

Examinations

Room Supervisor Guide



Welcome to the examinations guide for room supervisors.

We've put this guide together to make examination supervising much clearer. It is important that you read through this booklet before exam time, and carry it with you for troubleshooting throughout. Think something's missing? Please email exam.supervisors@auckland.ac.nz to let us know.

Examinations Office
February, 2019



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Quick questions

What do I do if:

... a student is **late**? (p.19)

... a student is **sick**? (p.21)

... a student is **cheating**? (p.23)

... a student is **caught with a phone**? (p.26)

... the **fire alarm goes off**? (p.30)

**In case of emergency,
dial 1111**

**then contact the Exams Centre at
#84997**

#923 4997

**For all other queries, call us on extension #81373
after checking this booklet.**

Getting started

What do I do?

As Room Supervisor, you're responsible for making your exam room run smoothly. You'll need to:

- Make sure your exam room has all the materials it needs;
- Read instructions out to students;
- Mark student attendance on the room roll;
- Evacuate the room in case of an emergency

You're also in charge of a team of Room Assistants, and need to make sure:

- You brief your team at the start of each exam, delegate tasks as needed to set up, and pack up the exam room;
- Your team move around quietly during reading time to make sure no-one is writing or marking their papers, and keep a keen eye out for possible cheating throughout the exam;
- Your team respond to student queries quickly and quietly;
- Any conversation is quiet and discreet and there is no social conversation during the exam;
- Ensure team have comfort breaks of no more than 10 minutes, (including yourself) and are taken responsibly.

Read on to ensure you're confident carrying out required tasks before your first exam.

Exam times

What happens when?

Sign on at 8.30am for morning, 1.30pm for afternoon and 5.15pm for evening exams. Applies to all rooms except 260-098 and 260-115 in the city, these rooms are the largest and require slightly earlier set up.

	Morning exam	Afternoon exam	Evening exam
Before exams sign on * Large rooms: 260-098 and 260-115 General rooms, 15 mins later	8:15am*	1:15pm*	5:15pm
Prepare the exam room	8:30am	1:30pm	5:30pm
Admit students (approx) earlier for large rooms	9:10am	2:10pm	5:40pm
Reading time starts	9:20am	2:20pm	5:50pm
Writing time starts	9:30am	2:30pm	6pm
Student can enter up to			
2hr exam	10.30am	3.30pm	7.00 pm
3hr exam	11.00am	4.00pm	n/a
Student can leave after			
2hr exam	10.45am	3.45pm	7.15pm
3hr exam	11.15am	4.15pm	n/a

In the last 15 minutes of an exam, students must stay in the room unless there is an emergency. This will be displayed on the exam clock.

Before the exam

Signing in

Your supervision schedule will have been emailed to you and you may receive a text reminder if you have signed up, but changes happen!

Always check your session details on the notice board outside the Exams Centre when you arrive.

To show us you're here (and get paid):

1. Sign your name on the sign-in sheets when you pick up your exam papers.
2. Write your name on the blue incident form in your exam room, it is in the stationery box.

Please sign in by **8.30am for morning exams**, **1.30pm for afternoon exams** and **5.30 pm for evening exams** for general exam rooms. The largest rooms require slightly earlier sign on.

Picking up exam stationery

Head into the Exams Centre, when told, to pick up your **exam papers, room rolls, exam instructions and your checklist**. Before leaving make sure your assistants are signed in and head to your room.

Your assistants will bring your stationery box and it will have the following items:

Attendance slips: you'll have one of these for every student sitting the exam. If you run out, let the Exams Centre know ASAP. There will be one envelope for each course.

Blue incident form: anything out of the ordinary gets written down here, **any** incidents, whether that's finding notes in the exam room, staff or student sickness, bathroom visits to maintenance required. Make sure you and all your assistants sign and return it to the Exams Centre after the exam.

Health cover sheet: when a student falls ill this form will be taken with their papers to the health centre by the assistant.

ID check form: students with no ID or unreadable ID are entered on this form. At the end of the exam the students are taken to the Exams Centre for an ID check. Their attendance slip and script stays with the rest of the class.

Misconduct Form AS36/37: this is where staff give the details on suspected misconduct (e.g. for suspected cheating/collusion) or unauthorised material (e.g. mobile phones).

Lost property slips: attach these to any lost property and return them to the Exams Centre.

Instructions for late students: to be read to students who arrive after announcements.

Door announcements: for assistant to read out.

Reserved signs: for no ID students, clash and external students.

Supervisor Checklist

When you get to the exam room, there are several things you need to do before students are let in. **Assign tasks to your room assistants to ensure everything is completed before students enter.** To help, we have created checklist which will be with the exam papers, feel free to check off items as you go.

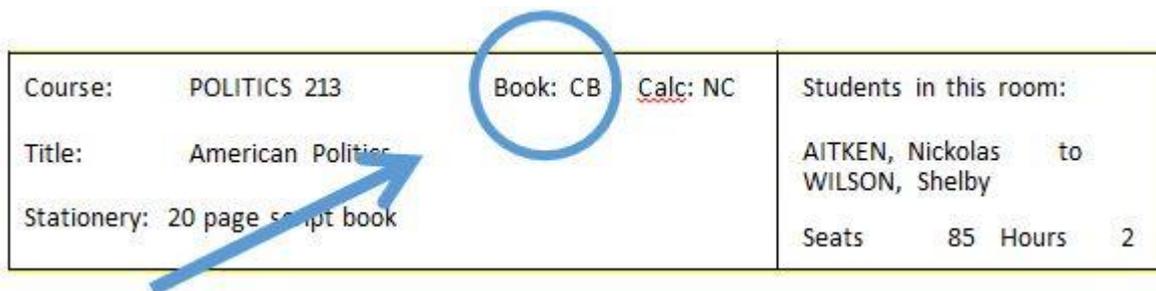
A. BEFORE THE EXAMINATION				
No.	Task	Any Issues Contact		<input checked="" type="checkbox"/>
1	Sign in and collect exam papers	Duty Hall Manager	Ext 81373	
2	Set up room technology, exam clock, document camera, lights, exam mode.	Technical Help	Ext 84800	
3	Ensure all required examination materials and documentation used are available	Exams Centre	Ext 81373	
4	Decide on seat layout for the examination			
5	Delegate Room Assistant responsibilities			
6	Oversee the setup of the examination room			
7	Make room announcements			
8	Start Exam	Exams Centre	Ext 81373	
9	Make sure all your assistants have signed the blue form	Exams Centre	Ext 81373	
B. DURING THE EXAMINATION				
10	Monitor room and assistants to ensure everyone is settled			
11	Complete room rolls			
12	Complete enrolment checks			
13	Maintain oversight of student queries, late arrivals, early departures and any misconduct			
14	Oversee any illness – student or invigilator Serious student illness	Student Health	Ext 87681	
15	Take charge of any required emergency evacuation	Exams Centre and Security	Ext 81373 966	
16	Collect and complete Blue form End Exam			
17	Announce 15 minutes remaining			
18	End Exam			
19	Oversee collection of scripts			
C. AFTER THE EXAMINATION				
20	Deal with misconduct cases, assigning escorts to students where required			
21	Oversee count and collation of scripts			
22	Clear room of students as quickly as possible			
23	Oversee clean-up of room			
24	Turn off technology			
25	Conduct final count of scripts and verify/sign			
26	Return scripts to the Examination Office			

Exam room set-up

Seating layout

There are several ways to lay out material in your exam room based on what exam is being sat in the room. Whatever the arrangement, leaving a space between every two rows lets staff move around with minimal disturbance to students.

If you look at the **Examinations Instruction sheet** in your papers, you'll see a heading like this:



Course: POLITICS 213	Book: CB	Calc: NC	Students in this room:
Title: American Politics			AITKEN, Nicholas to WILSON, Shelby
Stationery: 20 page script book			Seats 85 Hours 2

The **book section** tells you what kind of exam is being sat, and therefore how you need to set up the room. *Turn to the glossary at the back of this book to see a full list of the abbreviations we use.*

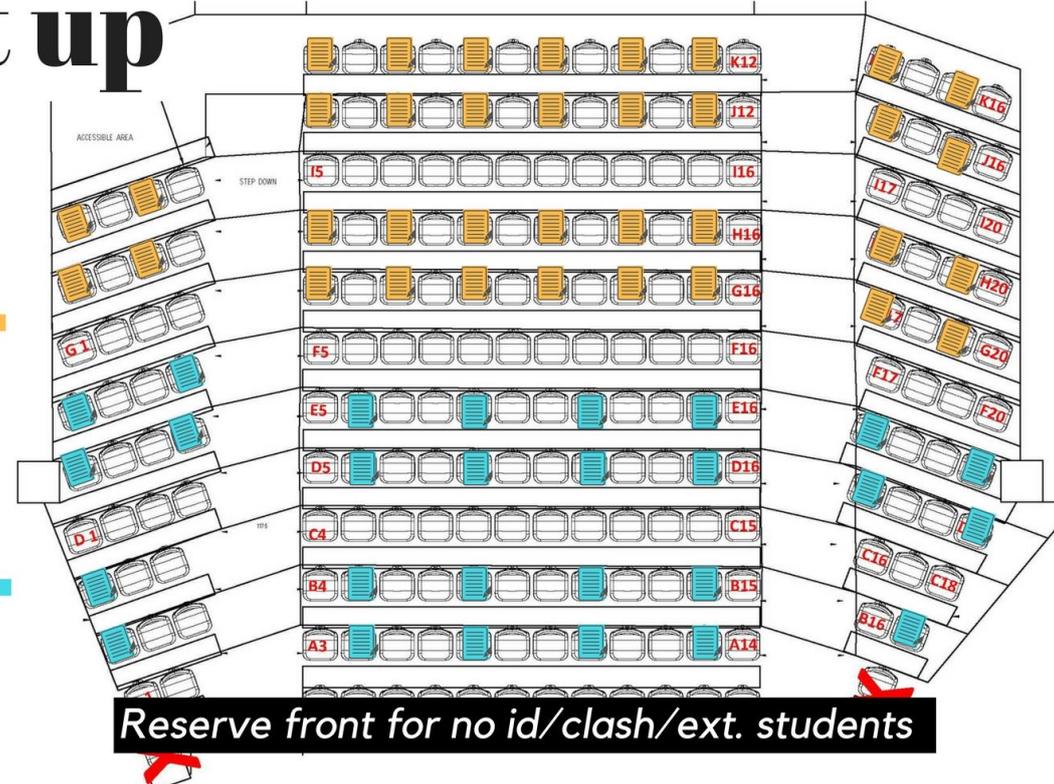
Exam set up

Closed book

Leave one space between papers.

Open book

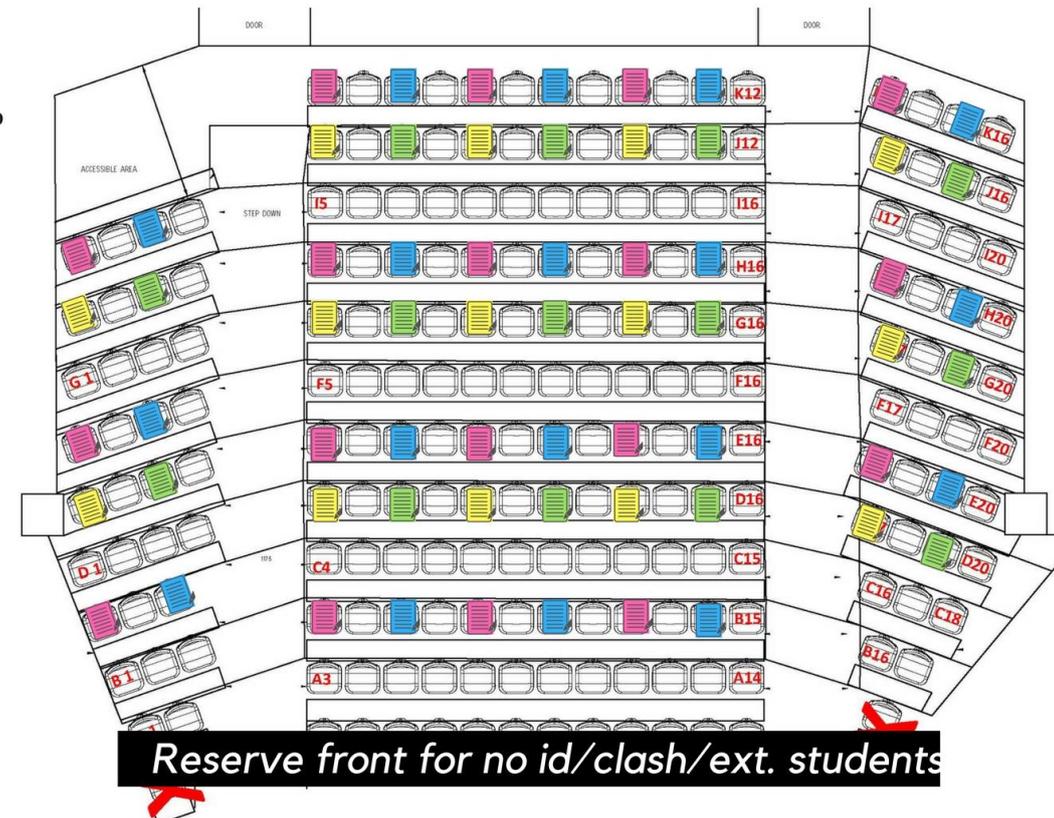
Leave two spaces between papers.



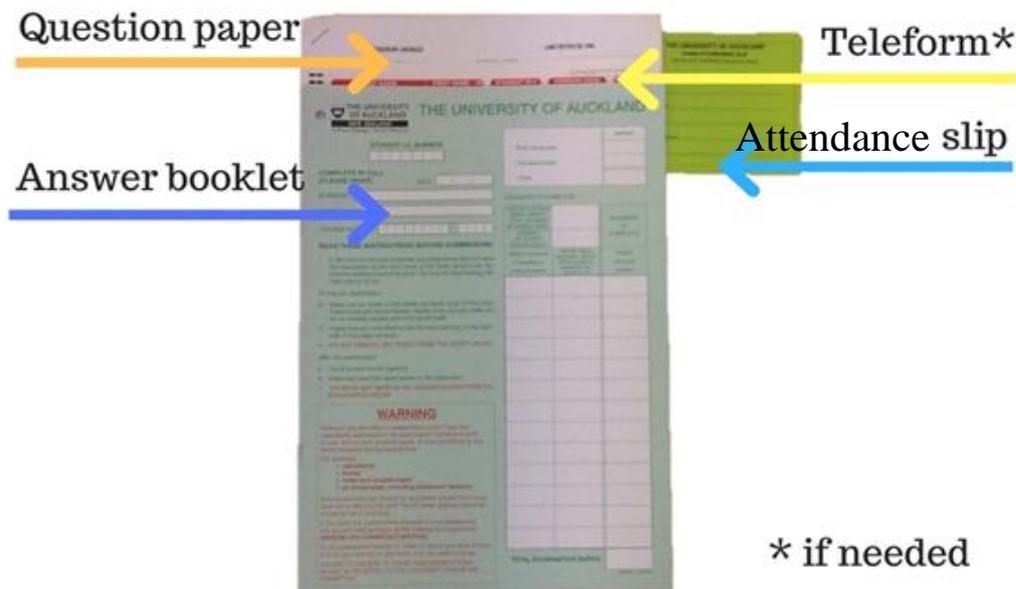
4 version paper

Alternate papers & leave one space*

*Make sure you alternate papers across the aisles too!



What do we give students?



Sometimes, you may find a separate exam package in your pile of exam room papers. This is for either external students, out of time or clash students who have two exams scheduled at the same time.

Set up their material at the front of the room in the reserved seating area, and double check (1) when you're allowed to let them go & (2) what needs to be collected from them. Keep their scripts separate from the rest of the room.

External students may have paperwork you need to sign, so check the pack carefully.



If your Room Assistants leave the very top of the exam paper sticking out above the answer booklets, students can double check they have the correct exam.

Tucking the attendance slip in stops them from falling on the floor.

Setting up the Exam Clock

- 1) Wake up the computer at the front of the room, and double click the ExamClock icon to open the timer.
- 2) Click on either the 2 hour or 3 hour option.
- 3) Press start when you're ready to begin the exam. The program will automatically show reading and writing time to students.

1)

Lectern desktop



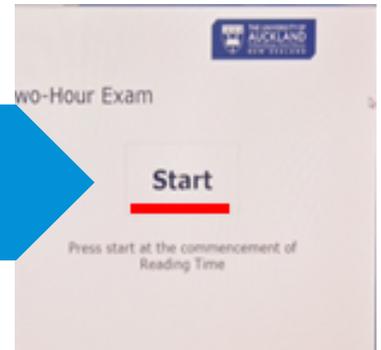
2)

ExamClock program



3)

ExamClock program



If the lectern fails, use the countdown provided in the red Exam Operations Manual. Project the times using a document camera or write on the whiteboard.

Having technical difficulties - Call 84800

Room search

Ask your Room Assistants to search and remove any material such as pens, paper and rubbish from the lecture theatre before students are let in.

If they find any notes, tell them to note carefully where they were found, and pass them on to you. These should be handed to the Exams Centre at the end of the exam to determine if they were related to that exam.

Notices

Sheets describing which exam(s) are being sat in your room go up on the doors of the exam room. Please guide your Room Assistants to use the blu-tac provided. **Do not use cellotape.**

Nb. if you're in the Owen Glenn building, use the notice boards provided instead. Nothing should be stuck to walls or doors.

Door announcements

There is a sheet in the stationery box, titled Door Announcements, which must be read to students before they enter the room.

Whoever reads out the door announcements, make sure to get everyone's attention! Ask students to check they are at the correct room. In large rooms they might need help from other assistants to make sure all students can hear them. People checking ID's should repeat no watches or phones as the students enter.

Letting students into the exam

Make sure you allow enough time for students to be seated and complete their ID slips. Also, **you MUST finish your announcements BEFORE reading time.** The ID of every student should be checked before they're allowed into the exam room.

- Ensure that students are in the correct room. Their exam room is on their on-line exam timetable and via a text message. Direct them to the correct room if they have time to relocate. If there isn't time, sit them in the reserved area along with the no ID students.
- **Is the ID card signed?** this is only applicable for older cards.

- **Is the ID card readable?** If not treat them as if they are a 'no ID' student and ask them to sit in the reserved seating area for ID checking at the end of the exam.

What if a student doesn't have an ID card?

Seat them at the front of the exam room in a specially-reserved area. Let them sit the exam as normal, but escort them back to the Exams Centre for an ID check once they're done. Put their script and attendance slip with the rest of the class.

What if I can't see the student's face?

Any student who for religious/cultural reasons has their face covered should be taken to a private area to uncover for both an ID and cheating items check. This **must always** be done by a member of the same gender as the student.

Clash students

Some students may need to sit an exam earlier or later than their cohort due to scheduling clashes. These students are referred to as "clash students", and will be asked to identify themselves to you before the exam starts.

You will have a pack for them (identified with a bright label) Set this up at the front of the room in the reserved area. **Once the exam is finished and you have collected all material from them, they may leave. You must not let them leave with the question paper.**



Clash students no longer have to be taken to the clash room as they will have signed a statutory declaration that they will not divulge the contents of the exam.

During the exam

Bathroom search

The nearest bathroom should be searched after admitting students to exam room and before writing starts. Students can hide notes in places such as rubbish bins, towel dispensers or even write notes on posters.

If a Room Assistant finds something, ask them to carefully describe where they found it, and fill out the **blue incident report form**.

In room announcements

It's important to give every student the same instructions (and the same chance to avoid fines!) **ALL ANNOUNCEMENTS MUST BE COMPLETED BEFORE READING TIME. Reading times:** At 9:20/2:20/5:50

Please read the Examination Instructions out in a clear voice before **every exam**:

Say

1. The exam/s in this room are: (EG BUSADMIN 776)
Just read the course number, all other information can be read by students from projection. If there are notes for the students read these aloud, eg answer each question in a separate book.
2. All mobile phones must be switched off, alarms deactivated and in your bag along with all watches and any revision notes.
3. You can now complete your attendance slip and the cover of your answer book. Leave your ID card visible on your desk throughout the examination. **Use your preferred name on the attendance slip**
4. If an alarm is activated, follow my instruction. We will need to evacuate via the exits and we will congregate outside, in the designated area. Do not use lifts.
5. Raise your hand if you need assistance.

Before moving onto next instructions about reading time ask again if all watches, phones and material not permitted are put away and deactivated.

Say " This is a final reminder all watches, phones and non-permitted items must be in your bag and deactivated"

Reading time: At 9:20/2:20/5:50. Make sure announcements are completed in time.

When you are ready to start reading time make the following announcements.

You will need to time this so you can push start on the exam clock at the correct time approx 9:20am/2:20pm/5:50pm

Say "During your 10 minutes reading time, read your exam paper only.

Make sure you read the instructions on the front page of the question paper."

Make any special announcement eg do not tie your teleform to your book, answer each question in a separate book, etc.

"You may only read papers given to you in the room, do not refer to any material bought in by yourself."

Reading time starts now

Press Start

Start Exam: when clock indicates reading time completed clearly and loudly

say " you may begin"

Unless corrections to papers or an emergency arises no other announcements should be made until the 15 minute call.

15 minutes left:

say "The time remaining is fifteen minutes and no one is permitted to leave the room until the end. Make sure you have completed the front of your answer books"

Exam end:

- When the exam clock indicates the examination is finished
say "pens down, stop writing now. Remain silent and seated until advised you can leave."



No extra time is to be allowed for adding anything to answers, reading over the script, ruling lines writing names on the script pages or writing anything in the script book.

If a student finds that their name, ID number, subject and course number are missing from the script book cover, they may fill this in under supervision.

Example of Exam instructions to be displayed where possible

DATE: Monday, 18 February 2019

TIME: 09:15 AM

ROOM: 260-098

Course:	ENGLISH 121G	Book:	Closed Book
Title:	Reading/Writing/Text	Calc:	No calculators permitted
Stationery:	20 page script book		
Duration:	02:00 hours	Students:	78

Course:	ENGLISH 121	Book:	Closed Book
Title:	Reading/Writing/Text	Calc:	No calculators permitted
Stationery:	20 page script book		
Duration:	02:00 hours	Students:	45

EXAMINATION INSTRUCTIONS

1. The exam/s in this room are: as above.
2. All mobile phones must be switched off and in your bag along with all watches and any revision notes.
3. Complete your attendance slip and the cover of your answer book. Leave your ID card visible on your desk throughout the examination.
4. If the fire alarm is activated follow the room supervisor's instruction
5. Raise your hand if you need assistance.

Late students

Students are stressed! Send an assistant to quietly and politely intercept the student, be sure to be discreet and make as little noise as possible. We don't want to disadvantage all the other students around them who were on time.

Instructions for late students

- ✓ **DO** remove all watches, electronic devices, deactivate alarms. Switch off all, and put in your bag
- ✓ **DO** remember to put all unauthorised material in your bag
- ✓ **DO** put your ID card on your desk
- ✓ **DO** fill in the front cover of your answer book and listen to the supervisor's announcements
- ✓ **DO** raise your hand if you need assistance
- ✓ **DO** stop writing as soon as time is called, remain silent in your seat until all answer books are collected

- ✗ **DO NOT** read the question paper until told to do so
- ✗ **DO NOT** start writing until told to do so
- ✗ **DO NOT** keep unauthorised items about your person or on your desk

Student queries

Once the exam has started, students can raise their hand to ask for water, the bathroom, stationery, and so on. Your Room Assistants will assist them but you may also have to help if your assistants are busy.

If a student doesn't understand something in the exam...

Make sure that **no one gives their opinion** about the reading or meaning of a question. Please emphasise this in your briefings.

If a student **understands the question** advise them to **state their assumptions and continue**.

If they believe **an error exists in the exam paper**, give the student the slip of paper on the right, **check it's been filled in correctly, then send it back to the Exams Centre**.

Exams staff will call the examiner and send an instruction back with the outcome.

Do you understand the Question/Instructions?
YES/NO

Do you believe there is an error with the
Question/Instructions? YES/NO

Page: ___ Question number: ___

Details:

Course: ___ Room: ___

Exam corrections

Sometimes, your student may have found a genuine error.

If this happens, runners will come around with a corrections sheet. This explains where the problem was found and what the new, correct information is.

Firstly, read it over carefully to see if you need to do anything (like make an announcement to the room or give the individual student the answer). Display the corrections notice on the document camera and draw students' attention to it if required. **Ask students to raise their hand if they are unable to see it.**

Should students approach you after the exam, with concerns about any aspect in the running of the exam, politely advise students that all queries about exams should be emailed to exams@auckland.ac.nz. We do not expect you to know and learn all of our Exam Regulations, please do not speculate advice.

Toilet visits

Most toilet requests are genuine. If a student needs the bathroom, let one of your assistants escort them (same gender, if at all possible). The correct procedure can be found on p. 12 of the red Operations Manual.

Students can't leave the exam room in the last 15 minutes of the examination, politely ask them to wait, escort them if it's an emergency.

Student illness

If a student is unable to continue their exam due to health reasons, **take them to the Student Health and Counselling Centre see map for locations.**

Often the student may be suffering from stress so once outside the room take a moment to try and reassure them and confirm they really want to go to student health. Explain that due to wait times at health it is unlikely they will be able to return to continue with their exam.

If you or your assistant have never taken a student to Health before, check page 12 of the operations manual for instructions on what to do.

The student's script must be taken to student health where it is passed off to the specials assistant when they arrive.

[At no point should the student be allowed to review their script or continue to write outside of the exam room. This is to maintain the integrity of the exam.](#)

Invigilator accident /illness

Assess the situation, if an ambulance is required call one, then contact the Exams Centre.

The aim is to tend to the person's needs with the minimum of disturbance to the room.

Please refer to the Health and Safety section of this booklet.

**If you think an ambulance is needed, dial 1-111,
then contact the Exams Centre, #84997.**

Room roll

These documents are important, and care needs to be taken with their completion. Once all the attendance slips are collected and put in alphabetical order:

- Check attendance slips against the names on the room roll.
- Place a tick next to the names for whom there is an attendance slip.
- Mark DNS next to names of students who are absent (Did Not Sit).
- Mark 'No ID' in **comments column** for students with no ID.
- Add any extra candidates to the end of the roll.

Take care when marking attendance and noting any DNS. Fill out the "Final Balance". This is the total number of script books being returned to the Exams Centre (minus any scripts that are being submitted separately, such as misconduct). Sign the roll once completed.

Attendance slips

- Once you've finished your room roll, put **all** attendance slips in the envelopes provided, one envelope per course.
- Note on the outside of the envelope the **number** of
 - ID checks,
 - misconduct and
 - extra students, you do not have to list ID's or names just the number.

Misconduct

The University of Auckland recognises two types of misconduct: Minor and Major.

Minor Misconduct is generally non-academic and relates to students not following or ignoring exam procedures.

For example:

- audible devices
- possession of a watch or mobile phone
- writing during reading time
- refusal to stop writing at end of exam

Students must be accompanied to the Exams Centre with their scripts.

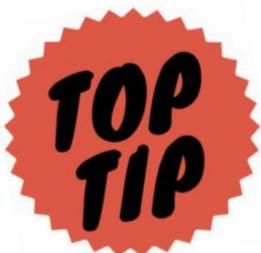
Major misconduct is usually academic and relates to taking an unfair advantage in an exam.

For example:

- possession of unauthorised material (such as paper notes, notes on person or on an electronic device)
- referring to this unauthorised material
- suspected copying
- suspected colluding
- not following reasonable instructions such as refusal to hand over unauthorised material or other unacceptable or disruptive behaviour

Students must be accompanied to the Exams Centre with their scripts.

All assistants and supervisors involved in the incident will be interviewed directly following the exam.



Make extensive and discrete observations then record on the misconduct form, attach additional paper if needed. The person who identified the incident needs to record exact details on everything observed at the time. This information will be required on discussion with the Exams Centre.

We need to know WHO, WHAT, WHERE, WHEN, HOW, NUMBER OF TIMES, POSITION, etc.

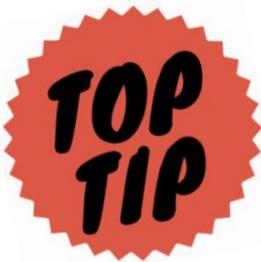
Cheating

Both you and your assistants must be on the alert for possible cheating at all times. If you can make sure at least one assistant is at the back of the room at all times, and everyone else is moving around the rows.

If you see students....

- Checking where exam staff are and/or looking around constantly
- Sitting in an unusual way
- Making unusual, repetitive movements
- Wearing cumbersome outfits
- Working with *lots* of unnecessary stationery (e.g calculator in a non-calculator exam, multiple rubbers, multi-function pens, rulers)

...There's a chance they're cheating



**TOP
TIP**

Discreetly, observing students from many angles can help detect cheating so invigilators should keep moving around the room. However be aware of people's personal space and distracting movement.

Your invigilators should be actively monitoring students without disturbing them.

Copying or collusion

To minimise disruption and to treat students as innocent here is some possible approaches when copying or collusion is suspected.

Firstly give the student a *friendly* reminder to keep their eyes to their own work.

If you suspect collusion remind the students around them to cover up their work.

Next, if the student continues looking around, move them away to an area away from other students if possible. Let them know this is to protect them from being accused of cheating in a friendly but firm manner.

Suspected unauthorised material:

Step 1: the person who suspects should politely and calmly ask the student to show them the material, thanking them for their cooperation.

Step 2: If they refuse seek Room Supervisor's assistance.

Step 3: If they still refuse **do not argue or engage** call the Exams Centre on #84997 and ask for guidance/help.

Where do students hide notes/phones?

- Pencil cases/glasses cases
- Back of water bottle labels
- Stationery (calculators, erasers, pens/pencils)
- Body parts (inside sleeves, hands, nails, feet)
- Jackets/clothing on lap
- Sitting on notes/between legs
- Earphones
- Wallets
- Pre-prepared notes covered up by exam script

If you find unauthorised material:

Take it from the student at once, and quietly say that they have to stay behind after the exam finishes to see the room supervisor. Get the person who found the notes to fill out the Misconduct Form (AS 36/37) in as much detail as possible.

When the exam ends, the student, their exam script, and the Misconduct Form need to come back to the Exams Centre (preferably by the staff member who suspects them). If the student refuses to come, tell them this is their opportunity to explain the situation.

If they still refuse, send the report and script back to the Exams Centre.

Watches – why is there a blanket ban?

One of these watches tells time.



The other can **text, store notes and browse the web.**

Can you tell the difference?

We certainly can't at a glance. Smart watches can be very hard to tell apart from standard models, but can help their owners with far more than just telling time.

As such all watches must be put away during examinations.

Students caught wearing a watch after the pre-exam warnings must be taken to the Exams Centre, and are liable for a \$150 fine.

Do not discuss the fine or the outcome with the student.

Only the Exams Centre can decide what the outcome will be.



After the exam

You have concluded the exam and made the announcements on page 17

Paper collection

Room Assistants should collect any materials used to answer exam questions from students, along with any material printed on coloured paper.

- All documents provided for the student to answer the exam questions must be tied together and sent to the Exams Centre (even if the student hasn't attempted them).
 - ✗ Don't tie or bend teleform scripts though! This will mean they have to be marked by hand...
- Everything a student has put their name on must come back to the Exams Centre, even if unused.
- If exam papers are in different parts, make sure all sections are joined with a tie and handed in.
- Order the answer scripts in alpha order as far as practicably possible.



Exam papers printed on **coloured paper throughout** are what's known as full recall, meaning **all** materials must return to the exam centre. **These exams are often similar from year to year, so if a question paper gets leaked, we're in big trouble...**

Anything printed on white paper may be removed from the room by the student unless advised otherwise.

Letting students go

Once you have collected all the exam scripts, and confirmed that no student is still holding onto scripts, you may let students leave the room.

Advise them to remain silent in the exam room and on exiting building for the sake of any other exams around them.

No ID students

Fill out their details on the room roll provided and arrange for them to be escorted back to the exam centre for an ID check. If you are the only person left you will need to get them to wait for you.

Before you leave the room...

- Do not leave or dispose of any script books in the exam room – even if they're blank.
- Ensure that all surplus stationery is returned and that the room is thoroughly checked for lost property or paper and left tidy. Any notes found should be given to the Room Supervisor and brought back to the Exams Centre Manager or Coordinator together with a completed AS-37.
- Any personal property left by students must be returned to the Exams Centre with a completed Lost Property Slip.
- **Double check your blue incident report form is filled out and signed by all staff from the exam room, the class roll form/s signed, and attendance slips placed in envelopes by course.**
- Turn off the exam technology.

Back at the Exams Centre

When you get back to the Exams Centre,

- Place attendance slips in marked box.
- Place blue form in marked box.
- **Hand in exam papers separated by subject**, with one room roll for each. These will be counted to ensure all numbers match. Once this is done, you are free to leave.

Emergencies

If you need to evacuate ie (Fire alarm, power failure)

1. Announce that there is an emergency and you need to evacuate. Record what time you do this, stop the examination and stop the exam clock.



2. Tell students to remain calm and silent. Not to talk to anyone as this may mean the exam will need to be cancelled and re-sat.
3. Instruct them to turn over their exam scripts and leave everything behind.
4. Ensure everyone leaves by the nearest exit. Move quickly but don't run, close doors, don't turn off lights and don't use any lifts. This may require an assistant at each door.
5. Take your room rolls with you.
6. Move to the designated assembly point. All rooms should have evacuation instructions by the door. Address the students as a group, they need to wait until given the all clear to return into the building by University staff.
7. Once outside make sure the students stay together, don't wander off and do not talk to each other.
8. Stay away from the building while the evacuation alarm is sounding.
9. Stay out of the building until a Building Warden/Exams Office says you can go back inside.

Call the Exams Centre as soon you have evacuated on #84997

Remember, dial 1111 if you are the person who discovers the emergency.

If you're able to re-enter the room:

- Announce to students as a group, that you are returning to the room.
- Tell students to please not pick up their pens or look at their papers until you formally restart the exam.
- Once seated, tell students to rule a line under work written before the emergency occurred (except if they're writing on a teleform, scantron form or question answer book).
- The Exams Centre will let you know how much extra time to give students. You cannot add time without express instructions from the Exams Centre Manager.
- Restart the exam once the room has settled down. RECORD IN THE INCIDENT FORM WHAT TIME THE EXAM WAS RESUMED. If you paused your clock and no extra time is being given then you can press continue and the time will continue from where it was left off.



- If extra time is added, recalculate and use the custom clock or write times up. Announce the extra time being allowed and the **new finish time**.
- Recount your students to ensure everyone has returned. If you suspect anyone has changed seats, check their ID.

If you're unable to re-enter the room:

- The Exams Centre will relaying messages or will be there in person, only they can make the decision to relocate or stop an exam.
- Until time has been reached when students may leave the exam we must keep them all together and silent.
- Organise any toilet visits required.
- You are not free to go until the emergency is declared over so expect to go back to the Exams Centre to record details of what happened.

For information on handling emergencies like bomb threats, earthquakes and extreme weather, read the University website

<https://www.staff.auckland.ac.nz/en/central-services/campus-access-transport-and-security/emergencies.html>

Health & Safety

The University is dedicated to ensuring the highest standards of health and safety for our staff and students.

Contact The Health, Safety and Wellbeing Service if any incidents or near misses occur, or you need further advice or have any safety related concerns. dial (09) 923 4896 or ext 84896 email hsw@auckland.ac.nz

The University H&S Policy, including responsibilities for staff and students is here: <https://www.auckland.ac.nz/en/about/the-university/how-university-works/policy-and-administration/health-and-safety/health-and-safety-policy.html>

Comfort breaks

Employees shall be granted a rest period of 10 minutes in each period of four hours worked. Normally that rest period shall be allowed after not less than two hours work. When invigilating an exam room, breaks shall be taken one person at a time. It is the room supervisor's job to ensure that breaks are taken at appropriate times and the room is appropriately staffed. If you are struggling to take adequate breaks, you must inform the Exams Manager.

The University is a smoke-free campus; please refrain from smoking within campus boundaries.

Illness

If you are feeling unwell or fatigued during your hours of work you must contact the exam centre so that we can relieve you and organise appropriate cover during the exam. If you become unwell and are unable to come in to work for your shift, please inform the exam centre at the earliest opportunity.

Reporting of incidents

The University provides a mechanism to report, record and investigate all work-related injuries or illnesses that occur to any person while at a University of Auckland campus, a University of Auckland controlled entity, or whilst undertaking any University-sanctioned activity in accordance with the requirements of the Health and Safety at Work Act 2015.

This procedure applies to all staff, students, contractors and visitors at all of The University of Auckland campuses and each of the University's controlled entities or whilst undertaking any University-sanctioned activity.

This procedure applies to work-related incidents, accidents or illnesses and other related health and safety incidents including:

- injuries, gradual process injuries or illnesses
- incidents or near misses
- property loss or damage
- environmental damage
- theft

Reporting procedure for staff members

1. Immediately seek first aid or medical treatment if required.
2. Immediately report the accident to the exam centre.
3. Complete the University accident/incident form with an exam centre member of staff as soon as possible after the event.
4. Keep the exams centre informed.

[Download the Accident and Incident Reporting form](#)

ALL INCIDENTS SUCH AS INJURIES AND NEAR MISSES MUST BE REPORTED TO THE EXAM CENTRE WITHIN 24HRS.

Manual Handling

You will be required to move documents from one place to the other. Trolleys are provided by the exams centre. Detailed information can be found on the University website: <http://www.science.auckland.ac.nz/en/for/current-students-4/undergraduate/ug-health-safety-and-wellbeing/risk-management/manual-handling.html>

The hazards associated with lifting and moving objects depend upon the following factors.

The weight of the object and the strength of the lifter

1. Under 10kg probably no problem
2. 10kg to 20kg take care
3. 20kg to 30kg consider assistance (personal or mechanical)
4. Over 30kg get assistance (personal or mechanical)
5. Do not attempt to lift or move objects that are beyond your natural strength.

The size and shape of the object

1. Your vision must not be obscured when carrying it
2. You must be able to get a firm grip on the object

3. Beware of sharp edges or projections that could cut into your hands or impale others
4. There should be no danger of overbalancing whilst carrying the object

The position of the object

1. The best side for lifting may not be the one facing you
2. Do not retrieve or place heavy objects above shoulder height without assistance
3. Do not retrieve or place heavy objects below your standing surface without assistance

The path and distance the object is to be moved

1. Ensure the pathway is clear of all obstructions and trip hazards
2. Ensure the load can pass through any doorways or openings
3. Beware and if possible avoid steps and stairs
4. When dragging or sliding objects - push, don't pull (to avoid it falling onto you).

Safe lifting technique

1. Get close to the load
2. Bend knees
3. Get a good grip (beware of sharp edges - use gloves if necessary), tighten tummy muscles
4. Lift by pushing up with the legs
5. Keep the load close to your body
6. Avoid twisting your spine whilst carrying a load. Turn your whole body to face the new direction
7. To put the load down, bend your knees - do not stoop.

Equity & the law

Human Rights Act 1993

[The Human Rights Act](#) makes it unlawful to discriminate based on:

- Sex – includes pregnancy and childbirth, and discrimination against transgender and intersex people because of their sex or gender identity.
- Marital status – includes marriages and civil unions that have ended.
- Religious belief – not limited to traditional or mainstream religions.
- Ethical belief – not having a religious belief.
- Colour, race, or ethnic or national origins – includes nationality or citizenship.
- Disability – including physical, psychiatric, intellectual or psychological disability or illness.
- Age – people are protected from age discrimination if they are over 16 years old.
- Political opinion – including not having a political opinion.
- Employment status – being unemployed, on a benefit or on ACC. It does not include being employed or being on national superannuation.
- Family status – includes not being responsible for children or other dependants.
- Sexual orientation – being heterosexual, homosexual, lesbian or bisexual.

These grounds apply to a person's past, present or assumed circumstances. For example, it is unlawful to discriminate against someone because they have a mental illness, had one in the past, or someone assumes they have a mental illness.

Sexual harassment and racial harassment are particular types of discrimination. Sexual harassment is unwelcome or offensive sexual behaviour that is repeated or significant enough to have a harmful effect on a person. Racial harassment is behaviour that is racist, hurtful or offensive and is either repeated or serious enough to have a harmful effect on a person.

Indirect discrimination is when an action or policy that appears to treat everyone the same actually discriminates against someone. For example, if the only entrance to a shop is by climbing stairs, that indirectly discriminates against someone who uses a wheelchair.

The University of Auckland has ZERO tolerance for discrimination. Our University

is



Safe



Inclusive



Equitable

Quick contacts

Exams office: [Ext 84997 or 09 923 4997](#)

Emergency: [1-111 or 111 from mobile](#)

Security: [Ext 966 or 0800 373 7550](#)

LESU (technical difficulties on any campus) [Ext 84800 or 09 923 4800](#)

Exams Services Manager: [Ext 87407 or 09 923 7407](#)

Health & Safety Office: [Ext 84896 or 09 923 4896](#)

University Health and Counselling City Campus

Located on level 3 in the Kate Edger Information Commons

University Health and Counselling
Level 3, Kate Edger Information Commons
2 Alfred Street

Open Monday to Saturday 8.30am – 6pm during exams

Phone: +64 9 923 7681

Epsom Campus

R Block, Gate 4, 60 Epsom Avenue
Monday, Tuesday, 9am – 1pm
Phone (09) 923 7681 or Ext 87681

Grafton Campus

Level 3, Building 505, 85 Park Road
Monday – Friday, 8.30am – 4.30pm

Phone 923 7681 or Ext 87681

Manukau Campus
MIT Health and Counselling Centre, Gate 9

S Block, South Campus, Otara Road

Monday – Friday, 8.30 – 4pm

Phone DD 968 8072 or 968 8000 or Ext 88072

Glossary

Book Codes

CB: Closed Book

No books or papers of any kind allowed.

OB: Open Book

Students can bring in any written or printed material including books and an electronic calculator. You don't need to check these items, but make sure no pre-prepared material is handed in for marking.

Restricted Book Examinations

Students are allowed to bring some materials into the exam. There are four sorts of restricted book exams students can sit:

RB: Restricted Book, may be written upon Students can bring any material listed on the Examination Instructions sheet into the exam. Notes on these materials are fine, but can't be attached to their answer booklet.

UB: Restricted Book, unmarked

Students can bring any material listed on the Examination Instructions sheet in, but absolutely no form of writing/tapping/etc is permitted.

HB: Restricted Book, not written upon but may be highlighted, underlined or tabbed Student may bring into the room only material specified by the examiner and recorded on the Examination Instructions sheet. Such material may not be written upon.

SB: Supplied Book

Students will be supplied with material by the examiner and this will be recorded on the Examination Instructions sheet for supervisors to check.

Calculator codes

NC: No Calculator

No calculators of any kind are allowed at students' desks.

CP: Calculators are permitted

Any calculator can be used. You don't have to check every one, but are welcome to inspect them at your discretion. If no checks are carried out, note this on the **blue incident form**.

DC: Departmental Calculator

Students can use calculators supplied by the department.

RC: Restricted Calculators permitted

Any calculator can be used, as long as it doesn't have the ability to type the alphabet.

SC: Specified Calculators

The department will decide which model they want used.

Departments will send someone down to check calculators when the exam is **DC, RC, or SC**. If no one has turned up, note this down on the **blue incident form**.

Notes: