



EXAM OPERATIONS MANUAL



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IMPORTANT CONTACTS

City Campus

- Lectern help Ext 84800
- General help Ext
- Questions on papers Ext
- Security Ext 85000 or 0800 373 7550
- Emergency Services 1-111

Student Matters - Room 108, building 105 the Clock Tower

major and minor misconduct cases, late arrivals and early departure, special conditions.

Examinations Manager DDI 923 7407 Ext 87407
Helen Howard-Jones Mob 021 890 129

Examinations Services Manager DDI 923 7557 Ext 87557
Mob

Minor Misconduct

Anna Li DDI 923 7176 Ext 87176

Special Conditions Exams Manager

Sarah Jones DDI 923 1405 Ext 81405

Examinations Centre Manager DDI 923 1373 Ext 81373
Victoria Henderson Mob 027 836 4876 Ext 61014

Exam Centre Staff

Sheryl Munro, Exam Paper Queries Ext 81406

Erin Stieler, Exam Paper Queries Ext 81403

Stationery and staff room supplies inside the Great Hall, room 101 building 105

No ID and enrolment checks outside the Great Hall, room 101 building 105

CONTACTS OTHER CAMPUSES

Epsom Campus

Music Resource Centre, Room G19 and 20, D1 Block, Gate 3, 74 Epsom Ave
Judy Hand, Epsom Coordinator Ext 48209

Grafton Campus

Student Centre, Ground floor, Building 503 (entry from Atrium)
Kate Snow, Grafton Centre Manager Ext 86516
Lucy Chong, Grafton Assistant Ext 81312

Manukau Campus

North Campus, Gate 12 Otara Road, Room 216, building NO.
Bev Hoskings, Ph 968 8765 Ext 7361

Tai Tokerau

13 Alexander Street, Whangarei
Denis Buckland, Tai Tokerau Coordinator Ph 09 923 7014

University Health Services and hours during exams

City Campus

Level 3, Student Commons, Cnr. Symonds and Alfred Streets

Monday to Saturday, 8.30am – 6pm

Phone (09) 923 7681 or Ext 87681

Epsom Campus

R Block, Gate 4, 60 Epsom Avenue

Monday, Tuesday, 9am – 1pm

Phone (09) 923 7681 or Ext 87681

Grafton Campus

Level 3, Building 505, 85 Park Road

Monday – Friday, 8.30am – 4.30pm

Phone 923 7681 or Ext 86962

Manukau Campus

MIT Health and Counselling Centre, Gate 9

S Block, South Campus, Otara Road

Monday – Friday, 8.30 – 4pm

Phone DD 968 8072 or 968 8000 or Ext 8072

2. Invigilator responsibilities

The term 'invigilator' refers to staff employed to supervise students during examinations. These may be Room Assistants or Room Supervisors.

Invigilators are responsible for ensuring that the examination instructions and rules are adhered to. They are the primary contact for students in the room and as such must ensure that the students understand and comply with all instructions and regulations. No matter your position everyone is responsible for the smooth and compliant running of exams. Below are some duties that room supervisors and assistants will need to carry out.

Everyone must be at the various centres and sign on for duty at 8.30am for morning exams, 1.30pm for afternoon exams and 5.15pm for evening exams. This applies to all rooms except 260-098 and 260-115 in the city, these rooms require you to be signed on 15 minutes earlier.

Room Assistant responsibilities

- Assist with transport of stationery to the examination room
- Sign the blue incident form in the exam room.
- Ensure you are familiar with the details of the examination
- Read the examination instructions and perform tasks as directed by the Room Supervisor including:
 - Set up room
 - Admit students
 - Collect ID slips (before reading time)
 - Collate ID slips (during writing time)
 - Monitor room
 - Respond to student request for assistance
 - Supervise students to toilet
 - Collect papers and collate per supervisor instruction
 - Clean up room and return everything to the exam centre
 - Escort students to exam centre, health centre and clash room
 - Carry messages to exam centre

Team briefing

The Room Supervisor is expected to brief Room Assistants as to the examination under invigilation and any special requirements. In addition the Room Supervisor will:

- Brief Assistant on the emergency procedure for the room (exits, process, assembly point)
- Allocate tasks to set up, monitoring during the exam and post examination collation and other tasks.
- Where breaks are allowed, a roster will be arranged so that only one invigilator is absent from the room at any one time. Breaks should not exceed 10 minutes.

Room Supervisor responsibilities

Room Supervisors are ultimately responsible for their allocated examination room. The Room Supervisor must give clear instructions as to what is expected from Room Assistants, including details about the examination, allocation of tasks and ensuring their professionalism in their approach to students. Tasks that can be delegated to assistants include setting up the room with papers and the exam clock, getting water, putting up notices, door announcements, admitting students, collecting and collating ID slips, searching toilets, escorting students, collecting scripts and cleaning up at the end.

The Room Supervisor is responsible for the overall management of the examination including:

- Ensuring the required examination materials are available
- Briefing Room Assistants and oversight of their duties
- Reading all instructions aloud to the students, using microphones where provided
- Marking off student attendance on the room roll
- Only the Room Supervisor is allowed to make alterations to start and end times and only with the Exam Centres consent.
- In an emergency the Room Supervisor is responsible for everyone in the room so must know what to do and where to go (see Emergency Instructions Section 5.)

In particular, Room Supervisors are responsible for ensuring that:

- Room Assistants are alert to any attempts at cheating made by students.
- The rule concerning the ten minute reading period is strictly observed and that assistants move quietly amongst students during this period to enforce this.
- Conversation is restricted to that necessary for the proper conduct of the examination and carried on as quietly as possible. (Notepads are available in the stationery boxes for silent communication between invigilators and should be used in preference to talking).
- Room Assistants, when checking attendance slips should do so as quietly as possible
- Those assistants not sorting attendance slips be particularly observant of students for the duration of the check
- Assistants move around the room continuously but as unobtrusively as possible. Sitting or standing in one place should be kept to a minimum
- The number of invigilators absent from the room at any one time is kept to a minimum. There should always be an invigilator at the back of the room.

Typical timing

8.30am sign on at the correct exam centre

Assistants collect stationery

Room Supervisors collect exam papers

8.40 – 8.50 am Take material to exam room, on the way talk about who is doing what. Look for closest toilets and fire exits.

8.50 – 9.10am Prepare room for student entry

9.10 – 9.20am Get students in and seated, you need to ensure they fill in their attendance slip. That they only have allowed items at their desks and they are in the correct room.

9.20 am reading time starts, collect attendance slips quietly.

9.30 am writing time starts,

Assistants will circulate around the room watching for cheating. Take students to the toilet and answer any questions they may have. Collate attendance slips

Room Supervisors will complete paper work at the same time keep an eye on assistants and ensure they are circulating and responding to enquiries. In small rooms they may also have to keep an eye on students.

11.30 or 12 noon Exam finishes, assistants will collect all exam papers from students.

After students have left you have 30 minutes to pack up all exam material, check room is tidy and no rubbish left behind, complete all paperwork, get back to the exam centre and escort any students to exam office who may need to go.

Room Supervisor: return scripts to exam office

Assistant: return stationery box to exam office

Depending on the reason for student having to go to exam centre will depend on who takes them.

The above timings apply to afternoon exams as well. Evening exams are all two hours long and timings remain the same.

Good practices Do's

Be punctual

Wear your ID badge

Know the exam instructions in your room

Use clear audible speech when making announcements

Print clearly when filling in forms and completing admin duties

Be clear and accurate when assisting students

Ensure students are under constant scrutiny

Be alert for people needing assistance

Ensure that no one enters the room except students and exams staff

Be aware that any item (pens, erasers, tissues, pencil cases, etc) can be used for dishonest purposes

Patrol the whole room regularly and quietly taking different routes

Be aware that students are aware of where you stand, do not get too close or stay for extended periods of time.

Keep talking to a minimum and only related to the exam being conducted

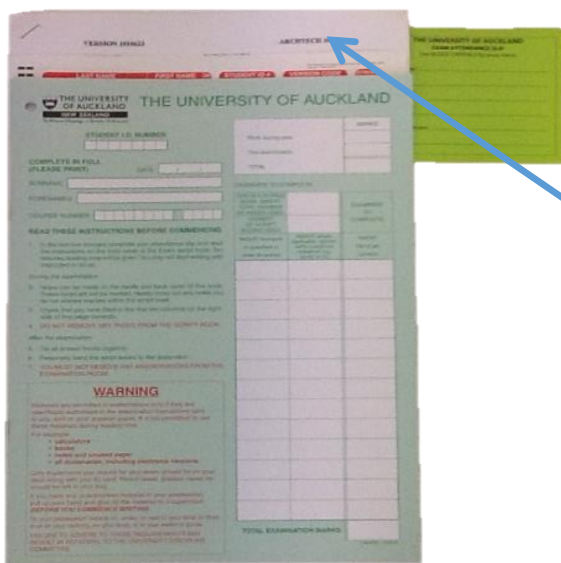
3.2 Laying out papers

Choose the best option from those below depending on space available.

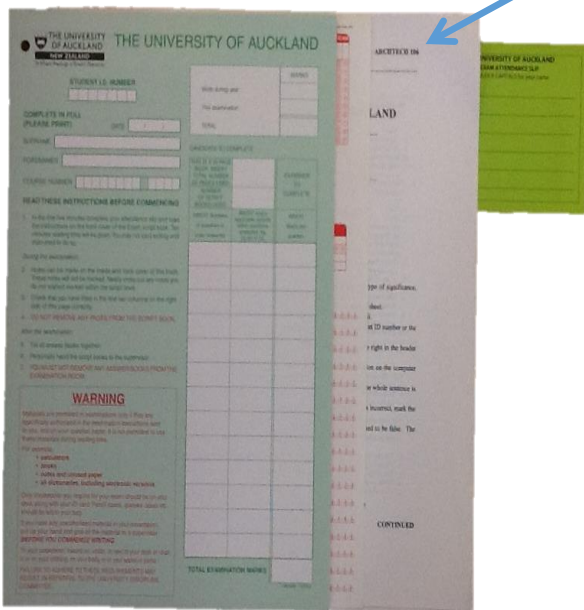
Answer books must always be on top as these need to be filled in by the student before starting the examination.

Question papers should always be on the bottom to discourage students from opening before examination starts.

ID slips should always be tucked under other papers to stop them from falling off desks.



The course number must always be visible so that students can check they have the correct exam



3.3 Room notices

Notices go up before the exam starts.

Notices come down after the last time for admittance, (half way through the exam) .

Use white tac provided in the exam box when attaching notices to walls or doors. Return used white tac to boxes when the signs are taken down for reuse.

In the Owen Glenn building notice boards must be used – do not attach notices to walls. For those rooms without a notice board that can be seen when the doors are open there are mobile notice boards available.

3.4 Room Search

- **Examination room.** Before admitting students, search the room for any material lying around such as pens, paper and rubbish and remove.

If you find notes pass them to the Room Supervisor and explain where they were found.

- **Bathroom.** The nearest bathroom should be searched after admitting students to exam room and before writing starts. Use your common sense when searching bathrooms, look in places that you think students might hide notes but never compromise your health and safety. Places such as rubbish bins, behind doors, written on posters, hidden in towel dispensers are examples.

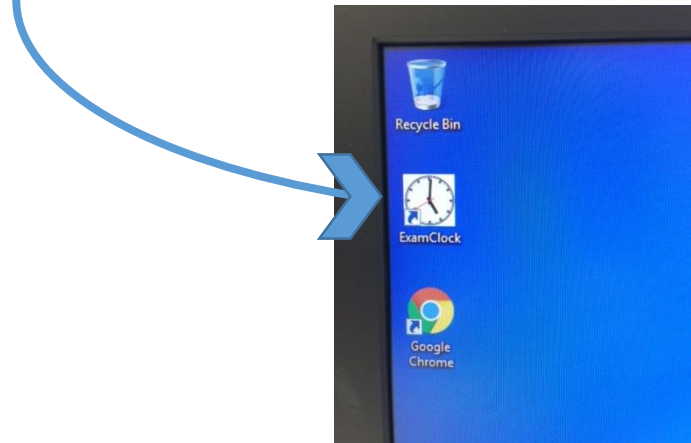
If material is found note its position (take photos if possible) and take it to the Room Supervisor for reporting back to the exam centre.

It is every invigilators responsibility to be on the alert for possible cheating during the examination. The rooms are searched at the beginning of exams, however, the university is open to students throughout exams and it is possible for students to place material in the room while it is empty.

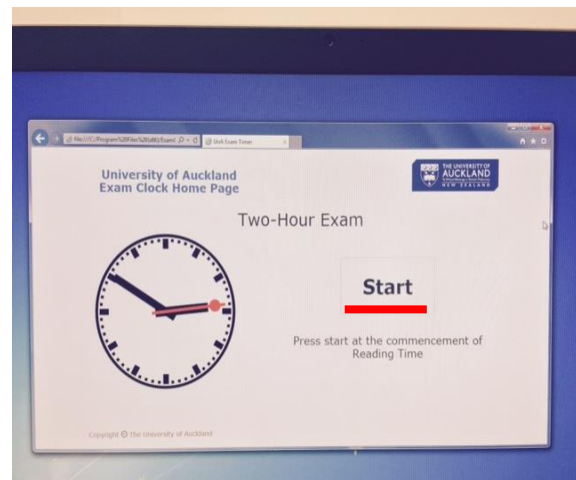
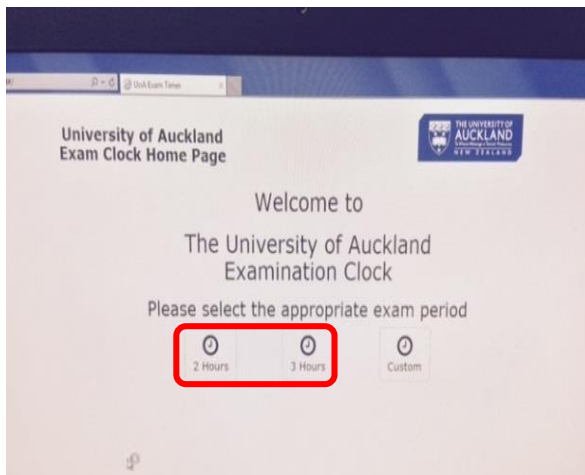
3.5 Examination clock and document camera

The Room Supervisor will display the exam details on the document camera. This camera is operated from the lectern controls.

To set up clock double click "Clock" icon on desktop to launch programme



Choose the exam time 2 or 3 hours then click **START** when ready to start the examination.



The programme will automatically display reading and writing time. It will also show when students may leave the exam.

If there are technical difficulties phone LESU 84800

If the lectern fails write exam times on white board or project them with the document camera. (See times over).

Timing for Two hour exams

Students may enter up to 1 hour after start of writing time.

Students may leave after 1 hour and 15 minutes of writing time

No one may leave in the last 15 minutes of the exam.

| | |
|----------------|----------------|
| 02 : 00 | 01 : 00 |
| 01 : 45 | 00 : 45 |
| 01 : 30 | 00 : 30 |
| 01 : 15 | 00 : 15 |
| | 00 : 10 |
| | 00 : 05 |
| | 00 : 00 |

Timing for Three Hour Exam

Students may enter up to 1 hour 30 minutes after start of writing time.

Students may leave after 1 hour and 45 minutes of writing time

No one may leave in the last 15 minutes of the exam.

| | |
|----------------|----------------|
| 03 : 00 | 01 : 00 |
| 02 : 45 | 00 : 45 |
| 02 : 30 | 00 : 30 |
| 02 : 15 | 00 : 15 |
| 02 : 00 | 00 : 10 |
| 01 : 45 | 00 : 05 |
| 01 : 30 | 00 : 00 |
| 01 : 15 | |

4. Preparing Students to sit their examination

4.1 Door announcements

Door announcements are made outside the examination room just before admitting students – no later than 20 minutes before the exam starts

You must get everyone's attention as you are about to give them specific instructions on the examination in this room.

In large rooms it may be necessary to repeat this information so that you are sure all the students have received it before entering the room.

The invigilator making the door announcements must follow the format of the announcement script found in the stationary box and be clear.

Eg of announcement script

Announcement script

Italics should not be read aloud.

Good (morning/afternoon/evening). May I have your attention please?

The examination in this room is _____. *(Check door notice)*

Make sure you are at the correct room. This room is for surnames ____ to _____. *(Check door notice for student information)*

You are not allowed mobile phones, electronic devices or watches at your desk. Please turn your phone off now and put your phone and your watch in your bag. If you do not have a bag we can supply one for storage.

Place your bag in the indicated storage area. *(State area for this room)*

As soon as you enter the room you are under exam conditions. This means no talking. Listen to and follow any direction given to you by the Room Supervisor.

Getting in and out of the seats can be difficult during the exam and you will not be able to leave your seats during reading time. It is advisable to use the toilets now, before you enter.

Remove all hats and hoodies. Caps must be turned backwards. All other head coverings will be checked by a supervisor.

If you do not have your student ID card with you please come forward now. *(These students should enter first and be directed to the front of the room to the reserved seats.)*

4.2 Identification Checking

Identification checks are to be carried out at each examination session as an important security measure. Before entering the room, students should be asked to have their Student ID Cards ready.

No ID / unreadable ID

- Students without a Student ID Card are seated at the front of the room in a reserved area.
- After exam escort the student to the Exam Centre for an ID check.
- If an ID card is unreadable the student is also escorted for an ID check after the examination.
- Scripts go with the person escorting students.

Female students with face covering

Any female student who for religious/cultural reasons has their face covered should be asked to identify themselves for a photo comparison in a private area with no male present. This is also the opportunity to check for notes and ear pieces, as face covering is permitted, unlike hat wearing for men. If needed phone the Examination Centre for assistance.

First I.D. Check – as students enter the room

- Do the students fall within the **alphabetical split for that room?** If not direct them to the correct room if they have time to relocate. If they are admitted they should be seated in the designated reserved area.
- **Is the card signed?** If not ask them to step aside and sign it before they are admitted.
- **Is the card readable?** If not treat them as if they are a 'no ID' student and ask them to sit in the reserved seating area.

Second I.D. Check – as soon as students have completed their attendance slips

This must be undertaken with the minimum disturbance to students. In some rows in certain rooms invigilators cannot reach the desk from behind the student. In these cases students will have to pass their ID card and attendance slip back to the Room Assistant for checking. The ID check for students in these rows should be completed before the "reading time" commences.

For the second check:

- Pick up the ID card and completed attendance slip from each student.
- Is the student's name, ID number and signature the same on both?
- Is the students' ID photograph a reasonable likeness?
- Retain the attendance slip and return the ID card to the desk in front of the student. When all slips have been collected, count slips and students to be sure all slips are in.

4.3 Announcements in the examination room

Before beginning the exam instructions check that all students are seated. Room announcements are always given by the Room Supervisor. Where supplied, use the microphone so that students can hear clearly.

- Ask students to fill in their ID slips and exam book covers, they have 5 minutes to complete this.
- Announce that ID cards to be left visible on their desk throughout the exam.
- Warn students not to open their exam paper.

Give students time to settle and pay attention before continuing with exam instructions, see over for an example of these instructions. The highlighted selection is specific to the room and should be known by all working in the room.

- At 9.20am, 2.20 and 5.50pm the Room Supervisor will announce that: “Students may read their examination papers for the next 10 minutes. This is reading time only. Pens must be down. Calculators are not to be touched. May read exam paper only, no other material unless allowed.”
- Start will be announced at 9.30am, 2.30pm or 6pm or 10 minutes after reading has commenced.
- Unless corrections to papers or an emergency arises no other announcements should be made until the 15 minute call.
- At 15 minutes from end announce “The time remaining is fifteen minutes and no one is permitted to leave the room until the end.”
- When the exam clock indicates the examination is finished ask students to put their pens down and remain silent and seated until advised they can leave.

Note: No extra time is to be allowed for adding anything to answers, reading over the script, ruling lines writing names on the script pages or writing anything in the script book.

If a student finds that their name, ID number, subject and course number are missing from the script book cover, they may fill this in under supervision.

Exam Instructions example

DATE: Wednesday, 17 Jun 2015 TIME: 09:15am ROOM: City – HSB 1

| | | | | |
|-------------|---------------------|----------|----------|---------------------------------------|
| Course: | POLITICS 213 | Book: CB | Calc: NC | Students in this room: |
| Title: | American Politics | | | AITKEN, Nickolas to WILSON, Shelby |
| Stationery: | 20 page script book | | | Seats 85 Hours 2 |

EXAMINATION INSTRUCTIONS

1. During the first five minutes complete your attendance slip and the cover of your answer book. You may not look at the contents of the examination paper.
2. ID cards should be on your desk throughout the examination.
3. Check your course and name is allocated to this room.
4. Watches, mobile phones and other electronic devices such as iPods must be in your bag and deactivated. If a phone is heard, it will be confiscated until after the exam and a fine imposed. If you haven't de-activated your alarm, it may still work if your phone is switched off.
5. Only writing materials are allowed at your desk. Everything else should be left where instructed.
6. Food is not permitted. Drink bottles must be clear and should be placed on the floor under your desk.
7. No scribbling paper should be brought in. Notes may be made on the inside covers of the script book and work not intended for marking should be crossed out.
8. Additional script books may be requested and attached inside the back of the main script book.
9. Unless it is an "open book" or "restricted book" examination, no notes or books should be at your desk.
10. Dictionaries, including electronic dictionaries, are not allowed unless there are specific instructions or the exam is open book.
11. No extra time at the end of the exam is allowed for filling in numbers of questions answered - this should be done during the exam.
12. No paper that is written on during the exam may be taken from the examination room (except the question paper if permitted).
13. If the fire alarm is activated, follow supervisor's instructions and DO NOT TALK. If the examination is compromised, you may have to re-sit the exam at a later date.
14. In the 10 minutes reading time you may read your paper but you may not write, use a calculator nor refer to any reading materials.
15. Raise your hand if you need assistance at any time and we will come to you.

Management of events during examinations

5.1 Late entry student instructions

Any student that arrives after door announcements have been made must be handed the late entry sheet for reading.

Instruction for invigilators: Please remind all latecomers about mobile phones, watches and electronic devices. Hand them the exam instructions for late comers, tell them to read them and get them seated.

INSTRUCTIONS FOR STUDENTS ARRIVING AFTER ANNOUNCEMENTS

- 1 You are not allowed mobile phones, electronic devices or watches at your desk. Turn these off now and put in your bag. If you do not have a bag we can supply one for storage. If any of these are found in your possession a fine of \$100 will be imposed. Any device that emits a noise will be removed and a fine of \$150 will be imposed. All phones should be deactivated (including alarms).
- 2 Place your bag in the indicated storage areas.
- 3 You are now under exam conditions. This means no talking. Listen to and follow any direction given to you by the room supervisor.
- 4 The details for this exam are displayed at the front of the room, are you at the correct room?
- 5 You must fill in an attendance slip and the cover of the script books, but you may not look at the contents of the examination paper until reading time starts.
- 6 ID Cards are to be left on the desk in front of you for the duration of the examination. If you do not have your student ID card with you will be escorted to the exam centre at the conclusion of your exam for an ID check
- 7 Only writing material should be at desks (except for permitted books and calculators). Everything else should be at the front of the room.
- 8 Food is not permitted.
- 9 Drink bottles must be clear and should be placed on the floor under the desk.
- 10 Scribbling paper is not allowed, rough notes may be made on the inside covers and the outside back cover of the script book. Work not intended for marking should be crossed out.
- 11 Raise your hand if you need anything and we will come to you.

5.2 Cheating

It is essential that an examination room is never left unattended except in the event of an emergency as outlined in the emergency instructions. Invigilators are required to give their undivided attention to the continuous supervision of students without disturbing them to ensure no misconduct takes place.

Cheating by its very nature is a furtive action and can be very hard to spot. Look for behaviours and movements that appear unnatural compared to the other students in the room. Such as:

- Eye contact (student keeps checking where all the invigilators are, looking around constantly)
- Peculiar sitting posture
- Unusual repetitive movements
- Cumbersome outfits
- Unnecessary items brought into exams, such as large pencil case with unnecessary items
- Calculator in a non-calculator exam, multiple rubbers, multi-function pens, rulers

Common ways students carry information for cheating:

- Pencil Cases / Glasses Cases
- Back of the Bottle Labels
- Calculators
- Stationary (Rulers, Erasers, Pens / Pencils)
- Body Parts (Inside sleeves, Hands, Nails, Feet)
- Jackets / Clothing on lap
- Sitting on notes / Between legs
- Ear phones
- Wallets
- Pre-prepared notes covered up by exam script
- Notes outside exam room (On floor, under seats, in toilet)

Approaching a student suspected of copying:

Step 1: Confer with the team, then, a friendly reminder to the student to keep their eyes to their own work so that invigilators don't mistake their behaviour for cheating.

Step 2: Remind neighbouring student to cover up work (if appropriate).

Step 3: If behaviour persists move suspected student away, saying it is to protect them from being accused of cheating (stay as friendly but firm as possible).

Approaching a student suspected of having unauthorized materials:

Step 1: Politely and calmly ask student to show you the object in question (thank student for co-operation).

Step 2: If they refuse firmly ask again. If student refuses calmly walk away and ask the Room Supervisor for instructions.

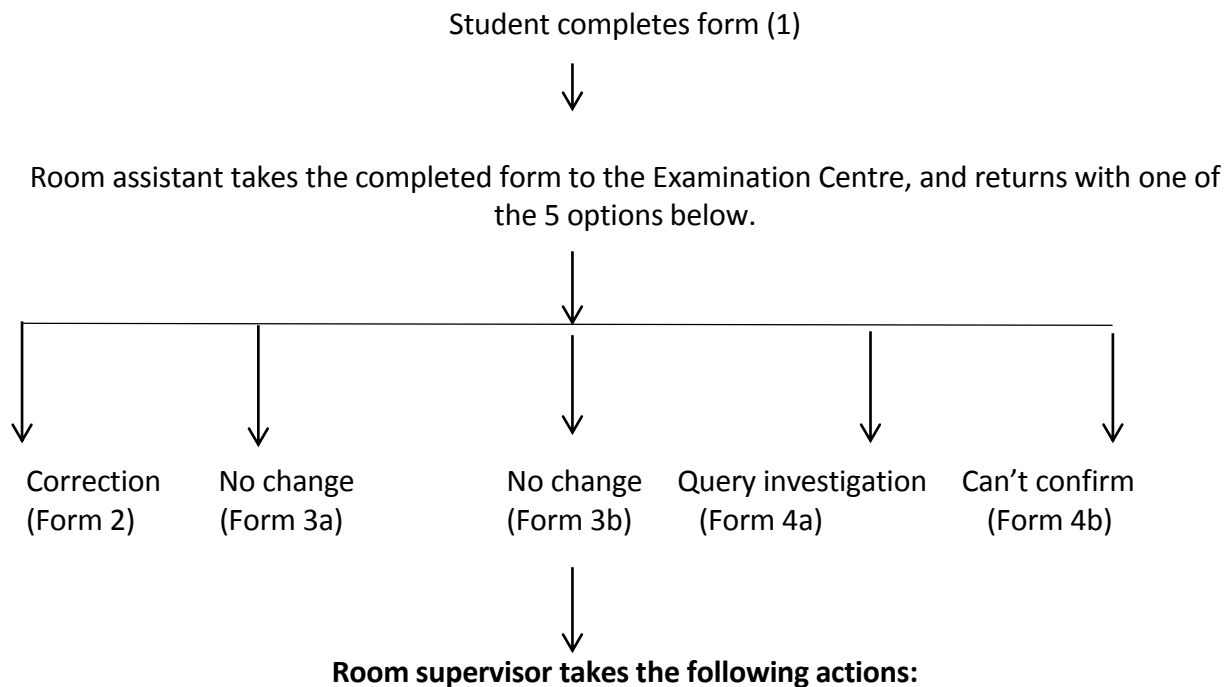
If a student is found in possession of unauthorized material:

- the assistant must report to the Room Supervisor who should take immediate action
- If applicable, immediately take possession of any unauthorized material.
- Note the student's name
- Discreetly warn the student that they are not complying with the Examination Regulations and instruct them to remain after the conclusion of the examination to see the room supervisor
- Report the incident as soon as possible to the Examination Centre and make a detailed written report on the Misconduct Form (AS 36/37). This report should be countersigned by another invigilator who may add further information
- At the end of the examination, escort the student to the Examination Centre with the script, any materials and the Misconduct Form. If the student declines to go to the Examination Centre, the supervisor is to inform the student that it is in their best interests to cooperate as they will be given the chance to give their version of events. If they still refuse return the report and script to the Exam Centre Manager

5.3 Student queries on examination questions

Invigilators do not answer any questions about an examination paper, nor express any opinion as to the reading or meaning of a question. The initial response to the student should be 'I cannot comment on examination questions. Interpret the question as best you can, if necessary stating your assumptions for your answer'.

If the student does not understand the question or believes there is an error, the following process should be used. (See copies of the forms below this flowchart).



- **Correction (Form 2.)**
Any corrections to exam questions must be announced to the whole room and written or displayed clearly on the board or screen for all students to see as soon as it is received.
- **No change (Forms 3b and 3c).**
As above if there is more than one query. If there is only one student making the query the appropriate 'no change' form is given directly to the student.
- **Unable to confirm with the examiner immediately (Forms 4a and 4b).**
As above for correction if there is more than one query. If there is only one student making the query the appropriate answer is given to that student.

Forms in current use for exam paper queries

Form 1:

| | |
|---|--|
| <p>Do you understand the Question/Instructions? YES/NO <input type="checkbox"/></p> <p>Do you believe there is an error with the Question/Instructions? YES/NO <input type="checkbox"/></p> <p>Page:____ Question number:_____</p> <p>Details:</p> <p>Course:_____ Room: _____</p> | <p>If the answer is NO then say 'I cannot comment on examination questions. Interpret the question as best you can, if necessary stating your assumptions for your answer'</p> |
|---|--|

If the answer is YES then the questions will need to be taken back to the exam centre for response. The exam centre will contact the examiner and seek a response from them. They will then type the response to be displayed or given to the room supervisor who then ensures it is displayed or handed to the student.

Forms that will be given in response

Form 2: An error detected

| |
|--|
| <p align="center">EXAM PAPER CORRECTION</p> <p>Date: Course:</p> <hr/> <p>Page, question Paper currently reads:</p> <p>Paper should read:</p> <p>Advised to rooms:</p> |
|--|

No error detected**Form 3a**

Room: _____

We have investigated your query relating to

in the _____ Examination paper.

There is no change to this Question.

Please proceed with the Examination as it is written.

Form 3b

Room: _____

We have investigated your query relating to

in the _____ Examination paper.

There is no change to this Question.

If you wish to make an assumption, please state the assumption then answer the question.

Unable to get in contact with the examiner**Form 4a:**

Room: _____

We are investigating your query relating to

in the _____ Examination paper.

We will inform you of the outcome
as soon as possible.Please proceed with the rest of the
Examination.**Form 4b:**

Room: _____

Course: _____ Question: _____

We have been unable to confirm the accuracy
of this question.If you wish to make an assumption, please
state the assumption then answer the
question.

5.3 Exam Timings: Late entry, early departure

| Session | AM | PM | EVE |
|------------------------------------|----------------|---------------|--------|
| Admit students (approx.) | 9am | 2pm | 5.30pm |
| Reading time starts | 9.20am | 2.20pm | 5.50pm |
| Writing time | | | |
| 2hr exam | 9.30 -11.30am | 2.30 - 4.30pm | 6-8pm |
| 3hr exam | 9.30 - 12.30pm | 2.30 - 5.30pm | |
| Last entry time | | | |
| 2hr exam | 10.30am | 3.30pm | 7pm |
| 3hr exam | 11am | 4pm | |
| First exit | | | |
| 2hr exam | 10.45am | 3.45pm | 7.15pm |
| 3hr exam | 11.15am | 4.15pm | |

- **No student may leave the room in the last 15 minutes of any examination.**
- Students may go to the bathroom at any time except the last 15 minutes, unless it is an emergency they should be asked to wait.
- Any student that arrives after door announcements have been made must be handed the late entry sheet for reading.
- Any student arriving later than the specified time must be escorted immediately to the Examination Centre.
- If student wishes to leave before they are allowed they have two options
 - Wait in the room until allowed to leave
 - Wait at the exam centre until they are allowed to leave

If they choose the second option an invigilator must escort them to the Examination Centre.

5.4 Student Illness

- Where a student is too ill to continue writing their examination, they may be permitted to leave the room earlier than the permitted early leaving time. However the student must remain under supervision until the early leaving time has elapsed.
- The student should be escorted by a Room Assistant with their exam script to University Health. The appropriate cover sheet must be completed and attached to the student's script.
- The accompanying Room Assistant should phone the Specials Office ext. 81405 (city campus) from University Health and, unless relieved by someone from the Specials Office, remain with the student until the situation has been assessed.
- If the student is to continue with the exam, they should be escorted back to the exam room and should return to the University Health Services afterwards to apply for aegrotat consideration. If the student elects to leave the exam and it is past permitted time to do so, dismiss them and return their script book to your Room Supervisor. Please advise the Specials Office if they are no longer required.
- The time a student leaves and returns (if applicable) to the room for illness must be recorded on the blue Incident Report Form as they must finish the exam at the normal time without any additional time permitted to compensate for the time lost.
- If a student exhibits signs of emotional distress, they should be handled in the same way as a physically sick or injured person, ie, you should escort them to the University Health Services and follow the same protocol.
- If you think you need to call an ambulance, please inform the Examination Centre.

Invigilator accident /illness

Assess the situation, if an ambulance is required call one, then call the Examination Centre.

The aim is to tend to the persons needs with the minimum of disturbance to the room.

Call the exam centre for help if required,

5.5 Guidelines for supervised toilet visits

While most requests to go to the toilet are legitimate, toilet visits can also be used to facilitate cheating. It is important to treat all toilet visit requests as legitimate unless you have evidence to the contrary. Use the following guidelines to supervise these visits with minimal disruption.

- Make sure you know where the toilets are before the exam starts.
- Record all toilet visits on the Blue Incident Form, you need to take students ID and record their name, number and time they left the room. 'Accompanied' visits means the supervisor goes into the main toilet area with the student, otherwise the visit is deemed 'unaccompanied.'
- Before entering the toilet (and after leaving the exam room) all students should be asked to turn out their pockets. They should not be searched or touched, just asked to show the contents of all pockets in their clothing. If a student refuses, allow them to use the facilities and record this behaviour on the blue Incident Form when you return to the exam room.
- Supervisors of the same gender as the student should escort students, if this is possible.

Same gender – escort student inside the main toilet area but not into the stall. If more than one stall, direct them to a specific one don't allow them to choose which one to use.

Before student enters do a quick visual check of the stall or area for any unauthorized material. This is a cursory look for obvious material only as the main search has been completed at the beginning of the exam.

While the student is out of sight be vigilant for use of mobile phones or use of unauthorized text/notes.

NOT same gender – after students have turned out their pockets if possible open the main toilet door and check for any other occupants. If possible wait for them to vacate before your student enters. Do not enter the toilet, wait outside main door and discourage anyone else from entering. Reiterate that they must not communicate with anyone and record presence of person/s in facilities on the Blue Incident Form.

- Escort the student back to the room.
- Record return time on the Blue Incident Form and give them their ID back.
- If you are the only supervisor you must ask the student to turn out their pockets before leaving the room. Record their details noting the exit and return times. Visit is recorded as unaccompanied.

5.6 Escorting Students

If you are asked to escort a student anywhere:

- The student must NEVER be asked to carry their own script, if it is accompanying them.
- They are still under exam conditions so cannot access their phone or other electronic devices.
- Students are not permitted to review or alter their script in any way.
- Clash students are not permitted to talk to anyone while on route to the clash room.
- Ill students are not permitted to talk to anyone except examination staff and health centre staff.

If any of these conditions are not adhered to the exam will be officially deemed terminated for this student. This is particularly important with Health Centre visits as the student may be tempted to try and continue with the exam while waiting.

Clash students scripts remain with the Room Supervisor for return to the exam centre.

5.7 Clash Exams

Each semester a number of students have two exams scheduled on the same morning or afternoon. These are termed “clash exams” or “clash students.”

A.M. Supervisors

1. Clash exam scheduled in your room - an exam package will be included with the main, normal-time exam in your room. The pack will contain a cover sheet, the clash exam paper, script books, ID slip/s, and any other special instructions or stationery.

The student will be delivered to your room by one of the examination office staff. All effort will have been made to place the clash student in a room with matching requirements as to length of exam, calculators and books.

At the close of the clash exam, the student is accompanied by a supervisor to the quarantine room (G25). Supervisors should check with the student that they have their lunch and drinks, as they will not be able to leave the quarantine room: they may wish to stop en route to buy supplies but they must be supervised at all times. The walk from the exam room to the clash room is under exam conditions: **NO cellphone use and NO internet use.**

2. Clash student sitting a normal-time exam in your room - a notice requesting the student be delivered to the quarantine room will be left with your normal-time papers. Please ensure the student is accompanied to the quarantine room, under exam conditions (**no cellphone or internet use**).

Identify your clash students before reading time starts, if they are not present let the exams office know before exam starts if possible.

P.M. Supervisors

Clash exam scheduled in your room - an exam package will be included with the main, normal-time exam in your room. The pack will contain a cover sheet, the clash exam paper, script books, ID slip/s, and any other special instructions or stationery.

The student will be delivered to your room by one of the examination office staff. All effort will have been made to place the clash student in a room with matching requirements as to length of exam, calculators and books.

At the close of the clash exam the student is released in the normal way, and the exam paper is handed in to the exam centre by the supervisor. Unless they have a clash with an evening exam. In that case follow instructions above for delivery to Clash Room.

Identify your clash students before reading time starts, if they are not present let the exams office know before exam starts if possible.

Eve Supervisors

Clash exam scheduled in your room - an exam package will be included with the main, normal-time exam in your room. The pack will contain a cover sheet, the clash exam paper, script books, ID slip/s, and any other special instructions or stationery.

The student will be delivered to your room by one of the examination office staff. All effort will have been made to place the clash student in a room with matching requirements as to length of exam, calculators and books.

Student is free to leave at the conclusion of the exam.

5.8 Evacuation Procedures

In order to undertake an emergency evacuation, Room Supervisors should ensure that assistants are aware of the emergency procedure, evacuation assembly point, how to get there and given tasks to help an orderly evacuation. This should be included in the briefing of Room Assistants prior to the examination.

1. The Room Supervisor will take command of the room
 2. The Room Supervisor will make the announcement to evacuate.
 - a. Announce emergency
 - b. Students to remain silent
 - c. Turn scripts over
 - d. Leave everything behind
 - e. Students evacuate row by row, if possible
 3. The time the examination was stopped is recorded.
- Students remain silent at all times. They should be informed that, if they make contact with each other during an evacuation, the examination may have to be cancelled and all students sitting the paper that day may have to re-sit.
 - Once outside make sure the students stay together. Do not let them wander off and ensure they do not talk
 - The incident is reported immediately to the Examination Centre.

Re-entry and continuation of exam

- Students are told before re-entry not to pick up their pens or look at papers until advised by the Room Supervisor.
- Once seated students rule a line under work written before the emergency occurred, this is not necessary if it is a scantron/teleform.
- The examination continues with an extension of time to compensate for time out of the room. This time will be given at the discretion of the Examination Centre and must be the same for each room. The Room Supervisor is not permitted to add time without express instructions from the Exam Centre Manager or Coordinator
- Recount your students to ensure everyone has returned.
- If you suspect anyone has changed seats check their ID.

6: Forms used in the examination room

Attendance slips and Room Roll

After the examination has commenced the Room Supervisor will:

- Check attendance slips against the names on the room roll.
- Place a tick next to the names for whom there is an attendance slip.
- Mark DNS next to names of students who were absent.
- Mark 'No ID' in comments column for students with no ID.
- Add any extra candidates to the end of the roll.

Blue incident form

- This form is used in every examination. It should be completed with the details of the examination. The room Supervisor ensures that all assistants sign it and that it is returned to the Examination Centre at the end of the exam.
- Any incident out of the norm during the running of the exam should be recorded on the form in order for it to be brought to the attention of the Examinations Office. This includes any maintenance issues or noise disruption.
- All student toilet visits should be recorded on this form. Invigilators may write comments as appropriate.

Misconduct Form AS36/37

- Report on Suspected Misconduct in an Examination, e.g. for suspected cheating/collusion.
- Report on Unauthorised Material in an Examination, e.g. mobile phones, notes etc.

ID check form

- Students with no ID or unreadable ID are entered on this form. At the end of the exam their scripts are collected and they are taken to the exam centre for an ID check.

Form for students taken to the University Health Services

- Student's details are entered on this form and when they left, it is returned to the exam centre at the end of the exam so we are aware that a script still needs to come from the Health Centre.

Lost property slips

- Must be attached to all articles returned to the exam centre

7: Collection and collation of examination scripts and materials

Once the Room Supervisor has announced the examination is over, students are asked to put their pens down and remain silent and seated until all scripts are collected. Room Assistants should enforce these statements.

Note that:

- No one leaves the room without handing in all their script and answer books with name, ID number, subject and course entered on the front cover.
- It is critical to check that the student's name and ID number are filled in when collecting or before separating from other identified scripts. The Examination Centre is not able to match scripts to the student if we do not have this information.
- If a student finds that their name, ID number, subject and course number are missing from the script book cover, they may fill this in under supervision.
- Ensure that all sections of an examination paper are collected if they are completed separately.
- Supplementary script books and other special paper used during the examination must be securely attached to the script book with the ties provided. This applies even when the student has not attempted any questions. Script books that have had the names written on MUST be collected and brought back to the Examination Centre for secure disposal.
- All examination material on coloured paper must be collected unless instructions are given to the contrary.
- Do not bend, fold, tear, staple, punch holes in Scantron / Teleform answer sheets or attach to a script book with ties. (There may be ties issued but this is only to be used to tie script books and answer sheets) as any damage to these sheets means that they are not able to be electronically scanned.

7.1 Returning scripts to the Examinations office

When all the scripts have been collected, Room Supervisors should ensure:

- The names on all answer/script books are checked against the roll and the ticks are crossed for every student for whom there is a script book.

Note: *If a student is absent, this is indicated by marking DNS next to the student's name.*

- Any scripts taken to the Examination Centre separately are recorded (e.g. ID check) beside the student name and the total number recorded on the back page of the room roll.
- The "Final Balance" on the back page of the room roll is the total of the scriptbooks returned to the Examination Centre and signed off by the Room Supervisor. It should be the total number who sat in the room at any stage, minus any student whose script is returned under a separate cover sheet.
- All scripts, together with surplus examination papers are handed in to the Examination Centre in separate bundles for each course, together with the appropriate room roll.
- Attendance slips are to be placed in separate envelopes provided for each course. The front of each envelope should be completed by the Room Supervisor.
- Do not leave or dispose of any script books in the examination room—even if they have not been used.
- Attendance slips of students requiring ID checks or who are not enrolled should be placed in a separate envelope with the names of the students written on the front. The envelopes should be sealed and returned to the box provided by the Examination Centre.
- The blue Incident Report form should also be completed, signed by all invigilators and returned to the appropriate box in the Examination Centre.
- Ensure that all surplus stationery is returned and that the room is thoroughly checked for lost property or paper and left tidy. Any notes found should be given to the Room Supervisor and brought back to the Exam Centre Manager or Coordinator together with a completed AS-37.
- Assistants should assist the Room Supervisor with the transport of scripts back to the Examination Centre if required.
- Any personal property left by students must be returned to the Examination Centre with a completed Lost Property Slip.

8: Materials Permitted in the Examination Room

(reprinted from the University of Auckland Examination Regulations)

- 7 a. A student must not bring to an examination any written or printed matter or any blank paper except by direction of the examiner.

Note: Students are to be informed by each department of the specific books or materials allowed for particular examinations. Details are also explained in the Examination Instructions.

- b. (i) All books and papers not approved for use in the examination, along with any spare personal belongings brought to the examination must be left in such part of the room as the supervisor directs.
- (ii) Only implements required for the examination are permitted to be on the student's desk in a clear case or clear bag. All other cases and containers including glasses cases must be left in such part of the room as the supervisor directs.
- (iii) The University does not guarantee safekeeping of students' possessions in any circumstances, inside or outside examination rooms. Students concerned about the security of valuable possessions, briefcases etc during examinations will need to make alternative arrangements for their care, or ensure that they do not bring these possessions to the University on days when they are required to attend examinations.
- c. A student may not bring into an examination an electronic calculator except by direction of the examiner. A calculator is defined as an electronic device capable of processing, storing or retrieving information, which has the primary purpose of mathematical calculation. Any calculator permitted to be taken into an examination must be hand-held, self-powered and noiseless. It must not make use of an audible alarm or facilities for 'wireless' transmission or reception of information.

General Conditions:

- (i) other than spare batteries and calculator, supplementary material (eg, operating manuals) related to the use and operation of the calculator will not be permitted in the examination room

and

- (ii) in all cases it is the responsibility of the student to maintain the operation and operating power of the calculator.

Note: Students are to be informed by each Department of the specific types of calculators allowed for particular examinations. Details are also explained in the Examination Instructions.

- d. Students are not permitted to have in their possession in the examination room any other electronic device and/or mobile technology, or watches of any kind, unless specified by the examiner. Medically prescribed devices are permitted.

- e. Unless specified by the examiner, any electronic device and/or mobile technology or watches of any kind brought into an examination room must have all functions switched off and must be left in such part of the room as the supervisor directs. Medically prescribed devices are permitted.
- f. Any item not permitted in an examination room under Regulation 7d, that is found in the possession of a student will be removed for the duration of the examination and a fine of \$100 will apply.
- g. Audible alarms may not be active on any devices permitted in the examination room. Any device that emits an audible sound signal or alarm during an examination will be removed for the duration of the examination and a fine of \$150 will apply.
- h. Where specified material or calculators are permitted under Regulations 7a and 7c above, examiners are required to be present at the commencement of the examination to check material brought into the examination room.
- i. Students will be asked to show their student identity cards on entry for verification purposes and must display them on their desk for the duration of the examination. Where a student does not present a valid student identity card they will be required to remain under examination supervision until they have been verified by the Examinations Office. An administrative fee of \$25 will be charged.

9: Examinations sat under Special Conditions

Supervision for examinations sat under special conditions due to medical or other circumstances.

9.1 Before the examination

- If Supervisors have not been able to view the allocation for their first/next session, they should contact Sarah Jones the day before the “special exam” they are supervising to find out the reporting time at appropriate Examinations Office.

Note: Contact numbers may be found on the inside front cover.

Before leaving the examination Centre, check the exam box to ensure you have the correct stationery. Water and tissues are not in the room so these will need to be taken with you.

- Set up the room according to the procedures outlined in Section 3 with appropriate adjustments according to the number of students in the room.
- If the student has not arrived 45 minutes after the start time, supervisors should telephone or report back to the Examination Centre for advice.

9.2 During examination

9.2.1 Formal procedure

- Candidates may enter the room before the official start time to allow time for preparation/rearrangement of their desk, lecterns etc. as may be necessary.
- Acquaint yourself with the needs of the students in your room. Tell them what they are allowed to do, e.g. rest breaks from writing, use of lectern, exercises, eating. Remind them about not disturbing others in the room.
- Advise the students of the location of the nearest toilet.
- If there is no working clock in the room, tell the students you will run the examination by your watch and they can adjust their watches if necessary.
- If there is no board on which to write the times, tell the students the time every half hour, or as desired by them.
- For those requiring rest breaks from writing, use the form provided by the Examinations Office to keep track of their time. Explain the system before the start of the exam to the student and advise them that their script book and examination paper must be turned over during their rest breaks. During
- Permitted resting periods, no reference is to be made to any book even in an examination where books are allowed.
- Maintain a watchful distance from the candidate and keep dialogue to a minimum.

If the books or calculators have not been checked in an exam where restricted book or calculator use is allowed, please get a message back to the exams centre at latest by the tea break.

9.2.2. Rules of Student Conduct

- Extra time is usually taken before the normal start time. To ensure that a student leaving an examination early does not meet up with a student entering an examination late. The standard start times must be used, not the “special” start times.

For example:

For an 8.15am/8.45am and 1.15pm/1.45pm start for 3-hour examinations, students

- must not enter after 11.00am or 4.00pm
- must remain until 11.15am or 4.15pm.

For an 8.45am, 1.45pm or 5.15pm start for 2-hour examinations, students

- must not enter after 10.30am, 3.30pm or 7pm
- must remain until 10.45am, 3.45pm or 7.15pm.

On all other points of conduct, the Rules of Student Conduct instructions apply.

Note: Candidates may leave the room to visit the toilet one at a time. The supervisor must stay with the other candidates in the room.

9.3 Vigilance

See general instructions, in Section 5, with the obvious adjustments for individual circumstances.

9.4 End of examination

See instructions in Section 7 with the obvious adjustments for individual circumstances. The names of the student(s) should be written on the envelope in which the ID slip(s) are placed and the envelope then sealed. Unless otherwise noted, supervision of examinations sat under special conditions due to medical or other circumstances follow the same format as described for all other examinations, detailed in this Operations Manual.

10: Codes and definitions

10.1 Book codes and definitions

CB: Closed Book

No books or papers of any kind allowed.

OB: Open Book

Students may bring into the room any relevant written or printed material including books (including dictionaries), Acts and an electronic calculator. There will be no check on such items. No prepared material taken into the examination room may be attached to the examination paper and submitted for marking as part of that examination.

Restricted Book Examinations

Examiners are required to check any Restricted Book material prior to the commencement of the examination. There are three categories of 'Restricted Book' as well as 'Supplied Book'. Non-attendance by examiners should be reported to the Examinations Centre and recorded on the blue Incident Report form.

RB: Restricted Book, may be written upon

Students may bring into the examination room any material specified by the examiner and recorded on the Examination Instructions sheet. This material may be written upon and/or marked in a contextual manner but may not be attached to the examination paper.

UB: Restricted Book, unmarked

Students may bring into the examination room any material specified by the examiner and recorded on the Examination Instructions sheet. Such material may not be written upon, marked or tabbed in any way.

HB: Restricted Book, not written upon but may be highlighted, underlined or tabbed Student may bring into the room only material specified by the examiner and recorded on the Examination Instructions sheet. Such material may not be written upon.

SB: Supplied Book

Students will be supplied with material by the examiner and this will be recorded on the Examination Instructions sheet for supervisors to check.

10.2 Calculators

Electronic calculators may only be used in examinations where approval has been given and may not be shared or used in a way that distracts another student.

“A calculator is defined as being a device, capable of processing, storing or retrieving information, which has a primary purpose of mathematical calculation. It must be hand held, self-powered and noiseless and must not allow the input and/or display of the full alphabet. It must not make use of an audible alarm or facilities for receiving or transmitting information.”

Codes and definitions

NC: No Calculator - no calculators of any kind allowed.

CP: Calculators are permitted - any calculator that satisfies the general conditions (see below).

DC: Departmental Calculator- calculators supplied by the department.

RC: Restricted Calculators permitted - any calculator that satisfies the general conditions and does not provide the alphabet.

SC: Specified Calculators - departments will specify necessary or desirable features.

Please note: Undergraduate Mathematics courses with Specified Calculators will not be checked. Students may use a **Jastek JasCS1** or the usual **Casio fx-82** models.

Calculators will be inspected by the Examiners or their representatives from the Department, to ensure they meet the stated requirements. Examinations where calculators are permitted (CP) may not necessarily be inspected—the Examiners are given the option to check if they are concerned about the memory that may be available. If no inspection has been made by the Examiner for any other exam with calculators, please let the Examinations Centre know and record this on the blue Incident Report form.

10.3 Glossary

Aegrotat consideration: A student may apply for aegrotat consideration when illness or injury either affects their ability to sit and/or study for their exam, or affects their performance in an exam.

Amanuensis examination: An examination where a student, who is unable to physically write their exam as a result of a temporary or permanent disability, has a scribe/writer who writes the exam under dictation from the student.

Clash: A situation where a student is scheduled to sit two exams at the same time. In these cases, the student will sit one of their clashing exams in the morning and the other in the afternoon. To prevent contact with other students sitting the exam at the original time, the student will be supervised over the lunch period between exams.

Compassionate consideration: Students may apply for compassionate consideration when personal circumstances or events affect either their ability to sit and/or study for an exam, or their performance in an exam.

Distance examination: Students who live and study outside of Auckland via a Distance Learning programme will sit their examination in an appropriate institution in the nearest town.

E-Lectern: The station at the front of an examination room that houses the audiovisual equipment and electronic controls for the room. Instructions vary slightly for different lecterns. The instructions for use should be on each lectern.

Examination Room Allocation: List of examination rooms for courses examined on a particular day. Exam room allocations are posted daily on notice boards around each of the campuses.

Invigilator: A person appointed by the university to supervise an examination. An Invigilator may be a Room Assistant or a Room Supervisor.

Out of Time (OOT) Examination: Under extenuating circumstances, students may be granted permission by the University to sit their examination at a time different from that scheduled.

Out of Centre (OOC) Exam: Under extenuating circumstances, students may be granted permission by the University to sit their examination at a location outside Auckland.

Signing On: Process at the beginning of each exam session whereby supervisors determine which exam room they are allocated to for that session. Supervisors are required to sign next to their name on the appropriate “sign-on” sheet to confirm their attendance in order to be paid.

Special Conditions exams: Students with a temporary or permanent disability, which affects their ability to sit examinations under the prescribed conditions, may apply to sit examinations under special conditions which take account of the particular impairment. For example, someone who has injured a writing hand or arm may be supplied with a writer (amanuensis). This is to provide equivalent examination conditions compared with a student sitting with the rest of the class.

Special Conditions Relief: A supervisor in a general exam room may be asked to act as a Special Conditions Relief for a Supervisor overseeing a Special Conditions exam. Special Conditions supervisors are normally in a room on their own and have longer hours, so in order for them to take a break, they are relieved by a supervisor from a general room.

11. Emergency procedures quick Guide

Medical Emergency

Call out for the assistance of a first aider – Exam Centre **81406**

Immediately **Dial 111** for an **Ambulance** if person is experiencing a life threatening medical emergency

Contact UniSafe on **966** or **DIAL 0800 373 7550**

If you are trained or confident in First Aid, provide emergency assistance until the arrival of an ambulance or qualified medical expert.

Stay Calm, Stop and Think Remember Patient Management Plan **SRABCDS**

| | |
|-----------------------|--|
| Safety | Check Safety for Self, bystanders and patient(s) |
| Response | Check Response using voice and touch |
| Airway | Open and Clear the Airway |
| Breathing | Look, Listen and feel for Breathing or other signs of life |
| Compression | Give 30 Chest Compressions at approximately 100 per minute, then give 2 breaths |
| Defibrillation | Attach AED as soon as available. Severe Bleeding Check for Severe Bleeding |

Fire & Evacuation Procedures for People with Disabilities

If You See or Suspect a Fire

WARN and ALERT OCCUPANTS NEAR FIRE

REMOVE anyone in immediate danger.

ACTIVATE nearest Fire Alarm call point

DIAL 111 REQUEST FIRE SERVICE

- **GIVE exact location** and **type of fire** (Speak Clearly, Stay Calm)
- **Notify UniSafe DIAL ext 966 or 0800 373 7550**

CONTAIN fire by closing doors, turn off machinery or processes (if it is safe to do so).

EXTINGUISH the fire (only if safe to do so, DO NOT put **yourself** at risk).

If the fire is uncontrollable – **EVACUATE IMMEDIATELY!**

On the sounding of the fire alarm:

Leave the building immediately by the nearest Escape Route and Indicated **EXIT**

- Supervisors are Responsible to ensure their Class is safely Evacuated the building and goes to the Assembly Area
- Relocate disabled persons who are unable to **EXIT** via stairs in a safe place and report location to Building Warden.
- Report to your designated assembly area.
- Do Not Re-Enter Building until the **“ALL CLEAR” INSTRUCTION** is given by either the Fire Service or Building Warden.

Follow procedures in the operations manual to maintain control of your students

For Assisting a Disabled Person with mobility issues

1. Relocate the person with a disability to a safe area; this is generally an EXIT stairwell if safe to do so.
 - a. Allow Stairwell to become free of evacuating occupants prior to entering lobby
2. Ensure all smoke stop doors are closed.
3. Report location of the person to the Floor Warden or other evacuating staff.
4. Floor Warden to report location of the person to the Building Warden and Fire Service.
5. Find a buddy to stay with the person and/or ensure mobile phone communication.
6. If required, wait for the Fire Service Officers to come and assist.
7. If person is able to EXIT via stairwell even slowly do proceed. Provide support. Step aside if more people are encountered behind you

For a Disabled Person with mobility issues

1. If you are able, go to a safe area, this is generally a stairwell if safe to do so.
2. Ensure that you close all doors.
3. Make sure that your Floor Warden knows of your presence and location.
4. Floor Warden to report your location to the Building Warden and Fire Service.
5. If possible keep a buddy with you or have a mobile phone for communication.
6. If required, wait for the Fire Service Officers to come and assist you. Dial 111 or UniSafe if alone.

As soon as possible, **Dial 966** to inform Security of your location.
If using a mobile phone, **Dial 0800 373 7550**

Power Outage

Remain Calm; provide assistance to others if necessary.

Locate torches & check immediate area for fire or cause of outage within building Cease all work, switch off appliances and machinery

Report the outage, call the Exam Centre immediately.

Campus-wide telephone communications may be disrupted during such events. Runners may be dispatched to inform occupants.

If evacuation is necessary, move cautiously. Lighted signs will indicate EXITS where available

Emergency Lighting will remain on in corridors and in emergency exits for 30 - 90 minutes. Partial or complete evacuation of complex should be considered prior to this time.

Ensure someone remains with any disabled persons who become stranded as a result of the outage. If emergency assistance is required, call UniSafe Security on **Extn 966** and state **“POWER OUTAGE”** or mobile **DIAL 0800 373 7550**

Important Notices

Treat all electrical equipment as live, as power may be restored at any time without notice.

Building access controls will continue to operate for a limited time after which doors will automatically release and a manual lockdown will be undertaken by UniSafe Security.

Bomb Threat

Do Not Use A Mobile Phone or Set Off the Fire Alarms.

They May Trigger an Explosion

Keep Calm – Treat As Genuine

There are two types of Bomb Threats:

1. Specific

Information/location will be given about the device, or a suspicious item and/or location.

Specific Threat - On a landline **DIAL 966**, state you have received a

“SPECIFIC BOMB THREAT”. If possible recall exact wording of threat.

2. Non-Specific

No information given other than e.g. “There is a Bomb in the Building”.

If possible ask and record answers to:

- *Where is the bomb?*
- *What time will it explode?*
- *What does it look like?*
- *What will cause it to explode?*
- *What kind of bomb is it?*
- *Why did you place the bomb?*

Note anything about the caller:

- *Age, Sex, Race*
- *Speech*
- *Accent*
- *Background noise*

Non-Specific Threat - On a landline **DIAL 966**, state you have received a **“NON-SPECIFIC BOMB THREAT”**.

If a suspicious object or area is found – LEAVE IT AS IT IS.

DIAL 966 and provide as many details as you can. Evacuate the area, leave doors and windows open.

Active Shooter

Active Shooter outside of Building

1. If you are in a class room, dorm or office, stay there and secure door.
 - Use furniture or a wedge if door is unable to be locked
2. Stay clear of windows, cover windows in doors, Turn off lights
3. Stay low on floor or under or behind solid furniture and walls
4. Assess alternative means of escape e.g. windows
5. Stay quiet
6. **Dial 111**, Request Police – Note your location, number of people in room
7. Remain in place until you receive all clear from Police
8. Do not respond to unfamiliar voices as shooter may be trying to lure people out. Confirm that it is a police officer before responding.
9. Follow Police Instructions when they have arrived on scene and
 - Do not carry bags or any other personal items. Leave hands free and showing.

If you are in open areas of Campus

- Be alert & take shelter behind solid objects where bullets will not penetrate e.g. cars, walls, trees
- Remain out of view.
- Follow police instructions, keep hands visible

After Active shooter has left room / building / campus

- Where possible make phone contact with Police
- Follow Police instructions
- Keep hands visible and do not carry bags or other items

Hostages

1. Ensure personal safety. Do not become a hostage yourself.
2. If possible immediately **DIAL 111 REQUEST POLICE** and state **“HOSTAGE”**, giving **exact location** and **details of events**.

If possible contact **UniSafe 966**. If using a mobile phone, **DIAL 0800 373-7550**.

3. Secure immediate area. Close doors.
4. Observe:
 - Number of persons taken
 - Number and description of captors
 - Any weapon.
5. Document any threats or demands if possible.
6. Request all witnesses to remain until police arrive and speak to them.
7. Restrict entry to area until Security Staff arrive.
8. Do not speak to media.

Becoming a Hostage

1. Follow the captors instructions.
2. Speak only when spoken to.
3. Be as calm as possible, as the captor may use your emotions to his/her advantage.
4. Sit down if possible, to avoid appearing aggressive.
5. Do not make any suggestions to the hostage-taker.

Aggression(Physical/Verbal)

Obey Instructions - Keep Calm

1. Remove yourself and others from immediate danger if safe to do so.
2. Ensure the safety of staff, students and others.
3. Keep a safe distance from person and note escape routes and try to get close to these
4. Observe the aggressor for:
 - Physical features or clothing worn
 - Distinguishing features, voice or tattoos
 - Any weapons
 - Anything touched or taken
 - Escape route, vehicle.
5. When able, Contact Police Dial 111 (if possible out of hearing or visual sight of person) giving **exact location** and **details of events**
 - a. If no phone, Use Campus Emergency Phone
 - b. Activate Panic alarm if installed
 - c. Notify UniSafe 966 or If using a mobile phone, **DIAL 0800 373 7550**
6. State if incident involves Staff, Students, Visitors or others.
7. State if Medical Assistance is required.
8. Write down all you observed.

Trapped in Lift

If You Are Ever Trapped In an Lift

1. Press the **Emergency/Bell button**.
2. Use the elevator phone and ring the number displayed. (If for any reason the phone does not work, continue ringing the bell until someone outside the elevator has heard you).
3. Remain calm.
4. State which building and level you believe you are on or between
5. **If You Observe a Malfunction From Outside an Elevator**
6. If you think someone may be trapped inside, **DIAL 966** to notify UniSafe. If using a mobile phone, **DIAL 0800 373 7550**
7. If they can hear you, try to assure trapped person(s) that help is on the way.
8. **DO NOT ATTEMPT TO OPEN LIFT DOORS OR RELEASE OCCUPANTS YOURSELF**
4. Should occupants suffer a medical condition while trapped contact **Emergency Services - Fire Dial 111**

Flooding/Storm/Gale Force Wind

Remove Anyone From Immediate Danger If Safe To Do So

Flooding

If the building is in danger of being flooded, evacuate all staff, students and visitors to a safe area unaffected by flooding. Otherwise, do not evacuate unless instructed by your Building Warden, UniSafe or Emergency Services.

Dial 111 request **FIRE SERVICE** where life threatening situation exists

DIAL 966 and state **“FLOODING”**. State flooding locale and location of evacuees. If using a mobile phone, **DIAL 0800 373 7550**

Switch off any electrical equipment and gas that could be affected by water. Move any chemicals, documents, equipment and valuables to a safe area if time.

Storm/Gale Force Wind

1. Move all people away from windows.
2. Close all curtains, drapes and blinds.
3. Shelter in strongest part of building (e.g. Central Corridors).
4. Clear large areas with glass atriums or glass roofs.
5. Stay inside.
6. **DIAL 966** and state **“STORM DAMAGE”** including **location** and **nature of injuries**.
7. If using a mobile phone, **DIAL 0800 373 7550**
8. Monitor Radio Stations for information (refer to front cover for stations)

Gas Leak

If it is a gas leak, do not use mobile phones, hand held radios, electronic equipment or light flammable material in immediate vicinity!

1. If you discover a serious Gas Leak, warn those nearby!
2. Activate gas valve shut off procedure if operating in a Laboratory / Workshop
3. If safe to do so, turn off the ventilation, machinery and ensure that naked flames are extinguished and check that the nearest gas isolator switch is off.
4. Remove & Evacuate occupants from immediate area
5. **CONTACT FIRE SERVICE DIAL 111**
6. Activate The Buildings Fire Alarm – Use Manual Call Point
7. Assign a person to meet arriving **Fire Service / Inform Building Warden**
8. Evacuate the building immediately, avoiding the area of contamination as best as possible, close doors.
 - a. Assemble 300 metres upwind of contaminated area.
 - b. Follow Instructions of Fire Service, Building Warden and UniSafe
9. After you have evacuated the area, in a safe area **DIAL 966** or **DIAL 0800 373 7550** from a landline and state **“GAS LEAK”** giving **exact location** and **type of material involved**. UniSafe Staff will respond immediately 24 hours a day and will arrange any emergency/medical help needed
10. Ensure all occupants switch off phone and do not smoke within danger zone.
11. Do not re-enter building or area until you have received "ALL CLEAR" instruction from Building Warden or Fire Service

Sexual Assault

If You Are a Victim of a Sexual Assault

Get to a safe place. Call out for help.

DIAL 111 REQUEST POLICE or ask someone to ring for you and state **“SEXUAL ASSAULT”** giving **exact location**.

Contact **UniSafe**, Staff who will respond immediately 24 hours a day and will arrange any emergency and medical help needed.

- If using a mobile phone, **DIAL 0800 373 7550**
- **OR EXTENSION 966** Internal Phone

Do not delay reporting an incident.

If You Witness a Sexual Assault

Everyone is asked to assist in making the campus a safe place by being alert to suspicious situations and promptly reporting them.

If person is harmed or incident is in progress **immediately contact Police Dial 111**

If you witness a sexual assault

Immediately **DIAL 966** to notify UniSafe Security to report the incident (If using a mobile phone, **DIAL 0800 373 7550**, including the following:

- Nature of the incident
- Location of the incident
- Description of person(s) involved
- Description of property involved.

Follow the instructions of UniSafe Security Staff.

Stay with victim, providing comfort and support until UniSafe Security Staff arrive.

If person is harmed or incident is in progress **immediately contact Police Dial 111**