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ONLINE INVIGILATOR TRAINING: WHAT SHOULD YOU COVER IN YOUR FOLLOW-UP MEETING?

Online training and assessments are essential for helping centres meet JCQ requirements and rigorously test invigilators' understanding of the Instructions for conducting examinations. This level of assessment is more difficult to achieve through face-to-face training alone.

During the last academic year, more than 110,000 invigilators completed The Exams Office's online training and assessment module, covering:

- Unit 1: New invigilators – Instructions for conducting examinations
- Unit 2: Instructions for conducting on-screen examinations
- Unit 3: Existing/experienced invigilators – Annual update, including JCQ regulation changes
- Unit 4: Supervising and supporting access arrangements – Instructions for invigilators and facilitators

Since launching the units within this module in 2023, The Exams Office has recommended supplementing online training with centre-led sessions, delivered online or face-to-face, to cover local arrangements, clarify JCQ requirements and address invigilators' questions.

From 1 September 2026, JCQ's Instructions for conducting examinations regulations also require centres to record invigilators' attendance at an online or face-to-face training session, in addition to online training. This record must be retained until the deadline for reviews of marking has passed or any appeal, malpractice or other results enquiry has been completed, whichever is later.

What should your follow-up session cover?

Your follow-up session should go beyond the JCQ regulations covered by the online training and assessments. In addition to any mandatory training, such as safeguarding training required under the Department for Education's Keeping Children Safe in Education guidance, consider the following areas.

Questions and answers

Give invigilators the opportunity to ask questions, clarify requirements and address any areas of the JCQ regulations they may have misunderstood.

Review of online training and assessment results

Use the reporting facility in the Assessments area of The Exams Office Hub to identify questions that invigilators found difficult to answer correctly. Revisit these areas to reinforce understanding.

Review of the previous examination series

Discuss good practice that should be repeated and areas requiring improvement.

Use this opportunity to address any issues identified during your centre's previous JCQ inspection, as well as common findings highlighted by the JCQ Centre Inspection Service during the previous academic year.

Encourage invigilators to share their experiences and discuss situations they found difficult to manage in the examination room.

Changes to JCQ regulations

Review the changes in the latest Instructions for conducting examinations guidance and confirm that invigilators understand how these affect their responsibilities during the conducting of an examination.

Share essential JCQ information

Ensure all invigilators receive/are familiar with the relevant JCQ documents, including:

- Checklist for invigilators (for written examinations)
- Warning to candidates poster
- Unauthorised items poster
- Information for candidates - Written examinations
- Information for candidates- On-screen examinations (where applicable)
- Invigilation training checklist (optional)

Confirm centre-specific arrangements and procedures

Use The Exams Office's Centre-specific Invigilator Training Record to cover your centre's arrangements, including the following:

- Before, during and after the examination preparation and room arrangements
  - Invigilator involvement in the 'second pair of eyes' check and its recording, where applicable
  - Examination start times and arrangements for timetable clashes, including supervised breaks between papers scheduled in the same session or moved to an earlier or later session within the same day
  - Examination resources provided by the centre and materials candidates must bring, including the use of calculators
  - Setting up examination rooms, seating arrangements and invigilation procedures
  - Candidate identification procedures
  - The role of senior leaders in the examination room at the start of an examination, where applicable
  - The invigilator announcement, starting the examination and the centre's policy on the five-minute warning
  - Procedures for candidates arriving late or very late
  - Completing attendance registers and reporting absences
  - The centre's policy on candidates finishing early and whether they must remain in the examination room for the full duration of the paper
  - Procedures for candidates who need to leave the examination room temporarily
  - Actions required at the end of an examination, including collecting scripts and unused question papers

- Candidate conduct and personal belongings
  - Procedures for unauthorised items brought into the examination room
  - Permitted food and drink
  - Where candidates' personal belongings and unauthorised items handed to invigilators must be stored
- Emergencies, malpractice and the end of the examination
  - Recognising and reporting malpractice
  - Emergency evacuation procedures
- On-screen examinations, where applicable, confirm arrangements for:
  - Room layout and candidate seating
  - Unplanned interruptions, including emergency evacuations and technical failures
  - Finishing the examination and procedures for printing candidates' work outside the permitted examination time, where applicable.
- Access arrangements
  - Approved access arrangements for the current academic year, including candidate-specific arrangements
  - Managing candidates who finish before the end of their extra time and requests to leave before their extra time expires.

Consider examination-room scenarios and how they should be dealt with

Explain which incidents must be recorded on the Exam Room Incident Log and when invigilators must summon you to deal with an irregularity or suspected malpractice.

Use practical, exam-related scenarios to help invigilators apply their knowledge and understand how to respond appropriately to situations they may encounter. For example, how to deal with the following situations:

- A medical emergency in the exam room
- Disruptive candidates before and/or during an examination
- A disturbance during an examination
- A noise/disturbance outside the exam room during an examination
- A candidate who claims that they have been given an incorrect question paper
- A cohort of candidates who claim that they have all been given an incorrect question paper
- A candidate who (repeatedly) falls asleep
- An anxious candidate

Summary

Online training and assessment provides an important foundation, but a follow-up session ensures invigilators understand how to apply JCQ regulations within your centre.

Keep a record of attendance at the follow-up session, alongside the completed online training and assessment records, in accordance with JCQ requirements. Use The Exams Office's resources to help structure your session and ensure that local procedures are covered consistently.

Online training and assessment provide a robust foundation for invigilators, but centre-led follow-up sessions are essential to reinforce understanding, address knowledge gaps and ensure invigilators are familiar with centre-specific procedures. By reviewing JCQ regulation

changes, learning from previous examination series and discussing practical scenarios, centres can help ensure invigilators are confident and prepared to fulfil their responsibilities. Remember to retain the required training records, including evidence of attendance at a follow-up session, for inspection purposes.

The contents of this article were correct at the time of publication (End of September 2026)