If it has been determined that additional invigilators are required and a recruitment campaign is underway, it is time to prepare for and conduct interviews. This brief guide provides an overview of areas that may need to be considered in the process.

**Preparation**

Determine if interviews will be on a 1:1 basis, between the exams officer and the applicant or identify the centre staff who will form the interview panel.

Consider if there is any further information, in addition to the job description, that you need to provide to or gather from interviewees, for example:

- when invigilators are required by summarising when external exams (and relevant assessments) will be taking place and details of internal exam periods (if invigilators are deployed in your centre to conduct these)
- the timings of exam sessions
- any other time you may be likely to call on the services of invigilators
- what commitment they could give in terms of their time during required periods
- any other commitments they have that might impact upon their availability

Ascertain the qualities you want to assess during the interview either through observation or questioning.

Compile a list of interview questions that will enable you to evaluate the skills, knowledge and experience you may be looking for.

You may also decide to set some simple interview tasks to further help you evaluate certain qualities of the interviewee.

Example qualities are provided below.

**Skills**

- Communication\(^1\) skills (verbal, non-verbal, written)
- Interpersonal\(^2\) skills
- People management skills (be confident and a reassuring presence to candidates in exam rooms; able to give instructions and manage situations with different groups of people)
- Teamwork skills (able to support others to achieve a common goal)
- IT skills (familiar with the use of email, mobile phone messaging etc. and where skills may be relevant to the role in conducting on-screen tests, conducting exams for candidates using a word processor and/or undertaking online assessments)

**Knowledge** (or has researched)

- The role of the invigilator
- Your centre
- The Qualifications system
- JCQ regulations

**Experience**

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\(^1\) Definition of communication skills [https://en.oxforddictionaries.com/definition/communication_skills](https://en.oxforddictionaries.com/definition/communication_skills) The ability to convey or share ideas and feelings effectively

\(^2\) Definition of interpersonal skills [https://en.oxforddictionaries.com/definition/interpersonal_skills](https://en.oxforddictionaries.com/definition/interpersonal_skills) The ability to communicate or interact well with other people
• As an invigilator
• In an educational setting
• Of working with young people
• In a role where strict regulations apply
• In a role where clear instructions have to be given to others

Sample interview questions

What is your knowledge of the examination system?
What is your understanding of the qualifications taken in schools/colleges?
What do you think is the role of an invigilator?
Why do you think you would be suited to the role of an invigilator?
What is your definition of a good team player?
Can you give examples of any technology you use/have used in your personal and/or work life?
From your personal or work life, can you give an example of when you had to address a group of people?
From your personal or work life, can you give an example of when you had to give instructions to others and make sure the instructions were understood?
How would you deal with a candidate who refuses to do as he/she is being told?
What do you think you would do if…
  a candidate was taken ill in the exam room?
  a candidate ran out of the exam room without warning?
  an unauthorised person entered the exam room?

Your centre may also have standard questions (non-exam related) to be asked at all interviews (check with the member of staff with HR responsibility).

Sample interview tasks

(Reading and speaking skills)
Provide the invigilator’s announcement which is given at the beginning of a written exam

Ask the interviewee to stand up (a distance away if possible) and read out loud an extract from the announcement

(Listening and writing skills)
Ask the interviewee to listen closely while you read out an extract from the regulations which includes an instruction for invigilators. (As example, read out ICE, section 11.9)

A board/flipchart/whiteboard should be visible to all candidates showing the:
  a) centre number, subject title and paper number; and
  b) the actual starting and finishing times, and date, of each examination.

Provide a pen and paper (and a copy/print out of the front page of a past exam paper as a useful prompt)

Ask the interviewee to list the information that should be visible to all candidates

Interview logistics

Book a meeting room in which to conduct interviews. Provide reception with a list of expected interviewees and the time of each interview. Confirm arrangements for greeting interviewees at reception and for escorting them to a waiting area/the interview room.

3 Definition of listening skills https://www.lexico.com/en/definition/listening_skills The ability to pay attention to and effectively interpret what other people are saying
Conducting the interview

Introduce yourself (and the panel if applicable) to the interviewee and explain your role as the exams officer in the centre.

To start, and to put the interviewee at ease, ask some easy questions or “tell me (e.g. three) interesting facts about yourself…”.

Ask the pre-prepared interview questions and, where applicable, conduct the tasks. Ask if the interviewee has any questions. Make notes of your observations, responses given and any questions asked during the interview to allow you to make an informed decision to appoint.

Provide the interviewee with any additional information that you may have prepared prior to the interview.

Ending the interview

Inform the interviewee:

- when a decision to appoint will be made
- if appointment is subject to disclosure, reference or other checks (as guided by your centre’s recruitment and selection process)
- if successful, when training will take place
- of any other information you wish to collect from them (for example, availability information and a confidentiality/security agreement)

Making the decision

Evaluate any observations made. Evaluate the responses given and any questions asked by the interviewee. (If applicable) Evaluate how interview tasks were performed.

Did the interviewee evidence the main qualities you are looking for in an invigilator or is there potential?

Make the decision to appoint or not and inform the applicant of the outcome.

Supporting exams officers

The Exams Office supports exams officers with the invigilator recruitment process by providing the following online resources:

- A guide to managing invigilator recruitment and training
- Invigilator job description template
- A guide to interviewing invigilators
- Invigilator availability and information form template
- Invigilator availability summary spreadsheet template
- Invigilator confidentiality and security agreement template