

 <b>ICB</b> INTERNATIONAL CERTIFICATIONS FOR BUSINESS	<b>Policy Name:</b>	<b>2011.2022.v1 Exam Invigilation &amp; Irregularity Policy</b>
	<b>Policy Number:</b>	<b>2011.2022.v1</b>
	<b>Approved:</b>	<b>20 January 2022</b>
	<b>Expiry Date:</b>	<b>20 January 2023</b>

## 1. PURPOSE

The purpose of this policy is:

- To establish clear standards, expectations and procedures for conduct during examinations
- To promote the principle of procedural fairness in a transparent, respectful and confidential manner.

Students with special needs will be accommodated as required. Please refer to the Assessment Policy for Students with a disability.

## 2. SCOPE

This policy applies to all Providers and invigilators; students and ICB employees.

## 3. RESPONSIBILITY

The implantation and management of this policy remains the responsibility of the Academic department but Providers; Students; head invigilators and invigilators are jointly responsible to ensure that all procedures are followed to ensure the fairness and integrity of exams.

## 4. POLICY

This policy serves to guide and regulate the exam procedures followed before; during and after an exam by the invigilators to ensure that the risk of irregularities is minimised and discourages students from attempting any action which could result in an irregularity occurring. It serves to provide a list of possible irregularities that can occur and possible penalties for offences whether a once off or repeated offence.

## 5. ROLE AND RESPONSIBILITIES OF AN INVIGILATOR

To ensure that the ICB exams are conducted properly and run according to the ICB standards and as per the ICB Exam policy. The following roles, functions and procedures are to be followed:

- 5.1. Exams are to be conducted on the date and at the time specified by the ICB.
- 5.2. The invigilator must ensure that the venues are available for the holding of exams and ensure:
  - 5.2.1. Not more than one student occupies a table or desk
  - 5.2.2. Charts, including drawings, formulae and any other written material are removed from the walls or chalkboard
  - 5.2.3. Students are seated at least one meter apart from each other
  - 5.2.4. There is sufficient ventilation and lighting
- 5.3. Ensure security of exam question papers before date and time of exam.
- 5.4. Ensure invigilation of exams by persons independent of person facilitating students.
- 5.5. Accept and understand that any deviation from the stated policies and procedures may result in the disqualification of students from an exam and the disqualification of a Provider's authority to act as an exam venue.

## 6. PROCEDURE ON DAY OF EXAM

- 6.1. The Invigilator to arrive at the exam venue at least 30 minutes before the commencement of the exam and ensure that the venue is suitable and ready
- 6.2. As the students arrive

- 6.2.1. The student must produce his/her exam acknowledgement letter or completed PoE and their identity document with photo.
- 6.2.2. The invigilator must compare name and initials on the exam acknowledgement letter/PoE with the name and initials on the identity document of the candidate. NO STUDENT IS TO BE ALLOWED TO SIT FOR THE EXAM IF THE ABOVE-MENTIONED LETTER/PoE AND IDENTITY DOCUMENT IS NOT PRODUCED.
- 6.2.3. The student must be ticked off on the Exam Attendance Register. If the student is not on the Exam Attendance Register, the ICB must be contacted immediately.
- 6.2.4. The PoE is to be handed to the Invigilator prior to the exam starting.
- 6.3. The invigilator must ensure that there are no mobile phones, books, manuscripts, notes or bags; text books or any form of learning material on or near his/her desk. These must be left on the floor behind the invigilator's chair, so that they are not available to the student.
- 6.4. Students may take in text books and learning material to revise prior to the exam but the invigilator must ensure that these are packed away in the front of the exam venue by 8:45 a.m.
- 6.5. Inform the students that if one is found guilty of contravening any rules or regulations or any exam irregularity, his or her results may be declared null and void.
- 6.6. Fifteen minutes before the start time announce the commencement and finishing times of the exam.
- 6.7. Students may leave the exam venue once they have completed their exam, except for during the first and last 30 minutes, so as to not disturb other students.
- 6.8. The invigilator must open the sealed exam question paper's envelope and hand out the appropriate question papers.
- 6.9. The invigilator must check with the students and against the attendance register that all the students have received the correct question paper and answer books.
- 6.10. The exam starts at 9:00 a.m. and ends at 12:30 p.m. and includes fifteen minutes reading time.
- 6.11. Remind all students to ensure that all relevant information required on the cover of the exam answer book has been correctly completed.
  - 6.11.1. Student's name
  - 6.11.2. Student's ID Number
  - 6.11.3. Student's ICB Membership Number
  - 6.11.4. Exam name (Name of subject)
  - 6.11.5. Date of Exam
  - 6.11.6. Venue of exam
- 6.12. At the appointed starting time (9:00 a.m.) announce that the student may commence writing.
- 6.13. Warn the student every hour how much time is left. Fifteen minutes before finishing, announce the time remaining.
- 6.14. When the time has expired, announce that the student must stop writing and insert his/her exam answer script into their PoE, or if a Re-Exam, hand in the script only.
- 6.15. The invigilator will collect Portfolios of Evidence in alphabetical order and the student must sign the Exam Attendance Register. When all have been collected, students may leave. If the student does not want to submit an answer book, the invigilator has to write 'No answer submitted' on the front of the answer book and hand it in with the rest of the students PoE (include any rough work, although this will not be marked).
- 6.16. Ensure that students have inserted the question paper into their POE.
- 6.17. Any students who were absent or who failed to hand in an answer script or PoE must be marked absent.
- 6.18. The Attendance register must be signed by the invigilator and the total number of scripts and PoE's recorded. Failure to complete and send the Attendance Register to the ICB with the PoE's could result in the PoE's not processed for marking until a register is supplied and/or a financial penalty may be incurred.
- 6.19. All exam answer scripts and PoE's MUST be returned to the Institute immediately within 24 hours after the final exams have been completed for that week, via courier service ONLY. If scripts are not dispatched timeously, this may result in the disqualification of the students as the quality cycles have been compromised.

## **7. LATE ARRIVALS**

Students who arrive at the exam centre up to 30 minutes after the start of a paper may be permitted to write – but must give a reason for their lateness. This plus the candidate number and time of arrival must be documented on or attached to the Attendance Register. Latecomers must not be given extra time. If the Student arrives over 30 minutes after the start of a paper, they will not be permitted to write the exam.

## **8. ITEMS PERMITTED**

- 8.1. Students may use pocket calculators in the exam as long as:
  - 8.1.1. They use them in a way that does not disturb other students
  - 8.1.2. They don't need mains power supply
  - 8.1.3. They are not used to display information or run programmes that were stored on them before the exam
- 8.2. Students may not take any book, manual, paper or manuscript into the exam, except those which are approved by the ICB and are listed in the Assessor's Instructions for that exam. Any approved material taken into an exam can only include highlighting and underlining. Any unauthorised material must be collected and sent into the ICB.
- 8.3. Students who arrive at the exam venue early and would like to revise may do so but must ensure that all text books and learning material is packed away in the front of the exam venue by 8:45 a.m.
- 8.4. Students may not make use of a mobile phone in any way or form. These must be switched off and left at the front of the exam venue.

## **9. CONDUCT DURING THE EXAM**

- 9.1. Students may not communicate; pass any information, book, paper or other material to any other student during the exam.
- 9.2. Students may not leave an exam venue without permission after the exam has started. If they do leave without permission, they will not be allowed to return. If students leave and don't intend to come back, they must hand in their answer scripts to the invigilator. In addition, nobody may leave during the first 30 minutes, except under exceptional circumstances and then only with permission from the invigilator.
- 9.3. Invigilators must not have a teaching/facilitating or similar role with the students sitting the exam. They must be independent and cannot be the students' tutor.
- 9.4. When the invigilator says the exam is over, students must stop writing immediately and put down their pens/pencils. Anyone who continues to write will be recorded on the Attendance Register for misconduct.
- 9.5. Ideally students need to be accompanied to the restrooms which means that there should be two invigilators per exam session.

## **10. CONDUCT OF THE INVIGILATOR**

The invigilator must not

- 10.1. Read or do any other work that may hinder him/her from properly performing his/her duties
- 10.2. Use a mobile phone
- 10.3. Assist a student answering any exam related question
- 10.4. Invigilate a learning area in which he/she is a facilitator
- 10.5. Leave the exam venue unattended
- 10.6. Speak to a third person in a manner that disturbs the student
- 10.7. Hand over a copy of the question paper to any person outside the exam venue, or take the question paper out of the exam venue before the exam has ended
- 10.8. Allow students to violate the rules and regulations of the exam
- 10.9. Ensure that students are accompanied to the restroom without leaving the exam venue unattended

- 10.10. Address suspected cheating with students after the exam but address suspected cheating as it is discovered.

## 11. IRREGULARITIES

An exam irregularity is defined as any event, act or omission, and any alleged event, act or omission, which may undermine or threaten the integrity, credibility or the security, or the fairness of the ICB exam process. A student found guilty of exam dishonesty or an irregularity could have their exam results declared null and void or any other reasonable sanction as deemed fit by the Academic Board.

A provider found guilty of exam dishonesty or an irregularity could have their exam venue status revoked, be subject to a fine, have their students results declared null and void or any other reasonable sanction as deemed fit by the Academic Board.

The enforcement and adherence to academic honesty is the responsibility of the ICB and under the auspices of the Academic Board and each case is viewed independently.

## 12. PROCEDURE FOR INVIGILATORS FOR SUSPECTED IRREGULARITIES

If the invigilator suspects that a student has committed an exam dishonesty or irregularity, he/she must:

- 12.1 Confiscate the incriminating material with minimum disruption to other students whilst **preserving the dignity of the student** concerned. Any such evidence confiscated becomes the property of the ICB and neither the student, provider nor the student's parents/guardian have the right to demand its return.
- 12.2 Confiscate the student's answer book and make a note on the cover of the answer book that the answer book had been confiscated and the reason for the confiscation, including date and time of the incident and the invigilator's name and write on the cover "Alleged irregularity"
- 12.3 Provide the student with a new answer book and write on the front cover "Alleged irregularity - new answer book provided" together with the date and time.
- 12.4 Write "irregularity" alongside the student's name on the attendance register and allow the student to sign the notation.
- 12.5 Do not allow the student any additional time for compensation of time lost in the course of detecting and processing the exam irregularity.
- 12.6 Submit a detailed statement of the alleged irregularity together with any evidence, if applicable
- 12.7 Request the student to submit a statement regarding the alleged irregularity. If the student refuses, the invigilator is to make note of this in his/her statement.
- 12.8 Advise the student that the fact that he/she was allowed to continue with the exam does not serve as the condoning of his/her contravention of exam regulations and that a written report will be submitted to the ICB's Academic Board.
- 12.9 Send the following information under separate cover, but with the other completed PoE's
  - 12.9.1 The incriminating evidence
  - 12.9.2 The student answer books
  - 12.9.3 The statements from the student and invigilator

## 13. TYPES OF IRREGULARITIES and ACTIONS

No	IRREGULARITY	ACTION TO BE TAKEN	PENALTY 1st offence	2nd offence	3rd offence
1.	Failure to produce identification documents	a. Student must not be allowed to write the exam. b. The student may leave to fetch identification, however needs to	Time penalty	Disqualification	No 3rd offence allowed

		return within 30 minutes of the start of the exam and then proceed to write without additional time.			
2.	Incorrect registration number or no exam number	<p>a. The provider and/or ICB will use all available means to establish the correct registration number</p> <p>b. If the registration number is not obtainable, student must not write.</p>	Written warning	Provider fine of R250	Provider fine of R500
3.	Writing an exam on the incorrect date	<p>a. If the action was unintentional and sufficient evidence supplied by the provider, then the irregularity will be raised against the provider</p> <p>b. If the action was intentional or deliberate, the results of the students must be declared null and void</p>	Provider fine of R500	Disqualification of student Provider fine of R1000	Withdrawal of Invigilation center and fine of R1500
4.	Student not recorded on an Exam Attendance Register	<p>a. The ICB must be contacted immediately to establish reason for the student not being booked for a particular exam</p> <p>b. The ICB will immediately provide a corrected Attendance register where applicable. Otherwise, the student is not permitted to write the exam.</p>	Provider fine of R250 and letter of concern	Provider fine of R500 and written warning	Withdrawal of Invigilation center and fine of R1000
5.	Late arrival at the exam venue	<p>c. A student must not be admitted to the exam venue if the student arrives more than 30 minutes after the start of the exam. Students arriving within 30 minutes of the start of the exam will be</p>	Time Reduction	Disqualification	None allowed

		allowed to enter the exam venue, but will not be allowed additional time.			
6.	Student found in possession of unauthorized material during an exam	<p>a. If the extent of assistance obtained from the unauthorised material is substantial, the student's results in that subject may be declared null and void.</p> <p>b. If the unauthorized material is not related to the subject being written, the student is issued with a written warning, which will be taken into consideration should he/ she be guilty of a future offence.</p>	Disqualification of student exam result Written warning for Provider and fine of R250	Disqualification of student from qualification Provider fine of R1000	Withdrawal of Invigilation center
7.	Student found in possession of unauthorized electronic devices during the exam session	<p>a. If the unauthorized device was not used during the exam session, the student is issued with a written warning, which will be taken into consideration should he/ she be guilty of a future offence.</p> <p>b. If the unauthorized device was used during the exam session and the assistance obtained is essential, the student's results in that subject must be declared null and void.</p>	Removal of Device  Written warning	Disqualification from exam	Disqualification from Qualification
8.	Student assisting, being assisted, copying or communicating with another student or any other party during an exam sitting	<p>a. The result of the student caught copying must be declared null and void.</p> <p>b. The student offering the assistance will also be sanctioned with a written warning</p>	Disqualification from exam	None allowed	None allowed

9.	Presentation of fraudulent identification or impersonation	a. The student's results in that paper must be declared null and void.	Disqualification from qualification	None allowed	None allowed
10.	Evidence or suspicion of copying, being provided assistance, writing an "open book" exam, or having had access to the memorandum	<p>a. In the case where the student is found guilty, the results for that paper must be declared null and void.</p> <p>b. In the case of the invigilator or tutor, this must be regarded as an act of misconduct and the person involved must be suspended from all exam related work. Should the provider appoint the invigilator or tutor, the provider is to be notified and relevant disciplinary action taken by the provider.</p>	Disqualification of student from qualification Provider Fine of R1500		
11.	Handwriting of a different person on the scripts	<p>a. The result of the student caught copying must be declared null and void.</p> <p>b. If there is evidence of collusion, the student offering the assistance must also be sanctioned.</p>	Disqualification or Disciplinary hearing		
12.	Student obtains information prior to the date of the exam about the contents of the exam	<p>a. The student may have obtained this info from either another student, tutor or any third party</p> <p>b. The student's results in that paper must be declared null and void.</p>	Disqualification for student from qualification Provider Fine of R1500	None allowed	None allowed
13.	Two exam scripts with the same registration number	<p>a. If the action was unintentional the registration numbers must be corrected and the results released</p> <p>b. If the action was intentional or deliberate, the results of the guilty candidate for that</p>	If A results are released. If B results are null & void	Disqualification	None allowed

		paper must be declared null and void.			
14.	Crib notes discovered in scripts during the marking process	<p>a. If the unauthorised material is related to the subject being written, then that paper must be declared null and void.</p> <p>b. If the unauthorized material is not related to the subject being written, the student is issued with a written warning, which will be taken into consideration should he/ she be guilty of a future offence.</p>	Disqualification of exam and results Written warning	Disqualification of student from qualification	None allowed
15.	Script removed from exam venue and submitted later	a. The results for that paper must be declared null and void	Disqualification of the exam and the results. Student can attempt the exam as a first-time exam	Disqualification	None allowed
16.	Submission of work that is not the student's own work	<p>a. The student who submits work that is not his or her own, may have his or her results declared null and void</p> <p>b. If there is evidence of collusion, the student offering the assistance may also have his or her results declared null and void.</p>	Disqualification of the exam and the results. Student can attempt the exam as a first-time exam	Disqualification	None allowed
17.	Acts of dishonesty	a. Any act of dishonesty or action or activity that may result in the student obtaining an unfair advantage, will result in the results for that paper declared null and void	Disqualification from qualification	None allowed	None allowed
18.	Bribery or attempted Bribery	<p>a. Any attempt by a student to bribe any official will result in that student's exam being declared null and void.</p> <p>b. Any person or</p>	Disqualification of student from qualification Written warning Withdrawal of invigilation	None allowed	None allowed

		provider offering the assistance will also be sanctioned.	center		
19.	Leaked or stolen question papers	a. All students where the theft of leakage has occurred will have their results declared null and void.	Disqualification of student from exam Withdrawal of Invigilation center	Disqualification of student from qualification	None allowed
20.	Exam batch not dispatched by the invigilator within 24 hours of last exam	a. The invigilator needs to supply reasons for the late dispatch and confirmed that the papers have not been tampered with b. Scripts and PoE's may be returned unmarked.	Written warning & fine of R500 for Provider	Disqualification Withdrawal of Invigilation center	
21.	Exam script lost or missing from an exam group	a. The Invigilator needs to supply documented evidence of submission of script. b. Should the ICB not receive an exam script/PoE from the invigilator, as indicated as packed on the Attendance Register, then the ICB is required to contact the provider and/or student and advise the provider or student of non-receipt of the exam script.	Written warning & Provider fine of R500 Disqualification of exam results may be required	Disqualification of student results for the exam Withdrawal of Invigilation center	
22.	Creating a disturbance, intimidation and drunkenness, disregarding the arrangements and/or the reasonable instructions of the invigilator	a. The student must be warned and if the behavior or action persists, then the student must be removed from the exam venue. b. The student forfeits the opportunity to write or to continue writing that specific exam paper c. Where the student has commenced writing, the marks obtained will be declared null and void	Disqualification of exam results Forfeiture of writing exam		

23.	Non-adherence to the ICB's exam policy	<p>a. Any non-compliance may result in a student or a group of student's results being declared null and void, depending on the severity of the non-compliance.</p> <p>b. Any non-compliance by a provider may result in a provider being sanctioned.</p>	Disqualification of students' exam results Written warning and Provider fine of R500	Withdrawal of invigilation center	None allowed
24.	Student receiving/writing a subject other than what has been registered for	<p>a. Student is to request correct subject question paper from invigilator</p> <p>b. Where a student submits an answer script for a subject not entered for, the marks obtained will be declared null and void.</p>	Disqualification of exam results for student Provider fine of R1000	Withdrawal of invigilation center Disqualification of student exam results Provider fine of R1500	None allowed

#### **14. ACADEMIC BOARD**

All suspected irregularities reported to the Academic Board will be investigated. The Academic Board will review all the evidence and conduct an investigation and determine whether a hearing is required. After the hearing (if required), and review of the evidence supplied, the findings of the Academic Board will be communicated to the student and the provider allowing either the provider or the student to appeal the findings.

#### **15. PROCEDURE for ASSESSORS and MODERATORS for SUSPECTED IRREGULARITIES**

Exam irregularities identified by the assessors or moderators during the marking process must be dealt with as follows:

- 15.1 All exam irregularities suspected by the assessors or moderators must immediately be reported to the Academic Board.
- 15.2 Answer scripts in which alleged irregularities are identified must be marked as usual. The word: "IRREGULARITY" must be written in ink on the front cover.
- 15.3 These scripts, together with the assessors or moderators report must be handed to the Academic Board.
- 15.4 The marks of the suspected student must be recorded on the mark-sheet with an indicator stating "irregularity"
- 15.5 If the Academic Board agrees with the assessor or moderator regarding the "irregularity", then the Academic Board will commence an investigation into the alleged irregularity. However, if the Academic Board does not consider the "irregularity" an irregularity, then the script is to be returned to the assessors for final processing and release of the results to the student or provider.

#### **16. PROCEDURE FOR IRREGULARITY HEARINGS**

If the Academic Board decides that a hearing should be held, such a hearing must be held under the following procedures:

- 16.1 The hearing must be lawful, reasonable, timely and procedurally fair and no rights of the individual should be infringed. The principle of openness and transparency of administrative action must be adhered to.
- 16.2 The following procedure must be followed in respect of hearings:
  - 16.2.1 Procedures for hearings vary according to circumstances and persons involved
  - 16.2.2 A written notification must be submitted to the student and or training provider concerned in the alleged exam irregularity
    - 16.2.2.1 The written notification must be forwarded either by registered post, email or delivered to a particular individual who acknowledges receipt of the notification
    - 16.2.2.2 The written notification must state clearly that the absence of a reply will not delay the hearing in respect of the suspected exam irregularity.
    - 16.2.2.3 If a student cannot be contacted and documented evidence is in place indicating that all reasonable steps have been taken to try and contact the student, then the hearing will not be postponed.
    - 16.2.2.4 All students suspected of an exam irregularity must be allowed the opportunity to respond to the allegations either in person or via a written response within ten working days of receipt of the notice of the irregularity.
    - 16.2.2.5 Students that do not want to attend the hearing may submit an admission of guilt in the form of an affidavit within ten days of the notice to attend a hearing.
    - 16.2.2.6 Where a student is under the age of 21, the student may be accompanied by the student's parent/s or guardian
- 16.3 Evidence presented at an investigation or hearing may take the form of material evidence, written evidence oral or other evidence
  - 16.3.1 All hearings must be recorded, either electronically or written, and such record of the hearing is to be kept on file.
  - 16.3.2 If a student is unhappy with the procedures or findings of the hearing, the student may appeal the outcome within 14 days of the receipt of the findings of hearing. If the appeal of the hearing is unsuccessful the original findings will stand and no further correspondence will be considered.

### 13. ACCEPTANCE and AGREEMENT

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#### ICB INVIGILATOR/PRIVATE INVIGILATOR

I hereby agree to perform the role and function of INVIGILATOR for ICB exams and acknowledge that I will be held accountable should the ICB exam policies and procedures not be adhered to. I agree to conduct the exams in accordance with this policy and the ICB's exam policy as amended from time to time by the ICB.

THUS AGREED and SIGNED by

Signed by: \_\_\_\_\_ Full Name of Invigilator: \_\_\_\_\_

at \_\_\_\_\_ on this the \_\_\_\_\_ Day of \_\_\_\_\_ 20 \_\_\_\_\_

Signed by: \_\_\_\_\_ Name of Witness: \_\_\_\_\_

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#### PROVIDER

We, \_\_\_\_\_ (PROVIDER & CAMPUS), hereby nominate the above INVIGILATOR as our CHIEF INVIGILATOR to assume responsibility for all the functions, roles and responsibilities in terms of this policy on our behalf and agree to conduct ICB exams in accordance with this policy and the ICB's exam policy as amended from time to time by the ICB. We acknowledge that we will be held accountable as an accredited theory training provider, should the invigilator not adhere to the ICB's exam policies and procedures.

THUS AGREED and SIGNED by

Signed by: \_\_\_\_\_ Chief Invigilator name: \_\_\_\_\_  
Chief Invigilator

Signed by: \_\_\_\_\_ provider Representative name: \_\_\_\_\_  
Principal or Academic / Quality Assurance Manager

at \_\_\_\_\_ on this the \_\_\_\_\_ Day of \_\_\_\_\_ 20 \_\_\_\_\_

Signed by: \_\_\_\_\_ Name of Witness: \_\_\_\_\_