

1. Purpose

- 1.1. The purpose of this policy is to set out the principles to be followed to ensure a consistent and effective approach to managing examination processes across More Training.

2. Scope

- 2.1. This policy applies to all staff, learners, contractors and third-party agents involved with More Training.

3. Statement of Policy

It is More Training policy to:

- 3.1. Invigilate all examinations in compliance with the requirements set out by the relevant Awarding Organisations.

4. Personal Identification

- 4.1. All examination candidates must show proof of their identity which must:
 - 4.1.1. be current (i.e. the date on the identification must not have expired).
 - 4.1.2. bear the exact name that their examination has been booked under, if it does not the candidate must not be allowed to sit the exam.

5. Acceptable forms of Personal Identification

- 5.1. Candidates' personal identification must clearly show their photograph, name and signature. The photograph must resemble the candidate's current appearance. One of the following documents is acceptable for this purpose:
 - 5.1.1. A **valid** Passport of any country.
 - 5.1.2. A **valid** full or provisional new style UK driving licence issued by DVLA
 - 5.1.3. An official employee pass with photograph issued by the candidate's firm. The name of the candidate and the firm must be stated directly on the pass. If this document does not bear the candidate's signature request the candidate to produce a valid credit or debit card bearing their signature.
 - 5.1.4. A valid National Identity card from an EU country. In addition, for examinations taken outside the EU, valid National Identity cards are acceptable when issued for the county where the examination is being

taken e.g. a UAE National Identity card is acceptable in the UAE only. If this document does not bear your signature you will also be required to produce a valid credit or debit card that bears your signature.

5.2. All ID must be original, photocopies are **not** acceptable.

5.3. ID must be checked prior to the examination. If a candidate does not comply with this requirement they must **not** be permitted to sit the examination.

6. Permitted Examination Materials

6.1. Candidates taking Computer Based Testing (CBT) examinations.

6.1.1. Candidates must leave bags, revision notes, mobile phones and any other personal belongings in a locker or another area specified by the Invigilator. No reference material, books, revision notes or digital/programmable equipment are allowed into the examination room.

6.1.2. Candidates are required to arrive at the examination venue at least 20 minutes prior to the start of the examination. They may not be allowed to enter the examination room if they arrive less than 10 minutes prior to the scheduled examination start time.

6.1.3. Candidates may terminate their examination early and leave the examination room but they must show consideration to those candidates who are still working.

6.2. Candidates taking hand written examinations

6.2.1. Candidates are required to arrive at the examination venue 30 minutes prior to the start of the examination. They may not be allowed to enter the examination room if they arrive less than 15 minutes prior to the scheduled examination start time.

6.2.2. Candidates wishing to terminate their examination early and leave the examination room may do so after the first 30 minutes have elapsed, but they must show consideration to those candidates who are still working.

6.2.3. Candidates are required to remain seated for the final 15 minutes in order to avoid disruption to other candidates still working.

7. Unprofessional Behaviour

- 7.1. In the event that a candidate behaves in an unprofessional manner, More Training reserves the right to require the candidate to leave the examination room and to contact the candidate's manager and the examination regulator.
- 7.2. For these purposes unprofessional behaviour includes, but is not limited to:
- abusive, disruptive or aggressive behaviour
 - cheating or attempting to cheat in the examination
 - copying by whatever means all or part of the examination content
 - having someone take the examination on a candidate's behalf
 - failure to act in accordance with the examination invigilator's instructions
 - failure to adhere to the More Training Examination Regulations
 - altering or creating result documents
 - acting in any way that compromises or threatens to compromise the integrity of any examination
 - failure to report to the invigilator any clearly observed instances or suspicions of cheating by another candidate.
- 7.3. Candidates are prohibited from disclosing any part of the content of the examination to any person or organisation verbally, in writing or by electronic or other means of communication unless expressly given permission to do so by an employee of More Training.
- 7.4. Where a candidate is suspected of unprofessional behaviour More Training reserves the right to impose special conditions at the cost of the employer for any subsequent sittings of the same or other examinations. More Training also reserves the right to bar such candidates from entering any of the examinations offered by More Training or to impose a time period during which examinations may not be entered.
- 7.5. More Training reserves the right, and the examinations invigilator has the authority, to terminate the examination of any candidate suspected on reasonable grounds of unprofessional behaviour, and to have the candidate escorted from the examination room before the examination has finished. In these circumstances, the candidate's examination sitting will be void and no results will be issued.

8. Compliance with the Regulations

8.1. The candidate undertakes to comply with these regulations and in the event of any failure to do so the More Training may cancel the candidate's entry for the examination, terminate the candidate's participation in the examination and escort the candidate from the examination, or decline to issue the candidate with a result for the examination, and may notify the candidate's employer and / or regulator. In any such case, neither More Training nor the examinations invigilator nor his / her staff shall be liable for any loss (financial or otherwise) accruing to the candidate and / or their firm.

9. Re-sitting examinations

9.1. Computer Based Testing Examinations

9.1.1. Candidates, who are unsuccessful in an examination, cannot re-sit the same examination subject until seven clear days after their last examination date.

10. Assistance prior to and during Examinations

10.1. Candidates who require wheelchair access must contact More Training prior to the examination date to make the necessary arrangements. Candidates who require assistance during the course of the examination must attract the attention of one of the invigilators by raising their hand.

10.2. No candidate may leave the examination room without the permission of one of the invigilators, who may require that the candidate be accompanied whilst out of the examination room.

11. Candidates with particular assessment requirements

11.1. More Trainings policy is to ensure that there are no unnecessary barriers to assessment that prevent candidates from effectively demonstrating their competence. At the same time, More Training has to ensure that candidates requiring special examination arrangements are not given any unfair advantages. For example, it is the policy of More Training that candidates for whom English is a foreign language would have an unfair advantage if given additional time to complete their examination; or taking other material into the examination room such as dictionaries.

11.2. Candidates with conditions such as dyslexia or sight impairment must notify More Training at initial assessment so that reasonable adjustments can be made.

- 11.3. Candidates needing special consideration as a result of illness or accident on the day of the examination, or recent bereavement must send details to the Quality Manager at More Training within 24 hours of the examination sitting. Candidates who are unable to attend their examination owing to bereavement or illness may seek a re-sit.
- 11.4. The employers of candidates who cancel examinations without a period of 24 hours' prior notice will be liable for the missed examinations costs.

12. Complaints & Appeals

- 12.1. The assessment procedures of More Training are designed to ensure reliable, valid and accurate outcomes. Complaints relating to the quality of our training support services, or the quality of learning resources such as workbooks will only be considered in respect of More Training approved learning resources. Candidates should note that examinations are based on the examinable syllabus, not on workbooks or training courses content.
- 12.2. Candidates who feel they have been affected by an issue on the day of the examination must inform the invigilator, who will then pass on the complaint to the Compliance Manager (or delegate) at More Training.

13. Force Majeure

- 13.1. The More Training staff shall not be liable to the candidate or be deemed to be in breach of its agreement to provide examinations and / or results to candidates by reason of any delay in performing, or any failure to perform, any of the More Training obligations, if the delay or failure is due to any cause beyond More Training's reasonable control. Causes beyond More Training's reasonable control shall include:
- 13.1.1. The non-availability (including due to sickness, injury or death) of any person employed or engaged to deliver the services who cannot by the exercise of reasonable endeavours be replaced or substituted
- 13.1.2. Events or circumstances as a result of which any premises where the examinations are to be delivered shall be unavailable if suitable alternative premises cannot, by the exercise of reasonable endeavours, be found
- 13.1.3. An examination being terminated prior to its scheduled close (e.g. bomb threat, security evacuation, fire evacuation).

13.1.4. In such circumstances More Training may extend the time for performance of its obligations so affected and if the cause continues for longer than 30 days More Training may cancel the examination without liability to the candidate.

Unless there are any changes this policy will be reviewed annually at the end of the academic year (1st Aug – 31st Jul) by the Owner.