Invigilators handbook: Supervising exams at the University of Auckland
Within these pages you will find out the desired actions and behaviours required to be a successful invigilator and member of the examinations team at the University of Auckland.

**Why we supervise examinations**

A degree from the University of Auckland is highly valued and part of the process of obtaining one is assessment. In order to maintain the value of our degrees the examinations team strives to offer the fair and proper conduct of examinations in an environment that enables students to perform at their best.

The vast majority of students will pass through your care with no problems at all but a small number will need your assistance or will break the rules. Exams are high stress times and students will handle this stress in different ways. Our job is to provide the best environment for all students to be able to achieve their best. This book will give you the rules where applicable and guidelines for providing that environment. The rules should be followed wherever possible but there are times when they need to be followed in spirit rather than to the letter. These are the times when you should use your common sense, judgement, professionalism and consult with your team in the room or refer to the exam centre for guidance.

**The way we supervise examinations**

The exam invigilator is the primary contact for students in the exam room and is responsible for adherence to the published Examinations Instructions and Regulations on our website and in our Calendar.

In addition he/she is required to adhere to the instructions for each individual exam as presented by the Examination Instructions sheet. You must ensure that students understand and comply with all instructions and regulations.

**Responsibilities:** Invigilators distribute and collect exam documents; monitor the class while the exam is in session; accompany students who need to leave the exam room for any reason once the exam is underway, including accompanying students to the restroom; act as the point of first contact for students and examination staff who may have a problem in the exam room; report instances of offences committed by students during an examination
including cheating, falsification of documents or other dishonest behaviour and escalate issues as appropriate to the Room Supervisor or Exams office.

**Accountability:** The invigilator is charged with upholding the university’s academic code of conduct within the exam room and therefore must formally report all instances of cheating or dishonest behaviour during the examination period. He/she ensures the security of examination documents until signed back into the exam centre. The supervisor will ensure that all exam-related paperwork and processes (such as incident reports) are completed during and by the end of each exam session.

**Working Condition.** You are expected to remain in the exam room for the duration of the examination. While inside the exam room and during an examination staff are under the same rules as students so no use of phones or electronic devices except for the room supervisor and only if it connected to the exam taking place in that room.

You are employed on a casual contract by the University of Auckland which means:

- You are engaged to do occasional work as/when required
- There are no fixed or guaranteed hours
- There is no commitment to ongoing employment from both parties
- You are able to turn down work when it is offered

Under these contracts you are bound by the Universities policies, procedures and must follow the directions of people in authority. You are expected to maintain proper standards of integrity, conduct and concern for University students and staff at all times. Any breaches, specifically in regard to confidentiality and harassment will be treated as serious misconduct and could lead to termination.

**Desired behaviours:** To be successful as an invigilator and an exam team member we are looking for the following no matter what the circumstances are that you are dealing with;

Calmness, exams are stressful for everyone we lead by example and remain calm so that situations do not escalate out of control.

Maturity, you are responsible for the students in your exam rooms and must maintain control of them during the exam.
Professional, you are an integral part of the exam process so you need to be committed, reliable, punctual and responsible.

Ethical, you are expected to uphold the policies and regulations of the University of Auckland. Maintain people's privacy and respect each other's differences.

Practical, you will need to use your judgement as to when rules can be strictly applied and when they need to be adapted. All adaptations will need to be reported.

The rules

Found on our website at:

The following are the sections that relate to student and staff during exam sessions.

Materials permitted in the examination room

7 a A candidate must not bring to an examination any written or printed matter or any blank paper except by direction of the examiner.

Note: Candidates are to be informed by each department of the specific books or materials allowed for particular examinations. Details are also explained in the Examination Instructions.

b (i) All books and papers not approved for use in the examination, along with any spare personal belongings brought to the examination must be left in such part of the room as the supervisor directs.

(ii) Only implements required for the examination are permitted to be on the student's desk in a clear case or clear bag. All other cases and containers including glasses cases must be left in such part of the room as the supervisor directs.

(iii) The University does not guarantee safekeeping of students' possessions in any circumstances, inside or outside examination rooms. Students concerned about the security of valuable possessions, briefcases etc during examinations will need to make alternative arrangements for their care, or ensure that they do not bring these possessions to the University on days when they are required to attend examinations.

c A candidate may not bring into an examination an electronic calculator except by direction of the examiner. A calculator is defined as an electronic device capable of processing, storing or retrieving information, which has the primary purpose of mathematical calculation. Any calculator permitted to be taken into an examination must be hand-held, self-powered and noiseless. It must not make use of an audible alarm or facilities for ‘wireless’ transmission or reception of information.

General conditions:

(i) other than spare batteries and calculator, supplementary material (eg, operating
manuals) related to the use and operation of the calculator will not be permitted in the examination room
and
(ii) in all cases it is the responsibility of the candidate to maintain the operation and operating power of the calculator.

Note: Candidates are to be informed by each Department of the specific types of calculators allowed for particular examinations. Details are also explained in the Examination Instructions.

d Students are not permitted to have in their possession in the examination room any other electronic device and/or mobile technology, or watches of any kind, unless specified by the examiner. Medically prescribed devices are permitted.

e Unless specified by the examiner, any electronic device and/or mobile technology or watches of any kind brought into an examination room must have all functions switched off and must be left in such part of the room as the supervisor directs. Medically prescribed devices are permitted.

f Any item not permitted in an examination room under Regulation 7d, that is found in the possession of a student will be removed for the duration of the examination and a fine of $100 will apply.

g Audible alarms may not be active on any devices permitted in the examination room. Any device that emits an audible sound signal or alarm during an examination will be removed for the duration of the examination and a fine of $150 will apply.

h Where specified material or calculators are permitted under Regulations 7a and 7c above, examiners are required to be present at the commencement of the examination to check material brought into the examination room.

i Candidates will be asked to show their student identity cards on entry for verification purposes and must display them on their desk for the duration of the examination. Where a candidate does not present a valid student identity card they will be required to remain under examination supervision until they have been verified by the Examinations Office. An administrative fee of $25 will be charged.

Timekeeping of examinations and conduct

8 a (i) A candidate will not be allowed to enter the room later than exactly halfway through the period specified for writing the examination.
(ii) Latecomers will not be given any extra time for the examination.

b Candidates will be allowed to read their examination papers for a period of not more than 10 minutes before the examination commences but may not use any writing materials, including calculators, or mark their examination papers until the room supervisor announces that they may do so.

c Candidates must write out answers to examination questions in the official script book that is provided by the University unless otherwise directed by examiners in the exam instructions. No part of the script book may be torn out or removed from the examination room.

d A candidate must not communicate with an examiner in regard to an examination either in the script book or otherwise, except through the Director, Academic Services.

e A candidate must not communicate with another candidate in the examination room or copy from another candidate’s answers.
f Candidates will not be readmitted to the examination room after they have left it unless, during the full period of their absence, they have been under approved supervision.

g All paper used during the examination must be handed to the supervisor before the candidate leaves the examination room.

h A candidate will not be permitted to leave the examination before 15 minutes after half of the period specified for writing the examination has elapsed and then only with the permission of the supervisor and upon handing in the script.

i No candidate will be permitted to leave the examination room during the last 15 minutes of the examination.

j A candidate must not continue writing an answer after the supervisor has announced the expiration of time. In no circumstances is any time over and above the time allotted to any examination to be allowed to candidates for reading over their scripts or making any amendment or addition to scripts.

Misconduct

9 a Any complaint that a candidate has committed an academic offence in an examination will be dealt with under the provisions of the Student Academic Conduct Statute.

b Any complaint that a student has committed an offence relating to unauthorised equipment, dictionaries, timekeeping or other minor matter in which questions of academic honesty are not at stake will receive a warning letter from the Manager, Examinations and Timetable Services. If a student receives two such warning letters they will be fined $150.

Students have access to this information and are expected to have read it before attending exams.

Availability and allocations

Approximately 4 months before an examination period we will ask for your availability. This is some time in advance of when you will be required and we know that circumstances change. Once you have supplied your availability keep us up to date with those changes as they happen.

From this information we determine if we need to employ extra help. Please do not pass your availability letter to your friends it is for you alone. Direct all your friends to exam.supervisors@auckland.ac.nz if they are interested in helping us with the exam process.

Approximately 3 weeks before exams start you will receive your allocation. At this point please check this carefully for any errors. Check campus and times you have been allocated and advise us immediately if there are any changes required.

Once we have allocated sessions we rely on everyone to attend them.
However we do realise that things can change, you may become ill have an emergency or be offered the trip of a lifetime. Whatever the circumstances the earlier we know about changes the better. See the back page for contact information.

If you have an injury or are ill at work, please inform the examinations management immediately. All injuries must be reported and an Accident/Incident form completed for the Health and Safety Office.

You will not be told which room you have been allocated to as this may change right up until the day you are working. You will need to check the Supervisors Notice Board before signing on for a session.

**Before exams**

Room allocations will be displayed by 4.30pm for the next morning and 11.30am for the afternoon session on the notice board. Invigilators who are late may be replaced. Please phone if you are running late so that we can plan accordingly.

City Campus: Unless directed elsewhere, Invigilators are to report to the Examinations Centre, the Clock Tower, Room 101 no later than

- 8.30am for morning examinations
- 1.30pm for afternoon examinations
- 5.15pm for evening examinations

Check which room you are allocated to on the Supervisors Notice Board. You sign opposite your name on the sign-on sheets which are located in the Great Hall.

Please check these notices as it is necessary to sign in 15 minutes earlier if you are allocated in one of the large Owen Glenn rooms in order to have time to set up.

Epsom, Grafton, Manukau, Tai Tokerau and Tamaki Campuses:

Invigilators will follow the same procedures as for the City Campus but should report directly to the appropriate Examination Centre.

If you are required earlier than these times you will be notified in advance.
**Example of a sign on sheet**

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<th>Supervisor Sign-On Sheet</th>
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<th>14:15:00</th>
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<td>Eng1401</td>
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<td>Exam Room</td>
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<td>Subject To Be Examined</td>
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<tr>
<td>Number Of Students In Room</td>
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<td>Exam Duration</td>
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<td>Film Studies</td>
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<td>Student Room</td>
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<td>Room Supervisor</td>
<td>Hayworth, Rita</td>
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<tr>
<td>Assistant</td>
<td>Hepburn, Audrey</td>
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</tbody>
</table>
Contact information

Darren Woodward, Examinations and Timetable Service Manager
DDI 923 7407 Ext 87407
Mob 021 890 129 Ext 60271

Mark Thomson, Examinations Services Manager
DDI 923 7557 Ext 87557
Mob 027 809 3670

Victoria Henderson Examinations Centre Manager for all matters relating
to supervision and allocations
DDI 923 1373 or Ext 81373
Mob 027 836 4876 or Ext 61014

Sarah Jones, Special Conditions Examinations
DDI 09 923 1405 or Ext 81405

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