



# ITIL® Notes to Invigilators

These notes provide guidelines to the Invigilators for ITIL® Examinations. Please ensure you have read and understood them before the examination starts.

Please complete the following:-

**Name of Invigilator** \_\_\_\_\_

**Name of Examination** \_\_\_\_\_

**Name of ATO** \_\_\_\_\_

**Name of Trainer** \_\_\_\_\_

**Examination Location** \_\_\_\_\_

**Date of Examination** \_\_\_\_\_

**Contact E-mail address** \_\_\_\_\_

Please remember that after the examination you must gather up all completed examination packs and any unused material and return them to your local APMG office that the examination was booked through, together with this document and the Candidate List. Note it is particularly important that you do not allow any candidate to retain the examination paper.

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## ITIL® Examinations

Please find enclosed the following documents in preparation for the Examination:

- **A Candidate List** – showing candidates' names and candidate numbers, room to note the candidates' examinations sat, Extra Time requests and Language.
- **Candidate Terms and Conditions** – a full copy of the T&Cs that candidates are asked to agree to. One per pack for each language an examination is ordered in.
- **Individual Examination Packs** – one pack per candidate plus two spare, each containing:
  - **Candidate Details Form** – one copy per pack. This form must be completed by each candidate as these details are used to produce their certificate.
  - **Examination Feedback Form** (optional) – one per pack.
  - **Foundation Question Paper Booklets** (if relevant) – multiple choice examination, one per pack.
  - **Foundation Paper Answer Sheets** (if relevant) – one per pack.
  - **Intermediate Paper** (if relevant) – complex multiple choice examination, one per pack.
  - **Intermediate Paper Answer Sheets** (if relevant) – one per pack.
  - **Candidate Checklist** – one per pack.
- **Self-Sealable Plastic Envelopes** – one envelope per candidate plus two spare. For distribution to candidates following the examination for submission of their Examination Paper, Answer Sheet, Candidate Details Form, Checklist and Feedback Form.

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## Further Information

Candidates must include **ALL** examination material in their individual, self-sealable envelope. This includes their Candidate Details Form, Feedback Form and any unused examination material.

Candidates should use the Checklist provided to ensure all documents have been enclosed before sealing the envelope. Candidates must then sign the Checklist and place it in the pack, after which the envelope can be sealed **by the candidate** ready for collection.

The term **unused examination pack** within this document refers to the unused examination materials issued by APMG, in individually sealed plastic bags, for distribution to candidates prior to the commencement of the examination.

The term **completed examination pack** within this document refers to the completed examination papers and candidate documentation individually re-sealed by the candidate ready for return to APMG for marking.

It is essential that the number of examination packs issued within the Invigilator pack is the same as the number of examination packs returned to APMG. This number may include examination packs which are unused.

All examination packs should arrive at APMG fully sealed with no signs of tampering. In specific extenuating circumstances, permission may be granted by APMG for the nominated Invigilator to open a spare pack. Any instances where this approval has been granted must be noted in the Issues Form at the back of this booklet.

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## Candidate Verification Requirements

ATOs need to send APMG copies of pre-requisite certificates from candidates any time between making the booking via the online system and returning the completed examination pack. APMG will file copies of the certificates and hold these records for ATOs.

**No results/certificates will be released until we have received a copy of the certificate from either the ATO or directly from the candidate.**

The process applies to the following examinations:-

- Intermediate examinations – confirmation of pass at Version 3 Foundation/Foundation Bridge, or an ITIL Foundation certificate aligned to the 2011 syllabus (if already provided for a prior intermediate examination taken with APMG then please confirm the candidate number allocated at the time of booking and no certificate needs to be sent).
- Managing Across the Lifecycle (MALC) – confirmation of 17 eligible credits from ITIL examinations.
- Expert – confirmation of a pass at MALC or Manager's Bridge.

ATOs are asked to send through copies of the certificates for previous qualifications to APMG as soon as possible after a booking has been made. Some ATOs have adopted a process whereby candidates are asked to bring a copy of their certificate(s) to the examination session for the Invigilator to collect and return to APMG with the examination pack.

Your ATO should have made it clear if you are required to collect the certificates. If so, please ensure that you remind all candidates as early as possible during the course so time is allowed should a candidate have forgotten and need a copy sent through to them.

Please do ensure that you collect these certificates and return them with the examination packs as failure to do so will mean that results and certificates are withheld until complete information has been received. In the event where a candidate is unable to provide you with the certificate copy on the course then please ensure you ask them to send this on as soon as possible to prevent delays with their results.

**Please note** that where an ATO is able to provide the previous APMG candidate number there is no need to send through a certificate. This applies to any candidates who have done a pre-requisite examination through APMG.

Should a candidate be unable to provide a copy of their certificate then the ATO or candidate should contact the awarding EI to request a duplicate certificate or letter of confirmation of the pass in lieu of a certificate and send this through to APMG. Only in exceptional circumstances will APMG verify the examination award with the EI directly and will need as much information as possible about the candidate in order to complete this. Please note we would expect to receive requests to verify results with another EI only for the minority of candidates. Should an ATO have a candidate for whom they need to use this process they should email the relevant contact at the APMG office administering the examination to confirm details. Please also note that some other EIs may not release this information to a third party without direct contact and consent from the candidate themselves. In this situation APMG will inform the ATO of this and it is expected that the ATO will pass this information onto the candidate so they can contact the awarding EI directly for their verification details.

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## General

### Pre-Examination:

- The 'Notes to Invigilators' booklet should be read thoroughly before each examination to ensure you are up to date with changes to the document. Invigilators are expected to know and implement the rules of the examination at all times.
- The outer packet should be opened when examination packs are received and the contents checked without opening the examination papers. The paper can be checked by looking at the footer of the front cover of the examination papers.
- Candidates should bring along a pen (in either blue or black ink) to fill in the candidate details form **and** a pencil to fill in the examination answer sheet.
- Instructions must be read out loud to candidates by the Invigilator.
- Each question paper and answer sheet will be sealed within the individual plastic bags; one supplied per candidate as applicable.
- The individually sealed plastic examination bags should remain sealed until **the scheduled time for the examination** and are only to be opened by candidates sitting the examination.
- Unless we have been notified otherwise, the examination must start on the date and time specified in the confirmed booking.
- APMG reserve the right to ask an APMG representative to visit an Examination Centre at any time up to one hour of the planned start of the examination and ask to see the sealed bags containing the examination papers. If any bags have been opened or there is any evidence of tampering, the Trainer may lose their approved status, the Accredited Training Organisation may lose their right to invigilate examinations using their own people and other ATOs will be notified of this malpractice. APMG also reserve the right to amend information held on their website to show any malpractice found.
- Please Note: If there are any course changes, including changes to Invigilators, Trainers or course cancellations on the day of examinations please contact your local APMG Office.
- Please place a tick beside the name of each candidate on the Candidate List to confirm their attendance. If a candidate fails to turn up or cancels, please place a cross next to their candidate number or strike through. If, however, a replacement candidate takes the place of a candidate that had registered for the course but has cancelled or failed to turn up after the examinations have already been ordered, the Invigilator must cross out the name of the original candidate on the Candidate List and add the new name to the same candidate number.
- Please tick the appropriate column for any requests for extra time, and ensure that this is also noted in this booklet as per instructions in the 'Extra Time' section of this booklet.
- Candidates must provide photographic ID before the start of the examination, which must be checked for each candidate on public courses. For in-house courses candidates'

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identity can be verified by a manager. Please add a note to the candidate list to confirm that you have checked IDs.

- If additional delegates arrive for the examination and there are sufficient examinations for them to attempt the paper, please contact APMG with the examination booking details to request additional candidate numbers. Alternatively, you may re-issue additional candidates with the numbers assigned to candidates who have failed to turn up or have cancelled. **DO NOT** duplicate numbers or allocate the next numerical sequence from those you have been given.
- Please ensure that all posters, charts or group work are removed from the walls before the start of the examination.
- Please note only one candidate at a time can leave the room and cannot remove anything or bring anything back into the room. **The Invigilator must record who left and for how long in this booklet.**
- Please ensure all candidates are aware of the Disability and Discrimination policy and their opportunity to ask for issues to either be taken into account for them or additional arrangements made before the examination and are given the opportunity to speak about their requirements in private should they wish to raise any.
- Please ask all candidates if they have read the full Terms and Conditions for certification on the website. If not then please offer them the opportunity to review the enclosed copy sent with the examination pack.

#### Guidance Notes for Extra Examination Time concerning Language

Candidates completing an examination in a language that is not their mother tongue have a maximum of 75 minutes for Foundation, 120 minutes for Intermediate and 150 minutes for MALC to complete the examination and are allowed the use of a dictionary.

The Trainer must satisfy themselves that this is a reasonable accommodation – that the language is clearly not the candidate's mother tongue and that the need for extra time is evidenced by their normal way of working throughout the course.

Suitable evidence could be: -

- that the candidate naturally converses with colleagues in a language other than the training language
- the Trainer observes they have taken significantly longer to read case studies or exercises. This should be consistently demonstrated throughout the course
- a letter from the candidate's employer could support the request if they can describe the language issues encountered by the candidate in their working environment
- a request from the candidate to the Trainer who has observed them struggling with the language during the course.

Where these conditions have been met, the Trainer has the authority to grant extra time.

Where the Trainer is not invigilating the examination, they should discuss their decision with the APMG approved Invigilator prior to leaving the session and should ensure they are aware of the information needed to document their request.

The candidate's request for extra time must be made to the Trainer/Invigilator prior to commencement of the examination – either at the time of booking the examination or during

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the course before the examination starts. If approved, the decision must then be noted in the Invigilator's Booklet along with a summary of the evidence used to support the decision. There is no requirement to contact APMG for this arrangement.

### Guidance Notes for Candidates with Special Examination Requirements

APMG makes every effort to ensure that candidates with either learning or physical special requirements are able to sit the examination within reasonable limits to ensure they have as equal a chance as any other well prepared candidate to pass the examination.

APMG believes that each candidate is different and as such has no set solutions for those with special needs. Each person is considered individually. Examples of actions taken in the past for candidates with special needs are detailed on the following page: -

Type of difficulty	Examples of allowances made
<b>Blindness</b>	<ul style="list-style-type: none"> <li>Examination papers e-mailed for use with ViaVoice software.</li> <li>ViaVoice software permitted for candidates to answer questions.</li> <li>Scribes used to dictate answers.</li> <li>Material sent electronically for candidates to convert to Braille.</li> </ul>
<b>Dyslexia</b>	<ul style="list-style-type: none"> <li>Examination material sent in different fonts/printed on different colour paper.</li> <li>Additional examination time permitted.</li> <li>Use of laptop to answer questions permitted.</li> <li>Narrators/scribes provided.</li> </ul>
<b>Dyspraxia/Physical</b>	<ul style="list-style-type: none"> <li>Use of laptop to answer questions permitted.</li> <li>Use of scribe to dictate and write answers.</li> <li>Physical one-on-one interview with examiner instead of paper examinations.</li> <li>Additional examination time permitted.</li> </ul>
<b>RSI/Arthritis</b>	<ul style="list-style-type: none"> <li>Additional examination time permitted.</li> <li>Use of a scribe permitted.</li> </ul>

These examples are indicative of the unique, flexible and adaptable approach that APMG takes for candidates who require special arrangements, but it is by no means an exhaustive list of the allowances made in the past.

Should you have a candidate who has requested additional allowances, you should contact your local APMG office immediately and discuss the case with them, including the extra allowances that the candidate requires.

Please remember that in no circumstances may an Invigilator/Trainer make an allowance for a candidate prior to gaining approval from APMG and a certificate to authenticate the condition may be requested prior to an allowance being made.

Where possible, please contact APMG as soon as you know you may need special allowances to ensure there is time to put these in place for the candidate. When the candidate has sat the examination, please confirm using the candidate list and comments page at the

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back of this booklet the allowances which were made for the candidate in question. Should a candidate require the use of a laptop, the Trainer/Invigilator should check that there is nothing else on the machine that candidates could use to unfairly advantage them during the examination. In addition to this, internet connectivity should be disabled throughout the duration of the examination. It is recommended that, where possible, Invigilators should sit behind candidates using computers so they can monitor the screen usage.

#### **Guidance Notes for Extra Time Granted for Disturbance/Venue Issues**

Should a Trainer/Invigilator feel that extra time is required due to venue issues or disturbance, e.g. noise from outside the room, venue equipment, etc. the local APMG office must be contacted to inform them of the request and a note must be added to this booklet.

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## General

### Breach and Infringement of Examination Conduct:

It should be noted that there is a difference between cheating and an infringement of the rules.

APMG define cheating as a blatant breaking of one of the examination rules and as such the policy outlined below should be implemented. If a candidate were to forget to switch their mobile/cell phone off and this rang during the examination then this would be considered an infringement of the rules and the phone should be switched off but the process below would not need to be initiated.

In the event that you suspect a candidate is breaching the examination rules and are actively cheating then the following actions must be completed:

- The candidate must be monitored and their activities should be reviewed to ascertain if they are cheating.
- You must document any actions taken and report your concern to APMG using this booklet.
- Get photographic evidence (via camera, mobile/cell phone etc.). If this is not possible then you should find another witness such as a member of staff outside the examination to ask them to confirm (in writing) the evidence sighted in the report. A short statement should be produced by them to confirm this and a contact phone number/email address provided. If no such witness is available then you are permitted to ask another candidate to bear witness and get the statement at the end of the examination. All actions must be documented.
- At the end of the examination, you must ask the candidate to stay and explain that you believed they were cheating and would report this. You must offer the candidate the chance to submit their own statement in response to the situation.
- You must then document all the actions taken in the Notes to Invigilators booklet, attach any statements gathered, collect the candidate papers from their desk and submit to APMG. Please also email your local office through which the examination was booked, to highlight the issue and provide any further information relating to the incident where necessary.

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#### At the Beginning of the Examination:

- Instructions must be read out loud to candidates by the Invigilator.
- Please ensure that candidates are aware of their candidate numbers prior to the examination starting.
- Please ensure that candidates write their individual candidate number clearly and correctly on all documentation where requested and only on the space provided, particularly for examinations where the candidates' answer sheets will be scanned by APMG. Please remind candidates not to write their name on examination papers or answer sheets.
- Candidates must be asked to turn off or silence all electronic devices such as mobile/cell phones, pagers, PDAs, Blackberrys etc. Mobile/cell phones cannot be used for the purpose of timing the examination and should be placed in candidates' bags for the duration of the examination.
- Candidates must be asked to store their bags and personal belongings, other than those which are required for the examination, away from their seats and out of reach for the duration of the examination.
- Candidates should be asked if any special allowances/arrangements have been made for them and if they are happy with them.
- Candidates should be informed of the instructions in each section prior to starting their examination.
- Please ensure that all posters, charts and group work are removed from the walls before the start of all examinations.
- Instruct candidates that on the answer sheet, they should mark their answers only as shown on the front cover. The answer will be void if their selection is ambiguous, e.g. two ovals are marked instead of one, incorrect mark made etc. Advise candidates that they **will not** be allowed to write on their answer sheets once the allocated time has expired – this includes the transfer of answers from their notes or checking the completion of their answer choices.

#### During the Examination/Towards the End of the Examination:

- In the event that a candidate finishes early, please check that all documentation has been completed and submitted properly (i.e. all booklets are returned, front cover of answer sheet completed) before allowing a candidate to leave the room. Any number of candidates may finish and leave the examination early.
- Please note only one candidate at a time can leave the room if necessary and cannot take anything out or bring anything back into the room.
- Should a candidate find anything an Invigilator is doing during examination time distracting, such as the noise of typing, then they should stop the activity immediately and refrain from this for the rest of the examination time.
- Please refrain from using your mobile/cell phone unless there is an emergency (a problem with the examination pack or private emergency). In such circumstances you should leave the room and take the call just outside.

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- With the exception of emergency calls (as above) and comfort breaks (to be kept to a minimum), you are expected to remain in the examination room throughout the duration of the examination.
- Candidates should not be allowed to leave the examination room within 15 minutes of the end of the examination to minimise disruption to others completing their examinations.

#### **After the Examination:**

- All Trainers/Invigilators please note that delegates must NOT be allowed to write on their answer sheets once the allocated time has expired. This means that delegates are NOT permitted to revisit any faint or ambiguous answers and as Trainers/Invigilators you are NOT allowed to ask the Delegate to revisit/ go over or make clear any answers. If the answer is ambiguous it should be marked incorrect and noted in this booklet.
- Please collect the examination papers and other examination documentation. Please collate them in order of ascending candidate numbers and ensure that candidates have added the correct candidate number on all documentation.
- Please ensure that you have received all question papers from candidates prior to allowing them to leave the room – failure to return to APMG the number of papers received may lead to the results from a candidate or group being void.
- Please ensure that all candidates have submitted a completed Candidate Details Form.
- Please check that all candidates have written their candidate number and completed the corresponding ovals correctly on their student answer sheet. Answer booklets received with incorrect candidate numbers may cause a delay with the release of the results.
- *Process for Self-Scan use:* When the candidate finishes their examination please ask them to collate and return the examination material as normal but not to seal the plastic envelopes. You will then be able to remove the answer sheets from the plastic envelopes and scan the results through using the APMG SelfScan system. As soon as the results have been scanned, please ensure that you return the answer sheets to their plastic envelopes and seal these. To avoid the opportunity for answer sheets to be mixed up or any accusation being levied against the Trainer of adjustment of marks at a later date, we would ask that you ensure the answer sheets are sealed in their plastic envelopes before leaving the examination room
- If not using SelfScan, when the candidates have finished their examination, they must collate and return the examination material sealed in their individual plastic envelopes.
- Please ask candidates if there are any appeals/extenuating circumstances they wish to log prior to leaving the examination room.
- Please advise candidates that they will be notified of their results via their ATO after APMG have released the results to the ATO, within approximately one week of receipt of the examination pack by APMG.
- Please advise candidates their results will appear on the Successful Candidate Register within 1-2 weeks of the release of their results from their ATO.
- Please update the candidate list to show who has taken the Foundation and/ or Intermediate examinations.

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- All Trainers/Invigilators are responsible for ensuring all documents are accounted for. All documents sent to Trainers/Invigilators in the examination pack must be returned in hard copy to APMG. Therefore can all Trainers/Invigilators please account for all documents upon opening of the pack and when returning the pack to APMG. If any documents are missing from the pack, the Trainer/Invigilator must make a note of the missing documents on the Candidate List and/or the Notes to Invigilators booklet detailing which documents are missing and why they have not been returned. If APMG receives packs with missing information they will contact the ATO to discuss this issue and the examination results and certificates will be put on hold until the conclusion of the discussion.
- Examination packs must be received by APMG no later than five working days after the examination(s) were sat (preferably sooner). On completion of an examination, ATOs are responsible for returning completed papers to APMG rapidly and securely using a traceable service. Failure to do so will result in a delay in issuing results and certificates.

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**Issues Form**

This form should be completed and returned with the examination papers only if there are extenuating circumstances for a candidate/class of delegates.

Examples of extenuating circumstances are:

- Unacceptable noise outside room.
- Fire alarm drill or full evacuation during examination.
- Candidate faints/is physically unwell before or during the examination.

Appeals cannot be submitted on the following grounds:

- Complaints after the examination of "I have a migraine/headache/feel sick".
- Claims that a candidate is not used to writing for a long period of time.

In the event of an appeal, please fill in the following sections:

**Name of Claimant\*:** .....

**Candidate Number:** .....

\*In the event of a full class of examinees being affected, please enter "All Candidates" and leave "Candidate Number" empty.

**Please enter details of appeal below:**

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## Comments

Use this form if you believe any part of a question is unfair, confusing, poorly worded or misleading so that it could have a serious impact on candidates taking the paper. Where contact details are provided, Invigilators will be sent a reply to their comments, though please note that APMG operate a review and release cycle of up to three months and so there may be a delay in a response to a minor issue.

Invigilator:

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Email Address:

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ATO:

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Examination ID (found at the bottom of the examination script):

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Signature:

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Comments:

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