction

3.7.1 Boards of Examiners are responsible for the approval of the content of written examination papers.

3.2.1. Students must follow specific instructions for assessments. Failure to do so may result in a penalty or non-valid attempt. This includes submitting work for assessment by the published deadline and presenting themselves for written or timed examinations at the published time and place.

## 1.1 General

- 1.1.1 The policies and procedures set out in this document underpin the regulations which all staff and students are expected to follow. They provide greater details of the principles behind the regulations and the rules and processes that Goldsmiths puts in place to positively impact on the student and staff experience and to ensure compliance with external regulatory frameworks.
- 1.1.2 The relevant regulations appear in text boxes at the start of each section.

## 1.2 Scope

- 1.2.1 The Guidance and Procedures for the preparation and Conduct of Written Examinations describes individual roles and responsibilities in carrying out the tasks relating to the preparation of written examination papers and the conduct of the examinations themselves.

## 1.3 Key Contacts

Assessments enquiries (Assessments Manager) [assessments@gold.ac.uk](mailto:assessments@gold.ac.uk),  
020 7717 2254 or 020 7078 5328

Head of Registry Operations (Advice on Goldsmiths' Regulations and good practice) 0207 919 7215

## **2 Roles and Responsibilities**

### **2.1 Departmental Examinations Officer**

- 2.1.1 Ensure that the Assessments Manager is informed by the end of the Autumn term of any special requirements regarding the timing of formal written examinations.
- 2.1.2 Where delegated authority has been given by the Chair of the relevant Board of Examiners, the Departmental Examinations Officer shall be responsible for the first draft and final accuracy of each examination paper and resit paper and for ensuring that the examination papers and coursework questions correspond with the syllabus as set out in the Regulations.
- 2.1.3 Submit final camera ready copies of papers which have been agreed by the External Examiner following the guidance from the Assessments Manager by the specified date set for each session (the beginning of December for January, March for the May examination period) . Papers will be requested in June/July for the late summer retake and deferred examinations.
- 2.1.4 Once the timetable is set, DEOs must allocate academic staff to invigilation duties as necessary, working from an approximate ratio of one Invigilator per 40 students, another invigilator should be allocated if the student ratio is exceeded by +5. Sufficient staff must be allocated to each venue to guarantee the integrity of the examination.
- 2.1.5 Submit lists of Invigilators to the Assessments Manager for information, absent invigilators must be covered by other staff in the Department concerned.
- 2.1.6 Ensure that any special materials not held in the Assessments Team (such as automated answer sheets, pencils, rubbers, statistical tables, graph paper) are taken directly to the examination room and additional supplies made available in advance to the Assessments Team for students sitting separately.

### **2.2 Assessments Manager**

- 2.2.1 Booking and allocation of the examination venues.
- 2.2.2 Production of the examinations timetable, circulated to Departmental Examinations Officers 2-4 weeks before the start of the examinations.
- 2.2.3 Reproduction of examination papers for each examination, stored in secure conditions until required and provision of all necessary examination material.
- 2.2.4 Providing seating plans for examination rooms where multiple examination papers are scheduled for the same venue.

- 2.2.5 Recruitment and allocation of at least one registry assistant to be on duty in each session. Registry assistants work under the direction of the invigilator and escort students who need to leave the examination room during the course of the examination.

## **3 Preparation of Written Examination Papers**

### **3.1 General**

- 3.1.1 The Board of Examiners is responsible for the approval of the content of written examination papers. The written examination papers should:
- 3.1.1.1 reflect the balance between the various parts of the module covered;
  - 3.1.1.2 deemed to be at the appropriate standard;
  - 3.1.1.3 provide candidates with the element of choice;
  - 3.1.1.4 be designed to be completed during the allotted time.
- 3.1.2 Written papers are scrutinised by at least the Chair, relevant staff and the external examiner and agreed at a scrutiny meeting attended by all examiners, with comments from the externals being taken into account.
- 3.1.3 Written examination papers must be written for January, May and late summer retake examination periods in the Autumn Term.
- 3.1.4 Students required to re-sit a written examination paper must be provided with an examination paper based on the syllabus studied in the former session. If a unique paper is set for one or more individuals (e.g. retakes), the rubric must include the student ID number/s of those sitting, to ensure the correct paper is made available to the correct student in the halls.

### **3.2 Security of Examination Papers**

- 3.2.1 Strict security is essential in the preparation of examination papers and other material for unseen examinations:
- 3.2.1.1 exam papers are saved to the specified drive with restricted access, see 4.1.1.
  - 3.2.1.2 examiners are required to preserve absolutely the secrecy of examination papers at all stages until the papers have actually been taken by the candidates;

- 3.2.1.3 the contents must not be disclosed to any persons other than to members of the Board of Examiners or to officials of the College who are specially appointed to deal with papers, except where the College has specifically approved the disclosure to candidates of the topics to be covered in advance of the examination;
- 3.2.1.4 failure to observe these instructions by an Examiner or any other persons having knowledge of the actual or probable content of an examination paper will constitute an examination offence and may lead to action being taken under the College Disciplinary Regulations.
- 3.2.1.5 staff attending meetings to discuss the content of any examination paper should be reminded that they must observe strict security as noted above.

### **3.3 Copyright**

- 3.3.1 Copyright rules apply to written examination papers, copyright material used in setting an examination question must be accompanied by “a sufficient acknowledgement”. This is defined as: “... an acknowledgement identifying the work in question by its title or other description, and identifying the author unless (a) in the case of a published work, it is published anonymously (b) in the case of an unpublished work, it is not possible for a person to ascertain the identity of the author by reasonable inquiry.”
- 3.3.2 The “author” is defined as the person who creates the work, so this could be writer, composer, performer, artist, film director, broadcaster, computer programmer etc.
- 3.3.3 It is a condition of the appointment of every Examiner that the College shall, without payment, be licensed to reproduce copies of examination papers (or material contained therein) prepared by that Examiner for the College, either alone or in collaboration with others, for the purpose of conducting the examination. The College shall also have the exclusive licence thereafter to publish the paper(s) as a whole provided that the College shall not assign or transfer this exclusive licence in any way to any other person
- 3.3.4 If an examination paper contains material requiring copyright permission, the Chair of the Board of Examiners or their nominee must ensure that the required permission is obtained before the paper is submitted.

### **3.4 Instructions and Information**

- 3.4.1 The rubric at the head of the examination papers must be clear and unambiguous and contain the name and module code of the paper. The time allowed for the completion of the paper and any specific instructions to the candidates, such as ‘this paper may not be retained or removed from this venue’, if available, the date and time of the examination must be stated.

- 3.4.2 Boards of Examiners are permitted to decide precisely which source materials students shall be permitted to bring in to the examination room or be provided with, subject to the provisions of the regulations for the relevant degree. Such materials may not include dictionaries for the specific purpose of enabling students to overcome any deficiency in their command of the English Language. The rubric of the examination paper must specify what source materials are permitted.
- 3.4.3 Boards of Examiners are permitted to determine if students may take into examination rooms and use their own electronic calculators. Examiners shall ensure that:
  - 3.4.3.1 students using electronic calculators shall not have an unfair advantage over candidates not using them;
  - 3.4.3.2 students must state on their scripts the name and type of electronic calculator used;
  - 3.4.3.3 only hand held calculators quiet in operation, with their own power supply are permitted;
  - 3.4.3.4 students are responsible for the provision and reliability of their calculator, and an alternative method of calculation is the machine fails unless otherwise stated;
- 3.4.4 Boards of Examiners can only permit the introduction of materials by candidates if it can reasonably be expected that students will have access to such materials;
- 3.4.5 the rubric of the examination paper must state that the use of electronic hand held calculators is permitted.

## **4 Written Examination Paper Process**

### **4.1 Examinations Drive**

- 4.1.1 The files will be stored on the Cross-Department drive in a folder called 'Examinations'. This folder will contain another folder that is department specific with unique permissions for those specified as needing access. Departments should ensure that they are able to access the appropriate areas.

- 4.1.2 Once papers have been finalised, they should be saved to new folders so the Assessments team can access them should there be any issues on the day of the examination or further copies required. It is recommended that separate folders be set up for January, May and August sessions to ensure the incorrect versions are not used during the wrong examination periods.
- 4.1.3 Files should always be saved as a PDF document.
- 4.1.4 It is the responsibility of the department to ensure the content and formatting of the examination paper is correct at the point of saving it to the drive.

## **4.2 Naming convention for files**

- 4.2.1 When saving the paper, it is essential to include the module name (or enough of the name to allow easy look up) and code as well as the month and year the exam is taking place. (e.g.PS53019D Cross Cultural and Individual Difference Jan 18).

## **4.3 Paper Printing**

- 4.3.1 Departments must email Print Services with the completed Print Order form once the exam has been saved onto the drive for the team to begin.
- 4.3.2 Print Services request that no electronic versions of the papers are sent to them via email.
- 4.3.3 Departments should email Assessments team with the Print Order form once the exam has been saved to the R drive.

## **4.4 Information required by Print Services and Printing standards:**

- 4.4.1 Departments should:
  - 4.4.1.1 ensure that the printing form is completed correctly;

- 4.4.1.2 ensure any special requirements are clearly indicated to the Print Services team.
- 4.4.1.3 specify permitted materials on the front of the examination paper e.g calculators, notes;
- 4.4.1.4 include the module code and title on the front of the paper along with the length of the paper with reading and writing time specified (if applicable);
- 4.4.1.5 if you have chosen to allow students to retain a paper, please clearly state on the front of the paper itself;
- 4.4.1.6 number the pages, and clearly state where blank space pages is intentional;
- 4.4.1.7 indicate which students are required to sit each paper if there are multiple versions under the same code (for students from previous cohorts for example).

#### **4.5 Additional Papers:**

- 4.5.1 Assessments currently use the following guidelines for the printing of papers, including spare copies for any additional students who may arrive on the day:

<b>Total student sitting</b>	<b>Number of additional papers to be printed</b>
1-10	3
11-50	5
51-150	10
151+	15

#### **4.6 Checking the finished print run**

- 4.6.1 The Print Order forms will be used for checking the print run when the papers are collected from Print Services. Any errors will then be dealt with by the Assessments team.
- 4.6.2 Departments should contact the Assessments office as soon as possible if a paper that has already been printed is found to be incorrect. A new print run will need to be requested by the department and a new version of the paper saved on the drive ensuring it is clear that the new file contains the most recent version.



## **5 Examination Timetable**

### **5.1 Creation of the timetable**

- 5.1.1 In the Autumn Term Departmental Examinations Officers must confirm to the Assessments Manager:
  - 5.1.1.1 the modules (name and code) that have a written examination element and require inclusion in the timetable for that session in the Autumn Term;
  - 5.1.1.2 information/special requests relating to the scheduling of written papers, every effort will be made to meet requests but provision is subject to competing requirements.
- 5.1.2 Draft examination timetables will be sent to Departments for consideration and comment prior to publication.

### **5.2 Publication of the timetable**

- 5.2.1 Once finalised the examination timetable will be available for students to access on the Goldsmiths website.
- 5.2.2 Students with assessment reasonable adjustments who are sitting separately, away from the main venue, will be sent an individual timetable detailing the date, time and venue of their examinations by a specified date. This can be found on the Goldsmiths website.

## **6 Invigilation and Conduct of Examinations**

### **6.1 General**

- 6.1.1 Departmental Examinations Officers should ensure that invigilators are aware of the duties required, as indicated below and in the notes circulated to departments in March. Training will be arranged for a date in the first two weeks of the summer term by the Assessments Manager, please encourage invigilators to attend, especially new members of staff.

### **6.2 Numbers of Invigilators and attendants**

- 6.2.1 A minimum of 1 Invigilator per 40 students is required to guarantee the integrity of the examination. If this ratio is exceeded by +5 students an additional invigilator must be allocated (for number of invigilators for venues accommodating students with assessment adjustments, see below).

- 6.2.2 The Assessments Manager shall allocate at least one registry assistant to each examination room, and for larger venues, where possible, more. Registry assistants are employed for escort duties and general help in the examination room, they are not responsible for the setting up the examination room, except under the direction of the invigilator in attendance.

### **6.3 Duties of Invigilators**

- 6.3.1 Invigilators must conduct the examinations in accordance with these instructions and with reference to the rubric of the relevant written examinations.

### **6.4 Use of source materials and calculators**

- 6.4.1 The rubric of the examination paper should include instructions unique to that examination. E.g. whether source materials or electronic calculators are permitted in an examination. Where calculators are used, students must note the name and type of calculator on their scripts.
- 6.4.2 Dictionaries may not be brought in to the examination room.

### **6.5 Setting up the Examination Room**

- 6.5.1 Invigilators shall report to the examination room allocated 45 minutes prior to the commencement of the examination (i.e. 9.15 am or 1.45 pm for examinations commencing at 10.00 am or 2.30 pm respectively).
- 6.5.2 Upon arrival invigilators should set up the examination room, they shall ensure that each student in their charge has on the desk:
- 6.5.2.1 a numbered desk card;
  - 6.5.2.2 a blank script;
  - 6.5.2.3 an examination paper to be placed face up;
  - 6.5.2.4 any other necessary authorised materials as noted in the rubric (specialist materials such as statistical tables, automated answer papers, pencils etc. should be taken by the invigilator to the examination room).
- 6.5.3 Security of all examination materials must be maintained, examination rooms must not be left unattended before the examination commences.
- 6.5.4 Invigilators are responsible for the smooth running of the examinations in their charge, they must ensure that correct procedures are observed and that silence is maintained throughout the examination.

### **6.6 Starting and overseeing the examination**

- 6.6.1 Students should be allowed to enter the smaller venues at least 10 minutes before the start of the examination, 15 minutes before in the large venues.

- 6.6.2 A Senior Invigilator (decided in advance) shall read out the announcement on the starting instructions.
- 6.6.3 During the examination Invigilators shall concentrate exclusively on invigilation and shall undertake the following:
  - 6.6.3.1 the invigilator must ensure that no noisy activities are taking place nearby which would disturb the students;
  - 6.6.3.2 that a clock is clearly visible in all parts of the examination room;
  - 6.6.3.3 invigilators must check that the photograph on the ID card corresponds to the student. Students who wear a covering over the face will report to the Assessments Team, in the Student Centre, to determine their identity in private. Students wearing any other form of headgear (caps etc) should also be asked to temporarily remove the hat for inspection;
  - 6.6.3.4 registers shall be completed and signed after 30 minutes showing those present and absent.
  - 6.6.3.5 invigilators should regularly move their vantage point within the room, keeping the noise to a minimum, to prevent cheating;
  - 6.6.3.6 invigilators may not undertake any reading or work on a laptop during the examination;
  - 6.6.3.7 when a student requests to go to the toilet, before the registry assistant takes them, the invigilator shall note, on the answer book, the time the student leaves;
  - 6.6.3.8 reporting of any unusual incidents or problems that arise during the course of the examination on the incident form supplied with the stationery, to be sent to the Chair of the Board of Examiners for reference in case of student complaints or appeals.
- 6.6.4 A student who asks to leave the examination room during the course of the examination with the intention of returning must be accompanied by an authorised person (normally the registry assistant). The Invigilator must note on the answer book the time the student leaves, any time lost may not be added to the end of the examination.
- 6.6.5 If a student wishes to leave before the end of the examination the Invigilator shall, in the student's presence, mark the time of leaving in the script. Except in case of emergency no student may leave the examination room during the first 30 minutes or the last 15 minutes of the examination.
- 6.6.6 In the event of a student being taken ill, or if a similar emergency occurs, the Invigilator shall take any necessary action, and then send for a member of the Assessments Team. A full written report shall be made on the incident form.

- 6.6.7 In no circumstances must an Invigilator attempt to elucidate or interpret an examination paper. If it is thought that a misprint has been discovered the Invigilator shall send the registry assistant to the Assessments Team, who will contact the Department and/or the relevant Examiner. Any corrections will be communicated to all relevant students in the form of an announcement (if only students taking that paper are in the room) or a notice board or written sheet given to each student (if there are other examinations also taking place). Invigilators should ensure students sitting separately are also informed. Any such misprint shall be reported to the Assessments Manager for forwarding to the Board of Examiners.
- 6.6.8 If a student arrives whose name and number are not shown on the register, the Invigilator shall ask the registry assistant to check the student's record and assessment arrangements with Assessments so that appropriate arrangements can be made.

## **6.7 Late Arrivals**

- 6.7.1 Students who arrive within the first 30 minutes may be permitted to sit, but that time is lost, the invigilator may not extend the time allowed to that student, as the examination room must be vacated on time.
- 6.7.2 Students who arrive 30 minutes after the commencement of the examination must be escorted to the Assessments Manager by the registry assistant. If the Assessments Manager decides the student is allowed to sit and can make the appropriate arrangements, they shall be warned that the paper will only be accepted at the discretion of the Chair of the Board of Examiners. At the end of the examination, the student shall be required to write a detailed statement of why they were late, accounting for all their movements up to the time of arrival at the examination.

## **6.8 Finishing the Examination**

- 6.8.1 Ten minutes prior to the end of the examination, the Senior Invigilator shall announce the time left to the students.
- 6.8.2 At the end of the examination, the Senior Invigilator shall stop the examination and read out the finishing instructions, provided in the stationery guidance.
- 6.8.3 Each Invigilator shall collect all the scripts for their Department before the students are permitted to leave the examination room. When all the scripts have been collected the students may leave.
- 6.8.4 The Invigilator shall check the scripts against the register. Each Invigilator is responsible for collecting and checking the appropriate scripts, and for ensuring that two copies of the examination paper and a completed signed cover sheet is tied in with each batch.

6.8.5 The Invigilator shall ensure that the annotated and signed registers, and all spare materials are handed to the registry assistants for return to the Assessments Office.

6.8.6 That unused scripts or answer books are secured in the lockable cupboard or returned to the Assessments Office.

## **6.9 Suspected cheating during written examinations**

6.9.1 If an Invigilator suspects a student is cheating they shall inform that student that they will be reported for the alleged offence. The Invigilator shall write in the answer book a short description of the circumstances, together with their initials and a note of the time. The student may then be permitted to proceed, in a new book if necessary and a note of the situation should be made on the incident form. Any unauthorised materials shall be removed and kept until after the investigation of the offence. The Invigilator shall immediately make a full report of the incident to the Assessments Manger for submission to the appropriate Chair of the Board of Examiners, who shall conduct an investigation in to the offence as set out in the “Academic Misconduct Policy and Procedures’.

## **6.10 Emergencies/Fire Alarms**

6.10.1 In the event of a fire alarm or similar emergency, should it be necessary to stop the examination and evacuate the examination room, the Invigilators shall ensure that they are aware of the following procedures:

6.10.1.1 Invigilators shall instruct the students to leave the examination room in an orderly manner, leaving all examination materials on their desks and bags in the examination room to reassemble in a specified area and not to discuss the paper;

6.10.1.2 The Invigilator who made the emergency announcements shall act as Senior Invigilator, and be the last to leave, ensuring that the examination room is cleared, and if possible, secured. A careful note shall be taken of the time the examination stopped. The Departmental Invigilators shall take a copy of the register and, when the students have re-assembled, check the names off to ensure all students are accounted for;

6.10.1.3 As soon as possible after the emergency is over, and the examination room is available again, the Invigilators, depending on the time, and the length of the delay, shall decide in consultation with the Assessments Manager whether or not the examination shall continue. If it is agreed that it is possible to re-commence the students shall be allowed back in the examination room and continue for the time outstanding when the examination had to be stopped;

- 6.10.1.4 The Invigilators shall submit full reports to the Assessments Manager for forwarding to the Chair of the Board of Examiners.
- 6.10.2 If the recommencement is delayed so that the examinations cannot be completed, the Invigilators shall inform the students, collect the scripts and distribute them in the normal way. The Assessments Manager in consultation with the Head of Registry and the Chair of the relevant Board of Examiners shall then consider the position in the light of the reports submitted by the Invigilators and, if appropriate, the Pro-Warden appointed by the Warden. It then shall be determined whether:
- 6.10.3 to accept the scripts as completed as a reliable means of assessing the students for the relevant module;
- 6.10.4 to accept the scripts as completed as part of the result and to set as a means towards assessment an appropriate additional assessment and/or viva voce examination.
- 6.10.5 to declare the examination void and set another paper to be taken within the same examination period;
- 6.10.6 there is scope within the regulations to discount the examination and assess the students on work submitted during the year.

## **6.11 Invigilation for students with Reasonable Adjustment Support Agreements (RASA)**

- 6.11.1 The arrangements for the invigilation of students sitting with assessment reasonable adjustments shall be made by the Assessments Manager.
- 6.11.2 The Assessments Manager calculates the number of Invigilators required from each Department for students with assessment adjustments. The Departmental Examinations Officers shall provide the names and contact telephone numbers of staff allocated to invigilate students with assessment adjustments and also those staff who will be asked to be available for emergency situations or unexpected cases in relation to RASA.
- 6.11.3 If for any reason any member of staff is unable to fulfil the allocated duty, they should immediately contact the Departmental Examinations Officer in the first instance.
- 6.11.4 RASA are varied and individual, although Assessments try to group similar needs, they are individual to the student concerned and examination rooms seating 20 students will require the invigilator to monitor the room and competing needs closely;
- 6.11.5 Staff allocated to invigilate students with assessment adjustments should be aware that the arrangements provided cause the duration of the examination to be longer than the main examination and therefore finish up to two hours later.