

History

Date	Amendments Made
27/02/2023	Thorough review of whole document in context to Ofqual General Conditions of Recognition- G8, G9 and current CMI policy and procedure
22/02/2022	Thorough review and update of whole document in context to Ofqual General Conditions of Recognition- G8, G9 and current CMI policy and procedure
10/03/2021	Thorough review and update of whole document

Distribution

Distribution List

- This policy will be published on the CMI website
- All EPA Managers
- Employers
- Training Providers
- Associated Third Parties

Purpose

Document Purpose

This document outlines the instructions that must be followed when Apprentices are undertaking any on-screen knowledge test or examination as part of their end point assessment and as set out by the specific standard. We would recommend that all apprentices complete the mock test using the Skilsure platform to ensure that they have an understanding of how the live test is administered.

This document applies to all Chartered Management Institute (CMI) Training Providers, Employers and Apprentices registered on a CMI End Point Assessment. This document sets out the specific instructions for the invigilation of any on-screen knowledge test or examination.

Summary of Basic Requirements

Scope

Knowledge tests or examinations:

- should be conducted under exam conditions and as such the apprentice must be in a suitable controlled environment where they will not be disturbed;
- are timed, and these timings must be strictly adhered to;
- is closed book and the Apprentice is not allowed access to any additional resources, for example textbooks or internet resources, during the test;
- will be invigilated and invigilators must strictly adhere to the requirements of this instruction document.

In the event that the apprentice fails their first attempt, the apprentice may choose to make a second attempt. If the apprentice fails a second, CMI recommends that the apprentice meets with their employer/training provider to address any gaps within their knowledge.

Suitable Environment

Location and Surroundings

Any room in which the knowledge test is to be held must provide Apprentices with appropriate conditions for taking the test, particularly in regard to heating, lighting, ventilation, display screen regulations and electrical safety.

Measures should be taken to minimise the levels of outside noise.

Any display materials (such as diagrams, quotations, charts and images) which might be helpful to the Apprentice must not be visible in the room.

A reliable clock must be visible to the Apprentice in the test room. The clock must be large enough for the Apprentice to read clearly. The invigilator should clearly note the start and end time of the test on a white board or similar so that the Apprentice can easily view this during the test.

The Candidate Information Poster (Appendix 1) and Data Device Poster (Appendix 2) should be displayed in a prominent position outside the examination room, as well as a sign that signifies that a test is in progress (Appendix 3).

If multiple Apprentices are taking the knowledge test simultaneously, sufficient work stations must be available, including at least one replacement computer/laptop. Each workstation must be isolated by a minimum space of 1.25 metres measured from the nearest outer edge of one screen to the next, unless the monitors are positioned back to back or separated by dividers or protected by privacy screens.

Where multiple Apprentices are undertaking a knowledge test simultaneously, a seating plan must be taken and retained for inspection by the CMI.

Timings

Duration

Unless stated otherwise in the standard, each knowledge test lasts 60 minutes. Booked start and finish times should be strictly adhered to.

Invigilators should let Apprentices know when they have reached the halfway point and also when they are nearing the end of the allocated time. After 30 minutes, Invigilators should clearly state 'You have 30 minutes remaining' and at 5 minutes before the end of the test, they should clearly state 'You have 5 minutes remaining'.

Apprentices must stop after 60 minutes, but once the Apprentice has completed their test, there is no reason for them to remain within the test room so they can leave before the 60 minutes is up.

If the apprentice fails their first attempt, the apprentice may choose to complete a second attempt. The apprentice will be given an additional 60 minutes for test 2. This will need to be rebooked on Skilsure by the training provider.

Invigilators

Role and Responsibilities

Invigilators have a key role in upholding the integrity of the test process. Invigilators can be present either in person or remotely using video conferencing that allows them to see the apprentice. This will be dependent on whichever method works best for the apprentice, training provider and employer.

The role of the invigilator is to ensure that the test is conducted according to these instructions in order to:

- ensure all Apprentices have an equal opportunity to demonstrate their abilities;
- ensure the security of the test before, during and after it takes place;
- prevent possible malpractice;
- prevent possible administrative failures.

Invigilators need to be responsible adults and must ensure the impartial administration of the test. Although training providers and employers may decide who is suitably qualified and experienced, any relative, friend or peer of an apprentice in the examination room must not be the sole invigilator. Additionally, invigilators should

not be training provider staff who have been involved in teaching the apprentice in the subject being examined.

Invigilators must:

- be familiar with these instructions;
- give all their attention to conducting the test properly;
- be able to observe each Apprentice in the test room;
- be familiar with the Candidate Information and banned Data Device information
- inform the training provider if they are suspicious in any way about the security of the test.

Invigilators must not carry out any other task (for example, reading a book or marking) whilst the test takes place.

On the Day of the Test

Procedure

The apprentice will be given access to their username and password prior to the scheduled knowledge test. If this is lost or the apprentice cannot gain access, please contact the EPA team immediately at epa@managers.org.uk or 01536 207357.

The invigilator must check the identity of each Apprentice and ensure that the correct ID and password is issued. The Apprentice is responsible for inputting their user ID and password, and ensuring that the name of the test and their details are correct. If the information presented to the Apprentice is incorrect they must notify the invigilator and cancel out of the test before starting. Appropriate forms of identification include:

- Passport Student ID card (For FE and HE)
- Photo Drivers Licence
- Company ID card with photo

Appropriate security systems and procedures must be in place to prevent Apprentices using computers/laptops in examinations having unauthorised external communication with other users of computers/laptops. There must be no access to:

- data stored on the hard drive;
- e-mail;
- portable storage
- media, e.g. floppy disks, CDs, memory sticks;
- pre-prepared templates;
- Internet searches (excluding access to the knowledge test)

There must be at least one invigilator for each group of 20 Apprentices or fewer taking on-screen tests.

Technical help should be available throughout the test(s) in case of hardware/software problems.

Invigilators must ensure that Apprentices do not bring into the test room potential technological/web enabled sources of information such as iPads, mobile phones, MP3/4 players, tablets, smartwatch and wrist watches which have a data storage device.

Apprentices are allowed pens, pencils and blank paper at their workstations. However, no paper is to be removed from the test room – Apprentices should be instructed to leave all paper and the Invigilator should collect this at the end of the test and ensure it is confidentially destroyed.

Emergencies

Invigilators should ensure that Apprentices are closely supervised if any evacuation is necessary. It will be necessary to safeguard the security of the tests should any emergency occur; for example, it might be necessary to pause the test for all Apprentices and evacuate the room without closing down the software.

Should there be a technical failure of hardware or software, then the technical help should be contacted immediately. If it affects just one Apprentice/workstation then the spare computer/laptop should be immediately substituted. It is important that if this should happen, the Apprentice must still be assured of receiving their full 60 minutes in total to complete the test. If the test has to be stopped part way through, the Invigilator should note the time and ensure that when the technology is re-enabled, the test times are re-set so that the Apprentice has the rest of their allocated 60 minutes. No Apprentice should be disadvantaged timewise by any technical disruption.

In any situation where an Apprentice needs to restart an assessment after an emergency, the Invigilator should control the restart and take every opportunity to minimise disruption to the learner, for example by allowing the Apprentice to re-access their previous responses where this is technically possible.

Technical failure of hardware/software affecting multiple Apprentices (for example, a serious network issue) may necessitate rescheduling of the test activity for all those involved.

Any disruptions at all should be noted on the test register by the Invigilator, with a description of the event, those involved and the action taken.

Apprentices with Access Learning Needs or Requirements

Notifying CMI

In line with the Equality Act 2010, CMI will make reasonable adjustments where a disabled person would be at a substantial disadvantage in undertaking an assessment (for example, readers, scribes and Braille question papers).

Additionally, CMI will give special consideration to post-test adjustments to a candidate's mark to reflect temporary injury, illness or other indisposition at the time of the test.

For further information please contact the EPA Team (epa@managers.org.uk) to request a copy of the CMI Reasonable Adjustments & Special Consideration Policy.

Remote Invigilation

Remote invigilation is the method by which the EPA knowledge test can be supervised over the web, to reduce disruption to employers and apprentices alike. The following will outline the requirements and best practices for remote invigilation.

The process of invigilation is no different from face to face, in that the above guidelines must be adhered to, using a web meeting to connect and communicate with the Apprentice.

Remote invigilation will require the following additional steps:-

- The ID check must be completed via Webcam
- The invigilator should be able to see the apprentice's screen, ensure they are not looking at other web platforms
- The invigilator must be sure the test is being undertaken in a suitable environment as per the guidance above.

Please note the required online meeting must be set up and administered by the Training Provider or Employer, not the CMI, therefore, the CMI will be unable to provide technical support.

Monitoring and Review

CMI will review this policy annually as part of our self-evaluation arrangements and revise it in line with any feedback from stakeholders, regulatory authorities or external agencies, or changes in our practices.

Apprentice Information

- Please be on time for your test and follow the instructions given to you by your invigilator.
- Do not bring any paper, books, notes or other unauthorised materials into the test room.
- Ensure you check carefully the information that is given to you to verify your identity at the start of the test. It is your responsibility to ensure all the information is correct.
- Do not sit the test in the name of another candidate.
- Do not attempt to communicate with, or disturb, other candidates in the test room. If you have any issues at all, speak directly to the invigilator.
- Each test lasts 60 minutes in total. You will be told when you are halfway through the test and when you have 5 minutes remaining.
- Having a mobile phone or other data storage or internet-enabled device in your possession, even if you do not intend to use it, is against the rules and could result in your being disqualified. Turn your phone/devices off before entering the room and leave them with the invigilator, away from the test workstations.
- You can take a pen or pencil to your workstation with you and blank paper will be provided. Do not remove any paper at the end of the test; leave it on your workstation.
- Not eating or drinking during the test.
- You may leave the room when you have completed your test. Please leave the room quietly and be considerate of other candidates.

BE AWARE

PERSONAL ELECTRONIC DEVICES ARE NOT PERMITTED IN THE TEST ROOM

Personal mobile phones, Smartphones, iPODS, iPADS, Tablet computers, Smartwatches, mp3/4 players, game consoles or any product with electronic communication/ storage or digital facility is not allowed.

Only electronic devices provided by the centre may be used.

If you have any electronic device with you, turn it off and leave it with the Invigilator. DO NOT take it with you to your allocated test workstation, even if it is turned off.

**TEST IN
PROGRESS**

QUIET PLEASE