

## ACCESSING AND COMPLETING ONLINE TRAINING AND ASSESSMENTS INVIGILATOR USER GUIDE

### HOW TO ACCESS YOUR USER ACCOUNT IN THE EXAMS OFFICE HUB

#### (First time user)

An invigilator user account will be created for you by your centre's exams officer who will then provide you with your login details.

Once you have your login details you will need to take the following steps for **first time** login:

- go to The Exams Office public website [www.theexamsoffice.org](http://www.theexamsoffice.org)
- from the Home page, click on the **Invigilator Login** button at the top of the screen



→ INVIGILATOR LOGIN

- enter your login details (email address and password) and verify the **I'm not a robot** reCAPTCHA
- click **Login**
- read through the **Terms of Use**
- to agree to these terms, tick and click **Submit**

Tick here to agree to the above terms

Submit

- you will then be taken to your **Dashboard**, where you are strongly advised to update your password to something more secure
- to update your password, click on your account (your) name (top right) and select **Edit**



The Exams Office

Welcome

Hello The Exams,  
Welcome to The Exams Office Hub

Calendar [Export Calendar](#)

July 2024  
Wednesday 31 July

| Mon | Tue | Wed | Thu | Fri | Sat | Sun |
|-----|-----|-----|-----|-----|-----|-----|
| 1   | 2   | 3   | 4   | 5   | 6   | 7   |
| 8   | 9   | 10  | 11  | 12  | 13  | 14  |
| 15  | 16  | 17  | 18  | 19  | 20  | 21  |
| 22  | 23  | 24  | 25  | 26  | 27  | 28  |
| 29  | 30  | 31  | 1   | 2   | 3   | 4   |

News and Notifications [View Archive](#)

- enter your new password in the **Update user password** and **Re-enter Password** fields
- click **Submit**

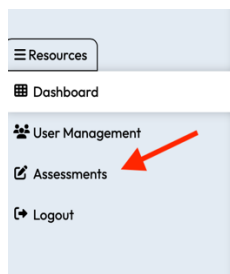
## How to subsequently login to The Exams Office Hub

To access your account any time after your first time login, simply login from The Exams Office website using the **Invigilator Login** button or go directly to the Hub login screen [here](#).

## HOW TO ACCESS ASSESSMENTS

To access the training and assessments available to you based on your user role:

- select **Assessments** from the Resources menu on the left-hand side of the screen

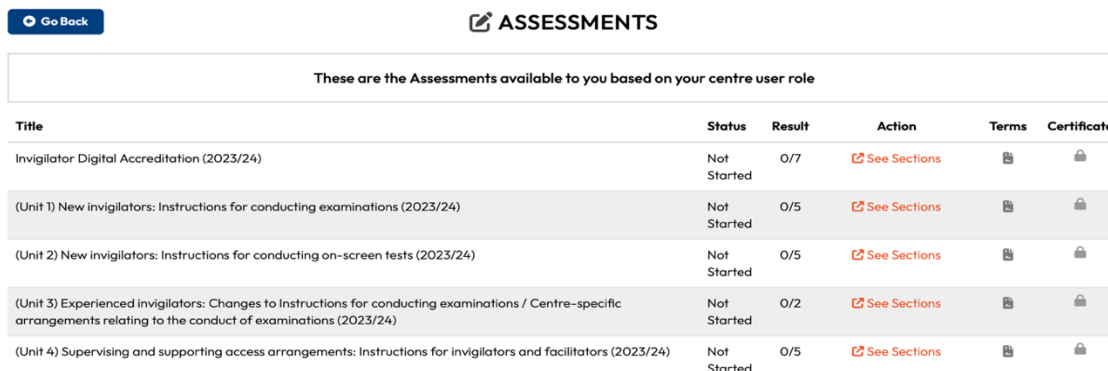


- click on **Register User for assessment** (this will only show the first time the assessment page is selected each academic year)

These are the Assessments available to you based on your centre user role

[Register User for assessment](#)

- you will then see the assessments available to you (these may differ from those shown in the below image depending on what has been set for you by your exams officer)

A screenshot of the 'ASSESSMENTS' page. At the top left is a 'Go Back' button. The page title is 'ASSESSMENTS'. Below the title is a heading: 'These are the Assessments available to you based on your centre user role'. A table follows with columns: Title, Status, Result, Action, Terms, and Certificate. The table contains five rows of assessment data.

| Title   | Status      | Result | Action                       | Terms | Certificate |
|---|-------------|--------|------------------------------|-------|-------------|
| Invigilator Digital Accreditation (2023/24)   | Not Started | 0/7    | <a href="#">See Sections</a> |       |             |
| (Unit 1) New invigilators: Instructions for conducting examinations (2023/24)   | Not Started | 0/5    | <a href="#">See Sections</a> |       |             |
| (Unit 2) New invigilators: Instructions for conducting on-screen tests (2023/24)  | Not Started | 0/5    | <a href="#">See Sections</a> |       |             |
| (Unit 3) Experienced invigilators: Changes to Instructions for conducting examinations / Centre-specific arrangements relating to the conduct of examinations (2023/24) | Not Started | 0/2    | <a href="#">See Sections</a> |       |             |
| (Unit 4) Supervising and supporting access arrangements: Instructions for invigilators and facilitators (2023/24)   | Not Started | 0/5    | <a href="#">See Sections</a> |       |             |

- you will then need to pick the assessment you need to undertake and select **See Sections** for this assessment
- read through the confirmation/declaration (this only appears when accessing the assessment for the first time)
- to confirm, tick and click **Submit** (if you are not able to agree to the terms, you will be unable to progress any further and should take up this issue with your exams officer)

You will then see the sections that make up the unit you have selected.

To start to undertake a section:

- click **Schedule Test**

## Action

[Schedule Test](#)

This will show as scheduling for a few seconds (please wait whilst the test is being loaded and **do not** refresh).

- once loaded the status will show as **Scheduled** and you can click **Take Test**

## Action

[Take Test](#)

This will then show status as **In Progress** and the test will then open in a separate window.

Once the test has opened you will see the section introduction (this does not apply to the *Invigilator Digital Accreditation (IDA)\**).

This is the training element of the section.

The screenshot shows a test interface with the following elements:

- Page: INV1 (Section 1) Invigilation arrangements
- Section: Introduction
- Progress: 0%
- Finish Test button
- Test: Invigilators Unit 1 (New Invigilators) : Instructions for Conducting Examinations (2023/24)
- Candidate: OFFICE The Exams
- Section 1 indicator
- Red text: Ensure you are familiar with JCO's [Instructions for conducting examinations \(Section 12 and Appendices 4-7\)](#)
- Section title: Invigilation arrangements
- Text: It is the responsibility of the head of centre to ensure that invigilators are appropriately trained in their duties
- Text: The centre must:
- List of requirements:
  - ensure that all invigilators are suitably qualified and experienced adults who must not be current students at the centre. Although centres may decide who is suitably qualified and experienced, any relative, friend or peer of a candidate in the examination room must not be the sole invigilator
  - ensure that, wherever possible, a teacher, a teaching assistant, a tutor or a senior member of centre staff who teaches the subject being examined, or a Learning Support Assistant who has supported one or more candidates is not an invigilator during the examination. Where a candidate with a particular need is accommodated in another room and their allocated teaching assistant or Learning Support Assistant must act as the invigilator, another invigilator will be required
- Section title: What does the JCO expect of me as an invigilator?
- Text: Invigilators are the people in examination rooms responsible for conducting examinations in the presence of the candidates. **Invigilators have a key role in upholding the integrity of the external examination/assessment process.**
- Text: The role of the invigilator is to ensure that the examination is conducted according to the [Instructions for conducting examinations](#) publication in order to:
- List of responsibilities:
  - ensure all candidates have an equal opportunity to demonstrate their abilities
  - ensure the security of the examination materials before, during and after the examination
  - prevent possible candidate malpractice
  - prevent possible administrative failures
- Text: Invigilators must know what is expected of them. Invigilators must be made aware of the [Checklist for invigilators \(for written examinations\)](#).
- Text: An invigilator must be asked to declare whether he/she has invigilated previously and whether he/she has any current
- Start the Test > button

Take your time. Thoroughly read through all the information given, click on the hyperlinks to refer (in full) to the relevant part of the JCO regulations (as detailed at the start of each section) for further detail. Follow any instructions shown in red (it would also be useful to make note of any centre-specific processes invigilators are advised to confirm with their exams officer).

At the end of the section your knowledge and understanding will be assessed (tested).

Links to **Training Videos** are also provided at the end of relevant sections. These are intended to further support your training and understanding.

When you have thoroughly read, absorbed, referred to the JCO regulations and viewed the video(s), click **Start the Test**. This takes you to the assessment element of the section.

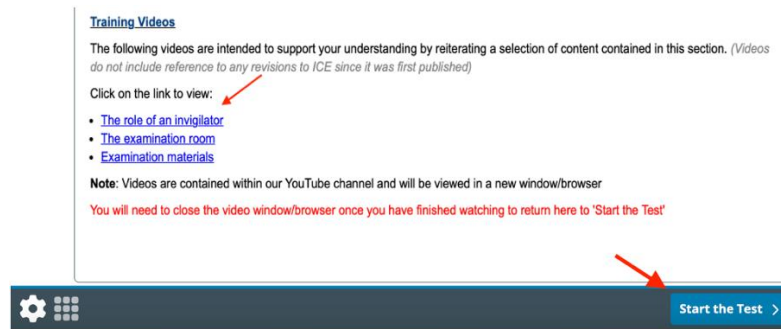
**Training Videos**

The following videos are intended to support your understanding by reiterating a selection of content contained in this section. (Videos do not include reference to any revisions to ICE since it was first published)

Click on the link to view:

- [The role of an invigilator](#)
- [The examination room](#)
- [Examination materials](#)

**Note:** Videos are contained within our YouTube channel and will be viewed in a new window/browser  
 You will need to close the video window/browser once you have finished watching to return here to 'Start the Test'



\*(When completing sections of the IDA, you are immediately taken to the assessment (test) as there is no training element. The IDA is simply designed to further assess and measure the knowledge and understanding of trained/experienced invigilators.)

To complete the assessment:

- work through the questions in order, select **Next** when you are ready to move on to the next question

(Again, take your time. If unsure of a question/answer, refer to the relevant JCQ regulation as shown in each question as a **Reference**)

**Question:** 61. Instructions for conducting examinations  
**Section:** Section  
**Test:** Invigilators Unit 1 (New Invigilators) : Instructions for Conducting Examinations (2023/24) **Candidate:** OFFICE The Exams

Progress 0% **Finish Test**

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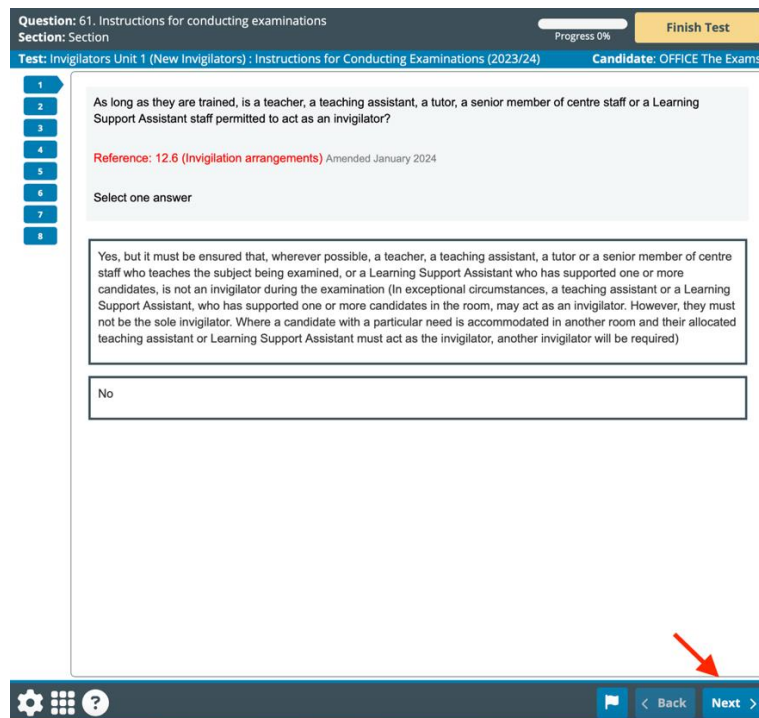
As long as they are trained, is a teacher, a teaching assistant, a tutor, a senior member of centre staff or a Learning Support Assistant staff permitted to act as an invigilator?

**Reference:** 12.6 (Invigilation arrangements) Amended January 2024

Select one answer

Yes, but it must be ensured that, wherever possible, a teacher, a teaching assistant, a tutor or a senior member of centre staff who teaches the subject being examined, or a Learning Support Assistant who has supported one or more candidates, is not an invigilator during the examination (In exceptional circumstances, a teaching assistant or a Learning Support Assistant, who has supported one or more candidates in the room, may act as an invigilator. However, they must not be the sole invigilator. Where a candidate with a particular need is accommodated in another room and their allocated teaching assistant or Learning Support Assistant must act as the invigilator, another invigilator will be required)

No



- once a question has been answered the question number on the left will show in grey and your percentage **Progress** through the test will be shown in the bar at the top of the screen

**Question:** 162. Instructions for conducting examinations  
**Section:** Section  
**Test:** Invigilators Unit 1 (New Invigilators) : Instructions for Conducting Examinations (2023/24) **Candidate:** OFFICE The Exams

Progress 13% **Finish Test**

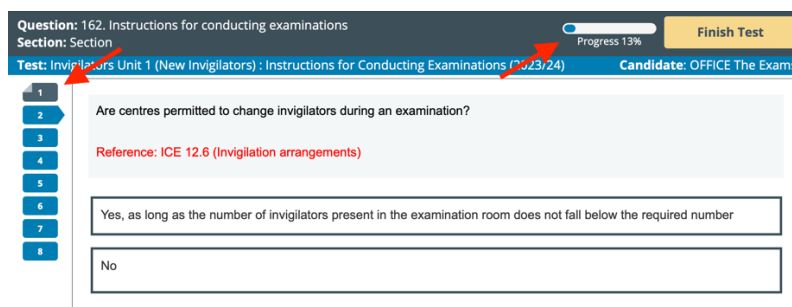
1  
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Are centres permitted to change invigilators during an examination?

**Reference:** ICE 12.6 (Invigilation arrangements)

Yes, as long as the number of invigilators present in the examination room does not fall below the required number

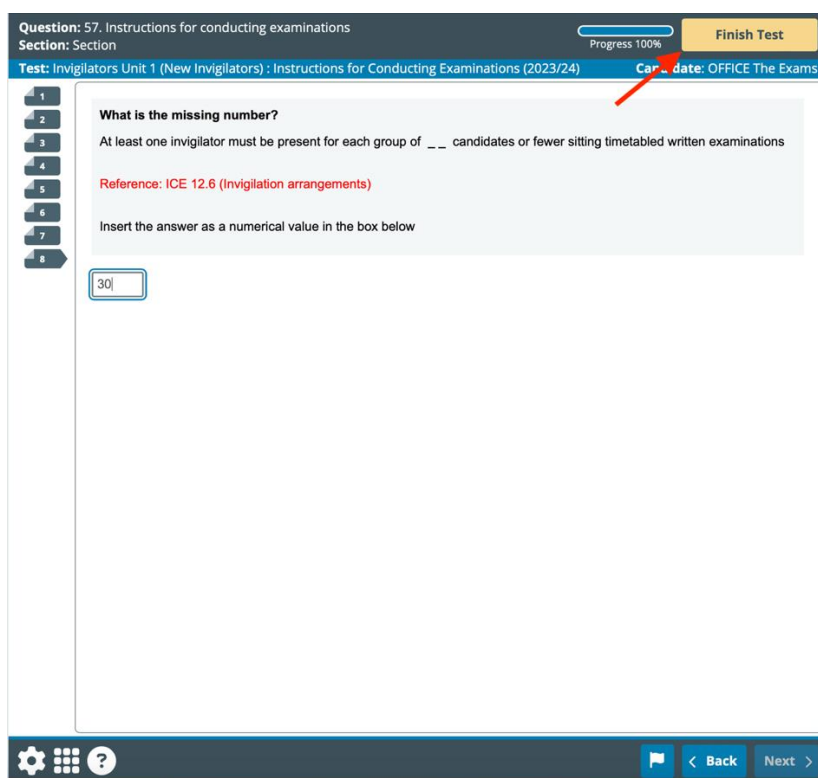
No



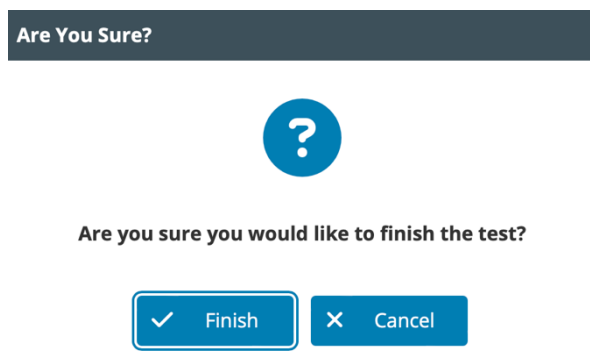
- after all questions have been answered, your progress will show as 100% and the **Next** button will be greyed out

(If at any time you wish to go back to a question to review/change your answer(s) click the **Back** button to take you back to the relevant question or **Flag** a question you wish to return to)

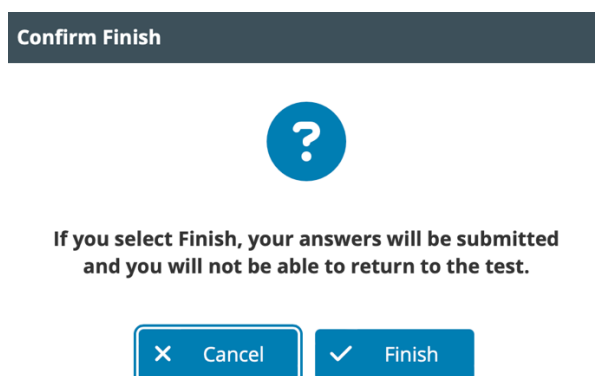
- when you are satisfied with your answers, select **Finish Test**



- an **Are You Sure?** alert then appears - if you are sure you do not want to further review your answers one last time, select **Finish**



- a final **Confirm Finish** alert appears – if you are happy, select **Finish**



This test has now been completed and you should close the browser window.

## Results



You have completed this test.

You may now close the browser window.


### HOW TO VIEW YOUR RESULT(S)

Once the window has been closed this will return you to the Assessments area.

- If successful in this section of the assessment your result will show as **Pass** and the status will show as **Completed** (The test for this section cannot be, and would have no reason to be, taken again this academic year)

| # | Title                                 | Mark / Failed Attempts   | Type    | Duration | Questions | Status    | Action |
|---|---------------------------------------|--|---------|----------|-----------|-----------|--------|
| 1 | (Section 1) Invigilation arrangements | 8 / 8   Pass 2  | Untimed |          | 8         | COMPLETED |        |

- If unsuccessful your result will show as **Fail** and the status will show as **Incomplete** (The assessment can be attempted again, either immediately or on login at a later point, by clicking the **Schedule Test** button again)
- to view the questions answered (correctly or incorrectly) click on the **Graph** icon under the **Mark/Failed Attempts** column

| # | Title                                 | Mark / Failed Attempts   | Type    | Duration | Questions | Status     | Action                        |
|---|---------------------------------------|--|---------|----------|-----------|------------|-------------------------------|
| 1 | (Section 1) Invigilation arrangements | 5 / 8  X Fail | Untimed |          | 8         | INCOMPLETE | <a href="#">Schedule Test</a> |

**Please note:** although there is no limit on the number of attempts taken to successfully achieve an assessment, multiple re-attempts may indicate a significant lack of knowledge and understanding of the JCQ regulations. Users in this position are **strongly** advised to re-read and thoroughly absorb the information in the training element of the section prior to clicking to start the re-attempted test.

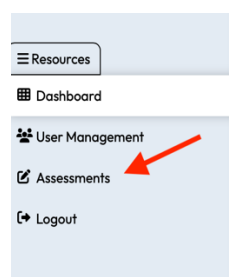
### HOW TO ACCESS YOUR CERTIFICATE(S)

As soon as all sections within an assessment have been successfully achieved, the status of the assessment is shown as **Passed** and the certificate is issued.






Your exams officer may provide you with a copy. Your exams officer will also keep a copy on file for JCQ inspection purposes.

Alternatively, you can:

- select **Assessments** from the Resources menu



- click on the **Certificate** icon to view/download/export/print your certificate(s)

| Title   | Status      | Result | Action                       | Certificate   |
|---|-------------|--------|------------------------------|---|
| Invigilator Digital Accreditation (2023/24)   | Not Started | 0/7    | <a href="#">See Sections</a> |  |
| (Unit 1) New invigilators: Instructions for conducting examinations (2023/24)   | Passed      | 5/5    | <a href="#">See Sections</a> |  |
| (Unit 2) New invigilators: Instructions for conducting on-screen tests (2023/24)  | Not Started | 0/5    | <a href="#">See Sections</a> |  |
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| (Unit 4) Supervising and supporting access arrangements: Instructions for invigilators and facilitators (2023/24)   | Not Started | 0/5    | <a href="#">See Sections</a> |  |

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