The Chartered Trading Standards Institute
Online assessments
Invigilator Instructions

Linked documents:
AI and online assessments policy
Use of AI and CTSI qualifications - policy

Important: Please read linked policy documents prior to assessments taking place.

These instructions relate to any CTSI online assessment whether a multiple-choice assessment or an Oral or Professional Interview.

Invigilator Guidance for CTSI Assessments

BEFORE THE ASSESSMENT

- You must arrive at the examination room at least 15-minutes before the assessment is due to start.
- Ensure the room is appropriately prepared for the assessment. The candidate's workspace must be clear of any materials, documents, notes, or resources that could assist them in answering assessment questions.
- You must have a clear view of the candidate's screen throughout the assessment.
  Note: Do not sit so close to the candidate that it distracts them. You only need to be able to observe their screen activity and confirm that they are not accessing unauthorised resources, such as the internet.
- When the candidate arrives, ensure they do not have a mobile phone or any other device that could assist them during the assessment. Any such devices must be switched off and retained by you for the duration of the assessment.
- If the candidate advises that they must keep their phone switched on (for example, because they are expecting an important call), the phone must remain in your possession. When CTSI staff join the assessment, you must inform them of this arrangement. Candidates should have notified CTSI in advance if such circumstances apply.
- If a candidate is late, they have a maximum of 10-minutes prior to the exam being cancelled. The 10-minute period starts at the time detailed on the timetable. Candidates should be in touch with the Education Team if they are delayed. Where candidates do not contact the team, this is considered a failed attempt.

CHECKS AT THE START OF THE ASSESSMENT
(Completed by the Education Team)

- 5-minutes prior to the scheduled start time, the candidate will join the assessment using their Microsoft Teams invitation.
- A member of CTSI's Education Team will join the call and carry out a series of verification checks, including:
  - Confirming the candidate is ready for the assessment recording to begin.
  - Asking the candidate to confirm their name and candidate number.
  - Confirming that an invigilator is present. The invigilator's name and job title will be checked against the details provided to CTSI before the assessment.
  - Obtaining verbal confirmation that the invigilator holds a senior role in relation to the candidate. You may be asked to confirm this on the recording.
  - Verifying the candidate's identity by checking photographic identification.
  - Asking the candidate and invigilator to confirm the desk and surrounding area has no notes, reference materials, or other unauthorised resources are available.
  - Confirming that any secondary screens or monitors are switched off and remain unused throughout the assessment.
  - Confirming that the candidate's mobile phone is switched off (where applicable) and is not accessible to them during the assessment.

- The examiner will then join the call. The Education Team member will conduct final technical checks, including screen sharing and audio verification.
- Once these checks have been completed, the Education Team member will hand over to the examiner and leave the meeting.

ORAL ASSESSMENTS (QF/AHW 15 MINUTES) (FOOD/FEED COMPETENCY 30 MINUTES)

- The examiner will present a series of scenarios/pictures on screen and ask the candidate questions relating to the content displayed.
- Candidates must not make notes or write anything down during this assessment.

PROFESSIONAL INTERVIEW ASSESSMENTS (30 MINUTES TOTAL)

- Candidates may have blank paper and a pen or pencil available during the assessment.
- The examiner will display a short scenario on screen. The candidate will have 10 minutes to review the scenario and make notes regarding the actions they would take and the processes they would follow.
- After the preparation period, the examiner will display the first of five questions. The candidate will then have 20 minutes to answer all assessment questions.

MULTIPLE-CHOICE ASSESSMENTS (1 HOUR)

- This assessment is completed through the CTSI Learning Management System (LMS). Candidates must answer 30 multiple-choice questions within a maximum period of one hour.
- Once the assessment has commenced, the candidate must complete it within the allotted assessment session.

INVIGILATOR INSTRUCTIONS

- You must actively supervise the candidate throughout the entire assessment.
- Candidates must not access any materials, information, or resources that could assist them during the assessment. This includes accessing online resources, course materials, distance learning content, notes, or reference documents.
- If the candidate attempts to access the internet, course materials, another application, or any unauthorised resource, you must immediately report this to the examiner if it is a professional interview or oral assessment, or if the candidate is sitting a multiple-choice assessment, report the incident to the Education Team immediately [contact information below].
- If a candidate undertaking the one-hour multiple-choice assessment and requests a comfort break, this may be permitted. However, you must accompany the candidate to and from the restroom and ensure they do not have access to unauthorised materials or devices during their absence. You should monitor the length of the break, and if the duration appears excessive or gives rise to concern, this must be recorded and reported.
- Where more than one candidate is completing a multiple-choice assessment, two invigilators must be present in case of the need to accompany a candidate on a comfort break.
- Following the assessment, you will receive a link to an invigilation report form, which must be completed. The form is completed per candidate.

  The report must include details of:
  - Any occasions when the candidate left the examination room and the reason why.
  - Any concerns regarding the duration of a comfort break.
  - Any other irregularities or incidents observed during the assessment.

- You must also report any suspicious behaviour/action by the candidate, or concerns regarding the candidate's conduct during the assessment. All concerns must be documented and submitted to the Education Team on the day of the exam.
- Ensure you have documented any of the above in preparation for completion of the invigilation report form. **Where you have immediate concerns of conduct during an exam, please contact the education team on 01268 582242.**