

Invigilator Regulations – LIBF e-test

The following regulations should be read and adhered to in conjunction with the accompanying LIBF e-test User Guide.

Before the Students enter the Examination Room

- Although the ratio of students to invigilators should not typically greater than 20 to 1, due to the nature of our e-tests, we allow this ratio to be increased to 30 to 1 if required.
- Sitting slips should be printed off but must not be distributed to students before they enter the examination room.
- Arrangements regarding distribution of the sitting slips are left to the centre, though it should be noted that The London Institute of Banking & Finance recommends that students should be arranged by student number where possible.
- To reduce the possibility of interruptions, ensure adequate signage is available to indicate that an examination is taking place.
- Please be aware that students are not permitted to have materials upon themselves. Examples include electronic devices such as mobile phones, MP3 players, smart watches, personal organisers, books and dictionaries (when prohibited). All non-permitted materials need to be switched off (if applicable) and placed out of reach of a student (this would include in a student's bag or with the invigilators at the front of the exam room).
- Whether or not food and drink is allowed in the exam room is at the discretion of the centre. If food or drink is brought into the exam room, it must not contain any packaging or labels.
- Ensure any view panels are covered if these will cause distraction to students during the examination e.g. with people walking past.
- Ensure that each workstation is switched on and at the LIBF e-test login screen.
- The procedures for students logging into the Client system (*see LIBF e-test User Guide 3.1*) must be strictly followed. With the exception of logging in as a restricted Windows account, centres must not perform any of the logging-in process on behalf of the students.
- Tutors may be present in the examination room up until the start of the examination to assist you, but they **must** leave before you start the live examinations.

Before the Examinations Start

- Please read the 'Announcements to Students' (Appendix A) aloud to all students.

During the examination

- The Administration System contains several Invigilator functions that can be used during an examination (*see LIBF e-test User Guide 2.9*). The purpose of these functions is to enable you to effectively monitor and control examinations that are in progress.

- Any action that pauses a student's timer should only be considered in an exceptional circumstance and should not be used in the general course of an examination e.g. if a student requests a comfort break. In this circumstance it would be appropriate to use the 'Pause' function, protecting the student's examination from interference without pausing their timer.
- Use of the 'Reset' function should only be used once all other options, including the 'Suspend' function, have been exhausted. It should be noted that these functions are **not** to be used in the case of a student falling ill, where a Special Consideration form needs to be submitted to The Financial Capability Operations Team.
- Students may make notes on their sitting slip if they wish to. If required, you can provide students with additional blank paper. All paper **must** be collected at the end of the examination and disposed of securely. Under **no circumstance** is a student or tutor allowed to remove any paper from the examination room.
- An on-screen calculator is always available to students during the examination. If any student prefers to bring their own with them, you **must** ensure that it is not a programmable calculator. More information on Programmable and Non-Programmable calculators can be found in our new Calculator Guide on your MyLIBF account.
- If a student believes that there is an error in the examination, the registered Exams Officer at the centre should contact the Financial Capability Operations Team on 01227 828234 who will provide further advice.
 - The examination should continue as normal and not be stopped. Students will need to be treated fairly to ensure that no students are advantaged or disadvantaged.

Conduct of Examination form

- A Conduct of Examination form is available to download from the LIBF e-test Administration System home page. If an incident occurs during the examination that may affect the performance of the students, e.g. noise disturbances, interruptions, malpractice, etc, it should be noted in the space provided on the Conduct of Examination form.
- If a student makes a complaint, you must ensure that they complete and sign the appropriate section of the form. Once you have signed it, please send it to the email address provided on the form.
- If an instance of Malpractice or Maladministration has occurred during the examination, you must complete the Conduct of Examination form and gather the following evidence:
 - Statement from invigilator
 - Statement from student
 - Statement from the centre with details of what the centre believes to be an appropriate decision for the case
 - Any additional evidence

Results

- Students must not be informed of their result in the examination room whilst examinations are still taking place.
- Before uploading results, you should ensure that all results have been printed as they cannot be printed once uploaded (*see LIBF e-test User Guide 2.10*). Once uploaded, the results can be accessed immediately on www.mylibf.com. If you cannot see your results, please contact The Financial Capability Operations Team.

- For students who have pending results, further examinations cannot be downloaded until their results have been uploaded.

Quality assurance procedures

- Please be aware that, as part of The London Institute of Banking & Finance's quality assurance procedures, random inspection visits to examination venues may be conducted.
- The purpose of these visits is to ensure that The London Institute of Banking & Finance's examinations are being held in appropriate and suitable venues, that they are being run according to the published guidelines and that examination materials are being treated with due care and confidentiality.
- The London Institute of Banking & Finance's inspections will be conducted on a random basis, so any centre may be visited. They will be conducted by The London Institute of Banking & Finance's staff that will be identifiable by their The London Institute of Banking & Finance's security pass.

Familiarisation test and specimen papers

- In addition to reading the User Guide, you can learn how to use LIBF e-test by running a familiarisation test and specimen papers using a 'dummy registration'. Please contact The Financial Capability Operations Team to arrange this.

Appendix A: Announcements to Students

- Please check that both your name and examination on your sitting slip are correct. *(NB to Invigilator/Examinations Officer – if a student’s name is spelt incorrectly please ensure The Financial Capability Operations Team is informed.)*
- Please also check that you are sitting the right type of examination. If you are sitting a specimen paper, your sitting slip will say ‘This sitting slip is for a Specimen/Familiarisation Examination.’ If you are sitting a live examination but your sitting slip refers to a specimen/familiarisation examination, please notify the invigilator immediately.
- You may make notes in the space provided underneath the login details found on your sitting slip. If required, you may also request additional blank paper. All paper must be handed in at the end of the examination. Under no circumstances are you allowed to remove any paper from the examination room.
- An on-screen calculator is always available to you during the examination. If you prefer to use your own, it must be a basic silent desktop calculator with + - x / % function. Programmable or calculators with any additional functions are **not** allowed.
- You must not leave the examination room unless under supervision.
- The timing of the examinations is automatic once you have clicked on the ‘Start exam’ button. The time allocated for the examination is shown at the top right corner of the screen and will count down during your examination. The countdown will change colour when you have ten minutes left. When the clock reaches zero, the examination will automatically end.
- If you are entitled to extra time due to a Reasonable Adjustment request, the additional time will already have been automatically calculated. If you find this is not the case when you start the examination, please raise your hand *(NB for Invigilator/Examinations Officer – you will need to inform The Financial Capability Operations team and you may wish to apply for Special Consideration if evidence is available).*
- You must not communicate in any way with, ask for help from or give help to another candidate while you are in this exam room.