External Exam Supervisor Manual

ASSESSMENT TEAM
ASSESSMENT AND GRADUATION UNIT

The instructions in this manual must be strictly adhered to as exams are regulated by official University policies.

RELEASED APRIL 2016
Introduction

Thank you for participating in external exam supervision for Western Sydney University. Exam supervision is an important part of ensuring the integrity of the exam process and providing a positive learning experience for students.

This manual is provided to help you understand your roles and responsibilities as an exam supervisor. All external exam supervisors are expected to have read this manual and be familiar with its content.

All supervisors must:

- be organised and punctual to ensure you have enough time to set up for the upcoming exam
- turn off mobile phones, smart watches or similar communication devices including any alarms or alerts that may be triggered whilst the phone is off during exams. Should your phone/electronic device interrupt an exam, an External Exam Incident Report will need to be lodged
- be alert and interested when supervising exams and try to create a quiet and relaxed environment
- stay calm, patient and relaxed when dealing with students. Have a friendly and approachable demeanour
- not have tea breaks during an exam
- not eat food during an exam. Water is allowed, however it must be consumed in a way that does not disturb the students
- not talk with other staff during an exam unless absolutely necessary
- not make conversation with students; only speak to them in a professional manner and as necessary during the exam
- not sit on a chair or desk for prolonged periods of time. Sitting does not lend itself to effective supervision. Supervisors are to continually move around the exam room observing the students
- not stand directly behind a student unless you are dealing with an exam-related issue
- remember that students are adults and during exams they are suffering considerable stress
- never refer to a student by nationality, colour, religion or disability
- avoid wearing excessively strong perfume or aftershave especially when supervising Individual Exam Arrangement (IEA) exams
- know the emergency evacuation plan and the assembly point of the building you are supervising in
- if supervising an IEA student, ensure that you understand the required adjustments and if unsure clarify them with the Western Sydney University Assessment team (See ‘Individual Examination Arrangements (IEA)’ at the end of the manual).

EXAM PAPER DELIVERY AND CONTENTS

External exam papers are delivered to the external exam venue by Express Post satchels. The delivery includes:

- Return Express Post Prepaid Satchel/s (for use within Australia)

- Exam pack will include:
  - Exam question paper
  - Exam pack cover – this will state the number of students sitting the exam and the distribution of exam stationery
  - Exam stationery – answer booklets, cover sheets or scan sheets (as per the exam pack cover)
The examination answer booklet or cover sheet will include an Attendance Slip that students must complete. The slip is to be put in the Attendance Slip Envelope and returned with the student’s completed exam papers.

If exam papers have not arrived or if any papers or materials are missing from the exam packs please contact the Western Sydney University Assessment team on +61 2 4736 0600 immediately.

EXAM ROOM SETUP

→ The setup of the exam room is very important. The room must be free from all distractions and interruptions and be conducive to the student achieving their best result. The room setup must also help limit cheating and collusion.

→ Exams that have resources allowed will need enough space on the student’s desk to accommodate any text books or materials allowed for the exam.

→ Exam papers must not be left exposed for the student or any other person to access, exam papers are printed double sided therefore they must be placed face up on the desk, followed by the answer booklet/cover sheet placed face up.

Important: Do not leave exam papers on desks for extended periods (particularly if an exam is delayed). Once the exam has been going for 30 minutes, collect any excess exam papers and exam materials.

STUDENT ID CARDS

Students must produce a Western Sydney University student ID card for entry into the exam room.

If a student arrives without their Western Sydney University student ID card, they must provide another form of official photo identification such as a Driver Licence or Passport. An External Exam Incident Report must be completed if the student cannot provide their Western Sydney University student ID card.

RESOURCES ALLOWED IN THE EXAM

Resources allowed – The exam coversheet will specify in the box entitled ‘Resources Allowed’ what materials or items are allowed in an exam. This should specify whether no resources are allowed, or whether items such as books, notepaper, notes, calculators or other items are allowed.

If the item is not listed on the exam coversheet, it is not allowed in the exam room. If you have any doubt or questions about what resources are allowed, you should contact the Western Sydney University Assessment team.

Writing implements – students must supply their own writing implements (pens, pencils and erasers), which can be contained in a clear plastic bag or clear pencil case. Non-transparent pencil cases are not allowed in the exam room. Supervisors will not provide any writing implements.

Other Items:

→ Mobile phones – mobile phones, smart watches, or similar communication devices must be turned off including message alerts and alarms that may be triggered when the phone is off. The mobile phone or device must be removed from the student’s bag before they enter the exam room. It must be placed face up on the student’s desk, visible to the supervisor at all times. The use of mobile phones during exams is a serious breach of exam rules and must be reported to the Assessment team. An External Exam Incident Report must be completed.
→ Personal items (e.g. wallet or purse) – All personal items must stay in the student’s bag or under their desk. Students are not to access these items during the exam.

→ Drinks – only water in clear containers is allowed in exam rooms. Supervisors should examine all drink bottles before students enter the exam room. If there is a label on the container – check no hand written notes have been written on the rear of the label.

→ Food – some IEA students are allowed to consume food during the exam. Details about this will be listed on the student’s individual exam pack cover. If the pack cover doesn’t detail food requirements, then food is not to be consumed in the exam room at any time.

→ Religious or cultural headdress – religious or cultural headdress is allowed. If it is not possible to confirm a student’s identity, contact the Western Sydney University Assessment team for instructions.

→ Other headdress or cap – other forms of headdress or caps may be worn for medical or other reasons. The student must provide written permission from the Assessment team. If they can’t provide this, the exam supervisor must contact the Assessment team for instructions. If the cap or hat stays on, the student should be allowed to continue their exam. They should be closely monitored for the duration of their exam and an External Exam Incident Report must be completed.

MATERIALS NOT ALLOWED IN EXAM

→ Writing paper – including blotting, graph, tissue or other paper of any form

→ Electronic devices – unless specifically allowed on the exam coversheet, these devices are not permitted in the exam room, this includes: diaries, organisers, dictionaries, palm pilots, laptop computers or tablets (e.g. iPad, Android and eBook readers)

→ Personal items – non-transparent pencil cases, bags, hats, caps, motorcycle and bicycle helmets.

USE OF CALCULATORS
The exam paper will stipulate if a non-programmable calculator can be used and, if so, the type of calculator allowed.

Programmable and communicable calculators (including other personal electronic devices such as mobile phones) cannot be used unless specified on the front of the exam paper. Calculators are not provided by the University.

ILLNESS BEFORE AN EXAM
If a student arrives at an exam room and advises that they are ill or have suffered a misadventure, they can choose not to sit the exam. They should be advised to contact Western Sydney University Student Central for advice on what options are available to them.

Make a note on the exam pack cover and indicate, ‘Arrived sick. Did not sit exam’.

If a student has already entered the exam room they are considered to have attempted the exam and are not entitled to a Deferred Exam. An External Exam Incident Report must be completed.
SEATING STUDENTS

→ Students should be seated in the exam room ready to begin the exam at the scheduled start time.

→ Under no circumstances are students to be admitted to the exam room after the first 30 minutes of the exam. If a student does arrive after this time, they should be advised to contact Western Sydney University Student Central and an External Exam Incident Report must be completed.

→ No extra time is provided for students who arrive late for an exam (within the first 30 minutes).

PRIOR TO START OF THE EXAM

→ If calculators are allowed, check that the calculators brought into the exam room comply with the exam cover page instructions.

→ While students are completing the Attendance Slips the exam supervisor should move around the room to make sure exam papers are not touched.

→ Whilst students are being seated, check if they have a mobile phone on the desk. If not, ask the student politely if they have a mobile phone on them or in their bag and request they switch it off and place it face up on the desk.

→ Reading time is included in the length of the exam time. No separate reading time will be allocated.

→ Students are allowed to start writing at the start of the exam.

EXAM SUPERVISOR DUTIES

Supervisors must:

→ not mark or alter any papers submitted by a student. For example, do not erase any markings on scan sheets even if you believe the scan sheet may not be able to be scanned due to the additional markings. Do not erase any part of the form. You can request the student erase any markings that may not be read, i.e. if the student has crossed out an incorrect answer

→ not interpret or explain a question, word, phrase or formula to a student other than what the instructions on the exam cover sheet state

→ if a student has a question about an exam paper, you must contact the Western Sydney University Assessment team for clarification. If the Assessment team is unable to provide a clarification or correction, advise the student to write on the question or answer paper how they interpreted the question

→ ensure any noise both inside and outside the venue is minimised. If people are outside the venue making noise, they should be requested to move away from the exam venue.

IF A STUDENT BECOMES ILL DURING AN EXAM

Students have the choice to either continue with the exam or not. Make sure the student is aware that they can make this decision. A supervisor must not offer an opinion or advice as to whether the student should continue and should not administer any type of medication.

Advise the student to contact Western Sydney University Student Central for advice on what their options are in this situation.

If the student chooses not to continue the exam due to illness, the exam supervisor should complete a Western Sydney University External Exam Incident Report, ensuring you indicate the time they left the exam room.

IF A STUDENT FAINTS OR FALLS OVER INSIDE OR OUTSIDE AN EXAM ROOM

Contact First Aid officers or security at your venue and advise the Assessment team at Western Sydney University.

Western Sydney University
Sydney University as soon as possible. A Western Sydney University External Exam Incident Report must be completed and returned with the exam papers.

ATTENDANCE SLIPS
The Attendance Slip must be detached from the first answer booklet/cover sheet and completed by the student.

The supervisors must collect completed Attendance Slips and check that each student’s signature is identical to that shown on the student ID card displayed on the student’s desk. If any discrepancies are found, contact the Western Sydney University Assessment team for instructions. Put the Attendance Slips into the Attendance Slip Envelope provided and make sure all areas of the envelope are completed. Do not seal the Attendance Slip Envelope.

TOILET BREAKS
→ Before a student can take a toilet break, ensure that all mobile phones or electronic devices are face up on the student’s desk. If neither is on the desk, quietly ask the student if they have a mobile phone or electronic device in their possession before allowing them to leave the exam room.

→ A supervisor must accompany the student and stand in the washbasin area of the bathroom to monitor unauthorised communications. If the bathroom does not have sufficient space or is congested, supervisors should use their discretion in determining where to stand.

→ Supervisors should keep communications with the student to a minimum, but may explain that they are required to accompany the student into the bathroom to monitor unauthorised communications.

→ Supervisors should not allow too much time outside in case students are attempting to communicate with someone about the exam. If an excessive amount of time is taken, contact the Western Sydney University Assessment team for instructions.

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ADDITIONAL ANSWER BOOKLETS
If a student asks for an extra answer booklet, check that all books originally handed out have been used. Make sure any additional answer booklets provided are collected with all other papers at the end of the exam. Make a note on the External Exam Incident Report if they have used additional answer booklets.

IF A STUDENT WANTS TO LEAVE THE EXAM AFTER THE FIRST 30 MINUTES/BEFORE THE LAST 10 MINUTES
If a student completes their exam before the scheduled time is finished, they may leave the exam room and the supervisors must:

→ collect all exam materials from the student making sure that all answer booklet cover pages are completed

→ make sure the total number of answer booklets collected is the same as the number of answer booklets provided to the student

→ advise the student to be quiet when leaving so they don’t disturb others.

A student who leaves the exam room without supervision will not be allowed to reenter the exam room or continue the exam.

Note: The Western Sydney University examination policy does not allow a student to leave the room in the first 30 or last 10 minutes of an exam unless there are exceptional circumstances such as illness.
END OF EXAM PROCEDURES
At the end of each exam, supervisors must:

- ensure all exam papers are collected and accounted for (all materials handed to the student must be collected even if some materials have not been used)
- ensure that the top section of the Examination Papers Release form is completed correctly
- make sure all Attendance Slips are returned in the Attendance Slip Envelope provided when the exam is finished
- return all External Exam Incident Reports if completed.

HOW TO RETURN EXAM PAPERS TO WESTERN SYDNEY UNIVERSITY

**BUNDLE 1 – COMPLETED EXAMS AND PAPERWORK**

<table>
<thead>
<tr>
<th>Top</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td>Completed External Exam Incident Reports</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>Exam pack cover</td>
</tr>
<tr>
<td>3</td>
<td></td>
<td>White Attendance Slip Envelope (unsealed with Attendance Slips and exam checklist inside)</td>
</tr>
<tr>
<td>4</td>
<td></td>
<td>Yellow exam release form (correctly completed)</td>
</tr>
<tr>
<td>5</td>
<td></td>
<td>Completed exam papers (with exam question paper inside answer booklet)</td>
</tr>
</tbody>
</table>

**Bottom**

| 6   |   | Unused exam question papers      |

**BUNDLE 2 – UNUSED STATIONERY**

All unused answer books, cover sheets, and/or multiple choice sheets.

**Check that no used stationery is included.**

Once all scheduled exams are completed, return all exams in the Express Australia Post Prepaid Satchel/s provided and as instructed in the cover letter.
Contact details

<table>
<thead>
<tr>
<th>ASSESSMENT TEAM</th>
<th>PHONE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment and Graduation Manager</td>
<td>(02) 4736 0656</td>
</tr>
<tr>
<td></td>
<td>0410 342 598 (emergencies only)</td>
</tr>
<tr>
<td>Assessment Coordinator</td>
<td>(02) 4736 0601</td>
</tr>
<tr>
<td></td>
<td>0414 264 737</td>
</tr>
<tr>
<td>Assessment Team Leader</td>
<td>(02) 4736 0604</td>
</tr>
<tr>
<td></td>
<td>0404 025 969</td>
</tr>
<tr>
<td>Assessment team</td>
<td>(02) 4736 0600</td>
</tr>
<tr>
<td>Western Sydney University Switchboard</td>
<td>(02) 9852 5222</td>
</tr>
<tr>
<td>Email: <a href="mailto:externalexams@westernsydney.edu.au">externalexams@westernsydney.edu.au</a></td>
<td></td>
</tr>
<tr>
<td>Postal address: Locked Bag 1797, Penrith NSW 2751 Australia</td>
<td></td>
</tr>
</tbody>
</table>
Samples of forms

**EXAM ATTENDANCE SLIP AND EXAM ATTENDANCE SLIP ENVELOPE**

It is important that the Attendance Slip Envelope and all Attendance Slips are completed correctly. The completed Attendance Slips are put in the Attendance Slip Envelope and returned with the completed exam papers to the Western Sydney University Assessment team. Please do not seal the envelope.

**ATTENDANCE SLIP**

**ATTENDANCE SLIP ENVELOPE**

**EXAMINATION PAPER RELEASE FORM**

The Examination Papers Release form must be completed correctly as indicated in the example below and returned with the completed exam papers to the Western Sydney University Assessment team.

![Exam Paper Release Form Example](image)

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**Assessment & Graduation Unit**

**Western Sydney University**

**EXAMINATION PAPER RELEASE FORM**

To be completed by the Supervisor-in-Charge

I certify that I was the Supervisor-in-Charge supervising the following examination and submit the following work of examination material:

<table>
<thead>
<tr>
<th>Unit Number</th>
<th>200093</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unit Name</td>
<td>Marketing Principles</td>
</tr>
<tr>
<td>Date and Time of Examination</td>
<td>6/4/19 1:30 PM</td>
</tr>
<tr>
<td>Campus and Room Number</td>
<td>Macquarie</td>
</tr>
<tr>
<td>Number of Students who sat for the Examination</td>
<td>1</td>
</tr>
<tr>
<td>Number of Sets of Examination Material to be collected</td>
<td>1</td>
</tr>
<tr>
<td>Supervisor-in-Charge Name (please print)</td>
<td>John Doe</td>
</tr>
<tr>
<td>Signature</td>
<td>John Doe</td>
</tr>
<tr>
<td>Date</td>
<td>5/4/19</td>
</tr>
</tbody>
</table>

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**EXAMINATION PAPER RELEASE FORM**

To be completed by the Authorised Western Sydney University Staff Member collecting the Examination Papers

Please note a University ID Card must be presented at the time of examination collection.

I acknowledge receipt of the examination material as per the information written above:

| Date and Time Collected | 6/4/19 10:30 AM |
| Staff Members Name (please print) | Jane Smith |
| Staff Members Signature | Jane Smith |
Student conduct

Students must comply with all directions given by exam supervisors and all instructions set out in the exam paper. In addition a student must not:

→ disturb, distract or behave in a manner that may adversely affect another student
→ obtain or endeavour to obtain assistance in their work
→ provide or endeavour to provide assistance to another student in their work
→ communicate by word or otherwise with another student once inside the exam room
→ smoke inside the exam room
→ eat inside the exam room except for medical conditions which will be indicated on the student’s IEA exam pack cover
→ remove the exam paper from the exam room
→ bring unauthorised material into the exam room.

An External Exam Incident Report should be completed for any student who does not comply with any instructions of an exam supervisor or any of the above provisions.

In the event of dealing with an aggressive student always speak calmly and in a soft voice. Try to diffuse the situation by asking the student to lower their voice and listen to their concerns, as it may be a situation that can be resolved. If the situation cannot be diffused and the student is displaying intimidating and/or aggressive behaviour, you should advise the student: ‘Having failed to do as I asked, I now have no choice but to call the appropriate venue staff to take over in dealing with the issue’.

You should contact the Western Sydney University Assessment team to notify them of the issue, and complete a Western Sydney University External Exam Incident Report.

MISCONDUCT AND REPORTING

Student Misconduct

If you have reason to believe a student has acted in a manner that constitutes misconduct, you should take steps to report it using the Western Sydney University External Exam Incident Report.

Student misconduct may include:

→ cheating
→ collusion
→ knowingly providing false or misleading information to exam supervisors
→ behaving inappropriately in an activity

→ disrupting the exam
→ not following instructions given by an exam supervisor

If you believe the student is involved in cheating or collusion, you should observe the behaviour unobtrusively to confirm your suspicions and ask another supervisor to do the same (if possible). If the behaviour is confirmed you should take evidence of the cheat material.

If the cheat notes are on an item of low value, such as paper or an eraser, ruler, or pen, you should confiscate the cheat notes/item from the student and return them with the completed exam papers to Western Sydney University.

If the cheat notes are on a personal item of value, such as jewellery, watch, etc, you should take a photograph of the item if possible, or provide a detailed description of the cheat notes. You should take the item during the exam, and return the item before the exam finishes.

If the cheat notes are on an item of value that contains personal information/data such as a mobile phone or electronic device ask the student if their phone/device is turned off and ask if you can view the content. If the student replies ‘No’ – you must advise the
student that an External Exam Incident Report will be completed and their refusal to show you the phone/device will be noted.

If the student replies ‘Yes’ – view the contents and take a photograph of the phone/device if possible.

If the cheat notes are not easily confiscated (e.g. they are written on the student’s person) a witness must also sight the evidence, ask the student if you can take a photograph of the evidence.

If a student is wearing a religious or cultural headdress and is suspected of using a hidden listening device contact the Western Sydney University Assessment team for instructions. Ensure you do not cause the student any distress in this situation.

For all of the above situations, complete an External Exam Incident Report and attach any evidence to the report. Advise the student that they have the opportunity to add their comments on the form. If they decline to do so, make a note of this on the form.

**PROCEDURES FOR REPORTING MISCONDUCT**

If a student is alleged to be participating in misconduct, the following steps should be followed:

→ Complete an External Exam Incident Report. The report should include the steps taken to advise the student of any misconduct, note the row and seat location of person/s if applicable, the room and the time of the incident.

→ The report must provide a clear, detailed and legible explanation of the alleged misconduct ensuring all areas of the form are completed and with sufficient information to allow an assessment of the nature of the incident to be made. Make sure it is written clearly as other people need to be able to read the report.

→ Tell the student/s that an External Exam Incident Report will be submitted about the alleged misconduct.

→ The student should be allowed to continue the exam.

→ Once the exam is finished, the student/s must read the report. The student must be given the right of response to the incident by completing the Student Statement section on the form.

→ The student may be provided a copy of the report if requested.

→ Return the completed report and any documentation collected supporting the alleged misconduct with the completed exam papers to the Western Sydney University Assessment team.

**OTHER INCIDENTS**

On occasion there may be other incidents that impact on the conduct of exam, and it is important that these incidents are reported so that any issues can be addressed, and academics can take into account all the factors that may have affected a student’s performance.

If an incident has a significant impact on the conduct of the exam, it should be reported on the External Exam Incident Report. These incidents include:

→ any incidents involving IEAs (Individual Exam Arrangements)

→ room maintenance issues (clock, furniture, air-conditioning etc.)

→ noise at the venue

→ health or safety issues

→ student illness
→ significant issues with the exam paper
→ other significant disruption to the exam.

If necessary you should first ensure that the incident is resolved immediately. When the matter is resolved, you should complete the External Exam Incident Report by providing brief but clear details of the incident, and what action was taken to resolve the matter.

**EMERGENCIES – EVACUATION PROCEDURES**

In the case of an emergency, the primary consideration is for the safety of all exam supervisors and students.

In the event of an evacuation from an exam room because of fire, bomb threats or other emergencies, supervisors must follow the instructions from the venue to evacuate the room.

The supervisor must also prevent the loss of the exam in the event it is a false alarm and when possible:
→ Contact the Western Sydney University Assessment team immediately to seek advice about further procedures.

The Western Sydney University Assessment Manager or Coordinator is responsible for determining if the exam can be continued or if it will be abandoned.

→ An External Exam Incident Report must be completed and returned with the exam papers to the Western Sydney University Assessment team.

**INDIVIDUAL EXAMINATION ARRANGEMENTS (IEA)**

IEA exams exist for students with a disability or chronic health condition and have registered with the Western Sydney University Disability Service for adjustments and assistance. These students receive an Academic Integration Plan (AIP) to assist with their studies which sets out all the adjustments the student will need for exams. All adjustments must be implemented.

Students are provided with ‘reasonable’ educational adjustments to exam conditions. These can include using a scribe, reader, specialised equipment, electronic texts or software, sitting their exam in an individual or group room or using adaptive technology.

If a student disagrees with the special requirements listed on their exam pack cover, the supervisor should contact the Western Sydney University Assessment team for clarification.

An IEA student should not start an exam or sight their exam paper if they do not believe their special requirements have been accommodated.

IEA students who need an exam scribe or reader will need to be in an individual room with their scribe or reader who is also the exam supervisor.

Note: Some IEA students are allowed to consume food during the exam. Details about this will be listed on the student’s individual exam pack cover. If the exam pack cover doesn’t detail food requirements, then food is not to be consumed in the exam room at any time.

**Exam supervisor responsibilities for IEA exams:**
→ Carefully follow the instructions under ‘Additional requirements’ listed on the exam pack cover sheet.
→ Be sensitive and empathetic to the pressures students may be feeling and ensure students are able to sit their exams in a calm environment.

→ Monitor ‘rest breaks’ to ensure they are used appropriately and the student stays in the exam room.

What makes a good scribe/reader?
Good scribes and readers should:
→ be punctual
→ write legibly and at a reasonable speed
→ speak clearly and slowly and use correct pronunciation
→ not prompt or correct a mistake
→ respect confidentiality
→ keep facial expressions neutral
→ remain calm, be reassuring and patient.

Role of the scribe
The principal role of the scribe is to write down the student’s answers as they give them verbally.

Before the exam starts the scribe must:
→ negotiate with the student about the structure, grammar, punctuation of the answers and check if the student will spell any jargon words
→ ask the student when they may require their break.

During the exam the scribe must:
→ not help the student in any way, directly or indirectly, during the exam
→ only speak to the student when absolutely necessary, e.g. when there is a problem, asking for a word to be repeated or asking for the student to slow down. Do not interrupt to check spelling
→ not respond to student’s questions relating to the context of the exam paper, including the meaning of a word in the exam question.

Role of the reader
Before the exam the reader should:
→ negotiate with the student on how they will work together, i.e. how the student wants the questions read to them (for example, read each question once and then repeat) or how the reader should deal with a word they cannot pronounce etc.
→ agree on the seating arrangements with the student
→ ask the student when they may require their break.

During the exam the reader should face the student when reading. As a reader, you should not place your hands near your mouth.

It is recommended that you take a bottle of water into the exam room to avoid a dry throat.