



# Exam Supervisor Procedure Manual 2019

Version 2 (April 2019)

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## Updates – effective > February 2019

Section/heading	Update	Page
Important Contact Information	New staff details added	4
UQ Student ID card	New ID cards in circulation in 2019 <i>*Both styles of ID cards are accepted</i>	7
Other Permitted Materials - Calculators	New approved calculator label in circulation <i>*Both styles of sticker are accepted</i>	13
Emergency Procedures <i>**Update effective March 2019**</i>	Entirely new emergency procedures, under headings: <ul style="list-style-type: none"> <li>• Interruption of Examination</li> <li>• Fire or Other Threat</li> <li>• Power Failure</li> <li>• Cancellation or Postponement of Examination</li> </ul>	31
Attachment 1 – Announcements To be read <u>outside</u> the venue “Before students enter the examination venue”. Additional text in <i>italics</i>	Refer to section “ <b>Entry</b> ” Hold your UQ Student ID card up so it can be seen on entry. (Give instructions as required eg specific courses to enter via a particular door etc.) <i>Upon entry, you will be under exam conditions. Unless addressing a question to an exam supervisor you must not communicate in any way with another person during the exam.</i> Please enter now.	36
Attachment 1 – Announcements To be read <u>inside</u> the venue “Before the examination starts”. Additional text in <i>italics</i>	Introduction: Welcome Students. Please listen carefully to these instructions. <i>You are now under exam conditions. Unless addressing a question to an exam supervisor, you must not communicate in any way with another person during the exam.</i>	37

<b>Important Contact Information</b>
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	From UQ phone	From Mobile
<b>Examinations Section</b>		
St Lucia	52488	3365 2488
Gatton	50560	07 5460 1560
<b>Security (All Campuses)</b>	51234	3365 1234
<b>Emergency (All Campuses)</b>	53333	3365 3333
<b>Health Services</b>		
St Lucia	56212	3365 6212
Gatton	50396	07 5460 1396
<b>Student Centre</b>		
St Lucia	52600	3365 2600
Gatton	50276	07 5460 1276

Examinations Section Contacts	Position
Teresa Charlton	Manager
Barbara Sheahan	Coordinator
Rod Whybird	Senior Administrative Officer
Loan Doan	Examinations Officer
Libby Schmidt	Examinations Officer
Keippa Newton	Examinations Officer
Charlotte Liehr	Examinations Assistant

## Supervisor Role and Responsibilities

Supervisors are responsible for ensuring that examinations are conducted in accordance with the University of Queensland's Rules and Policies.

Specifically by:

- Preventing students from gaining an unfair advantage over other students by cheating;
- Without disturbing anyone, regularly moving around the venue keeping all students in full view – ie 'deter and detect';
- Performing all tasks in a fair, calm and responsible manner;
- Being knowledgeable and following examination procedures;
- Speaking calmly and politely with students, even when there is a requirement to be firm;
- Delivering 'bad news' to students with another supervisor looking on;
- Never leaving students unattended in a venue or allowing students to leave unaccompanied and return to complete the exam;
- Not talking to other supervisors - university level exams are stressful for students and any noise or distraction is disruptive to their concentration;
- Reporting unusual incidents accurately and comprehensively;
- Being well presented and appropriately attired;
- Wearing a Supervisor badge (available in each examination venue); and
- Submitting an accurate timesheet as required by the Examinations Section.

For each examination period Supervisors will be required to:

- Provide their session availability;
- Be aware that availability does not guarantee an offer of work;
- Advise the Examinations Section if there is a change to their availability before the release of the exam session rosters;
- Immediately advise the Examinations Section if there is a change to their availability after the release of the rosters – this will only be in exceptional and unavoidable circumstances;
- Successfully complete mandatory online training modules; and
- Attend mandatory examination training sessions.

## **Examinations Section Role and Responsibilities**

The Examinations Section provides a centralised service to ensure efficient, consistent and high-quality conduct of exams across all campuses of the University.

Specifically by:

- Allocating at least one Chief Supervisor and an appropriate number of Assistant Supervisors to each exam venue in each session;
- Advising Supervisors of their exam session roster (based on availability);
- Recruiting new Supervisors to ensure that there is coverage for potential illness and cancellation of sessions by current supervisors;
- Rotating Supervisors to different venues each semester to increase their familiarity with University venues and the benefit of cross-skilling by interacting with other Supervisors;
- Rotating Supervisors to roles with more responsibility to provide a supportive transition to supervision in a larger exam venue, if and when this arises (eg illness, resignation etc.)

Each examination period:

- The Exams Management System automatically allocates Supervisors to sessions providing a fair and equitable distribution of shifts based on the supervisors' availability.
- A certain number of shifts cannot be guaranteed. The Exams Management System does not preference individual supervisors based on previous semester sessions or years of experience.
- Consecutive shifts in the same venue cannot be guaranteed.
- Allocation to a particular venue eg UQ Centre, cannot be guaranteed.

## University of Queensland (UQ) Rules and Policies

- Students must present a **UQ Student ID card** on entry to the exam venue. No other Universities' Student ID cards or other ID (eg passport, drivers licence) is acceptable. The Student ID card must be displayed on the student's desk throughout the exam.



- Students can enter the exam venue up to 60 minutes after the exam has commenced.
- Students cannot leave the exam venue within the first 60 minutes or the last 30 minutes of the exam.
- Students must not communicate in any way with other students during the exam.
- Students must not bring unauthorised materials into the exam venue. Permitted materials will be listed on the front of the exam paper.
- Students must not remove any exam materials from the exam venue.
- No electronic devices are allowed – all watches must be placed on the student's desk throughout the exam or on the floor. Mobile phones must be turned off and placed underneath the student's desk.
- Students must follow all directions given by an exam supervisor when undertaking an exam (PPL 3.10.11 Examinations: 5.3.4.1).

## Exam Session Times

End of Semester exam sessions start at:

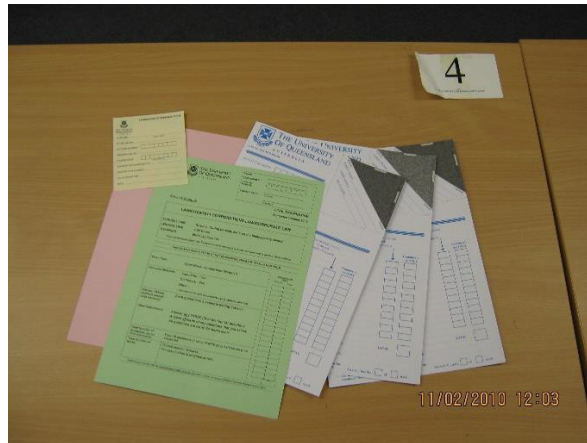
Monday to Friday	8.00am	11.15am	2.30pm	5.45pm
Saturday	9.30am	1.30pm	4.30pm	

(Session start times may be different in other examination periods eg Deferred and Supplementary, Mid-Semester and Summer Semester)

Start the exam on time unless there is an unavoidable delay. Exams must not start early. Ensure that students are given the full time allocated to the exam.



## Setting up the Exam Venue



## Chief Supervisors

- 1 hour before exam starts – Collect exam papers from JD Story Building
- At the venue – from the information provided on the front of the exam paper, determine which materials need to be issued to each student



Each venue is provided with supplies of exam materials in boxes with the contents labelled on the top.

(ie answer booklets, multiple choice answer sheets, rough paper, graph paper, envelopes of different sizes, stationery supplies and a folder which contains all the necessary examination forms).












- Prepare a seating plan as required ie if more than one exam in the venue
- Write on whiteboard (or use PC or Visualiser Template if visualiser available):
  - Examination Venue Name & Number
  - Date
  - Course Code
  - Start of Reading Time and Start of Working Time
  - 30 minute and 10 minute warning times
  - Finish Time
  - Students may not leave in the last 30 minutes of the exam
- The Chief Supervisor is the official timekeeper for the exam. Check that the clock is in a prominent position and working.
  - If there is no clock in the venue, log on to the computer at the lectern, and go to [www.clocktab.com](http://www.clocktab.com) or [www.timeanddate.com](http://www.timeanddate.com) (should the computer go into 'sleep' mode, move the mouse or tap any keyboard key to reactivate).
- Prepare student seat allocation cards

## **Assistant Supervisors**

- 35 minutes before exam – arrive at venue and introduce yourself to the Chief Supervisor. Familiarise yourself with layout of venue and your allocated section.
- 30 minutes before exam – place exam materials on desks, as directed by the Chief Supervisor – exam paper on top
- Check each desk is numbered
- Check toilets for any hidden lecture notes or cheating items (check before, during and after each exam)
- Read exam conditions and permitted materials as each examination has different requirements

## Student Entry to an Exam Venue

-  All desks in the exam venue are numbered eg 1 to 50. As students enter the venue, they are handed a seat card with a number. They must sit at the desk number that matches the seat number given to them at the door. The seat cards are shuffled so that friends don't sit next to each other. Seat number allocation assists with multiple exams in the venue.
-  Students must enter an exam venue within the first hour of the exam eg if an exam starts at 8:00am, students may enter the venue up until 9:00am. No additional time is provided to students who arrive late or have to obtain confirmation of identification from the Student Centre.
-  Students that arrive late must be given a 'Missed Announcements' form to read and complete. Assistant Supervisors will collect these forms and give them to the Chief Supervisor.
-  Students that arrive 60 minutes after the exam has commenced are not permitted entry and must be advised to contact the Student Centre for advice.
-  Students with a temporary or long term disability may have had alternative examination arrangements (AEA) made before the exam period starts (eg rest breaks, extra time). AEA students always sit their exams in a different venue to the rest of the cohort. If a student attends a mainstream venue and claims to have alternative arrangements, contact the Examinations Section immediately for advice. Do not allow the student to complete the exam in the mainstream venue.
-  Students are not allowed to wear any type of headwear in an exam which includes hats, caps, skull caps, beanies and hoodies. Students who refuse to remove headwear are in breach of PPL 3.10.11 Examinations: 5.3.4.1: Students must comply with directions given by an Examination Supervisor.
-  Students are permitted to wear religious headwear. To confirm a student's identity if they are wearing a headscarf, only female Supervisors can request the student to remove their headwear, discreetly and in a private area away from other students. This identification must be completed before the examination commences. If any student identification advice is required, contact the Examinations Section.

## Chief Supervisors (+ Assigned Assistant/s)

- Approx. 15 minutes before exam start time (to allow sufficient time for students to enter prior to the 'Inside the Venue' announcements) – go to the door and ask for students' attention
- Read announcements titled 'Before Students Enter The Examination Venue' in Attachment 1

- As each student enters the venue – check that they have a UQ Student ID card and give them a seat card.

No Student ID card = No Entry – no exceptions.

- If no UQ Student ID card – send students to the Student Centre (ie Level 1 JD Story Building for St Lucia) where their identity will be verified and an image document printed and certified. In the event that the student has never obtained a student ID, there will be no image of the student, however the document provided by the Student Centre will be a certified copy of a driver's licence or passport. When the student returns to the venue – check the documentation. The driver's licence or passport must be sighted to match that of the document from the Student Centre. This document must be displayed on the student's desk in place of the Student ID card.
- If a student enters without a UQ Student ID card or document from the Student Centre – phone Examinations Section immediately for advice.
- *[For Saturday Mid-Semester Exams only]* The Student Centre is not open. If student does not have Student ID card – allow any other photo ID eg driver's licence or passport. Instruct the student to present to their relevant School with student ID as soon as possible.


No photo ID at all = No Entry.

## Assistant Supervisors

- As students are entering the venue and sitting at their assigned desk, ensure that students;
  - do not start writing on any materials
  - do not talk to each other
  - are not looking at their examination paper




### Items allowed on desks:

- ✓ Pens, pencils, erasers, whiteout and ruler. If a student doesn't have anything to write with – they are to be given a pen or pencil to complete the exam.
- ✓  Clear drink bottle containing water only – do not spend time removing labels from bottles. Explain the rules and confiscate items that do not comply – students can collect items at the end of the exam.
- ✓ Student ID card – must remain face up on the desk throughout the exam.
- ✓ Earplugs – foam or disposable only.
- ✓ Watch and examination permitted materials

### Items not allowed on desks:

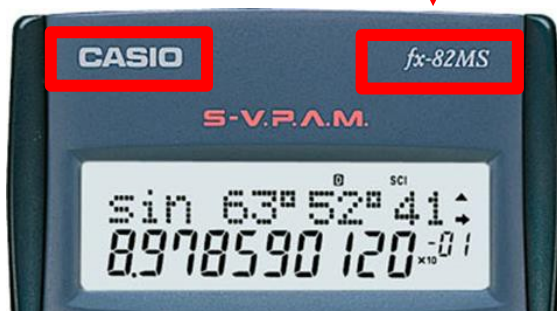
- ✗ No food – including lollies, chocolate and fruit – no exceptions
- ✗ No headphones
- ✗ No pencil cases
- ✗ No glasses cases
- ✗ No calculator cases
- ✗ No electronic devices – mobile phones must be turned off (including alarms) and placed underneath the student's desk

## Other Permitted Materials – Calculators

 There are 3 options for permitted calculators:

- **Casio fx-82 series only**

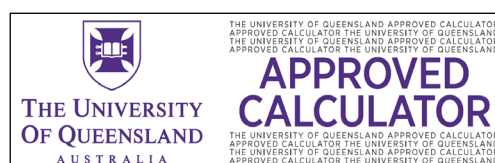
- The calculator must be a Casio make and the model letters and numbers must begin with fx-82 (any other letters or numbers can come after the fx-82)



- Calculators that are not a Casio fx-82 must be confiscated and given to the Chief Supervisor who will report the details of the student and the make and model of the confiscated calculator. Provide the Chief Supervisor with the student's name, ID number and seat number. The student can collect the calculator after the exam has finished.

- **Casio fx-82 series or UQ approved (labelled)**

- This includes the fx-82 series calculator and any other calculator with one of two types of UQ Approved Calculator sticker affixed:



- Calculators that are not a Casio fx-82 or UQ approved (labelled) must be confiscated and given to the Chief Supervisor who will report the details of the student and the make and model of the confiscated calculator. Provide the Chief Supervisor with the student's name, ID number and seat number. The student can collect the calculator after the exam.

- **Any calculator permitted – unrestricted**

- This means any calculator is permitted – calculators do not require checking.

If there is no statement on the exam paper about calculators being permitted, or if it is specified that a calculator is not permitted, all calculators that have been brought into the venue must be placed on the floor under the student's desk.



## Important Notes regarding Calculators

- Students must have calculators approved at the Student Centre before entering the exam venue.
- The Examinations Section does not provide or approve calculators for students who do not bring an approved calculator to the exam. If students report that they have not brought a calculator, instruct them to proceed with completing the exam as best they can. Record all details on the Chief Supervisor Report.
- Course coordinators are not authorised to approve calculators at the exam or provide the student with an approved calculator – if they insist, contact the Examinations Section immediately for advice.
- Once students have entered the venue, they must not be allowed to leave the venue to get a calculator or attempt to have their existing calculator approved at the Student Centre. Before the exam has commenced, students may be escorted by a supervisor to retrieve items from their bag within or adjacent to the examination venue.
- **Under No Circumstances** allow one student to borrow a calculator from another during the exam. This would provide that student an unfair advantage over another student who did not have the option to borrow a calculator.
- Confiscated calculator details must be recorded on the Chief Supervisor Report ie Student name, ID number, make and model of calculator.



## Types of Exam

There are 3 options for examinations:

- **Open Book**
  - Any written or printed material is allowed – no restrictions (this does not include calculators or electronic devices eg laptops)
- **Closed Book – no materials permitted**
  - No written or printed material is allowed
- **Closed Book – specified materials permitted**
  - Specific materials will be permitted and they will be listed on the front cover of the exam paper.
  - Check the materials brought into the venue to ensure they match what is listed on the exam paper. For example, if paper states single A4 double-sided sheet handwritten notes then typed notes do not comply. Where the material does not comply, the materials must be placed face down on the floor for the duration of the examination.



## Access to 'Permitted' Materials during Reading Time

During reading time, students are allowed to use calculators (if approved) or access permitted written or text materials; unless the exam paper states otherwise.



## Scanning Student ID cards – UQinvigilator app

Refer to Attachment 2 for detailed instructions on using the UQinvigilator app and scanner device.



## Starting the Exam

All written examinations have 10 minutes reading time.

Reading time is a chance for students to read the exam paper, check for errors and plan how they will spend their time answering the questions. Students are permitted to write notes on the 'Rough Paper' that will be provided with other exam materials.

Students are **not permitted** to write on, highlight or otherwise mark their exam paper or any other exam materials during reading time. If this occurs, the exam paper (or other material) must be swapped for a blank one. Students can request extra exam materials (rough paper, exam booklets) at any time during the exam.

## Chief Supervisors

5 minutes prior to exam start time - Read the 'Before the Examination Starts' announcement from the script provided in Attachment 1.

**Do not** make any variations to the announcement script. All students in all venues must be given the same instructions.

During reading time, while Assistant Supervisors are collecting Attendance Forms, Chiefs will:

- Ensure students are not writing on their exam materials, only on the Rough Paper provided.
- Ensure students are not trying to cheat or access unauthorised materials.
- Maintain oversight on what is happening in the venue.
- Seat any late students and give them a 'Missed Announcements' form.



## Assistant Supervisors

Once Reading Time has commenced, Assistants will:

- Electronically scan the Student ID cards or view Student Centre ID verification document for students in their allocated section to ensure the;

- photo matches the person sitting the exam
- details (ie name, student number) on the Student ID match the details on the Attendance Form
- Student ID card has not expired. If it has, give the student the pink form which states 'YOUR STUDENT ID CARD IS NOT CURRENT'

Give the Chief Supervisor the student details to be recorded on the Chief Supervisor Report. A Student ID card is still valid for the December Deferred and Supplementary examination period if it expired in November of the same year.

- Check the Attendance Form has been completed and writing is legible. The Student ID number must be an eight digit number without an 'S'. Where name or student number are unreadable, reprint the details at the top of the Attendance Form.
- Collect the Attendance Form and seat number card for all students in their section.
- Collect any Missed Announcements forms and Student Centre ID verification documents.
- Sort the Attendance Forms into 'Family Name' alphabetical order, then sort on 'First Name' if required.
- Sort the seat number cards into numerical order, lowest to highest.
- Ensure the number of Attendance Forms and seat cards matches the number of students allocated.
- Give the sorted Attendance Forms, sorted seat number cards, Missed Announcements forms and Student Centre ID verification documents to the Chief Supervisor.
- Instruct students to place headwear (refer 'Student Entry to an Exam Venue' section for religious headwear provisions) or items not allowed on desks on the floor. If students are wearing a watch, ask them to remove it and place it on their desk or on the floor.
- All materials on students' desks must be checked for concealed unauthorised materials (with minimal disruption to the student) eg calculators should be picked up and checked front and back in the light for pen/pencil notations, dictionaries (if permitted) must be flicked through looking for any handwritten or typed notes.

## Marking the Attendance List

### Chief Supervisors

Once the Attendance Forms have been collected, mark the Attendance List.

Students who are present will be marked with a tick: ✓

Students who are absent will be marked with a cross: ✗

#### Attendance List with barcodes Semester One Final Examinations



		Absent (✗)	SOSC2190 09-211 15/06/15 8:00 AM		Present (✓)
43895182	20	<input type="checkbox"/>			<input checked="" type="checkbox"/>
Albury Mitchell James Joe Blogs					
42893770	9	<input checked="" type="checkbox"/>			<input type="checkbox"/>
Jimmy Smith					
42614984	22	<input type="checkbox"/>			<input checked="" type="checkbox"/>
Fran Brown					

48

 Expected
 

1

 Absent
 

2

 Present

Mark all remaining students as attended

Any additional students that attend the venue that are not on the attendance list must be hand written at the end of the list. Check that there is a mark (tick or cross) against each student then add totals to the bottom of each Attendance List. The Attendance List is included with the Chief Supervisor Report.

In large venues where marking the Attendance List will take more than 60 minutes, count the Attendance Forms before marking the Attendance List and make sure that a head count of students matches the number of Attendance Forms. This should be done before students can leave in case an Attendance Form has been missed or details have to be verified against a student card.

## Attendance Forms


### Chief Supervisors

When the Attendance List has been marked:

- Confirm that the number of students marked as present on the Attendance List matches the number of students in the venue.
- Write the exam details on the 'Examination Attendance Forms' envelope.
- Place the Attendance Forms in the envelope and seal it.
- Copy the totals at the bottom of the Attendance List to the Chief Supervisor Report.



End of Semester exams: only one course per envelope.  
Deferred/Supplementary exams: all courses in one envelope.

 THE UNIVERSITY  
OF QUEENSLAND  
AUSTRALIA  
Brisbane Qld 4072 Australia

**Examination Attendance Forms**

COURSE CODE LAWS 1100

COURSE TITLE BUSINESS LAW

DATE (DD/MM/YYYY)

CENTRE (VENUE E.G. 42-216)

NO. OF CANDIDATES EG. 36

CHIEF SUPERVISOR WRITE YOUR NAME HERE

## During the Exam

### Assistant Supervisors

- After 60 minutes of examination time has elapsed, students will no longer be permitted to enter the venue. At this time any materials on vacant desks in the section are to be collected.
- Count the number of students in the section. Assistants need to remember this number to reconcile the number of exam papers collected at the end of the exam.
- Students may raise their hand to ask a question about the exam paper.

**DO NOT** try to answer their question or offer an interpretation of the question.

- Advise the student to continue working on the other questions and take the query to the Chief Supervisor.
- Students might need a toilet break during the exam.
  - Turn their exam materials upside down so that other students can't observe the completed materials.
  - Ensure that other Supervisors are available to monitor your section of students.
  - Ask the student if they have a mobile phone on them. If yes, ensure it is turned off and placed under the student's desk and report this to the Chief as students should never be in possession of a mobile phone.
  - Escort the student to the toilet and then back to their seat.
  - In large venues, ensure there is a vacant toilet available before student moves. Do not have a student waiting outside an occupied toilet.
- Students may require additional exam materials eg answer booklets. It is suggested that Assistants carry some materials with them so that students can be provided with additional materials without delay.
- Students may become ill during the exam and be unable to continue. Ask the Chief Supervisor to immediately come and speak with the student.
- After 60 minutes (exams of 1.5 hours or longer only), students may wish to leave the venue if they have finished their exam. Students will raise their hand and their exam materials are to be collected. Check that they have completed their personal details on all materials before allowing them to leave. Store the completed materials in a safe place until the end of the exam and where other students cannot access them.



Students will not be allowed to leave the exam venue early if the exam is 1 hour duration or less. Even if all students in the venue have finished the exam, a student could still enter the venue within the last 5 minutes of the exam. If a student is allowed to leave before 1 hour – they could tell a student who is running late what is on the exam paper – giving them an unfair advantage.



Throughout the exam, students must be constantly monitored to ensure that nobody is cheating or accessing non-permitted materials. If a student is detected cheating, advise the Chief Supervisor as soon as possible without raising the student's suspicion.



The main forms of cheating are:

- Unauthorised materials concealed on the student eg notes.
- Unauthorised notations written in dictionaries.
- Unauthorised notations written or printed on the labels of drink bottles.
- Information written or etched on calculators, calculator cases, glasses cases, pens, rulers etc.
- Notes written in permissible Dictionaries/Books/Acts/Articles when it has been stipulated on the front cover of the exam paper that these must be 'unmarked' or 'unannotated'.
- Writing on student's hands, legs, in between fingers, inside of clothing.
- Unauthorised notes or materials brought in and concealed in the pages of an exam answer booklet.
- Concealed electronic devices such as mobile phones or Smartwatches that are used during toilet breaks.
- Looking at another student's work.

Refer 'Alleged Misconduct' section for reporting process - Pages 20 & 21



## Chief Supervisors

After the Attendance List has been completed, attend to other tasks as required:

- Student queries:
  - Contact the Course Coordinator (phone number on exam pack cover) or contact the Examinations Section. If attempted contact with the Course Coordinator is unsuccessful, advise the student and log this as an issue on the Chief Supervisor Report.
  - If there is a mistake confirmed by the Course Coordinator on the exam paper:
    - An announcement must be made to all students and the correction must be written on the whiteboard or displayed on a visualiser if available.
  - If the paper is confirmed as correct:
    - Tell the student who asked the question that the paper is correct as written.
  - Additional Information:
    - An announcement must be made to all students and the information must be written on the whiteboard.
  - Record all details on the Chief Supervisor Report.



If there is an error on the exam paper or extra information is provided, the Examinations Section must be contacted immediately with the details. Even if the exam is only timetabled in one venue, other students may be sitting the exam off-campus or under alternative arrangements. All students sitting the examination must be provided with the same corrections and information.

## Alleged Misconduct

- Alleged Misconduct: If a Supervisor advises that they have observed a student who they think is cheating:
  - Confiscate any suspected unauthorised notes or materials and report the incident as soon as possible to the Examinations Section.
  - Allow the student to continue working on their exam.
  - If a student is trying to read or copy from another student, they must be moved to another location in the venue.
  - If a student has writing on their body, contact Examinations Section immediately for advice. Ensure the student doesn't try to remove the writing before a staff member can attend and take photos of the evidence.

- Write a full report of any misconduct on the 'Alleged Academic Misconduct in an Examination' form. This report will be part of any investigation against the student and must be written in a comprehensive manner. The report must include student number, name, time of incident and as many other details as possible in time order. The student has the opportunity to provide a written response to the allegation by completing the relevant section on the 'Alleged Academic Misconduct in an Examination' form.
- At the end of the exam, place the suspected unauthorised notes or materials (including dictionaries or phones containing notes to which the student has referred), the student's exam paper, exam materials and the completed 'Alleged Academic Misconduct in an Examination' form in a separate envelope.

On the front of the envelope, place the label 'Alleged Misconduct'. The package must be forwarded to the Examinations Section for recording and further action. Do not give the package to the Course Coordinator for marking.



Do not engage in any conversation with students suspected of academic misconduct, instead advise them to contact their School for further information. Phone the Examinations Section for advice and confirmation of processes if unsure.

## Student Illness

- If a student isn't able to finish their exam because of illness:
  - Write the student number, name and time of illness etc. on the Chief Supervisor Report.
  - Provide the student with the yellow 'Student ill in examination – advice for student' form:

<p><b>Student ill in examination – advice for student</b></p> <p>If you are unwell and decide to leave the venue during the examination, your partially completed examination paper will be marked accordingly.</p> <p>You will <b>not be eligible</b> for a deferred examination unless you have a serious medical condition requiring immediate medical treatment and substantiated with a medical certificate dated the date of the examination detailing;</p> <ul style="list-style-type: none"> <li>▪ The suddenness of onset of the condition</li> <li>▪ Your predisposition to the condition</li> <li>▪ The seriousness of the symptoms, and</li> <li>▪ The impact on your ability to remain and complete the examination.</li> </ul> <p><b>Important:</b> A medical certificate that simply states that you were unfit to sit the examination will <b>not be sufficient</b> to demonstrate exceptional circumstances.</p>	<p><b>Examinations Section Receipt</b></p> <p>Course code: Student ID: Student Name:</p> <p>This is to advise that I am aware that;</p> <ul style="list-style-type: none"> <li>• I cannot disregard my examination performance based on sickness grounds</li> <li>• My examination paper will be marked accordingly</li> <li>• I cannot apply for a deferred examination unless I have a serious medical condition requiring immediate medical treatment and substantiated with a detailed medical certificate dated the date of the examination.</li> </ul> <p>Student signature: Date: Supervisor Name:</p>
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- The student completes and signs the right-hand side of the form and this section is returned to the Examinations Section stapled to the Chief Supervisor Report.
- The student keeps the left-hand side of the form for their information.



- If the student needs urgent medical attention: Phone the emergency number located at the front of this booklet. Security will transport the student to the UQ Health Service (St Lucia).
- If your venue is close to the UQ Health Service (Gordon Greenwood Building – Building 32) and if a supervisor can be spared, the student can be assisted to the UQ Health Service.
- A notice listing the UQ Health Service opening hours is in the ‘Forms’ folder.
- The student’s exam paper is to be packaged with the rest of the exam papers for marking.
- Do not accept medical certificates from students – the student must be directed to the Student Centre.

## **Student Attending Wrong Venue**

Students that attend the wrong venue: If an exam is being held in more than one venue, students are split into groups alphabetically by ‘Family Name’. Despite the fact that students are sent a personalised examination timetable, some students still attend to the wrong venue.

- Students that arrive at the correct exam but the wrong venue must be directed to the right venue if they have not seen the exam paper.
- Students that have already seen the exam paper must stay in the same venue (add their name to the end of the Attendance List).
- If the venue is full, any overflow students are to be escorted to the other venue by a supervisor.
- If a student is found to be sitting the wrong examination, phone Examinations Section immediately for advice.
- Prepare paperwork for the conclusion of the exam:
  - Prepare envelopes to package exam materials eg Waste for Destruction, Exam Scripts for Marking and Exam Attendance Forms.
  - Start completing the Chief Supervisor Report.
- With 30 minutes to go and 10 minutes to go, read the appropriate ‘Last 30 minutes’ and ‘Last 10 minutes’ announcements from the script provided in Attachment 1 ‘Examination Announcements’.

## Ending the Exam



All students must stop writing as soon as the Chief Supervisor announces that the exam has finished. If students continue to write, make a note and initial on the exam answer booklet (or paper when used for answers) which states; 'Written after the end of the exam' at the point where they were asked to stop writing.



Students will be asked to place all of their exam materials inside one booklet, or if no booklets were used, inside their exam paper. This makes it easy to count the number of papers that have been collected in each section of students.



When collecting exam materials from student's desks, supervisors must quickly check that the student has filled out their student number on exam papers, answer booklets and multiple choice answer sheets. If incomplete, **discretely** ask the student to add their student number while you wait.



UQ has a policy of anonymous marking. Answer booklets have a fold-down section in the top right-hand corner which can be sealed (when dampened) to hide the student's name. Ensure this section is folded or sealed.

## Chief Supervisors

- Read the 'Concluding Announcement' from the script provided in Attachment 1.
- PLEASE **DO NOT** make any variations to the script. All students in all venues must be given the same instructions.
- As the Assistant Supervisors collect the exam materials, monitor the students and assistant supervisors and provide assistance when required.

## Assistant Supervisors

- Collect the completed exam materials from each student in each section. Ensure that all materials are inside one booklet (or if no booklets then inside the exam paper) so that there is one bundle per student. Where students have been allowed one or two sheets of A4 notes, these are collected with the papers.
- Count the number of bundles collected to ensure it matches the number of students sitting in each section, including any students that left early.
- Swap papers with another supervisor. Count each other's papers to confirm that all counts are correct. If the count is correct, raise your hand so that the Chief Supervisor can see you. When all the supervisors in the venue have raised their hands, the Chief Supervisor will allow students to leave the venue. Do not start separating exam materials until students have been told to leave.

## Exiting the Venue



No exam papers are to be taken from the venue – NO EXCEPTIONS.



No students are allowed to leave the venue until all of the exam papers are collected and the Chief Supervisor has confirmed the number of papers collected is correct.



Supervisors must be stationed at the exit to ensure that no exam materials are taken from the venue. Under no circumstances can students take unused answer booklets with them.



Venues containing exam materials must be kept locked whenever examinations are not in progress.

## Chief Supervisors

When all exam materials have been collected and the count confirmed, read the final 'When all materials have been collected and counted' announcement in the script provided in Attachment 1 and monitor students to ensure that no exam materials leave the venue.

## Preparing Exam Materials for Collection by Course Coordinator or Return to Examinations Section

## Assistant Supervisors

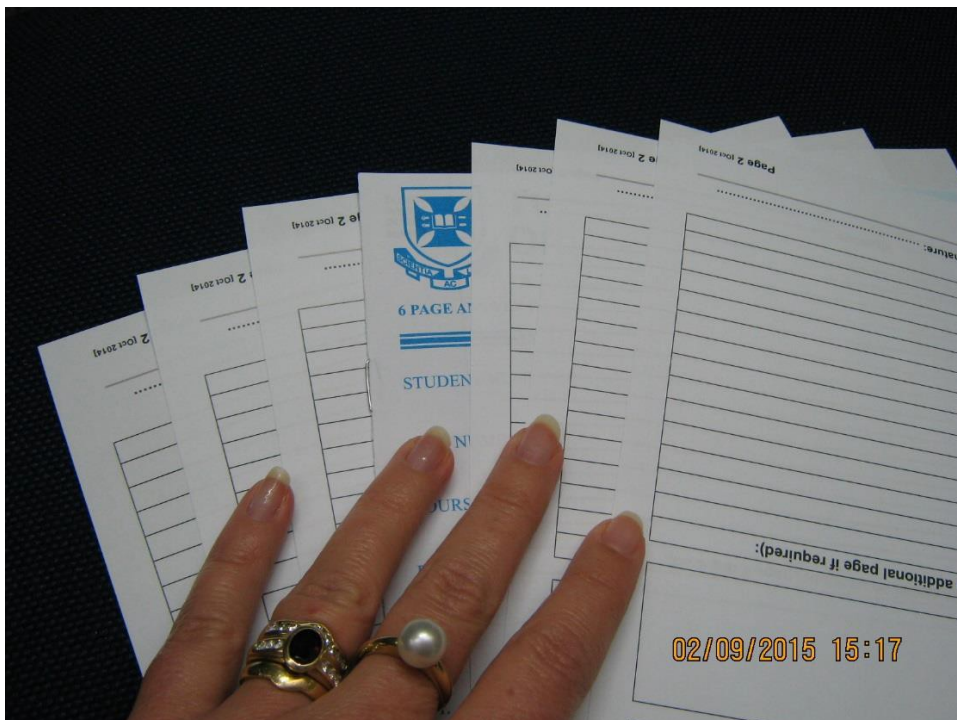
When the students have left the venue:

- Separate all exam materials, checking that all exam materials have been returned by each student and their student number appears on each item. If a student number is missing from any of the exam materials, refer to the Chief Supervisor.

- Place all:
  - multiple choice answer sheets in one pile;
  - exam papers in one pile;
  - 'Rough paper' in one pile; and
  - answer booklets in one pile (if there are multiple booklets for each student, keep each bundle for each student together).
- A4 notes should be left in the answer booklet (or exam paper, if no booklet).
- Check that no answer booklets or multiple choice answer sheets are mixed in with the 'Waste for Destruction'.
- Count each pile of materials (except rough paper) to re-confirm that the number matches the number of students in each section.
- Swap papers (not rough paper) with another supervisor. Count each other's materials to confirm that the count is correct.
- Stack papers so that piles alternate vertically and horizontally to avoid papers being carried through to the 'Waste for Destruction'.
- Take materials to the Chief Supervisor and wait for any further instructions.



The easiest way to check for answer booklets or multiple choice answer sheets that may have been left in the 'Waste for Destruction' (exam papers being returned to Examination Section for destruction) is to flick through the papers.



## Chief Supervisors

- As Assistant Supervisors bring the exam materials, ask Supervisors to initial on the envelope against their name and number of materials – this information can be pre-filled during the exam, once numbers are finalised. At the end, confirm that the number of materials collected matches the number of students marked as ‘present’ on the Attendance List.
- ‘Rough paper’ will always be returned to the Examinations Section for destruction. Place them in an envelope with the ‘Waste for Destruction’ label. A Course Coordinator may choose to take the ‘Waste for Destruction’ with them. PLEASE – do not use excessive sticky tape to seal the envelope as it will be reopened to double check the contents.
- If the exam papers do not have any answers written on them, they will be returned to the Examinations Section as ‘Waste for Destruction’. Place them in an envelope with the ‘Waste for Destruction’ label together with the ‘rough paper’.
- All materials that have answers written on them will be placed in an envelope with the ‘Exam Scripts for Marking’ label.



If there is a small number of students, place all exam materials for marking in the same envelope. For example, if there are only 30 – 40 students, it is wasteful to have one envelope with multiple choice answer sheets and one envelope with answer booklets – all in one envelope, please.

- Once all of the exam scripts for marking are placed into envelopes, count the number of bundles.
- For example – there may be 36 students each with an exam paper and a multiple choice answer sheet. Place them all in one envelope (to avoid wastage) – therefore there is one envelope = one bundle.
- For example – there may be 150 students each with two answer booklets and a multiple choice answer sheet. Split the answer booklets into two envelopes and place the multiple choice answer sheets into one envelope – therefore there are 3 envelopes = 3 bundles.
- Do not count ‘Waste for Destruction’ or Alleged Misconduct as a bundle.
- Write the ‘Bundle Number’ on each envelope. For example – if there are 3 bundles, write on consecutive envelopes: 1 of 3; 2 of 3; 3 of 3.



Ensure the bundle information is correct. When materials are returned to the Examinations Section this information is matched to what is written on the Chief Supervisor Report. No match = POSSIBLE MISSING BUNDLE.

No. of Completed Scripts	<input type="text"/>
Minus Alleged Misconduct/s (packaged separately)	<input type="text"/>
How many bundles? (excl. alleged misconduct)	<input type="text"/>
Examiner or Delegate ID Sighted (supervisor initials)	<input type="text"/>

- If a Course Coordinator collects the examination scripts for marking:
  - Check their UQ Staff ID card or other photographic ID.  
No photographic ID = No collection.
  - Initial the Chief Supervisor Report to confirm that UQ Staff ID or other photographic ID has been sighted.
  - Ask the Course Coordinator to write their name and sign the Chief Supervisor Report to confirm that they have collected the exam scripts for marking (and possibly 'Waste for Destruction').

<b>Chief Supervisor Report</b> <b>Summer Final Examinations 2018</b>		<b>THE UNIVERSITY OF QUEENSLAND</b> <small>AUSTRALIA</small>	
<b>MGTS1982 Working with Groups and Teams (All Students)</b>		<b>9:00 AM</b> <b>8/02/2019</b>	
8117-218    Management Studies Building (8117) - Room 218			
This is to certify that I have collected and bundled the exam scripts indicated below			
Supervisor's Name _____		 School of Agriculture & Food Sciences	
Supervisor's Signature _____			
No. of Students on Roll	<input style="width: 80%;" type="text"/>	No. of Completed Scripts	<input style="width: 80%;" type="text"/>
No. of Absentees	<input style="width: 80%;" type="text"/>	Minus Alleged Misconduct/s (packaged separately)	<input style="width: 80%;" type="text"/>
No. of Extra Students	<input style="width: 80%;" type="text"/>	How many bundles? (excl. alleged misconduct)	<input style="width: 80%;" type="text"/>
Total Attendees	<input style="width: 80%;" type="text"/>	Examiner or Delegate ID Sighted (supervisor initials)	<input style="width: 80%;" type="text"/>
<b>Collected at Exam Venue</b>  6 5 1 1 - 3 5 2 - 1		Completed exam scripts received by Examiner or Authorised Representative  Exams Office: _____ <div style="display: flex; justify-content: space-between; width: 100%;"> <span>Initials</span> <span>Date</span> </div> <div style="border: 2px solid red; padding: 5px; margin-top: 5px;">         Examiner or Authorised Person:   <div style="display: flex; justify-content: space-between; width: 100%;"> <span>Name</span> <span>Signature</span> <span>Date</span> </div> </div>	
<b>Returned to Examinations</b>  6 5 1 2 - 3 5 2 - 1			
<b>Delivered to School</b>  6 5 1 3 - 3 5 2 - 1			



A Course Coordinator may delegate another person on their behalf to collect the completed exam scripts from the venue. This person must bring with them a letter, written on UQ letterhead paper and signed by the Course Coordinator or Head of School, giving them permission to collect the papers. They must also show their UQ Staff ID card or other photo ID. This letter must be returned to the Examinations Section with the Chief Supervisor Report.



Course Coordinators cannot collect completed exam scripts directly from the Examinations Section. All scripts not collected from the exam venue will be delivered to the School for marking within 48 hours of the exam.



- Ensure all details on the Chief Supervisor Report have been completed:
  - ☐ Exam details, including start/finish times
  - ☐ Chief Supervisor details
  - ☐ Attendance numbers (check these tally ie total attendance = Number on roll – absentees + extras)
  - ☐ Script details (check number of bundles against number on report)
  - ☐ Students with no student ID or expired student ID
  - ☐ Students who missed announcements
  - ☐ Corrections to paper
  - ☐ Students ill during exam (yellow receipt stapled to report)
  - ☐ Students with calculators that are not permitted
  - ☐ Incident details.
- Place the following items together into one envelope:
  - Chief Supervisor Report
  - Attendance List
  - Missed Announcement Forms
  - Student Centre ID verification documents
  - Any letters permitting delegates to collect exam scripts for marking
  - Any Student ID cards that have been left in the venue



PLEASE – do not staple anything together and do not use any paper clips. This slows down the unpacking process considerably.



Re-use the same envelope in which items were originally packaged. If you are supervising two sessions in a row, all reports and attendance lists can go in the same envelope.



Please re-use envelopes to minimise our carbon footprint.

- Do not leave any lost property in the exam venue. Place lost property in an envelope (except Student ID cards – see above). Students are advised to check at the Prentice Centre (Building 42) for any items they might have left in a venue. The sooner the items are returned to the Prentice Centre, the sooner they can be re-united with their owner.
- Once everything is packaged up deliver it to the Examinations Section. An Examinations Section driver will collect from the UQ Centre, Connell Gym and UQ Union Complex venues.
- At the Gatton campus, exam scripts that aren't collected from the venue can be collected from the Student Centre at the campus.

## Emergency Procedures

### Interruption of Examination

#### Fire or Other Threat

- An examination venue may be evacuated if:
  - ☐ The Chief Supervisor becomes aware of an activated fire alarm and on the automated direction to evacuate, commences evacuation of the room.
  - ☐ The Chief Supervisor believes there is a danger of fire (or another threat).
  - ☐ A fire warden or security officer attends or contacts the venue and instructs the Chief Supervisor to evacuate the venue.
- The Chief Supervisor will evacuate all students and staff from the venue, and the building, to the designated assembly point for that building.
- Students are to be instructed to:
  - ☐ Leave all their materials on their desk
  - ☐ Stay together
  - ☐ Avoid talking
  - ☐ Go to the assembly point as quickly as possible.
- Advise students that the examination rules that applied in the examination venue continue to apply during evacuation conditions, including while exiting the venue and at the assembly point. This should include a warning that talking to other students can be treated as misconduct.
- The Chief Supervisor is to notify Examinations of the situation as soon as practically possible.
- The Chief Supervisor may only allow students to return to the venue when advised by the Queensland Fire and Emergency Services (QFES) Officer in attendance.
- The Exam Supervisors will escort students back into the venue.
- The Chief Supervisor is to notify the Manager, Examinations.
- On return to the examination venue advise students to form a line at the base of the work completed prior to the interruption.
- The Manager, Examinations will make a decision on a case-by-case basis as to:
  - ☐ If the exam session will resume;
  - ☐ If additional working time will be allocated to the examination if the session is to resume;
  - ☐ If the examination will be postponed or cancelled.

## **Power Failure**

- In the event of a power failure, there is no longer lighting, and the venue is dark, advise students to stop work, and remain seated and silent.
- Advise students that they remain under exam conditions.
- Advise the Examinations Office of the situation.
- If it is considered that there is enough natural light, students may be allowed to continue working.
- If the power failure is brief and lighting comes back on, the Chief Supervisor will contact Examinations. The Manager, Examinations will advise if the students are to be given additional working time.
- If the power failure is anticipated to last for an extended time, the Manager, Examinations will advise the Chief Supervisor if other arrangements are to be put in place, such as:
  - ☐ If the students will be shifted to another venue;
  - ☐ If the examination will be postponed or cancelled.

## **Cancellation or Postponement of Examination**

- If an incident or emergency causes the interruption of an examination students are to leave all their examination materials in place in the venue.
- The Manager, Examinations, after consultation with relevant authorities (Fire Wardens, UQ Security), will notify the Chief Supervisor that the examination is to be abandoned.
- Examinations Section to generate list of students affected by the cancellation of the examination. This list should include their contact details.
- The Chief Supervisor will advise students that the examination is cancelled or postponed, and to check for updates with further details, by:
  - ☐ Email
  - ☐ SMS
  - ☐ Blackboard notice for that course
  - ☐ Web notice
- Examinations Section to put up notifications at the exam venue advising of cancellation or postponement of the examination.
- Examinations Section to contact the Course Co-ordinator and Head of School advising that the exam has been cancelled, and that a new exam paper will be required.

- Examinations Section to re-schedule the exam to the first available session, allowing at least 48 hours to elapse.
- Examinations Section to liaise with Teaching Space Management to arrange a venue for the re-scheduled exam if there is not a previously booked exam venue available.
- Examinations Section to arrange invigilators to supervise the re-scheduled exam.
- Examinations Section to advise students of the date, time and location of the re-scheduled exam, by:
  - ☐ Email
  - ☐ SMS
  - ☐ Blackboard notice for that course
  - ☐ Web notice
- Details of the re-scheduled examination to be provided to the Course Coordinator, Head of School, and Head of Student Administration.
- Examinations Section to arrange the printing of the new/replacement examination paper.

## **Attachment 1      Announcements**

### **TO BE READ OUTSIDE THE VENUE 'BEFORE STUDENTS ENTER THE EXAMINATION VENUE' (Approx. 15 minutes before the exam start time)**

Students, can I have your attention. Please listen carefully.

This is (*name of venue*) and the following examinations are being run here.  
(*Read course names and surname splits as required*)

#### **No ID No Entry**

Students, you must have your UQ Student ID Card to gain entry to this venue.

If you don't have your ID card with you, go straight to the Student Centre, (*eg for St Lucia - level 1 JD Story Building*) to obtain documentation to allow your entry. Entry will not be allowed after 60 minutes from the start of the exam.

*Or for Mid-Semester*

If you don't have your ID card with you, as the Student Centre is closed, a passport or valid driver's licence will be accepted but you will need to produce your Student ID Card to your school to have your marks released.

#### **Mobile Phones**

All mobile phones must be switched off now and placed in your bag or put on the floor under your desk. You must not have a mobile phone on your person or in your pocket at any time during an examination.

#### **Calculators**

If a calculator is permitted for your exam, it must be either a Casio FX82 or have a UQ Approved label attached to it. The only exception is if your exam allows for an unrestricted calculator.

Please ensure you have an approved calculator for your course with you before entry as you cannot borrow one or leave the venue to obtain one.

**Illness** *(Not to be read for Deferred and/or Supplementary Exams)*

Once you start the exam or read the exam paper, your paper will be marked regardless of whether you finish or leave early.

If you are not feeling well, you need to decide now whether or not to sit this exam. The Student Centre can give you advice on the possibility of applying for a deferred exam.

You can enter the exam venue up to 60 minutes from the start of reading time.

**Bags**

Please leave your bags.... *(Give precise instruction for your venue)*

**No writing until instructed**

Students, when you enter the venue, you must not write on anything until instructed.

**Entry**

Hold your UQ Student ID Card up so it can be seen on entry.

*(Give instructions as required eg specific courses to enter via a particular door etc.)*

Upon entry, you will be under exam conditions. Unless addressing a question to an exam supervisor you must not communicate in any way with another person during the exam.

Please enter now.

**TO BE READ INSIDE THE VENUE  
'BEFORE THE EXAMINATION STARTS'**

(5 minutes before the exam starts) Welcome Students. Please listen carefully to these instructions.

You are now under exam conditions. Unless addressing a question to an exam supervisor, you must not communicate in any way with another person during the exam.

**Illness** *(Not to be read for Deferred and/or Supplementary Exams)*

This is your last chance if you are not feeling well to decide whether or not to sit this exam or to seek advice from the Student Centre on the possibility of applying for a deferred exam. Please raise your hand now if you wish to leave. *(Pause to check)*

All papers will now be marked regardless of whether you finish or leave early.

**Student ID card**

Please put your Student ID card face up on the front of your desk and leave it there for the duration of the exam. *(Pause)*

**For exams of 1 hour or less**

You will have [*for example 60 minutes*] to complete your exam. No one will be allowed to leave until the exam has finished.

You will be given a 10 minute warning before the end of the exam.

**Leaving the venue (for all exams over 1 hour)**

You will not be allowed to leave the venue in the first 60 minutes of the exam.

If you choose to leave before the last 30 minutes, put your hand up and remain in your seat. A supervisor will collect your exam materials and you will then be allowed to leave.

You will be given a 30 minute and a 10 minute warning before the end of the exam.



### **Permitted Materials**

The materials that are permitted for the exam have been specified on the front cover of your exam paper. If you are found to be in possession of non-permitted materials, you may be charged with misconduct.

You are not allowed to have in your possession any electronic devices.

If you are wearing a watch, please take it off now and put it on the corner of your desk for the duration of the examination.

Please ensure that your mobile phone is turned off – including alarms and place it on the floor. If you are found to be in possession of a mobile phone during the exam, you will be reported to your school and may be charged with misconduct.

Remove from your desk all but essential writing implements and permitted materials. Please put pencil cases, glasses cases and calculator covers on the floor under your desk now. *(Pause)*

### **Correct Paper**

Check the course code and title on the front of the examination paper, then check to ensure that there are no missing pages.

Please raise your hand if you have the wrong paper or if your paper is missing any pages. *(Pause)*

### **Attendance Form**

Now please complete your attendance form.

When complete, place your form, Student ID card and seat number on the front of your desk. *(Pause)*

Now complete your personal details on all exam materials.

*(Short pause and continue reading)*

### **Exam Instruction and Personal Details**

You will not be given extra time at the end of the exam to transfer answers onto a multiple choice answer sheet.

Answer booklets must be numbered and the corners folded down according to the instructions on the front of the booklet.

Remember that if your name or student number is not on your exam paper, it will not be able to be identified and it won't be marked.

Before the exam finishes, ensure that you have completed all personal details on all your exam materials.

*(Long pause)*

*(40 seconds before start time)*

**PLEASE STOP WRITING AND PUT YOUR PENS DOWN.**

### **Reading Time**

You will be given 10 minutes reading time. Use this time to read your exam paper and check the instructions carefully.

You can only write on the coloured rough paper during reading time.

You are not permitted to write on, highlight or mark anything else during reading time.

You can use your calculator and access any permitted materials listed on the front cover of your exam paper during this time.

The time is ..... You may now begin reading time.

### **After 10 minutes**

Reading time is finished. You can start your exam.

### **Last 30 minutes**

There are 30 minutes to go – no one is allowed to leave until the end of the exam. Remember to write your personal details on all exam materials.

### **Last 10 minutes**

There are 10 minutes to go. Make sure your personal details are written on all exam materials.

### **Concluding Announcement**

Please stop writing and put your pens down. The exam has now finished. Close your exam paper and any other materials. Please remain quiet and follow my instructions. (*Long pause – to ensure all have finished writing*). [*Select appropriate option below*];

1. Put your rough paper inside your exam paper.
2. Put your rough paper and multiple choice answer sheet inside your exam paper.
3. Put your rough paper and exam paper inside your answer booklet.
4. Put your rough paper, exam paper and multiple choice answer sheet inside your answer booklet.
5. Put your rough paper and exam paper on top of your answer booklets. Now put everything inside the first booklet.
6. Put your rough paper, exam paper and multiple choice answer sheet on top of your answer booklets. Now put everything inside the first booklet.

*[Or for large venues or deferred/supplementary with many exams with differing material options]*

- A. If you have used an answer booklet, please place all other exam materials inside the front cover of the first booklet.
- B. If you were required to write your answers on the question paper or multiple-choice answer sheet, place all your materials inside the front page of your question paper.

Place any permitted sheets of notes inside your examination materials.

A supervisor will now collect your materials.

Please remain seated. No one is allowed to leave until all papers have been collected and counted. Make sure you do not take any exam materials with you when you leave.

A

### **When all materials have been collected and counted**

Thank you students, please take your Student ID card and all your possessions from under your desk and leave quietly.

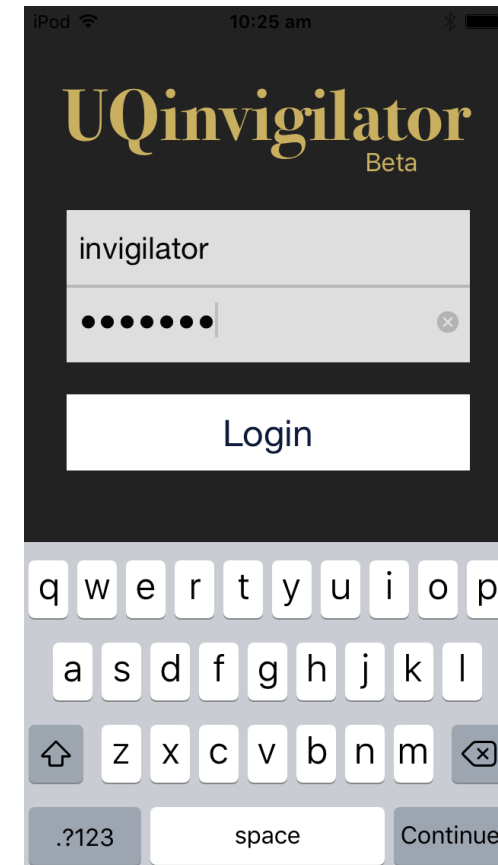
## Attachment 2 – UQ Invigilator app and scanner device

Exam supervisors will use UQinvigilator (an in-house UQ app) and an iPod / Grabba scanner combo to check student card photos during exams. UQinvigilator reads the serial number on the student card and retrieves the photo attached to the card. Exam supervisors can visually check to make sure the retrieved photo matches the card and the student.

This is a new process and the UQ-built app is still in development. We thank you for your patience while we pilot this project, and welcome your feedback on the app and process.



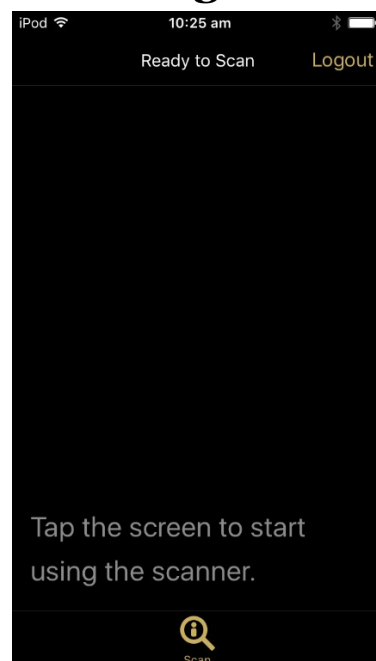
Tap the UQinvigilator app icon.



Enter your UQ username and password by tapping each entry field and using the on-screen keyboard to enter your details.

Then tap the login button.

## Scanning



Ready to Scan' should be displayed at the top of the screen.

1. Tap anywhere on the screen to activate scanner
2. Red light will show on the bottom right of the device
3. Hold the card against the back of the scanner
4. The light will change to blue when it reads a card

## Card Scanned



The student photo, name and Student ID will be displayed on the page.

Swipe left or right to clear the image, or just tap the screen to scan the next card.

Follow Examinations procedures if the photo does not match or you see an error message when you try to scan the card.

## App not scanning cards?

*If "Scanner Disconnected" shows on the top of the page:*

1. Grasp the iPod case on the sides with one hand and hold the Grabba scanner with the other. Slide the iPod case upwards until you can see the plug is disconnected.
2. Wait 5 seconds
3. Slide the iPod case down until it's plugged back in

*Still not working?*

1. Tap 'Logout' on the top right of the screen
2. Follow the unplug/reconnect process above

*... Still not working?*

1. Close the app completely (see iPod instructions below)
2. Unplug and reconnect the iPod

If UQinvigilator still doesn't work, hold down the power button on the iPod to shut it down completely. Press the power button to restart.

***Don't forget to log out of UQinvigilator at the end of the examination!***

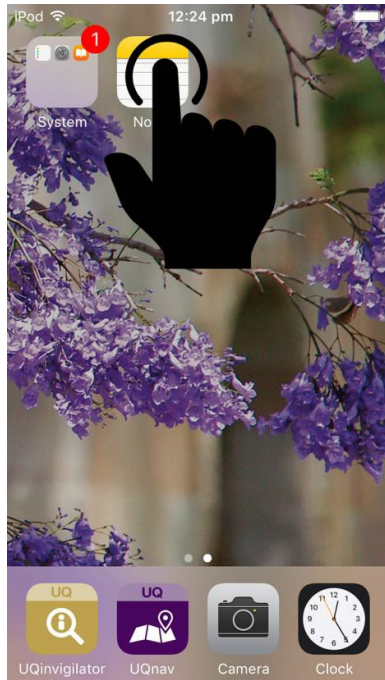
# Using an iPod Touch

## Unlocking the iPod

Press the Sleep/Wake button on the top of the iPod to wake it up. Press the Home button below the screen to unlock the device.

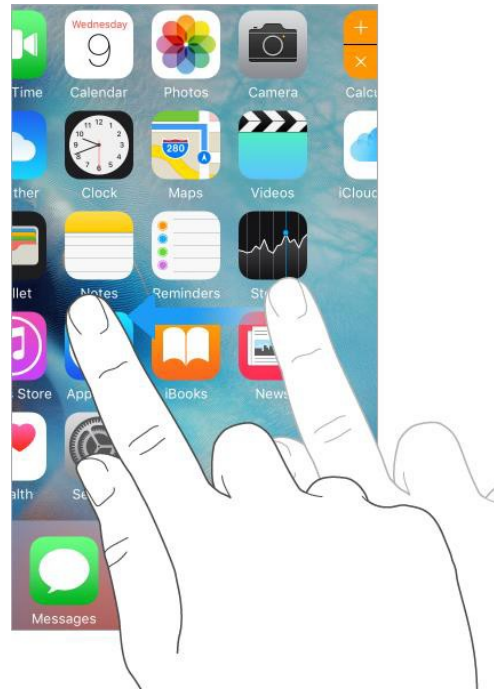


## General Use



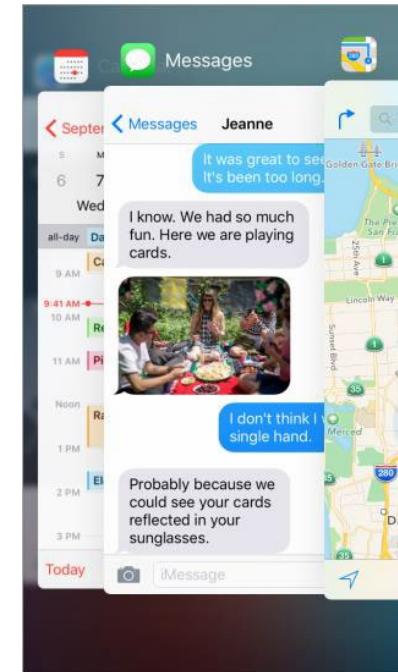
After unlocking the device, tap an app icon to launch that app.

Press the Home button anytime to return to the Home screen. Swipe left or right to see other screens – this shouldn't be necessary, but if you swipe to the right and show the 'widgets screen' you can swipe left to exit.



Swipe left or right to see other screens – this shouldn't be necessary, but if you swipe to the right on the home screen and accidentally show the Search/Widgets screen you can swipe left to return to the App.

## Switching between apps & closing apps



### *To view open apps*

Double-tap the Home button to reveal your open apps. Swipe left or right to see more apps. To switch to another app, tap on the screen to select.

### *To close an app*

1. Double-tap the home button.
2. Swipe left or right to find the app you wish to close.
3. Swipe the app up and off the screen to close it.
4. Tap the home button once to return to the home screen.