

CMI Awarding Body

Apprenticeship Assessment Invigilation Policy

v3

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AB/POL/0038 - November 2025 - V3

History

Date	Amendments Made
03/09/2025	Review of document and inclusion/amendments to the reporting process to include CPC actions.
25/3/2024	Thorough review of the whole document. To remove Skilsure throughout the document and replace it with CMI Platform. 'Candidate' changed to 'Apprentice' throughout. Some initial capitals have been changed for consistency, no change to context
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

Intended Audience

- Employers and Centres
- CMI staff and associated third parties

All of CMI's policies are published on the [CMI Policies Webpage](#)

Purpose

This policy outlines the regulations for the invigilation of on-screen knowledge tests for apprenticeships within our organisation. The aim is to align our internal procedures with the national standards set by the Joint Council for Qualifications (JCQ) and the Chartered Management Institute (CMI) to ensure the integrity and security of all on-screen tests.

We would recommend that all apprentices complete the mock test using the CMI platform to ensure that they have an understanding of how the live test is administered.

Scope

This policy applies to all staff involved in the administration and invigilation of on-screen knowledge tests, including but not limited to, invigilators, examinations officers, and senior leaders. It also applies to all apprentices undertaking an on-screen test.

Knowledge tests:

- 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, internet resources, including AI, 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 time, CMI recommends that the apprentice meet with their employer/training provider to address any gaps in their knowledge.

Regulatory Requirements

This policy meets the regulatory requirements set out by our regulators: Ofqual

[Ofqual - Conditions of Recognition](#)

Regulator or Relevant Regulatory Body	Reference Details	Legislation/Regulatory Reference
Ofqual	General Conditions of Recognition	Principle 2 Principle 3 Condition C1 Condition C2 Condition G4 Condition G8 Condition I4: Condition I5

Suitable Environment

General Conditions On-screen knowledge tests must be conducted in a suitable, controlled environment under formal examination conditions. This includes attention to adequate heating, lighting, and ventilation, as well as minimising external noise.

Display Materials All display materials (e.g., diagrams, charts, or images) that might be helpful to the apprentice must be removed or covered so they are not visible in the test room.

Clocks and Timings

A reliable clock, large enough for all apprentices to read clearly, must be visible in the room. The invigilator must clearly note the start and end times on a board or similar display. The invigilator is permitted to announce when the apprentice has reached the halfway point and when they are nearing the end of the test.

Room Layout

Workstations must be arranged to prevent apprentices from overlooking the work of others. The minimum distance between the nearest outer edge of one screen to the next must be 1.25 metres, unless separated

by dividers, privacy screens, or if the monitors are positioned back-to-back. All screens must remain visible to the invigilator.

Posters and Notices

The official JCQ "Warning to candidates" and "Unauthorised items" posters must be displayed in a prominent place outside each examination room. Additionally, a sign indicating "Test in Progress" should be displayed. The CMI "Apprentice Information Poster" and "Data Device Poster" should also be displayed.

Duration

Unless stated otherwise in the standard and /or a reasonable adjustment has been put in place, 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 the allocated time, 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 the CMI Platform by the training provider.

Roles and Responsibilities

Head of Centre

The Head of Centre is ultimately responsible for ensuring that all staff and apprentices comply with this policy to maintain the security and integrity of the assessment process.

Exams Officer

The Exams Officer is responsible for:

- Ensuring that this policy is available to all invigilators.
- Providing thorough training to new and existing invigilators on these regulations.
- Managing secure access to electronic test materials.

- Liaising with awarding bodies regarding any issues or breaches of security.

Invigilators

Invigilators have a key role in upholding the integrity of the test process. Their responsibilities include:

- Being familiar with and strictly adhering to these instructions.
- Ensuring all apprentices have an equal opportunity to demonstrate their abilities.
- Maintaining the security of test materials before, during, and after the test.
- Preventing possible malpractice and administrative failures.
- Giving their full attention to conducting the test and not carrying out any other task

Invigilators must ensure the impartial administration of the test and be registered as an Invigilator on the CMI Assess platform. 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.

On the Day of the Test

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.

Apprentice Identification

Invigilators must check the identity of each apprentice against a valid form of photographic identification such as a passport, photo driving licence, or student/company ID card.

Prohibited Items and Materials

Apprentices must not be in possession of any unauthorised items, including mobile phones, smartwatches, smart glasses, MP3/4 players, or any other devices with data storage or communication capabilities. Any such items must be handed to the invigilator before the test begins.

During the test, there must be no access to:

- Data stored on the hard drive.
- Email or internet (excluding the test itself).
- Portable storage media (e.g., memory sticks).
- AI tools

Starting the Test

Apprentices are under formal examination conditions from the moment they enter the test room until they are permitted to leave. Invigilators must read out the instructions, confirm that apprentices have the correct materials, and announce when they may begin.

Use of Paper

Apprentices are allowed to use pens, pencils, and blank paper for rough work. All paper used must be collected by the invigilator at the end of the test and confidentially destroyed; it must not be removed from the test room by the apprentice.

Malpractice and Emergencies

Malpractice

Any suspected or actual malpractice by an apprentice, invigilator, or other staff must be reported immediately to the awarding body. Apprentices should be warned that malpractice can lead to disqualification from the qualification.

Emergencies

In the event of an emergency evacuation, invigilators must stop apprentices from working and instruct them to leave all papers in the room. Apprentices must be supervised at all times outside the room to prevent communication about the test content. Upon return, the invigilator must ensure apprentices are given the remainder of their allotted time.

Technical Failures

In the event of a technical failure, a spare computer should be used if the issue affects a single apprentice. The invigilator must ensure the apprentice receives their full time allocation. All disruptions must be recorded on a test register or incident log, noting the details, persons involved, and action taken.

Apprentices with Access Learning Needs or Requirements

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

For further information, please access [CMI Policies Webpage](#) for the CMI Reasonable Adjustments & Special Consideration Policy.

Remote Invigilation

Remote invigilation is the method by which the EPA knowledge test can be supervised virtually, 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 online sources, including AI
- The invigilator must be sure the test is being undertaken in a suitable environment as per the guidance above.

Please note that 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

This policy will be reviewed in line with CMI's Document Control Policy.

Appendix 1 - Apprentice Information Poster

- 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 apprentice.
- Do not attempt to communicate with, or disturb, other apprentices 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 apprentices.

Appendix 2 - Data Device Poster

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**