ACADEMIC YEAR

2018-2019

EXAM ADMINISTRATION

GUIDELINES

ACADEMIC ASSESSMENT COMMITTEE – NOVEMBER 2018

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TABLE OF CONTENTS

PART 1 - INVIGILATION AND EXAM ADMINISTRATION

PART 2 - FWA AUDIT

PART 1
INVIGILATION AND EXAM ADMINISTRATION

INVIGILATION

General

- All faculty must read and familiarize themselves with the following guidelines prior to the start of their invigilation duties.
- The main purpose of invigilation is to maintain vigilance over the examination environment so as to preserve the integrity of the examination process.
- A Head Invigilator (HI) is assigned for each exam room. Along with the Invigilator, the Head Invigilator will ensure the implementation of these guidelines and the smooth running of the examination.
- The Invigilator ratio (see section below) must be maintained at all times.
- All information relating to exam materials or processes should be managed in a confidential manner and within a formally secured and designated area.
- No changes to exams, procedures or timings should be made without the authorization of the Dean of Academic Operations (DAO).
- Appropriate training should be provided to novice Invigilators to ensure that they are fully aware of these guidelines.

Invigilator Ratio **UPDATED**

There must be a sufficient number of Invigilators to avoid the risk of cheating or other inappropriate activities.

- In all circumstances there must be a minimum of **2** Invigilators (one Head Invigilator and one other Invigilator) supervising the examinations.
- ▶ The student/Invigilator ratio must be 2 Invigilators for the first 30 students (minimum of 2 Invigilators always and 1 additional Invigilator for every 20 students thereafter).

No. of students	No. of Invigilators (inclusive of HI)
1 – 30	2
31 – 50	3
51 – 70	4

Exam Rooms **UPDATED**

- The exam rooms should be well-lit with no noise disruptions caused due to internal or external factors.
- ▶ Classrooms which has no see-through glass (at least in the door) must not be used as exam rooms.
- ▶ No students are allowed into the exam room until the Head Invigilator arrives.
- Desks should be clearly labelled for students.
- There should be sufficient distance between the desks so that students are not able to view each other's work.
- No material that is related to exam content should be posted on walls or bulletin boards.
- Cafeterias and workshops should not be used as exam rooms. Online Learning Zones (OLZ) within the libraries may be used for holding online exams. However, students should not be able to view others' monitor screens.
- Students should not be left unattended in the exam room at any point of time.

Notes for Head Invigilators and Invigilators

- The Head Invigilator must be neutral to the areas under assessment. S/he is responsible for the administration of examination during the entire period.
- Faculty should not invigilate their own sections during examinations unless technical expertise is likely to be required and the campus has access to no other suitably qualified Invigilators.
- Only faculty or Program Coordinators should be assigned the roles of Head Invigilator/Invigilator. In case of insufficient availability of faculty, technicians may be assigned the role of Invigilators.
- Sign-in sheets and forms relating to any exam irregularities should be completed promptly.

Floaters

There should be one person outside the exam room at all times, known as the Floater, who should not be involved in invigilating.

- The Invigilators may contact the Floater for assistance using a mobile phone, however, this should be done outside the classroom so as to not cause any disturbance to the students.
- A Floater of the same student gender should be assigned for each exam room. However, depending on the examination area layout, the campus may find it more resource-effective to assign a Floater to a group of exam rooms. For instance, where there is a cluster of rooms located next to each other with only a handful of students, it may be sufficient to assign one Floater to cater to the exam rooms, rather than having a group of Floaters sitting next to each other outside the rooms. However, in situations where exam rooms are spread over a larger area and contain a large number of students, it may be necessary to have a Floater assigned to an exam room each.
- Regardless of the arrangements, the campus should bear in mind that a Floater should be physically present and available for any assistance, without causing any delay due to non-availability or insufficient allocation.
- A Floater of the same gender should accompany a student who needs to leave the exam room to visit the wash room. The Floater should ensure that the student does not communicate with anyone while out of the exam room.
- Floaters should ensure that a quiet environment is being maintained and deal appropriately with disturbances, loud noise in the exam area, late arrivals, and emergencies.
- Floaters should be clear about their roles and responsibilities in the exam process (through professional development training, guidelines, awareness sessions or any other appropriate means).

Stand-by Invigilators

- Arrangements should be in place for Stand-by Invigilators to be available during all the exam days in case any Invigilators are unable to carry out their invigilation duties due to emergencies at short notice.
- A list with names and contact numbers of Stand-by Invigilators, along with the day, location and timing, should be prepared in advance by the Academic Services team.
- The campus should ensure that the Stand-by Invigilators are physically present in the campus throughout the examination period and contactable via mobile phone so that their assistance can be called upon during an emergency and they can arrive at the requested location without any delay.
- The following ratio should be maintained throughout the examination period: At all times there should be 1 Stand-by Invigilator for every 5 Invigilators and this should be reflected in the list mentioned above.

SHARING THE EXAMS WITH THE DAOs   **UPDATED**

The Executive Dean (or designee) at each academic division should securely communicate the FWA exams and corresponding documents with the DAO. The following points must be maintained:

- Dean of Academic Operations to be granted access to the electronic exam documentation system (e.g. BBLearn) by Executive Dean (or designee).
- Security of the exams on campus is the sole responsibility of the DAO.
- Upon the request from DAO, academic divisions could grant exam access to a designee (such as the Sr. Manager – Academic Services).
- The electronic exam documentation system contains two separate folders for each division: one for exams (paper-based/ online) and the other for answer keys.
- Exams (paper-based/ online) can be accessed by DAO (or designee) at least one week from the exam day and only for one version.
- Answer Key (paper-based/ online) may be accessed by DAO (or designee) one hour from the beginning of the exam time. However, it's the division's responsibility to share the AK with the respective SCTL.

BEFORE THE START OF THE EXAMINATION

- The Head Invigilator should collect the exam papers from the Exam Control room 45 minutes before the commencement of the exam.
- The Head Invigilator and Invigilator(s) should arrive at the exam venue 30 minutes before the commencement of the exam to finalize the arrangements.
- Floaters of the same student gender should be stationed outside the room 30 minutes before commencement of the exam.
- The exam area is a formal, controlled area and students should produce their Student ID that will be checked before being allowed entry. Fully veiled female students should be asked to lift their face veils for the purpose of Student ID check by a female Invigilator.
- The time should be displayed in the room using a reliable clock that should be visible to all students.
- Students should reach the examination venue 30 minutes before the exam start time. However, they are not permitted to enter the exam room without the permission of the Invigilators, or unless the Invigilators are already present in the exam room.
- Students who have forgotten their Student IDs should be assisted and guided in obtaining a temporary ID card from the appropriate department.
- All desks should be clearly labelled and students should be seated in their designated seats.
- The Head Invigilators should ensure that the exact number of exam papers/ password sheets (for online exams) / stationery/ desks/ computers or laptops with chargers are in place before the commencement of exams.
- Students should not carry any electronic devices such as laptops, smart phones, smart watches, iPads or mobile phones (unless it is an online exam where they have been instructed to bring in their own laptops) into the exam room.
- Students should not carry any materials with them into the classroom, exam-related content or otherwise, with the exception of their student ID card or a temporary card (if they have forgotten their Student ID).
- Use of dictionaries and programmable scientific calculators are forbidden in the exam room.

DURING THE EXAMINATION   **UPDATED**

- The exam should begin at the stated start time.
- Invigilators should remain vigilant throughout exam. They are not allowed to eat, drink, use their mobile phone, read or undertake any kind of work during invigilation (drinking water is allowed). If any urgent message relating to the exam is to be conveyed through their mobile phones, they need to step out of the exam room. The mobile phones should be switched off throughout the exam session.
- To ensure adequate supervision, Invigilators should be evenly spread throughout the exam room. They should not be stationary in one place or gather together as a group in one area for too long.
- Clear instructions should be provided to students within 5 minutes prior to exam start time. Common exam instructions could be projected or printed as convenient.
- Student ID cards should be placed on their respective desks during the entire exam period.
- A head count of students should be taken after the commencement of the exam.
- The minimum time students should spend in the exam room will vary according to the exam duration as stated below:

Exam duration	Minimum duration students should remain in the exam room
Up to 90 minutes	30 minutes
More than 90 minutes	60 minutes

- Students are not allowed to consume food and drinks in the exam room.
- If a student leaves the exam room, they will not be allowed to return unless it is for the reason set out in the point below.
- A student, who needs to leave the exam room to visit the washroom, must be accompanied by a Floater of the same gender. The student will not be allowed to communicate with anyone while out of the exam room. The student should then be accompanied back to their desk by the Floater.

Distribution of exam papers

- Students should be asked to check that they have all relevant materials and equipment before the exam commences.
- Question papers should be placed face down until the signal for commencement is given. Students must not open the exam papers or start writing until instructed to do so.
- At the start time, the Head Invigilator will use the words: "You may now turn over your papers and begin".

Late Start

Exams should start at the stated time. Where there is a local variation, this should be recorded in the Sign-in Sheet **(Sign-in sheets should be downloaded from the ESS software)**.

- If, for any reason, the administration time involved in the exam (explaining and distributing materials) takes longer than originally intended, students should not be penalized for this.
- The total time allowed for the exam in the instructions must be adhered to.
- Once the exam has commenced, no extra time may be added by the Invigilators in normal circumstances. However, refer to the section on 'Interruptions' for exceptions.
- Invigilators should record the official start time and end time in the Sign-in Sheet.

Late Entry **UPDATED**

- Students are **NOT** allowed to enter the exam room after the exam has commenced.
- Students must be informed in writing that they must arrive at the examination venue at least 30 minutes prior to the start time, with proper identification.
- Students who arrive after the exam had commenced should sign a 'Late Arrival Form' indicating that they arrived late to the exam room/hall. This is to prevent any potential evidence of excused absence for that day plead by the student in future.
- The floater should hand all Late Arrival Forms to the Head Invigilator(s) after the exam is finished. Those forms are to be kept attached to the attendance sheet within the exam envelope.

Online Exams

- Where online exams involve seating arrangements in confined areas with other students present for e.g., computer labs with cubicle-like seating arrangements, care must be taken to ensure that students do not gain an unfair academic advantage.
- In computer labs students may be able to easily view each other's monitors. Either arranging monitors accordingly or using two rooms can prevent this. Alternatively, dividers or screens could be placed between computer stations at an appropriate distance.
- Communication/distribution of passwords for students to login should be done in a secure and timely manner in order to avoid any disruption or delay in the online exams. This also includes screenshots of the exam link and instructions on how to access the exam.
- IT support should be available for assistance on the day of the exam in case of any technical glitch/internet issues for online exams. The Ed Tech team should be available for assistance in case of any issues related to the BB Learn exams.
- At the end of the exam, all documentation including Exam Irregularity forms **(Appendix A)**, password sheets, scrap paper and unused paper-copies (if any) must be returned to the Exam Control room.
- For online exams, the DAO, in coordination with the IT support, should make one laptop available for any room with an average of 20 students.
- In addition, paper copies of an online exam must be available for any student who experiences technical problems during the exam and the IT support cannot solve the technical problem.
- By default the number of paper back-up copies should be 5% of the total number of students sitting the exam (if the number of students is less than 20, one copy is required), with facility to rapidly print more copies if required.
- If a Division has any reason to recommend a greater number than 5% back-up paper copies this should be communicated by the ED of the DAOs one week before the exam.

Computer security

Invigilators should follow instructions and security guidelines with regards to exams involving the use of computers/laptops so as to maintain the security of exams and reduce the risk of cheating or inappropriate access to resources.

Use of Exam Time

Students should be told how they may use the allotted time and that they will be informed about the time remaining in the following ways:

<u>Time remaining will be written on the board for these intervals</u>
1 1/2 hours   1 hour   1/2 hour

<u>Time remaining will be announced for these intervals</u>
15 minutes   5 minutes

Student Questions

- During the exam, students should not communicate with anyone except the Invigilator.
- Once the exam commences, all student questions must be dealt with on an individual basis.
- All Invigilators need to be aware of the fact that student anxiety often manifests in asking questions.
- It is important to carefully control the situation so general distraction is kept to a minimum.
- When a student raises his/her hand, the Invigilator should go to the student, listen to the question and respond in one of the following ways:
  - If possible, encourage the student to re-read the question. This response forces the student to become dependent on his/her own resources rather than looking outward for answers.
  - If the student requires clarification on instructions only, the question should be answered as simply as possible.
  - If it is a legitimate factual question that Invigilators cannot answer, the student should be encouraged to go on to another question until the question can be answered satisfactorily.
  - If the student is merely 'fishing' for information, simply say you cannot answer and move on. Do not let a question evolve into a discussion.

Errors in the exam paper **UPDATED**

- If an error of fact, numerical error, or internal inconsistency of any kind has been discovered by a student or Invigilator during the exam, the exam must continue as normal while investigations are carried out.
- The Head Invigilator should inform students of the error and ask them to work on another task while clarification is sought.
- The Head Invigilator will request for a clarification from the DAO, through the Floater.
- Divisions should have a focal point (usually Quality Assurance or Senior Assessment Specialist) so that DAOs can communicate any concerns. The focal point is the one responsible to communicate any issues to the concerned System Course Team Leaders (SCTLs).
- Once clarified, the Invigilator should write the amendments on the whiteboard and verbally bring the students' attention to them. However, if the issue cannot be sorted, the incident should be noted in the Exam Irregularity form.

Interruptions **UPDATED**

An exam may be stopped temporarily by the Head Invigilator, but not cancelled, on the grounds of interruption.

- Minor problems such as a brief power outage or an isolated equipment failure for one student can be managed by the Invigilators and the involvement of Academic Services.
- Students are not allowed to leave the room but simply advised to stop working and place their exam papers turned over on their desk, and refrain from talking until the problem is solved.
- In such circumstances 'stop the clock' when the incident occurs and start it again when the problem is solved.
- The incident should be recorded in the Exam Irregularity form.
- Campuses should devise a contingency plan (to mitigate any unforeseen circumstances) so that immediate actions are applied.
- Unless there is an imminent danger to students, the termination of an exam should have the approval of both, DAO and Executive Dean.
- The required security procedures should be followed for checking all students before they leave the room.

Cheating

- Any student engaged in talking, causing distractions, looking at other students' work or any similar misbehavior during the exam will be given a *First Warning Card (Yellow)* **(Appendix B)**. If this repeats a second time, a *Final Warning Card (Red)* **(Appendix B)** will be given. If the misbehavior is repeated after this, the student will be asked to hand over the exam papers and leave the exam room.
- If the student engages in cheating (such as use of cheat sheets, mobile phones) they will be immediately asked to hand over their exam papers and leave the exam rooms.
- Without touching the student, they should be asked to leave the room immediately and quietly. The Invigilator should arrange for a security person (through the Floater) to escort the student from the exam room.
- Any cases of cheating should be dealt with effectively and quickly, without causing any disturbances, as much as possible, to other students in the exam room.
- The Exam Irregularity form should be completed (with any notes on the warning cards) and signed off by the Head Invigilator and signed by at least one other Invigilator.

AT THE END OF THE EXAMINATION

Examinations should end at the stipulated end time whilst maintaining the security of scripts and control of student behavior.

- When the Invigilator announces the end of the exam, all students will be told to stop work, put down their stationary and turn their papers over.
- Computer users will be asked to sit back from the screen.
- The Invigilators should collect the exam papers from the students.
- Talking is not allowed until the students have left the room.
- Invigilators should ensure that students have completed their personal details on the answer sheets and where appropriate.
- Invigilators should collect all scratch paper and include it in the envelope.
- No papers of any kind should be taken out of the exam room.
- After all the papers have been collected from the students at the end of the exam, the Head Invigilator should ensure that:
    - The Sign-in sheets are completed with signatures.
    - A final count of the exam papers is taken and matched against the student signatures in the Sign-in sheet and the count in the exam envelope label.
    - Exam Irregularity forms, if any, are completed.
- The exam envelope label (Appendix C) should be completed and signed by all concerned faculty/staff.
- All the above documents are placed in the original exam envelope and sealed.
- The Invigilators should remain in the exam room till all exam papers are collected and counted and all students have left the room.
- The Head Invigilator should check the exam room just to make sure no exam materials are left behind.
- The Invigilation team should ensure that the exam room is ready for the next exam.
- The Head Invigilator should return the sealed exam envelope directly to the Exam Control room within 30 minutes after the end of the exam.
- When handing over the sealed envelope to the Exam Control room staff, the Head Invigilator should provide details about any Exam Irregularity forms and unused exam papers.
- The Exam Control room staff will take a final count of exam papers and check against the Sign-in sheets, and verify the Head Invigilator's claim regarding student absences, any unused exam papers and Exam Irregularity forms before sealing the exam envelope.

- Invigilators should not discuss any specifics of the exams with students or anyone else, not directly involved in the process, once it is over.
- Specific concerns or suggestions for improving the quality of exams or the overall administration process should be directed to the Academic Services.
- Any unused exam papers should be shredded by the Exam Control room staff.

THE EXAM ADMINISTRATION TEAM **UPDATED**

The Campus Exam Administration team should ensure that the following are in place prior to the start of the examination session:

- Timely distribution of exam schedules to all students and faculty (2 weeks before the examination start date)
- Timely distribution of exam guidelines to all faculty (1 week before the examination)
- Timely distribution of exam guidelines to all students (2 weeks before the examination start date)
- Exam materials (including exam envelopes, student scripts, stationary) at least one hour before exam time
- Secure storage of exam papers
- Announcement of Invigilation schedule to faculty at least one day prior to exam time
- List of Stand-by Invigilators (at all times there should be 1 Stand-by Invigilator for every 5 Invigilators)
- Sufficient availability of rooms dedicated to determined students, with Invigilators and Floaters assigned
- Head Invigilators assigned for each exam room
- Sufficient allocation of Floaters of the same student gender.
- Student/Invigilator ratio
- Number of exam papers printed should match exactly the student numbers stated in the final schedule
- Wherever possible (under the same assessment conditions, including time and equipment), it is advisable to mix students from different disciplines to minimize the risk of cheating.

DETERMINED STUDENTS **UPDATED**

- Students/ concerned faculty should apply for special exam conditions during the semester no later than the tenth week of the semester.
- The application should be approved by the concerned staff at that campus at least three weeks before the exam period.
- Emergency cases can be accommodated during the exam day.
- DAO, in coordination with student counselor, should have access to the list of determined students and the requirement for each case at least two weeks before the exam period.
- Divisions should collect from DAOs the needs of the determined students – whether the exam is online or paper-based – enough time before the exam period in order to take any necessary actions (such as large font, colored, etc.) accordingly.
- Determined student(s) should be accommodated in separate room(s) that are appropriate for their conditions. Determined student(s) are allowed to sit for the exam(s) in regular exam rooms (with their peers) if they prefer to.
- Do not mix determined students with needs that require different arrangements impacting the smooth exam administration of each other.
- The DAO may coordinate with the Professional Development Unit in case they require training for staff who are expected to administer the determined students' exams.

THE EXAM CONTROL ROOM

- Each campus should have a secure Exam Control room with access to authorized staff only.
- Any risk factors that could compromise the security of the exam papers, for e.g., large unsecured windows, should be taken into consideration and appropriate measures should be taken to avoid the risk.
- The following key activities will be carried out in the Exam Control room:
    - Exam paper printing
    - Exam paper storage
    - Exam paper distribution
    - Preparing required stationaries
    - Archiving marked student scripts
- In some instances, these functions may be split across two rooms. In any case, authorized staff will be responsible for carrying out the assigned activities and security should be maintained at all times (for e.g., using CCTV and security lock).
- A list with the named authorized staff should be prepared and displayed in the room(s). The authorized staff should be clear about their roles and responsibilities in the Exam Control room management process (through professional development training, awareness sessions, handover or any other appropriate means).
- The Exam Control room should not be left unattended at any time.
- The exam papers should be stored in secure lockable storage units. Students should not be allowed in this area.
- The photocopier/printing machines installed in these rooms should have the capacity to cater to the volume of exam papers required to be printed for each session.
- Appropriate health and safety conditions should be adhered to in these rooms, i.e., issues relating to trailing cables, scattered items/papers, food and drink items (strictly not permitted), etc.

Exam Envelope Label   **NEW**

- The exam control room staff should make sure that each exam envelope (dispatched or received) should have the Exam Envelope Label (Appendix C) taped onto its front.
- This label is used to keep a track of the exam envelopes as they complete the exam administration journey between control room, exam room, designated marking areas, and finally archiving room.
- It is the responsibility of the exam control room staff to make sure that all the information displayed on the label are complete, signed by the respective faculty/staff, and match the documents inside the envelope (such as number of student scripts, marked papers, etc.)

MARKING

- Program Coordinator/ Division Chair collects student scripts from the control room team for marking on the exam day.
- Program Coordinator/ Division Chair assigns marking teams.
- Concerned faculty mark and review student scripts as per the provided answer key/ rubrics.
- Program Coordinator/ Division Chair assigns ad-hoc committee to conduct thorough review of students' scripts with critical marks (A's & F's) in addition to randomly selected scripts to be checked against the answer key / rubrics provided by the division.
- Concerned faculty/ staff and Program Coordinator/ Division Chair must ensure that all grades entered into the gradebook are accurate.
- Marking exams (paper-based, online, practical, etc.) must take place in designated areas where access is restricted to faculty and management.

Marks Management

Faculty in coordination with Program Coordinator / Division Chair should report students' marks for the coursework and final exams. Those marks must be validated, entered into the HCT systems on time, and maintain the following:

- All coursework marks must be entered into the system before the end of the last teaching day in the semester.
- Final exam marks must be entered into the system within 72 hours from the end of the exam (including weekends).
- Final marks must be reviewed and approved by Program Coordinator/ Division Chair within 24 hours of submission by faculty. It is required from the Program Coordinator/ Division Chair to compare marks submitted on the Grade Center against those provided on randomly selected students' scripts.
- Changing marks after being entered into the system requires approval from Assessment Unit based on supporting evidence provided by the Program Coordinator/ Division Chair/ Associate Dean/ Executive Dean, as applicable.

ARCHIVING   UPDATED

- ► The room used for archiving the marked student scripts should be adequate and secure – the exam control room may also be used for archiving purposes.
- Once the marking and grade entry processes have been completed, the Program Coordinators should return the sealed exam envelopes to the Exam Control room (or the room that is used separately only for archiving purposes).
- The sealed exam envelopes should be neatly organized and classified according to Division and program.
- ► All assessed work (pertaining to FWA) should be retained for one year from date of assessment, unless accreditation bodies require further time in access of one year.

PART 2
FWA AUDIT

Overview
FWA stands for Faculty-Wide Assessment. FWA audits are conducted during the exam period to monitor the implementation of the exam administration processes. The FWA audit is an internal quality assurance check to ensure that the exam administration processes are being conducted at all campuses according to these guidelines. There are two types of FWA audits:
- Campus-based, conducted on daily basis by FWA Audit Campus-based Taskforce at each campus
- System-wide, conducted on random unannounced basis by FWA Audit System-wide Taskforce at all campuses

FWA Audit Campus-based Taskforce
Each campus should form a team of two or more members to be responsible for ensuring the compliance of the campus with the FWA Exam Administration Guidelines and Checklist.

FWA Audit Campus-based Taskforce should:

- Be appointed by the Campus Director.
- Conduct the FWA audit on daily basis using the FWA Audit Checklist and report the findings to the Campus Director **(Appendix D)**.
- Document actions which were taken by the Dean of Academic Operations and his/her team to mitigate any risks based on FWA Audit Campus-based Taskforce daily findings.
- Document evidence of compliance with Exam Administration Guidelines and FWA Audit Checklist.
- Document any innovative ideas (proposed / implemented) to improve FWA administration practices on campus. Such innovative ideas could be shared with other campuses if proven effective by the FWA Audit System-wide Taskforce.
- Share daily reports, action plans, and innovative ideas with the chair of the Academic Assessment Committee.
- Prepare the necessary documentation required for FWA Audit System-wide Taskforce and assist them throughout their visit.
- Attend the exit meeting to learn about the FWA Audit System-wide Taskforce feedback.
- Ensure that all staff on campus are aware of the FWA administration guidelines and necessary arrangements.

FWA Audit System-wide Taskforce

► The FWA Audit System-wide Taskforce members will be selected from the Academic Assessment Committee and/or other HCT faculty/staff with FWA auditing experience, as nominated by the Chair of the committee. The scope of the audit will cover the exam administration processes, in particular those relating to exam printing, storing, distribution, invigilation, and archiving.

Role of the FWA Audit System-wide Taskforce
The role of the FWA Audit System-wide Taskforce is to:
- Monitor and evaluate the implementation and adherence to the exam administration and Invigilation regulations to ensure an accurate, fair and objective invigilation process at all campuses.
- Report observations on the exam administration process in the 'Exam Administration Checklist' **(Appendix D)**.
- Address exam implementation and operational issues and provide appropriate solutions and/or recommendations.
- Recommend areas for improvement to enhance quality of the existing FWA practices across the system.

- Recommend ways and means to improve the exams implementation process based on actual practice.
- Review policies, procedures, guidelines that govern exam administration and suggest relevant changes and modifications.
- Submit a report about its activities with recommendations to the President & CEO at the end of each semester.
- Any other tasks as assigned by the President & CEO.

Campus Director's responsibilities during the System-wide FWA audit
- Ensure that the campus follows the exam administration guidelines and is prepared for the FWA Audit System-wide Taskforce visit during the examination period.
- Inform all campus staff members to cooperate with the FWA Audit System-wide Taskforce by providing accurate and relevant information and the necessary evidence, as required.
- Ensure that the FWA Audit Campus-based Taskforce prepare the necessary documentation required for FWA Audit System-wide Taskforce and assist them throughout their visit.
- Arrange for a room to be available for the taskforce during the audit visit.

The Audit visit
- The FWA Audit System-wide Taskforce will use the Exam Administration Review Checklist to report their observations and findings.
- Exam rooms will be visited to observe invigilation practice.
- Exam Control rooms will be visited and discussions with relevant staff will be held to observe practice relating to storing, distribution and archiving.
- Findings will be discussed with Campus Director / DAO and campus-based taskforce members during the exit meeting.

The Assessment Unit (AU) will share the findings with campuses within one month of the conclusion of the final examination. Where requirements have not been met, campuses should complete the Action Plan template **(Appendix E)** to indicate the action that will be taken to ensure compliance and return it to the AU.

APPENDIX A

EXAM IRREGULARITY FORM

Course Name:	
Course Code:	
Date of examination:	
Time:	
Campus:	

Instructions

Write an account of the incident or irregularity involved (please provide as much details as possible). This form can be used to report:

- illness of candidate during an assessment
- power cuts and other physical disruptions
- suspected academic dishonesty/*Cheating

*CHEATING is a deliberate attempt to gain marks or academic credit dishonestly. Helping someone else to gain marks or academic credit is also cheating.

Please state: the name of any student(s) involved, their desk numbers, what was observed, the time the incident occurred and provide details of corroborating evidence.

Name (Head Invigilator):		Signature:	
Name (Invigilator):		Signature:	
Date:			

APPENDIX B

FIRST WARNING CARD (YELLOW)

الإنذار الأول، لقد تم رؤيتك في سلوك غير ملائم في غرفة الامتحان.

رجاءً لا تدع هذا يحدث ثانية.

First warning, you have been seen engaging in inappropriate test behavior.

Please do not let this happen again.

Assessment Unit

FINAL WARNING CARD (RED)

الإنذار الأخير، لقد تم رؤيتك في سلوك غير ملائم في غرفة الامتحان أكثر من مرة.

سيتم إبلاغ الادارة عنك في حال تكرر هذا السلوك لاتخاذ الإجراء المناسب.

رجاءً واصل الاختبار.

Last warning, you have been seen engaging in inappropriate test behavior even after receiving the first warning.

Your behavior will be reported to the Management for further action **if repeated.**

Please continue the test.

Assessment Unit

APPENDIX C

EXAM ENVELOPE LABEL

NEW

FWA Envelope Tracking Sheet

HIGHER COLLEGES OF TECHNOLOGY

HCT 2.0

Exam Information

Campus		Semester	
Division		Day	
Course Code		Date	
Course Title		Time	
Exam Version		Room	
Delivery Method	PB/BBL/Mix	# of Backup copies used	
# of Students		# of Absentees	
Special Requirements	(Calculators, open book, colored printing, determined students' requirements, etc.)		

I Agree to Maintain the Security and Confidentiality of All Testing Materials

All who have handled and/or seen the material inside must sign this sheet.

Hard Copies Production

Designation	Name	# of Copies	Signature	Date
DAO (or designee)				
Control Room				

Handling & Marking

Received by	Name	# of Copies	Signature	Date & Time
Head Invigilator				
Control Room				
DC/PC				
Marker(s)				
DC/PC				
Control Room				
Archiving				
Auditing/Recalling				
Other Transactions				

APPENDIX D

UPDATED   **EXAM ADMINISTRATION REVIEW CHECKLIST**

Date: Campus:
Exam room(s) covered: Time:

NO.	CHECKLIST ITEMS	MET (Y/P/N)	COMMENTS
EXAM ADMINISTRATION			
1.	Timely distribution of exam schedules to students and faculty (2 weeks before examination start date).		
2.	Timely distribution of exam guidelines to faculty (1 week before examination start date).		
3.	Timely distribution of exam guidelines to students (2 weeks before the examination start date).		
4.	Exam materials (including exam envelopes, answer booklets, and stationary) are ready at least one hour before exam start time.		
5.	Announcement of Invigilation schedule to faculty at least one day prior to exam start.		
6.	Sufficient availability of rooms dedicated to Determined students, with Invigilators and Floaters assigned.		
7.	Head Invigilators are assigned to each exam room.		
► 8.	The Invigilator student ratio (including HI) of 1:30 (and 1 for every additional 20 students thereafter) is maintained.		
9.	Number of exam papers printed matches exactly the student numbers stated in the final schedule.		
EXAM ROOMS			
10.	Exam rooms are fit for purpose, in terms of the physical environment, room type (e.g. library, cafeteria, workshops etc. should not be used).		
11.	Proper seating arrangements with desk allocations are in place.		
12.	There is sufficient distance between desks to avoid copying each other's work.		
13.	A reliable clock is visible to all students.		

FLOATERS			
14.	Floaters of the same gender are assigned for each exam room.		
15.	Floaters maintain a quiet environment and deal appropriately with any disruptions.		
STAND-BY INVIGILATORS			
16.	A list of Stand-by Invigilators is available.		
17.	Stand-by Invigilators are physically present in the campus and can arrive at the exam room without delays, if required.		
BEFORE THE EXAM			
18.	The Head Invigilator collects the exam papers from the Exam Control room and arrives directly in the exam room 30 minutes before the exam start time.		
19.	Floaters & Invigilators are present in the exam area 30 minutes before the exam start time.		
20.	Student IDs are checked by the Invigilation team.		
21.	Students do not bring electronic devices or mobile phones, dictionaries or programmable scientific calculators into the exam room (unless instructed for e.g. laptop)		
DURING THE EXAM			
22.	Exams start on time.		
23.	Invigilators are not engaged in any personal work and do not use mobiles or consume food/drink in the exam room.		
24.	There is an even spread of Invigilators across the room, i.e. they are not remaining stationary at the same place for long, or standing as a group.		
25.	Clear instructions are provided to students within 5 minutes prior to the exam start time.		
26.	Student discipline is strictly maintained by the Invigilators, in terms of student behavior and consumption of food/drinks.		
27.	Students spend the minimum required time in the exam room as below: • Exam duration: **up to 90 minutes** Minimum student time inside the exam room: **30 min**. • Exam duration: **more than 90 minutes** Minimum student time inside the exam room: **60 min**.		

	AT THE END OF THE EXAM		
28.	The Head Invigilator collects the exam papers promptly.		
29.	Students leave the room quietly at the end of the exam.		
30.	The Head Invigilator ensures that the necessary forms and Sign-in sheet are completed.		
31.	The Head Invigilator takes a final count of the exam papers, matches it against the student signatures in the Sign-in sheet.		
32.	The Invigilators remain in the room till all exam papers are collected, counted and all students have left the room.		
33.	The Head Invigilator ensures that the exam room is ready for the next exam and that no exam materials are left behind.		
34.	The Head Invigilator seals the exam envelope and hands it straightaway to the Exam Control Room within 30 minutes after the end of the exam.		
35.	Exam Control room staff takes a final count of the exam papers and verifies against the Sign-in sheets.		
	EXAM CONTROL ROOM		
36.	Exam Control room is secure with access to authorized staff only.		
37.	A list with names of authorized staff is displayed in the room.		
38.	The exam papers are stored in a secure lockable storage area.		
39.	Appropriate health and safety conditions are met in the exam control room.		
	MARKING		
40.	Marking of papers takes place in designated areas where access is restricted to faculty and management.		
	ARCHIVING		
41.	Room used for archiving marked student scripts is adequate, secure, and well organized.		

OVERALL OBSERVATIONS AND COMMENTS

TASKFORCE MEMBERS:

NAME:	DESIGNATION:	Division/Department:
NAME:	DESIGNATION:	Division/Department:
NAME:	DESIGNATION:	Division/Department:

APPENDIX E

ACTION PLAN

Please use this form to develop an action plan for the Exam Administration checklist requirements that have not been met.

Overall responsibility:
(Please nominate a staff who will have overall responsibility in ensuring that the action plan is completed and for coordination with the AU)

No.	Exam Administration checklist requirement *(What needs to be met?)*	Tasks/Action steps *(What will be done?)*	Responsibilities *(Who will do it?)*	Target dates *(When will this be done?)*	Evidence *(What evidence will indicate completion?)*