


Examinations

# Room Assistant Guide


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## Welcome to the examinations guide for room assistants.

We've put this guide together to make assisting with examinations much clearer. It is important that you read through this booklet before exam time, and carry it with you for troubleshooting throughout. Think something's missing? Please email [exam.supervisors@auckland.ac.nz](mailto:exam.supervisors@auckland.ac.nz) to let us know.

Examinations Office  
October, 2018



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# Quick questions

What do I do if:

... a student is **late**? (p15)

... a student is **sick**? (p.17)

... an **alarm goes off**? (p.24)

**In case of emergency,  
dial 1111**

**then contact the Exams Centre at  
#84997**

**#09 923 4997**

**For all other queries, call us on extension #81373  
*after* checking this booklet.**

# Getting started

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## What do I do?

Room assistants are a vital part of making exam rooms run smoothly. You will:

- Help carry stationery to the examination room
- Assist Room Supervisors to:
  - Set up the exam room
  - Let students in and out of the exam room
  - Collect & sort attendance slips
  - Monitor students throughout the exam, looking out for questions and misdemeanors
  - Take students to the toilet
  - Collect exam papers and sort them as per supervisor instructions
  - Clean up the exam room and return everything to the Exam Centre
  - Escort students when required

Instructions for these tasks are contained in this booklet.

**Make sure you know how to do all of them before the start of your first exam.**

# Exam times

## What happens when?

Sign on at 8.30am for morning, 1.30pm for afternoon and 5.15pm for evening exams. Applies to all rooms except 260-098 and 260-115 in the city, these rooms are the largest and require slightly earlier set up.

<b>* Large rooms: 260-098 and 260-115 General rooms, 15 mins later</b>	<b>Morning exam</b>	<b>Afternoon exam</b>	<b>Evening exam</b>
<b>Before exams sign on</b>	8:15am*	1:15pm*	5:10pm*
<b>Prepare the exam room</b>	8:30am	1:30pm	5:30pm
<b>Admit students</b> (approx) earlier for large rooms	9:10am	2:10pm	5:40pm
<b>Reading time starts</b>	9:20am	2:20pm	5:50pm
<b>Writing time starts</b>	9:30am	2:30pm	6pm
<b>Students can enter</b>			
2hr exam	10.30am	3.30pm	7.00 pm
3hr exam	11.00am	4.00pm	n/a
<b>Students can leave</b>			
2hr exam	10.45am	3.45pm	7.15pm
3hr exam	11.15am	4.15pm	n/a

**In the last 15 minutes of an exam, all students must stay in the room unless there is an emergency.**

# Before the exam

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## Signing in

Your supervision schedule will have been emailed to you and you may receive a text reminder if you have signed up, but changes happen!

**Always** check your session details on the notice board outside the Exams Centre when you arrive.

### **To show us you're here (and get paid):**

1. Sign your name on the sign-in sheets when you pick up your exam papers.
2. Write your name on the blue incident form in your exam room, it is in the stationery box.

Please sign in by **8.30am for morning exams, 1.30pm for afternoon exams** and **5.30 pm for evening exams** for general exam rooms. The largest rooms require slightly earlier sign on.

Introduce yourself to your Room Supervisor and the rest of your room's team. Normally you all go to your exam room together. Get ready to carry some exam material!

Assistants must take the stationery box and all answer materials eg script books, telform, scantron to the exam room. The Room Supervisor will be carrying the exam papers, they may ask you to assist if there are a lot of them. Pick up a trolley from the exam centre for large loads.

# Exam room set-up

## Seating layout

There are several ways to lay out material in your exam room based on what exam is being sat in the room. Whatever the arrangement, leaving a space between every two rows lets staff move around with minimal disturbance to students.

If you look at the **Examinations Instruction sheet** in your papers, you'll see a heading like this:

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

The **book section** tells you what kind of exam is being sat, and therefore how you need to set up the room. *Turn to the glossary at the back of this book to see a full list of the abbreviations we use.*

**Your room supervisor will give you instructions on the layout required for the room.**



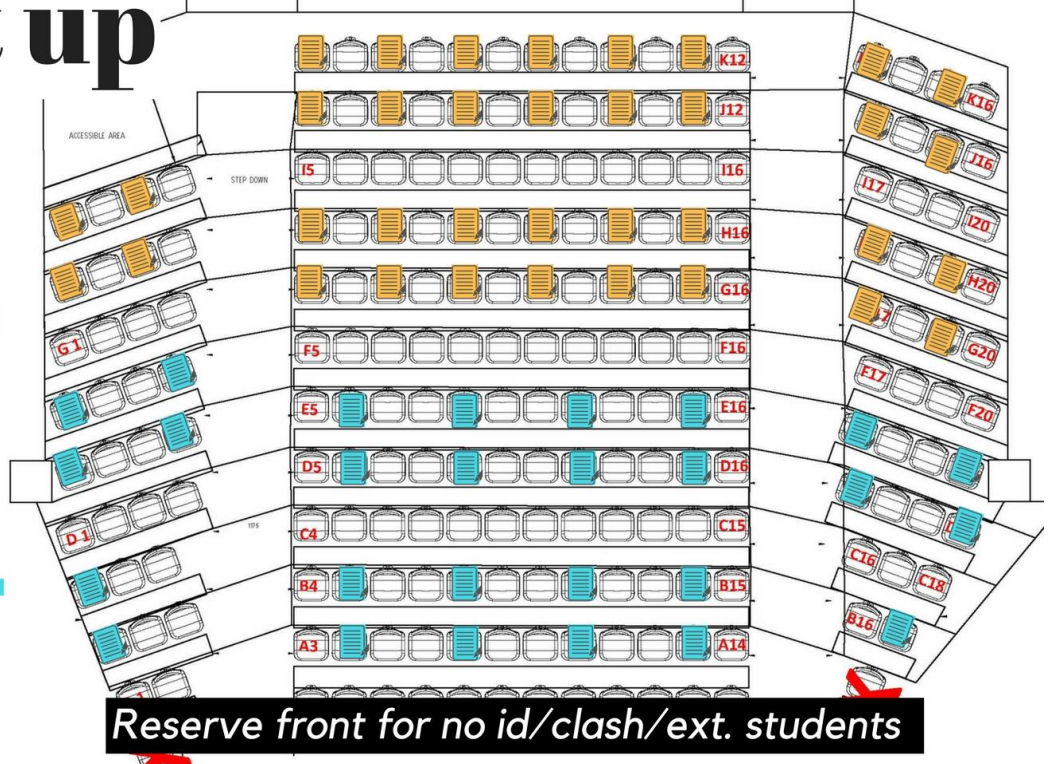
# Exam set up

## Closed book

Leave one space between papers.

## Open book

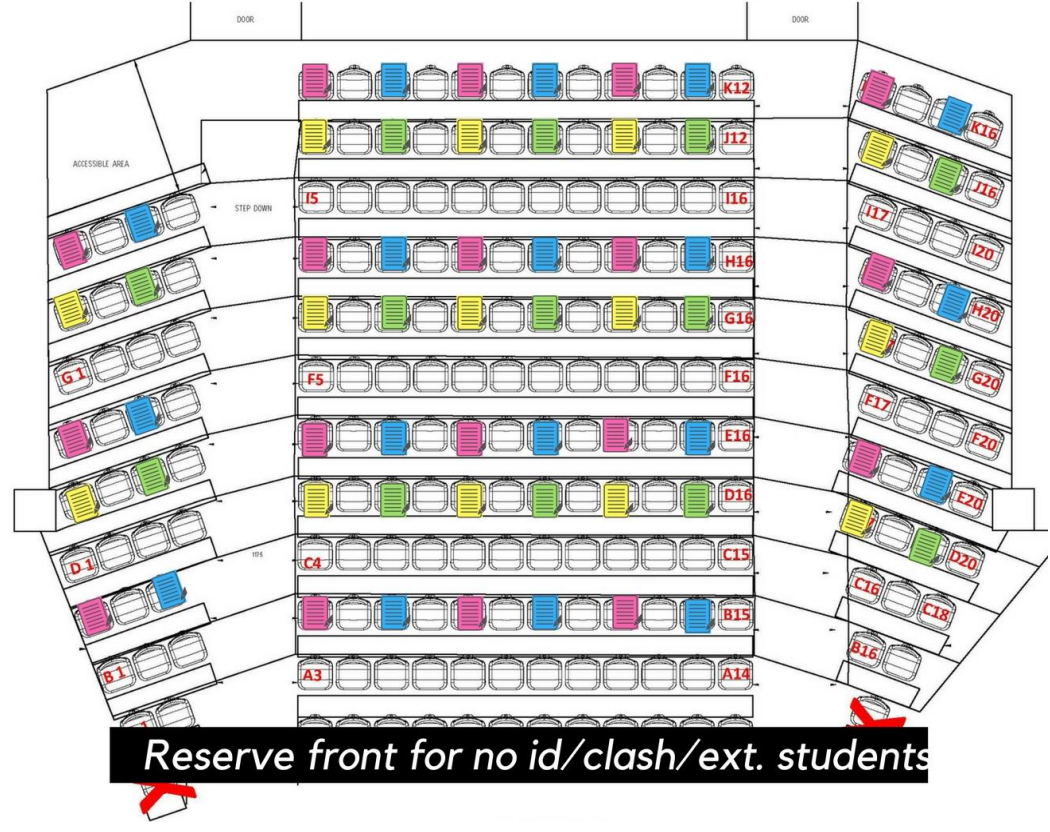
Leave two spaces between papers.



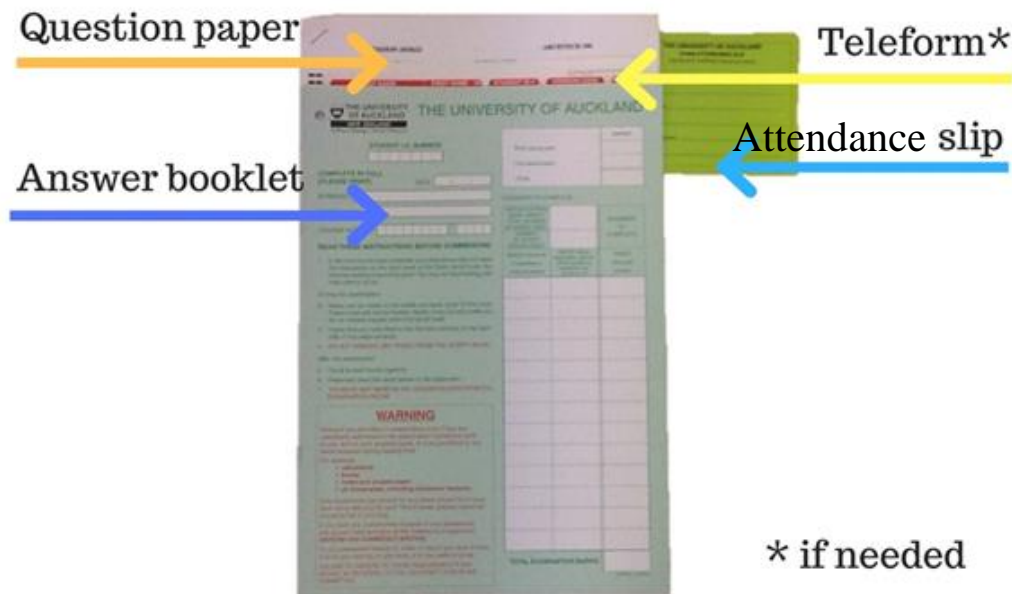
## 4 version paper

Alternate papers & leave one space\*

\*Make sure you alternate papers across the aisles too!



## What do we give students?



Sometimes, you may have either external students, out of time or clash students in your room. The room supervisor will advise you who to look out for.

Set up their material at the front of the room in the reserved seating area, and double check (1) when you're allowed to let them go & (2) what needs to be collected from them. Keep their scripts separate from the rest of the room.



*Leave the very top of the exam paper sticking out above the answer booklets, students can double check they have the correct exam.*

*Tucking the attendance slip in stops them from falling on the floor.*

## Exam room set up

When you get to the exam room, there are several things you need to do before students arrive. Make sure to listen to the team briefing from your room supervisor. They will delegate tasks as necessary.

## Set out exam papers

With your room supervisor, ensure you have all that's required for the exam. Question booklets, answer booklets, and ID slips are placed on desks spaced at least one seat apart. Your room supervisor will give you specific details about the spacing for each exam in the room.

The answer booklets should cover the question booklet or paper, and ID slips tucked in to prevent them falling off desks (see the image as an example)



## Room search

Room Assistants search and remove any material such as pens, paper and rubbish from the lecture theatre before students are let in.

If you find any notes, note carefully where they were found, and pass them on to the room supervisor. They should be handed to the Exams Centre at the end of the exam to determine if they were related to that exam.

## Notices

Sheets describing which exam(s) are being sat in your room go up on the doors of the exam room. Please use the blu-tac provided. **Do not use cellotape.**

*Nb. if you're in the Owen Glenn building, use the notice boards provided instead. Nothing should be stuck to walls or doors.*

## Door announcements

Your room supervisor may ask you to read the door announcements. There is a sheet in the stationery box, titled Door Announcements, which must be read to students before they enter the room.

Whoever reads out the door announcements, make sure to get everyone's attention! Ask students to check they are at the correct room. In large rooms you might need help from other assistants to make sure all students can hear them. People checking ID's should repeat no watches or phones as the students enter.

## Letting students into the exam

Make sure you allow enough time for students to be seated and complete their attendance slips. **ALL announcements MUST be finished well BEFORE reading time.** The ID of every student should be checked before they're allowed into the exam room.

- Ensure that students are in the correct room. Their exam room is on their on-line exam timetable and via a text message. Direct them to the correct room if they have time to relocate. If there isn't time, sit them in the reserved area along with the no ID students.
- **Is the ID card signed?** If not ask them to step aside and sign it before they are admitted, old cards only.
- **Is the ID card readable?** If not treat them as if they are a 'no ID' student and ask them to sit in the reserved seating area for ID checking at the end of the exam.

## What if a student doesn't have an ID card?

Seat them at the front of the exam room in a specially-reserved area. Let them sit the exam as normal, but escort them back to the Exams Centre for an ID check once they're done.

## What if I can't see the student's face?

Any student who for religious/cultural reasons has their face covered should be taken to a private area to uncover for both an ID and cheating items check. This **must always** be done by a member of the same gender as the student.

## Clash students

Some students may need to sit an exam earlier or later than their cohort due to scheduling clashes. These students are referred to as "clash students", and will be asked to identify themselves to you before the exam starts.

You will have a pack for them (identified with a bright label) at the front of the room in the reserved area. **Once the exam is finished and you have collected all material from them, they may leave. You must not let them leave with the question paper.**



**Clash students no longer have to be taken to the clash room as they will have signed a statutory declaration that they will not divulge the contents of the exam.**

# During the exam

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## Second I.D check

You will be asked to double check students' ID once they've filled out their attendance slips. Do this swiftly and quietly to not disturb students.

- Pick up the ID card and completed attendance slip from each student.
- Is the student's name, ID number and signature (old cards only) the same on both? New ID cards state the preferred name on the front, given name on the reverse.
- Is the students' ID photograph a reasonable likeness?

Keep 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 make sure you haven't missed anyone.

## Bathroom search

The nearest bathrooms should be searched after admitting students to the exam room and before writing starts. Students can hide notes in places such as rubbish bins, towel dispensers or even write notes on posters.

If you think you've found something, please record where you found it (with photos if possible) and take it to the Room Supervisor.

## What if a student is late?

Students are stressed! Quietly and politely intercept the student, be sure to be discreet and make as little noise as possible! We don't want to disadvantage all the other students around them who were on time.

### Instructions for late students

- ✓ **DO** remove all watches, electronic devices, deactivate alarms. Switch off all, and put in your bag
- ✓ **DO** remember to put all unauthorised material in your bag
- ✓ **DO** put your ID card on your desk
- ✓ **DO** fill in the front cover of your answer book and listen to the supervisor's announcements
- ✓ **DO** raise your hand if you need any assistance.
- ✓ **DO** stop writing as soon as time is called, remain silent in your seat until all answer books are collected
  
- ✗ **DO NOT** read the question paper until told to do so
- ✗ **DO NOT** start writing until told to do so
- ✗ **DO NOT** keep unauthorised items about your person or on your desk

## Student queries

Once the exam has started, students can raise their hand to ask for water, the bathroom, stationary, or even to query a question. Keep an eye out for raised hands, and assist students as quietly and quickly as possible.

### **If a student doesn't understand something in the exam...**

Make sure that **no one gives their opinion** about the reading or meaning of a question.

If a student **understands the question** advise them to **state their assumptions and continue.**

If they believe **an error exists in the exam paper**, give the student the slip of paper on the right. **Ensure it's been filled in correctly, you may have to write in the course code and room number. Show to the room supervisor. They may ask you to take it to the exam centre**

Exams staff will call the examiner and send an instruction back with the outcome.

Do you understand the Question/Instructions? YES/NO

Do you believe there is an error with the Question/Instructions? YES/NO

Page: \_\_\_ Question number: \_\_\_

Details:

Course: \_\_\_ Room: \_\_\_

## Exam corrections

Sometimes, your student may have found a genuine error.

If this happens, runners will come around with a corrections sheet. This explains where the problem was found and what the new, correct information is.

Hand the correction notice to the room supervisor to check it for instructions and making any announcements if required.

**Should students approach you after the exam, with concerns about any aspect in the running of the exam, politely advise students that all queries about exams should be emailed to [exams@auckland.ac.nz](mailto:exams@auckland.ac.nz). We do not expect you to know and learn all of our Exam Regulations, please do not speculate advice.**



## Toilet visits

Most toilet requests are genuine. Each toilet visit should be carried out as follows:

1. Use the ID card to take the student's details on the blue incident form. Include their name, ID, the time they leave and return to the exam room.
2. Outside of the exam room, politely ask them to turn out their pockets (if they refuse, note this down on the blue form)
3. Escort the student to the bathroom
  - a. **Same gender** - go into the bathroom and show the student to a stall of your choosing. Respect their privacy and be discreet, but listen carefully for sounds of mobile phones or paper rustling.
  - b. **Not same gender** - Wait outside while they use the toilet and if possible ask others to use another facility or wait for your student to exit. If you know there other people in the bathroom, record this on the Blue Incident Form.
4. Students can't go to the bathroom in the last 15 minutes of the examination, politely ask them to wait, unless it is an emergency.

## Student illness

If a student is ill during an exam, report to room supervisor and follow their instructions. If a student is unable to continue their exam due to health reasons, **take them to the Student Health and Counselling Centre (see page 30 for location).**

Often the student may be suffering from stress, once outside the room take a moment to try and reassure them, confirm whether they want to go to student health. Explain that due to wait times at the health centre it is unlikely they will be able to return and continue their exam.

If you go to the Health Centre, take their possessions, exam materials, and a health coversheet with you. The Health Centre will contact the exams office.

A member of exams staff will arrive to relieve you. Do a handover and return to your exam room straight away.

To preserve the integrity of the exam the student must not have access to their bag or phone. Once at the Health Centre, they cannot refer to anything they may have with them. When a nurse calls your student, they will be seated in a secondary waiting room, they are not able take their possessions with them. **Sometimes, students will feel better once at the Health Centre. They are not permitted to continue working on their exam while they wait.**

# Misconduct

The University of Auckland recognises two types of misconduct: Minor and Major.

**Minor Misconduct** is generally non-academic and relates to students not following or ignoring exam procedures.

For example:

- audible devices
- possession of a watch or mobile phone
- writing during reading time
- refusal to stop writing at end of exam

Students must be accompanied to the Exams Centre with their scripts.

**Major misconduct** is usually academic and relates to taking an unfair advantage in an exam.

For example:

- possession of unauthorised material (such as paper notes, notes on person or on an electronic device)
- referring to this unauthorised material
- suspected copying
- suspected colluding
- not following reasonable instructions such as refusal to hand over unauthorised material or other unacceptable or disruptive behaviour

Students must be accompanied to the Exams Centre with their scripts.

All assistants and supervisors involved in the incident will be interviewed directly following the exam.



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Make extensive and discrete observations then record on the misconduct form, attach additional paper if needed. The person who identified the incident needs to record exact details on everything observed at the time. This information will be required on discussion with the Exams Centre.

**We need to know WHO, WHAT, WHERE, WHEN, HOW, NUMBER OF TIMES, POSITION, etc.**

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# Cheating

All invigilators and supervisors must be on the alert for possible cheating at all times. At least one assistant is at the back of the room at all times, and everyone else is quietly and discreetly moving around the rows.

## If you see students...

- Checking where exam staff are and/or looking around constantly
- Sitting in an unusual way
- Making unusual, repetitive movements
- Wearing cumbersome outfits
- Working with *lots* of unnecessary stationery (e.g calculator in a non-calculator exam, multiple rubbers, multi-function pens, rulers)

...There's a chance they're cheating



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**Discreetly, observing students from many angles can help detect cheating so invigilators should keep moving around the room. However be aware of people's personal space and distracting movement.**

**Invigilators should be actively monitoring students without disturbing them.**

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## Copying or collusion

To minimise disruption and to treat students as innocent here is some possible approaches when copying or collusion is suspected.

**Firstly** give the student a *friendly* reminder to keep their eyes to their own work.

If you suspect collusion remind the students around them to cover up their work.

**Next**, if the student continues looking around, move them away to an area away from other students if possible. Let them know this is to protect them from being accused of cheating in a friendly but firm manner.

## **Suspected unauthorised material:**

**Step 1:** the person who suspects should politely and calmly ask the student to show them the material, thanking them for their cooperation.

**Step 2: If they refuse** seek Room Supervisor's assistance.

**Step 3:** If they still refuse **do not argue or engage** call the Exams Centre on #81373 and ask for guidance/help.

### **Where do students hide notes/phones?**

- Pencil cases/glasses cases
- Back of water bottle labels
- Stationery (calculators, erasers, pens/pencils)
- Body parts (inside sleeves, hands, nails, feet)
- Jackets/clothing on lap
- Sitting on notes/between legs
- Earphones
- Wallets
- Pre-prepared notes covered up by exam script

## **If you find unauthorised material:**

Firstly, seek advice from the room supervisor. We advise to take it from the student at once, and quietly say that they have to stay behind after the exam finishes to see the room supervisor. The person who found the notes has to complete the Misconduct Form (AS 36/37) in as much detail as possible.

When the exam ends, the student, their exam script, and the Misconduct Form need to come back to the Exams Centre (preferably by the staff member who suspects them). If the student refuses to come, tell them this is their opportunity to explain the situation. If they still refuse, send the report and script back to the Exams Centre.

# Watches – why is there a blanket ban?

One of these watches tells time.



The other can **text, store notes and browse the web.**

## Can you tell the difference?

We certainly can't at a glance. Smart watches can be very hard to tell apart from standard models, but can help their owners with far more than just telling time.

As such all watches must be put away during examinations.

**Students caught wearing a watch after the pre-exam warnings must be taken to the Exams Centre, and are liable for a \$150 fine.**

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**Do not discuss the fine or the outcome with the student.**

**Only the Exams Centre can decide what the outcome will be.**

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# After the exam

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## What do I need to collect from students?

Once the Room Supervisor has announced the end of the examination, students must put their pens down, remain silent and seated until all scripts are collected. Monitor students to ensure they comply instructions. Be polite, they may not have heard the instructions.

You must collect all students' scripts and answer booklets. Ensure their name, ID, and course code are entered on the cover. If this information is missing, supervise the student while they fill it out.

- Supplementary script books and other special paper used during the examination must be securely attached to the script book with the ties provided (even if they are blank).
- All script books which are written on, **MUST** be collected and returned to the Examination Centre for secure disposal.
- Do not bend, fold, tear, staple or tie scantron/teleform answer sheets to a script book. Damage to these sheets means they cannot be scanned.
- **If exam papers are in different parts, make sure all sections are joined with a tie and handed in.**



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Exam papers printed on **coloured paper throughout** are what's known as full recall, meaning **all** materials must return to the exam centre. **These exams are often similar from year to year, so if a question paper gets leaked, we're in big trouble...**

Anything printed on white paper may be removed from the room by the student unless advised otherwise.

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# What happens to students in the special area at the front?

## Students without ID cards

If you are asked take "no ID" student/s to the exam centre where an ID check will be undertaken.

## Clash students

These students have sat the exam earlier than the rest of their cohort. Their exam pack is identified with a bright label. **Once the exam is finished and you have collected all material from them, they may leave. You must not let them leave with the question paper or any exam stationary that was provided to them.**

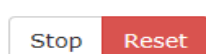
## Before you leave the room...

- Do not leave or dispose of any script books in the exam room – even if they're blank.
- 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 Exams Centre with a completed AS-37.
- Any personal property left by students must be returned to the Exams Centre with a completed Lost Property Slip.
- **The blue incident report form should filled out and signed by all staff from the exam room.**
- Turn off the exam technology.

# Emergencies

## If you need to evacuate ie (Fire alarm, power failure)

1. The room supervisor will announce that there is an emergency and the need to evacuate. The time will be recorded, the examination and the exam clock will be stopped.



2. The students will be told to remain calm, silent and not to talk, as this may mean the exam will need to be cancelled and re-sat.
3. Students should turn over their exam scripts and leave everything behind.
4. Ensure everyone leaves by the nearest exit. Move quickly but don't run, close doors, don't turn off lights and don't use any lifts. This may require an assistant at each exit.
5. The room supervisor will take the room rolls with them.
6. Move to the designated assembly point. All rooms should have evacuation instructions by the door. The room supervisor should address the students as a group, they need to wait until given the "all clear" to return into the building.
7. Once outside make sure the students stay together, don't wander off and do not talk to each other.
8. Stay away from the building while the alarm is sounding.
9. Stay out of the building until a Building Warden/Exams Office says you can go back inside.

**Call the Exams Centre as soon you have evacuated on #81373**

**Dial 1111 if you are the person who discovers the emergency.**



## If you're able to re-enter the room:

- The room supervisor will announce to students as a group that you are returning to the room.
- The room supervisor will announce to students to not pick up their pens or look at their papers until the exam is formally restarted.
- Once seated, students should rule a line under work written before the emergency occurred (except if they're writing on a teleform, scantron form or question answer book).
- The Exams Centre will let the room supervisor know how much extra time to give students. You cannot add time without express instructions from the Exams Centre Manager.
- The room supervisor will restart the exam once the room has settled down.
- If extra time is added, the room supervisor recalculates the time and announces the extra time being allowed and the **new finish time**.
- Recount your students to ensure everyone has returned. If you suspect anyone has changed seats, check their ID.

## If you're unable to re-enter the room:

- The Exams Centre will be relaying messages or will be there in person, only they can make the decision to relocate or stop an exam.
- Until time has been reached when students may leave the exam we must keep them all together and silent.
- Organise any toilet visits required.
- You are not free to go until the emergency is declared over so expect to go back to the Exams Centre to record details of what happened.

**For information on handling emergencies like bomb threats, earthquakes and extreme weather, read the University website.**

<https://www.staff.auckland.ac.nz/en/central-services/campus-access-transport-and-security/emergencies.html>

# Health & Safety

**The University is dedicated to ensuring the highest standards of health and safety for our staff and students.**

Contact The Health, Safety and Wellbeing Service if any incidents or near misses occur, or you need further advice or have any safety related concerns. dial (09) 923 4896 or ext 84896 email [hsw@auckland.ac.nz](mailto:hsw@auckland.ac.nz)

The University H&S Policy, including responsibilities for staff and students is here: <https://www.auckland.ac.nz/en/about/the-university/how-university-works/policy-and-administration/health-and-safety/health-and-safety-policy.html>

## **Comfort breaks**

Employees shall be granted a rest period of 10 minutes in each period of four hours worked. Normally that rest period shall be allowed after not less than two hours work. When invigilating an exam room, breaks shall be taken one person at a time. Breaks must taken at appropriate times, to ensure the exam room is appropriately staffed. If you are struggling to take adequate breaks, you must inform the Exams Manager.

The University is a smoke-free campus; please refrain from smoking within campus boundaries.

## **Illness**

If you are feeling unwell or fatigued during your hours of work you must tell the room supervisor and contact the exam centre so that we can relieve you and organise appropriate cover during the exam. If you become unwell and are unable to come in to work for your shift, please inform the exam centre at the earliest opportunity.

## **Reporting of incidents**

The University provides a mechanism to report, record and investigate all work-related injuries or illnesses that occur to any person while at a University of Auckland campus, a University of Auckland controlled entity, or whilst undertaking any University-sanctioned activity in accordance with the requirements of the Health and Safety at Work Act 2015.

This procedure applies to all staff, students, contractors and visitors at all of The University of Auckland campuses and each of the University's controlled entities or whilst undertaking any University-sanctioned activity.

This procedure applies to work-related incidents, accidents or illnesses and other related health and safety incidents including:

- injuries, gradual process injuries or illnesses
- incidents or near misses
- property loss or damage
- environmental damage
- theft.

### **Reporting procedure for staff members**

1. Immediately seek first aid or medical treatment if required.
2. Immediately report the accident to the exam centre.
3. Complete the University accident/incident form with an exam centre member of staff as soon as possible after the event.
4. Keep the exams centre informed.

[Download the Accident and Incident Reporting form](#)

**ALL INCIDENTS SUCH AS INJURIES AND NEAR MISSES MUST BE REPORTED TO THE EXAM CENTRE WITHIN 24HRS.**

### **Manual Handling**

You will be required to move documents from one place to the other. Trolleys are provided by the exams centre. Detailed information can be found on the University website: <http://www.science.auckland.ac.nz/en/for/current-students-4/undergraduate/ug-health-safety-and-wellbeing/risk-management/manual-handling.html>

The hazards associated with lifting and moving objects depend upon the following factors.

#### **The weight of the object and the strength of the lifter**

1. Under 10kg probably no problem
2. 10kg to 20kg take care
3. 20kg to 30kg consider assistance (personal or mechanical)
4. Over 30kg get assistance (personal or mechanical)
5. Do not attempt to lift or move objects that are beyond your natural strength.

### **The size and shape of the object**

1. Your vision must not be obscured when carrying it
2. You must be able to get a firm grip on the object
3. Beware of sharp edges or projections that could cut into your hands or impale others
4. There should be no danger of overbalancing whilst carrying the object

### **The position of the object**

1. The best side for lifting may not be the one facing you
2. Do not retrieve or place heavy objects above shoulder height without assistance
3. Do not retrieve or place heavy objects below your standing surface without assistance

### **The path and distance the object is to be moved**

1. Ensure the pathway is clear of all obstructions and trip hazards
2. Ensure the load can pass through any doorways or openings
3. Beware and if possible avoid steps and stairs
4. When dragging or sliding objects - push, don't pull (to avoid it falling onto you).

### **Safe lifting technique**

1. Get close to the load
2. Bend knees
3. Get a good grip (beware of sharp edges - use gloves if necessary), tighten tummy muscles
4. Lift by pushing up with the legs
5. Keep the load close to your body
6. Avoid twisting your spine whilst carrying a load. Turn your whole body to face the new direction
7. To put the load down, bend your knees - do not stoop.

# Equity & the law

## Human Rights Act 1993

[The Human Rights Act](#) makes it unlawful to discriminate based on:




- Sex – includes pregnancy and childbirth, and discrimination against transgender and intersex people because of their sex or gender identity.
- Marital status – includes marriages and civil unions that have ended.
- Religious belief – not limited to traditional or mainstream religions.
- Ethical belief – not having a religious belief.
- Colour, race, or ethnic or national origins – includes nationality or citizenship.
- Disability – including physical, psychiatric, intellectual or psychological disability or illness.
- Age – people are protected from age discrimination if they are over 16 years old.
- Political opinion – including not having a political opinion.
- Employment status – being unemployed, on a benefit or on ACC. It does not include being employed or being on national superannuation.
- Family status – includes not being responsible for children or other dependants.
- Sexual orientation – being heterosexual, homosexual, lesbian or bisexual.

These grounds apply to a person's past, present or assumed circumstances. For example, it is unlawful to discriminate against someone because they have a mental illness, had one in the past, or someone assumes they have a mental illness.

Sexual harassment and racial harassment are particular types of discrimination. Sexual harassment is unwelcome or offensive sexual behaviour that is repeated or significant enough to have a harmful effect on a person. Racial harassment is behaviour that is racist, hurtful or offensive and is either repeated or serious enough to have a harmful effect on a person.

Indirect discrimination is when an action or policy that appears to treat everyone the same actually discriminates against someone. For example, if the only entrance to a shop is by climbing stairs, that indirectly discriminates against someone who uses a wheelchair.

The University of Auckland has ZERO tolerance for discrimination. Our University

is  Safe  
 Inclusive  
 Equitable

# Quick contacts

**City Exams Centre:** Ext 84997 or 09 923 4997

**Emergency:** 1-111 or 111 from mobile

**Security:** Ext 966 or 0800 373 7550

**LESU (technical difficulties on any campus)** Ext 84800 OR 09 923 4800

**Exams Centre Manager:** Ext 87407 or 09 923 7407

**Health & Safety Office:** Ext 84896 or 09 923 4896

## University Health and Counselling City Campus

**Located on level 3 in the Kate Edger Information Commons**

University Health and Counselling  
Level 3, Kate Edger Information Commons  
2 Alfred Street

Open Monday to Saturday 8.30am – 6pm during exams

Phone: +64 9 923 7681

### **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

# Glossary

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## Book Codes

### **CB: Closed Book**

No books or papers of any kind allowed.

### **OB: Open Book**

Students can bring in any written or printed material including books and an electronic calculator. You don't need to check these items, but make sure no pre-prepared material is handed in for marking.

### **Restricted Book Examinations**

Students are allowed to bring some materials into the exam. There are four sorts of restricted book exams students can sit:

**RB: Restricted Book, may be written upon** Students can bring any material listed on the Examination Instructions sheet into the exam. Notes on these materials are fine, but can't be attached to their answer booklet.

### **UB: Restricted Book, unmarked**

Students can bring any material listed on the Examination Instructions sheet in, but absolutely no form of writing/tapping/etc is permitted.

**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.

## Calculator codes

### **NC: No Calculator**

No calculators of any kind are allowed at students' desks.

### **CP: Calculators are permitted**

Any calculator can be used. You don't have to check every one, but are welcome to inspect them at your discretion. If no checks are carried out, note this on the **blue incident form**.

### **DC: Departmental Calculator**

Students can use calculators supplied by the department.

### **RC: Restricted Calculators permitted**

Any calculator can be used, as long as it doesn't have the ability to type the alphabet.

### **SC: Specified Calculators**

The department will decide which model they want used.

Departments will send someone down to check calculators when the exam is **DC, RC, or SC**. If no one has turned up, note this down on the **blue incident form**.



## Notes: