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# In-person Invigilation Guide

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## 1. Introduction

This document explains the difference between in-person invigilated exams and online proctored exams. It details the process invigilators need to follow for in-person invigilated exams, summarizes the exam rules and explains the appeal procedure.

In-person invigilators must review this document carefully because the quality of the exam supervision partially determines the quality and fair course of certification exams.

## 2. The difference between in-person invigilated exams and online proctored exams

The required type of invigilation is embedded in the exam voucher. When the voucher is created for online proctoring, it cannot be used for in-person invigilation. Once the exam voucher is created, the invigilation method cannot be changed. A candidate with a voucher for online proctoring mustn't take the exam in a supervised classroom. Instead, the candidate should go home and do the exam there.

### In-person invigilated exams

In-person Invigilated exams are exams done via a computer in a classroom in the presence of a physically present invigilator. Accredited training organizations can request invigilators to be appointed who will be allowed to supervise classroom exams. Typically, a trainer is appointed for this role. Candidates who wish to participate in a classroom exam need access to a computer with a stable internet connection and an exam voucher.

### Online proctored exams

Online proctored exams are exams that are done via a computer at any location the candidate prefers. No invigilator must be physically present as the candidate's actions will be recorded via webcam, audio, and screen recordings. Candidates who wish to participate in an online proctored exam need access to a computer with a stable internet connection, webcam, microphone, and an exam voucher.

In this document, we'll limit ourselves to the guidelines for in-person invigilated exams. The process for online proctored exams is explained on the FAQ of the exam portal (<https://info.certn.global/faq/>).

## 3. The examination process for in-person invigilated exams

### 3.1 The Role of an Invigilator

Invigilators have a crucial role in safeguarding effective certifications. The quality of the exam supervision determines the quality and fair course of certification exams. Invigilators are responsible for organizing honest and comfortable exam sessions.

Exam invigilators are neutral and independent; they must report any conflict of interests towards candidates in an exam session under their supervision to certN.global.

### 3.2 Applying for a role as an Invigilator

Invigilators are appointed by certN.global after an interview. An invigilator needs to be affiliated with an accredited training organization and adhere to the rules set out in this invigilation guide. When an invigilator is appointed, he will receive access to the invigilation portal and short training on working with the invigilator dashboard.

### 3.3 Tasks of a live Invigilator

#### 3.3.1 *At the end of the training session*

1. Make sure to order exam vouchers for all candidates that will participate in the exam.<sup>1</sup> An exam voucher is a 26-digit code that consists of numbers and letters.
2. Email an exam voucher to every participant. Ask them to create an account on <https://npl.certn.global/>, redeem the voucher, and take a practice exam to get familiar with the system. The official exam will only become available when you start the exam in your invigilator dashboard.<sup>2</sup>
3. To ensure the exam process on the day goes smoothly, create a list of candidates and exam vouchers you shared with them in a digital file.

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<sup>1</sup> Note that candidates who attend the exam last minute can still buy an exam voucher and go through the next steps in this process, make sure the candidate purchases a voucher intended for in-person invigilation.

<sup>2</sup> Note that candidates can create an account and redeem the exam voucher from any device, it doesn't need to be the device they will take the exam on. If a candidate forgets to register their voucher, they can still do so right before the exam.

### *3.3.2 Before candidates enter the exam room*

1. Arrive early at the exam location to have enough time to prepare.
2. Make sure you have an up-to-date (digital) list of all candidates who will participate in the exam and their exam vouchers.
3. Ensure that the exam location is suitable for a fair exam process. Check if:
  - a. No noise can affect the concentration of candidates
  - b. The temperature and air circulation conditions are reasonable
  - c. The candidates have enough personal space to take an exam  
If possible, leaving an open space of 1 meter between every candidate is advised. Every exam is unique, so the risk of candidates cheating is limited. However, candidates should have enough space to focus on the exam.
  - d. A computer with stable internet access is available for every student; use a wired connection instead of WiFi where possible. Please note that students are allowed to use their personal computers if preferred. It's a good idea to bring at least one spare PC.

### *3.3.3 Right before the exam session starts*

1. Ask candidates to take place behind a computer; candidates can use their personal computers if preferred.
2. Explain to the candidates the examination process. Remind them of the following:
  - a. The title of the exam
  - b. The duration of the exam
  - c. The scoring system of the exam
  - d. They need to raise their hand if they have any questions, and the invigilator is not allowed to answer any content-related questions.
  - e. The consequences of fraud
  - f. The policy of temporary absence from the room, for example, bathroom breaks. Only one candidate at a time is allowed to have a bathroom break. If the candidate doesn't return within an acceptable period, check with the candidate about what happened.
  - g. To remain quiet when they finish their exam and can only leave the room when you have verified their exam has been submitted.
  - h. They will receive an email with their exam results and can download the certificate on the exam portal.
3. Ask all candidates to place their government-issued ID cards on their desks.

4. Ask all candidates to turn off any electronic devices they carry and put away any notes, books, or other materials from their desks except for those allowed during the exam and ID cards. For an overview of the allowed materials, please check the certification syllabus.
  
5. Ask all candidates to perform a system check on their computers. To do so, they need to
  - a. Close all applications on the computer devices
  - b. Go to the website <https://npl.cern.global>, and log in with the email address they used to redeem the exam voucher. Candidates who didn't create an account or redeemed a voucher can do so now.
  - c. Take a practice exam on the exam portal; it is possible that some candidates already took a practice exam; please ask them to do it again.<sup>3</sup> They do not need to take the complete exam. This process tests whether the system works well on their device.
  
6. While candidates are taking the practice exam, verify the ID of all candidates and submit the verification into the invigilator dashboard.
  - a. Login to your invigilator account on the exam environment <https://npl.cern.global/>
  - b. Click on start new exams under the title initiate new exams.
  - c. Add the exam vouchers of the candidates participating in the exam session, separated by new lines, commas, or spaces.
  - d. Click check vouchers
    - i. If all candidates have redeemed their vouchers: you'll be able to review their performance on the practice exam and will be asked to confirm their identity and legal name.
    - ii. If not all candidates have redeemed their vouchers: you'll see an overview of the vouchers and next to it the name of the registered candidate next to it or an error message.<sup>4</sup>
  - e. Check the identity of every candidate, to do so, take the following steps
    - i. Check the ID of the candidate against the list on the invigilator portal. Adjust the full legal name if necessary and ask them if they are okay with their full name on the certificate, if not, include a shorter version in the "display name" section.<sup>5</sup>
    - ii. Click the box "I confirm the identity" for every candidate that you checked. If a candidate is not present, simply remove his voucher and click check vouchers again to remove the candidate from the list.
    - iii. Click submitted all, you have now confirmed the identity of all candidates

In case you run into problems with one voucher/candidate, it's advised to solve them before starting the exam for other candidates to avoid creating a distraction for them. If you can't

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<sup>3</sup> In case they used all practice exam attempts, they can skip this step and wait for the rest to finish.

<sup>4</sup> You'll receive error messages for vouchers that aren't registered yet ("voucher not redeemed yet!") or vouchers that aren't supposed to be invigilated ("Set up for online invigilation!" or "Not set up for invigilation!"). In the first case, ask them to redeem their voucher and try to click "check vouchers" again, or remove the vouchers from the list. In the last case, the candidate should leave the room and do the exam at home. The rules for online proctored exams do not allow candidates to take exams with other people present in the same room.

<sup>5</sup> The full legal name should be exactly the same as on the ID card. Compare the picture of the ID with the candidate and confirm their identity. The display name section can be used to add a shorter or more common version of the name of the candidate. This name will appear on the certificate and social badge.

solve it immediately and you are confident you can solve it without distracting other candidates when they have started, remove the voucher from the list of exams you want to initiate and finish step 5 for the other candidates. You can go through the complete activation process again for that voucher later when you have solved the issue.

Note that you can initiate an exam multiple times without affecting the exams of candidates that have already started. If you are not sure everything went well, start the initiating process again, candidates won't lose their progress if they have already started the exam.

7. Allow candidates to start their exam in the invigilator dashboard. To allow the listed candidates to begin their exam, you can click "Allow exams to begin". These candidates will now have 30 minutes to start their official exam.<sup>6</sup>
8. Ask all candidates to start the official exam. The exam starts as soon as the candidate clicks "start main exam" in the exam portal. Candidates see their exam timer in the portal; when the exam time is up it closes automatically.

### 3.3.4 During the exam

The exam starts

1. Position yourself in such a way that you can observe all candidates at all times.
2. See to it that candidates adhere to the exam rules.
3. Don't answer questions about the content of the exam.

Please consider the following guidelines for the events below:

1. In case a candidate arrives after the start of the exam session.
  - a. The invigilator can decide whether or not to allow the candidate to access the exam room and start the exam.
  - b. Note that if you allow the candidate to start his exam, he should be allowed to finish it using the complete allowed exam time.
  - c. It is essential to consider the period for which the exam room is available.
2. In case a candidate commits fraud
  - a. Notify the learner that what he is doing is an infringement on the examination rules and that his exam will be rejected.
  - b. Inform the candidate that he can file an appeal after his exam is finished and that he is allowed to use the remainder of the time to finish his exam.
  - c. Reject the candidate's attempt in the invigilation report when the candidate submitted his exam and add a detailed overview in the report.

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<sup>6</sup> In case they don't start the exam in time, the voucher is still valid, you can just go through the process in step 5 again to open their access again.

- d. Make sure not to disturb other candidates during the process.

### *3.3.5 When candidates finish the exam*

Candidates are allowed to leave the room when they finish their exams. Before they leave the room, you should verify they submitted their exam; you can do so by checking the invigilator dashboard (refresh for an up-to-date view).

### *3.3.6 After the exam session*

When all candidates have finished their exams, submit an invigilation report for all of them.

1. Click on their name under the title recently finished
2. Select Accept or Reject attempt
3. Use the comment section to comment on any questions or irregularities of the candidate.

## 4. Exam rules

The following is a summary of the rules and conditions that apply to all in-person invigilated exams organized by certN. The complete terms and conditions for in-person invigilated and online proctored or non-proctored exams can be reviewed at <https://info.certn.global/legal/exam-regulations> and are accepted by candidates upon creating an account on the exam portal.

Invigilators present during the exam session thoroughly assess and identify any irregularities, fraud, or plagiarism. Upon identification, the proctors will promptly report the cases to certN's Exam Irregularities Department for further investigation. In case fraud, plagiarism, or irregularities have been identified, the exam may be terminated earlier, and/or the exam may not be marked.

Fraud and plagiarism are defined as acts or omissions by a user that impede a proper assessment of their knowledge, understanding, and skills, either partially or entirely.

The following non-exhaustive list of acts are always considered fraud and plagiarism: copying and/or sharing exam questions and answers; cooperating with other individuals during the certification exam; using prohibited resources during the certification exam; and Identity fraud.

Irregularities refer to any deviations from the established rules, procedures, or guidelines set forth for conducting the examination, regardless of whether the candidate themselves or any other party is responsible for the irregularities. These irregularities can occur in various forms and may include



actions or situations that compromise the assessment process's integrity, fairness, or validity. Specific exam guidelines on the allowed materials are communicated before starting the exam on the certification page.

The irregularities department will evaluate the cases that have been submitted. Sanctions can be imposed, ranging from an exam retake to lifelong exclusion from the certification program and withdrawal from all certN-issued achievements. CertN also reserves the right to take legal action against any candidate. Users can file an appeal within five workdays of the communication of the sanction.

## 5. Appeal procedure

Candidates can file an Appeal when they have an issue with the examination procedure, calculation of the exam result, or exam question that can change the outcome of an exam and achievement of a certificate. Candidates must follow the following procedure:

1. **Filing an Appeal** - Users can initiate the appeals process by sending a detailed email to [legal@certn.global](mailto:legal@certn.global). The email should include the following information:
  - Full legal name of the user
  - Exam date
  - Exam title
  - Exam voucher
  - A comprehensive overview of the complaint, clearly outlining the grounds for the appeal.
2. **Timelines** - An appeal must be filed within ten business days after the exam result has been announced. Any appeals submitted after this deadline will be considered void.
3. **Appeal Review** - The legal team will thoroughly review the facts and examine the user's case once an appeal is received. This review process ensures a fair appeal evaluation and allows for a detailed examination of the user's concerns. As part of the appeal procedure, the candidate will be invited to provide additional details and explanations regarding their case. This enables a comprehensive understanding of the appeal's circumstances and assists in reaching a fair resolution.