



Centre Guide

Instructions for Conducting Examinations

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Introduction

Welcome to the AIM Centre Guide for Conducting External examinations. This guide is designed to provide comprehensive instructions and best practices for centres to successfully carry out external assessments. By following these guidelines, centres can ensure a smooth and efficient process while maintaining the integrity of the assessments.

Head of centre responsibilities

The head of centre is the individual who is accountable to AIM for ensuring that the centre is always compliant with the AIM Centre Agreement, to ensure the security and integrity of the qualifications. It is the responsibility of the head of centre to ensure that all staff comply with the instructions in this document. Failure to do so may result in sanctions being applied to the centre in line with the AIM Sanctions policy

AIM Monitoring

Centres must co-operate with any visit from an AIM examination observer. Examination observations will be unannounced. A senior member of staff, or a member of the exam's office, must be available to accompany the observer throughout the course of their centre visit, including inspection of the centre's secure storage facility. Authorised observers will present and identify themselves to the centre by means of an identity badge and permission letter.

Preparing for the examination

1. Scheduling Exams

1.1 Important dates including scheduling deadlines are published on the AIM website.

1.2 All entries for External Assessment (Exam) and Externally Marked Coursework (SSP, Research Proposal, Dissertation) must be scheduled for the appropriate series.

1.3 Once learners have been registered for the qualification, you must schedule for the relevant assessment and/or coursework submission. Failure to do this will result in your learners not being entered for the assessment.

1.4 To schedule an assessment, you will need to log in to the **Quartz Portal** and follow these steps.

- Click 'Actions', then 'Your Runs'
- Find the relevant Run and select the Run ID
- Click 'Results', then 'Assessment Scheduling'.
- Select the relevant assessment from the dropdown menu (the external assessment (exam) will have 'controlled task' in the title)
- For external assessment - enter start and end date and time (as set by AIM)
- For externally marked coursework submission - enter start date of 14 January 2024
- Select the check box 'Show all Eligible Learners', tick the learners who will be entered for this assessment.
- Click 'Submit'

1.5 Additional support relating to exam scheduling can be provided on request by emailing enquires@aimgroup.org.uk or refer to the AIM [Portal Guidance](#)

1.6 Once exams have been scheduled; you will be contacted by AIM to confirm the examination venue address. If you have learners taking the exam at multiple sites, you must provide the full details of addresses of each site and the learners which are sitting at each site to allow for appropriate delivery.

2. Keeping question papers and other examination materials secure

Report any concerns of a potential breach of security to AIM immediately, by contacting externalassessment@aimgroup.org.uk

The following instructions apply to all confidential materials to ensure the integrity and security of the examinations. This includes question papers in any format.

2.1 AIM must be informed immediately if the security of the question papers or confidential supporting materials are put at risk. This includes any natural disaster, fire, theft, loss, damage or other circumstance which places the existing accommodation or secure storage of examination materials at risk.

2.2 Centres must be able to demonstrate the receipt, secure movement and secure storage of question papers and confidential materials.

2.3 Centres must ensure that envelopes and boxes containing confidential materials are signed for. A log must be kept at the initial point of delivery of confidential materials.

2.4 The head of centre must ensure that appropriate arrangements are in place so that confidential examination materials are only handed over to authorised members of staff. Care must always be taken to ensure the security of materials.

2.5 On receipt, the question paper packets, still in their despatch packaging, must be moved immediately to the secure room for checking and transfer to the centre's secure storage facility.

2.6 Only persons authorised by the Head of centre and the exams officer must be allowed access to the centre's secure storage facility.

3. Checking and arranging question paper packets

3.1 When question paper packets are removed from the despatch packaging, they must be checked carefully to ensure correct details are shown and that there is no damage or evidence of tampering, and a log of the check kept. The envelope containing exam papers must not be opened until the day of the exam (see 6.2)

3.2 Checking must take place as soon as possible on the day the question papers are received. If this is not possible, e.g. due to a late delivery or the unavailability of authorised members of staff, the material still in its despatch packaging must be transferred immediately into the secure storage facility until it can be checked. The checking must take place no later than the next working day and must be undertaken in the secure room. Following the checking, question paper packets must then be immediately locked in the secure storage facility.

3.3 AIM must be informed immediately if:

- a) it appears that the parcel or one of the packets has been opened or damaged during transit
- b) there are any differences between the material received and the despatch/ delivery note.
- c) the material appears not to meet the centre's requirements.
- d) the material has been received in error.

Centres should email externalassessment@aimgroup.org.uk with the details of the issue.

4. The secure room and the secure storage facility

4.1 Question papers and pre-release materials issued by AIM must always be stored at the centre's registered address in a secure room with a secure storage facility.

4.2 The centre's secure storage facility must only contain current and 'live' confidential awarding body material. Past examination question papers, internal school tests and mock examinations must not be kept in the centre's secure storage facility.

4.3 Question papers must always be kept in their sealed packets.

4.4 The centres exam paper storage facility should meet the following conditions:

- Preferably on an upper floor with no windows.
- The room must only contain exam related material.
- Access must be restricted, and staff 'approved' by the head of centre must be always accompanied by a keyholder.
- A large cupboard is acceptable provided someone can walk into it, close the door behind them and sort confidential exam material in private.
- A second box built around the secure storage unit is not appropriate.
- The room must not house any other items or equipment, e.g. a server, a boiler, electrical units or any archive material.
- Walls, ceiling and floor of strong, solid construction.
- Stud partition walls are only acceptable with metal reinforcement.
- Unless a wall is solid brick it must be reinforced with metal on the inside.
- The type or thickness of the metal is not specified but it must be metal sheeting or strong, heavy-duty mesh.
- There is no requirement to cover it over afterwards; it can be as simple as just fixing the sheeting to the surface of the walls in the room.
- Please note MDF is not considered sufficiently robust.
- False ceilings are not permitted.
- Solid door or reinforced door with: Strong secure/heavy duty hinges; and security lock e.g. a minimum of 5-lever mortice lock or coded keypad lock or electronic security lock; and
- A hollow panel door would require extra metal reinforcement.
- Double doors are not acceptable.
- The metal sheeting must be screwed on the inside of the panel door.
- Cylinder locks are not acceptable.
- There must be at least two keys rather than one key accessed by two or more members of staff.
- There must be at least 2 keyholders and no more than 6.
- Centres must not keep a spare set of keys anywhere they can be accessed by members of staff who are not involved in exam administration. This includes in a cabinet or safe.
- Keys must either be kept on the key holder's person or in a coded key safe (securely attached to the wall) which is only accessible to the designated key holders.

4.5 The following must also be met (where applicable):

- If question papers are stored in a room with windows which are easily accessible, bars must be fitted, or the room alarmed.
- If the room has a glass panel in or above the door, e.g. for health and safety reasons, the glass must be toughened safety glass.
- Upper floor window(s) with a balcony or flat roof must be fitted with bars or the room alarmed.

- The room must not have a door which directly leads out to the exterior of the building.
- **Please note: AIM requirements for storage of examination papers are in-line with those of JCQ. Further JCQ guidance can be accessed [here](#)**

5. Removing question papers from secure storage

5.1 In order to avoid potential breaches of security, care must be taken to ensure that the correct question paper packets are opened.

5.2 Unless there is a need to split question paper packets for different examination rooms or facilitate access, they must be opened in the designated examination room(s). Question paper packets should be taken to the designated examination room(s) as close to the start of the examination time as possible. They must not be removed from the centre's secure storage facility and taken to the designated examination room(s) any earlier than 60 minutes prior to AIM's published starting time for the examination.

5.3 The question papers must not be left unattended.

5.4 Centres may open the packet(s) of question papers to make them up into more appropriately sized sets for different rooms provided the following conditions are met:

- a) as few packets as possible should be opened and this must be within 90 minutes of AIM's published starting time for the examination.
- b) the question paper packet must be opened in the secure room and not in the examination room. The question paper packet must be re-sealed and placed back into the centre's secure storage facility. They must not be taken to the different examination rooms any earlier than 60 minutes prior to the awarding body's published starting time for the examination.
- c) the question papers extracted from the packet must be taken to the examination room(s)/site(s) in a sealed non-transparent envelope. An invigilator must always be present in the examination room(s). Question papers must not be left unattended.

5.5 A reader and/or a scribe is not allowed access to the question paper prior to the exam.

6. Starting times for examinations

6.1 AIM's published starting times are listed on the [website](#) for each individual examination.

6.2 AIM allows centres to start examinations up to 30 minutes earlier than, or later than, the published starting time for the session, without the need to complete any paperwork. Prior permission from AIM is not required.

6.3 For examinations that last less than one hour, candidates must be supervised, and question papers must be kept in the centre's secure storage facility until the published finishing time of the examination. Candidates must not leave the examination room until the hour is finished.

7. Resources for students

7.1. Candidates must be given prior notice that they are responsible for bringing with them any materials needed for the examination. If candidates have any unauthorised material in an examination (whether they intend to use it), this may be considered as malpractice.

7.2 Where the exam is classed as an open book exam only published texts may be bought into the exam. Deviation from this will be classed as malpractice. Textbooks should be clear of notes and annotations. The invigilator must check all texts for all candidates before the start of the exam, therefore adequate time must be allowed for this to happen before the start of the exam.

7.3 Exam managers must be aware, in advance, as to whether the exam is an open book exam. Rooms must be set up to allow space for the books the candidates bring into the room and there must be adequate time for every book to be checked by the invigilator prior to the start of the exam.

7.4 Invigilators should have spare black pens available for students in case there is an issue with the student's pen.

7.5 The instructions on the question paper will say whether calculators are allowed or not. If the instructions do not include such a statement, calculators should be treated as standard equipment and may be used by candidates.

The exam venue

8. Facilities

8.1 Centres must ensure they have appropriate facilities arranged to support the size of the cohort.

8.2 Candidates must sit their examination(s) at the centre's registered address unless the centre is using an alternative site arrangement or has received permission from AIM for a different venue.

9. The examination room and resources

The examinations officer is required to complete the AIM examination checklist once the examination room has been prepared. A separate examination checklist is required for each room used. A copy of each completed checklist should be retained by the centre for 3 years.

9.1 Any room in which an examination is held must provide candidates with appropriate conditions for taking the examination. The centre must pay attention to conditions such as heating, lighting, ventilation and noise, whether internal or external, intermittent or continuous.

9.2 Display material (such as maps, diagrams, wall charts and projected images) which might be helpful to candidates must not be visible in the examination room.

9.3 A reliable clock (analogue and/or digital) must be visible to each candidate in the examination room and must be big enough for all candidates to be able to read clearly.

The clock must show the actual time. Countdown and 'count up' clocks are not permissible.

9.4 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.

9.5 The seating arrangements must prevent candidates from overlooking the work of others. The minimum distance in all directions from centre to centre of candidates' chairs must be 1.25 metres.

9.6 Wherever possible:

- a) all candidates should face in the same direction.
- b) each candidate should have a separate desk.

Candidates who are not working at individual desks must be far enough apart so that their work cannot be seen by, and contact cannot be made with other candidates.

9.7 The centre must create a seating plan that shows the exact position of each candidate in the examination room. Any changes made to seating arrangements during the examination must be noted on the seating plan. The seating plan must be available AIM upon request. A copy of the seating plan must be retained by the centre for 3 years.

9.8 Candidates with access arrangements must be identified on the seating plans that are held as part of the centre records.

9.9 Formal examination conditions must always be maintained for candidates taking external examinations.

9.10 A room becomes a 'designated examination room' as soon as exams office staff begin to check and prepare it. As soon as preparation for the examination begins, no other activity can take place in that room. Candidates must not be allowed into the room at this stage. Once preparation of the room is complete, candidates can enter the room, under supervised conditions, to start their examination.

9.11 The room remains a 'designated examination room' until all candidates have left and all materials such as candidates' scripts, question papers and resource materials have been removed from the room.

9.12 Adequate time must be allowed for the set up and clearing of the room before and after the scheduled examination time. Throughout this period the room remains 'designated' and cannot be used for any other activity. Centres will need to determine what constitutes 'adequate time' to meet their individual needs. This will be influenced by factors such as the size of the room and the number and nature of the examinations being conducted.

9.13 The AIM Assessment Notice to Candidates poster and an Unauthorised Items poster must be displayed in a prominent place outside each examination room as well as inside the room. * Centres may use the JCQ versions of these posters.

9.14 Any candidate suffering from, or suspected of suffering from, an infectious or contagious disease must take the examination in a separate room where these instructions can be applied. The candidate's script must be kept separate from other scripts. The script must not be despatched until advice has been sought from the AIM.

Invigilators

10. Staff

10.1 It is the responsibility of the head of centre to ensure that invigilators are appropriately trained in their duties every 12 months and records of this training must be retained by the centre for 3 years.

10.2 Invigilators are the people in examination rooms, responsible for conducting examinations in the presence of the candidates. CCTV cannot be used for the purposes of invigilation. Invigilators have a key role in upholding the integrity of the external examination/ assessment process.

10.3 Centres must provide thorough training on the current regulations for any new invigilators and those facilitating an access arrangement for a candidate under examination conditions.

10.4 A record of the content of the training given to invigilators and those facilitating an access arrangement for a candidate under examination conditions must be available for inspection and retained on file. AIM may request to see this as part of our monitoring activity.

10.5 When contracting supply staff to act as invigilators the head of centre must ensure that such persons are competent and fully trained, understanding what is and what is not permissible. An assurance from a recruitment agency, for example, would not on its own be sufficient.

10.6 An invigilator must be asked to declare whether he/she has invigilated previously and whether he/she has any current maladministration/malpractice sanctions applied to them. This will allow the head of centre to be satisfied that the person is a competent invigilator of examinations. As good practice, centres should consider devising a standard template which each invigilator is required to complete.

10.7 The head of centre, a senior member of centre staff, such as an Assistant Headteacher, or the exams officer must:

- a) ensure all relevant documentation is available to the invigilator(s) in the exam room, including a copy of the AIM examination checklist, which invigilators are expected to complete.
- b) ensure the ratio of at least one invigilator for each group of 30 candidates in the examination room.

10.8 All invigilators should 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 invigilator.

10.9 The invigilator must not be 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.

11. Invigilation arrangements

11.1 When one invigilator is present, he or she must be able to get help easily, without leaving the examination room and without disturbing the candidates.

An invigilator is only allowed a mobile phone in the examination room for this specific purpose. The mobile phone must be kept on silent mode. Centre's must check that there is a good network signal in the examination room and where the support is located.

11.2 The centre must keep signed records of the seating plan, the invigilation arrangements and the centre's copies of the attendance registers for each examination. AIM may need to refer to these records. The centre must keep them for 3 years.

11.3 Invigilators must:

- a) be familiar with these Instructions.
- b) give all their attention to conducting the examination properly.
- c) always be able to see each candidate in the examination room.
- d) be familiar with the AIM Assessment Notice for Candidates, AIM Instructions for conducting exams and the Unauthorised items poster and any specific instructions relating to the subject(s) being examined.
- e) inform the exams officer or head of centre if they have any concerns regarding the security of the question papers. (In such cases, the head of centre must inform the awarding body immediately)

11.4 Invigilators must not carry out any other non-examination related tasks in the examination room. This also extends to reading the question paper.

12. Other people in the room - Readers/ Scribes/ Practical Assistants

Where a reasonable adjustment has been approved by AIM for a reader, scribe or a practical assistant the centre must ensure that:

12.1 Wherever possible the candidate reader/ scribe/ practical assistant should be accommodated in another room. Each room must have an invigilator.

12.2 A separate reader/ scribe/ practical assistant and invigilator must be available for each candidate.

12.3 The invigilator must listen carefully and observe the conduct of the reader/ scribe throughout the duration of the examination. The invigilator must countersign the cover sheet ensuring that it accurately reflects the actions of the reader/scribe/ practical assistant during the examination.

12.4 Where a person is appointed to facilitate an access arrangement, i.e. a) a reader, a scribe, a practical assistant he/she is responsible to the exams officer and must be acceptable to the head of centre.

12.5 The person appointed must not be the candidate's own subject teacher, Learning Support Assistant or teaching assistant.

12.6 A separate invigilator must always be present if the person appointed is the candidate's usual Support Assistant.

12.7 The person appointed must not be a relative, friend or peer of the candidate. A private tutor cannot facilitate an access arrangement.

12.8 The Head of centre must ensure that the person appointed is a responsible adult, is appropriately trained and fully understands the rules of the access arrangement(s).
It is not acceptable for a centre to use older students to facilitate an access arrangement.

12.9 Invigilators and those acting as a reader, scribe or practical assistant must fully understand the respective role and what is and what is not permissible in the examination.
Additionally, exam officers must ensure that those acting as: a scribe, a reader or a practical assistant are provided with the appropriate cover sheet prior to the examination commencing. This will enable the cover sheet to be completed during the examination and accurately reflect the activities performed by the reader, scribe or practical assistant as appropriate.

13. Applying for Reasonable Adjustments (Access Arrangements)

Please refer to the AIM Reasonable Adjustment and Special Considerations Policy on the AIM website. Instructions on how to apply for a reasonable adjustment via QuartzWeb can also be found on the AIM website.

13.1 Reasonable Adjustment applications must be received by AIM no later than 25 working days before a scheduled paper exam and no later than 10 working days for an online exam.

13.2 All reasonable adjustments must be applied for- this includes (but is not limited to) rest breaks, separate room, reader, scribe, practical assistance, extra time, amendments to exam papers such as increased font size, coloured paper, alternative font.

13.3 For each reasonable adjustment evidence as to the reason will be required, this must be submitted with the application.

13.4 AIM will inform the centre of the decision within 10 working days.

13.5 Invigilators must be informed of those candidates with access arrangements and must be made aware of the access arrangement(s) awarded.

14. General principles for invigilating candidates with access arrangements

14.1 Wherever possible the following reasonable adjustments should be accommodated in another room: Language modifier, practical assistant, reader, scribe, speech recognition technology- this list is not exhaustive.

14.2 The centre is responsible for ensuring that the candidate and reader cannot be overheard by or distract other candidates. (This will also apply if the candidate uses a computer reader.)

14.3 The centre is responsible for ensuring that the candidate and scribe cannot be overheard by or distract other candidates. (This will also apply if the candidate uses speech recognition technology.)

14.4 The centre is responsible for ensuring that practical arrangement such as supervised rest breaks do not distract other candidates.

14.5 Where a word processor is used, the centre is responsible for ensuring the learner is accommodated separately if the use of a computer is likely to distract other learners. In this case separate invigilation should be arranged.

In addition:

- a) The learner's work is saved frequently and, if possible, using an autosave facility.
- b) The learner is present when his/her work is printed. It is normal practice for a printed version of the learner's work to be submitted and authenticated for assessment, and not the disk.
- c) Answers should be clearly labelled with the question number and the printout must be attached to the question paper/answer booklet. Each page of the printout should show the learner's name and candidate number.
- d) The learner should be proficient in the use of the computer and its software.
- e) The learner's work is saved frequently and, if possible, using an autosave facility.

Conducting the assessment

At the beginning of the examination

15. Identifying Candidates

Before the assessment starts, the examination Invigilator must:

15.1 Complete the AIM examination checklist.

15.2 Check that all learners have the required identity documents and photographic evidence and that the relevant section of the Assessment Front Cover Sheet has been completed to show attendance. Invigilators must establish the identity of all candidates sitting examinations.

15.3 All candidates must show photographic documentary evidence to prove that he/she is the same person who entered/registered for the examination/assessment, e.g. a passport or photographic driving licence.

15.4 Where it is impossible to identify a candidate due to the wearing of religious clothing, such as a veil, the candidate should be approached by a member of staff of the same gender and taken to a private room where they should be politely asked to remove the religious clothing for identification purposes. Centres must inform candidates in advance of this procedure and well before their first examination.

15.5 Advise learners who are unable to provide the required photographic identification that they cannot sit the assessment, and that they must leave the assessment room unless they can be identified by their tutor/lecturer/teacher.

15.6 Confirm there are no conflicts of interest between Invigilator and learners. Invigilators must not be the Assessor, Tutor or Internal Verifier for the qualification that is being examined.

16. Instructions for Candidates

16.1 The Invigilator must advise learners that:

- They must write in black ink.
- Mobile devices (phones, smartwatches, etc) are not allowed into the assessment room. Any unauthorised items that have been taken into the assessment room must be fully turned off and placed out of reach of the candidates before the assessment starts. This would normally be at the front of the assessment room or a similar arrangement that allows the invigilator to control access to the items. Any disruption caused by an electronic device sound or vibration may result in the candidate being disqualified or results voided.
- Any course material should be removed from their desk and placed at either the front or back of the room.
- They must not ask for, and will not be given, any explanation of the questions and answers.
- If they leave the assessment room, unaccompanied by a member of centre staff, they will not be able to return during the assessment.
- It is recommended that the Invigilator reads the assessment notice to candidates out loud before the exam starts to ensure the above points are covered.

The Invigilator must:

16.2 Announce clearly to learners when they may begin.

16.3 Specify the start and finish time of the assessment, and the earliest time that learners can leave the assessment room.

16.4 Remind learners that they cannot communicate in any way with, ask for help from or give help to another learner while they are in the assessment room.

The Invigilator must not:

16.5 Make any comment where a learner believes that there is an error or omission on the question paper. However, in this situation, the Invigilator must refer the matter to the Head of the Centre, who should send a report to AIM.

16.6 Give any information to learners about possible mistakes in the question paper, unless there is an erratum notice, or permission has been given by AIM.

16.7 Comment on the content of the question paper

16.8 Offer any advice or comment on the work of a learner.

17. During the assessment

Supervising the candidates

17.1 Invigilators must supervise learners throughout the whole time that an assessment is in progress. This means that:

- Invigilators must always give complete attention to this duty.
- Invigilators must not carry out any other task (e.g., doing other work, using a mobile phone) in the assessment room.
- Invigilators are required to move around the assessment room, quietly and at frequent intervals.
- Invigilators must give frequent time checks.

Summoning help during an assessment:

17.2 When one Invigilator is present in an assessment, they must be able to summon help, in case of an emergency, without leaving the room or disturbing learners. A mobile phone may be used, and must be switched to silent alert, so as not to disturb learners.

Learners who arrive late:

17.3 Learners who arrive within thirty minutes of the start of the assessment can be allowed to enter the assessment room and sit the assessment, without causing undue distraction to others.

17.4 A learner who arrives more than thirty minutes after the assessment has started will not be allowed to sit the assessment or enter the assessment room at that time.

Leaving the assessment room:

17.5 Learners are not permitted to leave the assessment room until at least thirty minutes assessment time has elapsed (other than in an emergency/medical situation). Where learners have completed their assessment and are permitted to leave before the finish time, they must be instructed to do so quietly, without causing undue distraction to others. Learners must not leave the examination room in the last thirty minutes of any examination.

Ending the assessment:

17.6 When ending the assessment, Invigilators should give sufficient notice to learners. Centres may decide what they think is sufficient, but this is normally achieved by giving fifteen minute and five-minute warnings prior to the published finish time. All assessment papers must be collected and placed in secure storage prior to submitting for marking.

17.7 At no point must any indication be given to learners as to whether it is believed that they have passed or failed the assessment. The marking of assessment papers by centre staff, to pre-empt awards will be treated as malpractice and could result in the withdrawal of centre approval.

18. At the end of the examination

Collecting and returning exam papers

18.1 Completed assessment papers must be collected at the end of the examination session, checked to ensure they match the Assessment Cover Sheet and collated by learner number.

18.2 Assessment papers must be returned within 24 hours of the assessment.

18.3 Fully completed Assessment Cover Sheets must be enclosed in the package containing learner examination papers.

18.4 Each centre should also keep a copy of the Assessment Cover Sheets.

18.5 Unused assessment papers must also be returned.

18.6 Scripts are confidential between candidates and AIM. They may not be read or photocopied (this included scanning) before they are returned, unless the AIM has stated otherwise.

18.7 Use the returns label which AIM has provided.

18.8 Completed examination checklist must be retained for 3 years and presented to AIM Qualifications and Assessment Group on request.

18.9 Completed assessment papers must be kept in a secure location on site as above in a sealed package, until returned.

18.10 All completed assessment papers MUST be returned within 24 hours of the examination to AIM Qualifications and Assessment Group, Examinations, 3 Pride Point Drive, Pride Park, Derby DE24 8BX, by one of the below options: Royal Mail 'Special Delivery' or fully tracked courier service.

Invigilation guidance for proctored external assessments

This section provides guidance for assessments using proctoring software. If you are planning to use proctoring, you must talk to us about your system before you start an assessment.

19. Starting the assessment

19.1 Proctored assessments must not be invigilated by the class tutor/lecturer/teacher.

19.2 The invigilator is responsible for ensuring that the following requirements are explained to and understood by the learner before the proctored assessment begins:

Assessments must not be permitted to begin if any of the following requirements are not met.

- If the learner requires any reasonable adjustments for the assessment, this must be approved by AIM prior to the assessment taking place.
- The learner has consented to the assessment being recorded, stored, and reviewed in line with the rules for proctored assessments.
- The identity of the learner has been verified using a current photographic identification before the start of the assessment. Advise learners who are unable to provide the required photographic identification that they cannot sit the assessment.
- The learner must be always in view, sharing both their computer screen (via screen sharing) and video webcam.
- The learner has switched on their microphone and the audio is clear.
- The learner has completed a scan of the room where they will take the assessment using a webcam. This must be completed every time they take a proctored assessment.
- The need for a steady and reliable internet connection
- The lighting in the room is bright enough to be considered 'daylight' quality.
- The learner's working area is clear and tidy, the desk and walls around the learner do not have any written materials or posters which relate to the subject matter of the assessment.
- The room is to be as quiet as possible. Sounds such as music or television are not permitted.
- Learners must be assessed in English (unless otherwise specified in the qualification handbook).
- Accessing and using a translator is not permitted, unless there are published rules for the assessment that specifically permit this.

19.3 The following items must not be within the learner's working area or used during the assessment, unless it is an 'open book' assessment:

- a) books
- b) paper
- c) pens
- d) calculators
- e) textbooks
- f) notebooks
- g) phones

20. During the assessment

20.1 The proctor software must record that:

- No other person has entered the room, and the learner has not spoken to anyone else.
- The learner has not moved out of the line of sight of the webcam at any time once the assessment has commenced.
- That audio was not muted or interrupted at any time during the assessment.
- The learners screen sharing has not frozen, stopped working or had any other issues.
- The learner is not using headphones or any other type of listening equipment.
- The learner has not accessed any other form of electronic device (including phones, smartwatches etc) unless a mobile phone/tablet has been used as the second screen to allow for webcam use only where necessary to meet AIM requirements.

- The learner has not accessed any additional websites or programmes during the assessment.

Contingency Plans

21. Contingency Plans

21.1 The qualification regulators, awarding bodies and government departments responsible for education have prepared and agreed information for schools and colleges in the event of examinations being seriously disrupted. This jointly agreed information will ensure consistency of response in the event of major disruption to the examinations system. AIM exam centre contacts should be familiar with this document:

<https://www.gov.uk/government/publications/exam-system-contingency-plan-england-wales-and-northern-ireland>

21.2 In addition, AIM has its own well-established contingency plans in place to respond to disruptions. It is important that exam officers who are facing disruption liaise directly with the AIM.

21.3 All AIM centres are expected to have a contingency plan process in place and should be able to provide a copy of the document to AIM, on request.

Results

22. Results dates

22.1 Examination result dates are published on the AIM website.

22.2 All results are released via email to the named contact.

22.3 Centres are expected to inform learners of the results dates for the qualification before the date of the examination.

22.4 Centres must not withhold results from learners and should issue on the date of receipt.

22.5 Results can be presented to the learner in person or by email,

23. Results Enquiries

23.1 The AIM Qualifications and Assessment Group results enquiry service is available for centres who wish to enquire about published qualification assessment results, normally in cases where the results vary considerably from those expected. This service is chargeable. AIM **fees and charges** information can be found on the AIM website.

23.2 An enquiry may be made on behalf of one or more than one learner and is a formal written request from the centre to AIM Qualifications and Assessment Group for a review of the assessment decision relating to qualifications.

23.3 The following can be requested:

- Performance report. This provides a breakdown of the marks awarded in an assessment.
- Clerical check of marking (applies to non-MCQ assessments only). This is a check to ensure that all pages have been marked, all marks have been counted and the result matches the marks on the paper.
- Assessment re-mark (applies to non-MCQ assessments only). This request must be accompanied by the written permission of the learner(s). The service includes a clerical check, involves a second examiner who will review the paper to identify genuine errors or unreasonable marking.
- Assessment content review. Centres can raise issues with assessment content accuracy. This can only be done with detailed evidence that the content may be inaccurate and has potentially disadvantaged learners.

23.4 Centres wishing to enquire about results should submit the enquiry application form to AIM within 25 working days of results being issued with full details of the enquiry, accompanied by all supporting documentation and the written permission of each learner involved (if applicable).

23.5 Following the relevant action by AIM a report will be issued to the centre detailing the outcome.

Possible outcomes of the enquiry are:

- no change
- a change to the results which may be either higher or lower than previously issued.
- AIM will amend learner records accordingly.

Full details of the results enquiries process can be found on the [AIM website](#).

Malpractice

24. Malpractice

The AIM malpractice policy can be found on the [AIM website](#).

24.1 If, at any time before, during or after the examination has been completed, the centre suspects or experiences malpractice they must inform AIM immediately, by contacting externalassessment@aimgroup.org.uk

24.2 If, during the assessment, it is identified that a candidate is committing malpractice, the invigilator should use the permitted mobile phone to text for support. Other candidates should not be distracted.

24.3 The centre is expected to have their own malpractice policy for exams and should follow this to deal with live malpractice as stated in their policy.

24.4 If malpractice is suspected or identified by AIM, the awarding organisation will investigate after the examination, and the Head of centre will be contacted to discuss investigation requirements.

Disclaimer: Please note that any downloaded version of our policies may not be the most current iteration. For the latest updates and accurate information, kindly refer to the version available on our official website.

Section 3 Regulatory References

Conditions and licencing criteria

This policy is intended to meet the regulatory requirements of Ofqual, Qualifications Wales, CCEA and QAA. In particular:

Section	Condition/Licensing criteria
Identification and management of risks – Management of incidents	Condition A7
Identification and management of risks – Malpractice and maladministration	Condition A8
Third parties - Arrangements with centres	Conditions C2
Setting and delivering the assessment – Setting the assessment	Condition G1
Setting and delivering the assessment – Maintaining confidentiality of assessment materials	Condition G4
Setting and delivering the assessment – Arrangements for Reasonable Adjustments	Condition G6
Setting and delivering the assessment – Arrangements for Special Considerations	Condition G7
Setting and delivering the assessment – Completion of the assessment under the required conditions	Condition G8
Setting and delivering the assessment – Delivering the assessment	Condition G9
From marking to issuing results – Issuing results	Condition H6
Appeals and certificates – Appeal process	Condition I1
Appeals and certificates – Compliance with Ofqual’s appeals and complaints process	Condition I2

Section 4 Appendix

Appendix 1 - Useful contacts

The following provides contact details for AIM Qualifications and Assessment Group and its regulators.

AIM Qualifications and Assessment Group Contact details.

If you have any queries about the contents of the policy, please contact us.

Telephone: 0844 2253377

Email: enquiries@aimgroup.org.uk

Regulators' contact details.

CCEA

Telephone: 02890 261 200

Email : info@ccea.org.uk

Ofqual

Telephone : 0300 303 3344

Email : public.enquiries@ofqual.gov.uk

Qualifications Wales

Telephone: 0333 077 2701

Email: enquiries@qualificationswales.org

The Quality Assurance Agency for Higher Education (QAA)

Telephone: 01452 557 000

Email: enquiries@qaa.ac.uk