

EXAM INVIGILATION POLICY

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RED DUNE

Exam Invigilation Policy

REDDUNE TRAINING CETNER

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REDDUNE TRAINING CENTRE

1. Purpose & Scope

The Exam Invigilation Policy sets out how Red Dune Training Centre (Saudi Arabia) preserves the integrity, security, fairness, and health & safety of all examinations we conduct. It provides clear expectations for staff and learners, ensures consistent invigilation practice, and supports compliance with TVTC requirements and good management system practices consistent with ISO 9001 (quality), ISO 14001 (environmental controls in exam operations), and ISO 45001 (occupational health & safety).

Scope

This policy applies to every assessment event we invigilate or host for international HSE qualifications and TVTC-regulated programmes, regardless of format or location. It covers:

- **Exam formats:** paper-based, computer-based testing (CBT), and mixed-mode assessments (e.g., theory plus practical stations).
- **Venues:** Red Dune classrooms and CBT suites; temporary or hired venues (e.g., hotels, conference centres); client premises and project sites; and approved partner locations operating under Red Dune control.
- **On-site & off-site delivery:** includes mobile exam rooms, secure pop-up exam hubs, and site-based practical assessments where safety-critical demonstrations are required.
- **People:** invigilators, chief invigilators, Exams Officer, tutors/assessors (when not invigilating), IT support, HSE officer, facilities staff, third-party proctors contracted by Red Dune, and all candidates.
- **Activities:** pre-exam security (receipt, storage, and issue of materials); candidate admission and identification; room set-up and environmental controls; invigilation conduct; timekeeping; reasonable adjustments and special considerations; incident, emergency, and malpractice handling; end-of-exam reconciliation, sealing, and dispatch; and records retention.
- **Health, safety, and environment:** room capacity, ergonomics, emergency access, first aid arrangements, energy and noise management in CBT suites, and confidential waste/e-waste handling associated with exam materials and devices.

The policy applies at all times when Red Dune is responsible for the conduct of an exam, including joint deliveries, and prevails over local practices where these are less stringent than Red Dune and awarding/TVTC requirements.

2. Definitions

Invigilator

A trained staff member authorised by Red Dune to supervise an examination, enforce exam conditions, protect confidentiality of materials, verify identities, monitor conduct, and record any irregularities, without assisting candidates with academic content.

Chief Invigilator

The senior person in charge of the exam session. Plans room setup and staffing, briefs invigilators, controls access to materials, approves admissions/evacuations, rules on suspected malpractice, signs reconciliation logs, and reports outcomes to the Exams Officer/Head of Centre.

Candidate

A registered learner sitting an assessment under Red Dune's control, identified through approved photo ID and admission checks, and bound by exam rules and integrity requirements.

Sealed Materials

All secured examination content and accessories (e.g., printed papers, blank scripts, answer booklets, USBs, login credentials, formula sheets) stored in locked, access-controlled locations and opened only at the stated time under two-person control, then re-sealed and logged after use.

Reasonable Adjustments

Pre-approved changes to assessment conditions to remove non-academic disadvantage without lowering the competency standard (e.g., extra time, separate room, ergonomic seating, assistive tech, reader/scribe). Adjustments require documented evidence and prior approval; arrangements are confidential and recorded.

Malpractice

Any deliberate act—or attempted act—that compromises assessment integrity, security, or fairness. Examples include impersonation, collusion, copying, using unauthorised devices or notes, tampering with scripts, advance disclosure, bribery, or coaching during the exam. For staff, malpractice includes falsifying records or breaching secure handling.

Incident

Any unplanned event affecting integrity, safety, or continuity of an exam (e.g., power/IT failure, illness, evacuation, disturbance, environmental conditions, suspected malpractice). Incidents are logged immediately, stabilised using the emergency plan, escalated through the chain of command, and formally reported within required timelines.

All definitions apply to paper and computer-based exams delivered by Red Dune.

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3. Governance & Responsibilities

Head of Centre (HoC)

Overall accountable authority for all examinations. Ensures compliance with awarding-body rules and TVTC expectations, approves the annual invigilation plan, resources, and risk controls, and signs incident outcomes and reports. Appoints the Exams Officer and designates a formal deputy during absence. Safeguards impartiality (conflict-of-interest declarations) and approves suspensions of sessions where integrity or safety is at risk.

Chief Invigilator (CI)

Leads each sitting. Conducts room readiness checks, delivers the start/end script, manages timekeeping, seating integrity, and materials reconciliation, assigns patrol routes, and handles candidate queries. Initiates the incident response, escalates to EO/HoC, and ensures HSE/evacuation briefings are understood and applied.

Invigilators

Maintain constant, neutral supervision; verify ID/admission, enforce permitted-items rules, patrol and observe, supervise breaks/prayer arrangements, record events, and protect confidentiality. Immediately report suspected malpractice, hazards, or environmental conditions that could disadvantage candidates.

IT Support (CBT)

Implements and monitors lock-down/secure delivery, user access, network isolation, power/UPS continuity, and data integrity. Records technical incidents and restores service without giving academic assistance to candidates.

HSE Officer

Completes exam-room risk assessments; confirms fire exits, first-aid readiness, accessibility, and suitable environmental conditions (lighting, temperature, noise). Coordinates emergency/evacuation and records incidents/near misses for CAPA.

Authority Lines & Deputisation

Candidates → Invigilators → CI → EO → HoC. Named deputies are identified on the rota (Senior Invigilator for CI; Assistant Exams Officer for EO). Segregation of duties, confidentiality, and competence/CPD apply to all roles.

4. Competence & Training of Invigilators

To ensure invigilators at Red Dune Training Centre are competent, consistently briefed, and operating to award-body and TVTC expectations, in line with ISO 9001 (competence/documented information) and risk-based principles from ISO 14001/45001 for safe, orderly exam delivery.

Initial training (prior to first duty)

- Centre orientation: document control, data protection, confidentiality, and chain-of-custody for exam materials.
- Exam conduct: admission/ID checks, seating plans, permitted/prohibited items, scripts for opening/closing exams, incident logging, and malpractice handling.
- HSE/environmental brief: room ergonomics, emergency/evacuation, first-aid routes, safe e-waste/paper disposal, and energy/AC practices in exam suites.
- CBT controls (where applicable): user access, lockdown settings, timing tools, outage response, and evidence capture.

Refreshers & CPD

- Mandatory annual refresher covering updates to TVTC and awarding-body rules, malpractice case studies, incident trends, and audit findings.
- Termly micro-briefs before each exam window; mock walk-throughs for new formats or venues.
- CPD log maintained for each invigilator; competence re-confirmed via observation at least once per year.

Awarding-body/TVTC briefings

- Pre-session brief packs summarise current regulations, local instructions, and any special conditions/reasonable adjustments.
- Briefings are acknowledged by signature; queries resolved before candidates enter.
- Deviations are prohibited unless authorised by the Exams Officer or Head of Centre and fully documented.

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5. Exam Security & Materials Control

To protect the confidentiality and integrity of all assessment materials at Red Dune Training Centre by applying strict controls over receipt, storage, handling, and return/disposal, consistent with TVTC expectations and ISO 9001/14001/45001 good practice.

Receipt

All exam consignments (papers, passwords, USBs, login tokens, sealed envelopes) are received by the Exams Officer or delegated nominee only. Deliveries are logged immediately in the Materials Register (date/time, courier reference, package count, condition). Any damage or seal irregularity is photographed, quarantined, and escalated to the Head of Centre before use.

Storage

Live materials are stored in a restricted-access, lockable cabinet within a locked room. Where practicable, a fire-safe cabinet is used. Keys or digital access are controlled, with named key-holders and an access log. Printed copies are minimised; draft/obsolete versions are shredded via confidential waste. For CBT, encrypted files and passwords are stored separately.

Chain of Custody

A documented chain of custody is maintained from receipt to dispatch/secure destruction. Each transfer (person-to-person, location-to-location) records date/time, item list, seals, and signatures. Invigilators sign out and sign back materials immediately before and after each session.

Opening/Closing Protocols

Sealed packages are opened in the exam room by the Chief Invigilator no earlier than 15 minutes before start time, witnessed by a second staff member. Counts are reconciled against registers. After the exam, scripts and rough work are collected, reconciled, packaged, re-sealed, and signed off. Discrepancies trigger incident reporting.

Seals & Stationery Control

All seals are uniquely numbered; numbers are recorded at break and return. Answer booklets, rough sheets, and labels are issued and reconciled per candidate.

USB/Media Control (CBT)

Only centre-issued, encrypted media may be used. External devices are prohibited. Any authorised USB transfer is logged, virus-scanned, encrypted, and returned to secure storage or securely wiped post-upload.

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6. Exam Room Standards

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7. Identity Verification & Candidate Admission

To confirm candidate identity, protect exam integrity, and ensure a safe, orderly admission process in line with TVTC expectations and ISO 9001/14001/45001 good practice.

Acceptable ID (original, valid, photo-bearing)

- Saudi National ID (for citizens) or **Iqama/Residence Permit** (for residents).
- **Passport**
- **Driving Licence** (only as secondary ID if required by the awarding body).
The name on the ID must exactly match the exam registration record. Minor spelling/transliteration variances may be accepted where corroborating evidence exists; the invigilator completes an Identity Variance Form and notifies the Exams Officer before admission. For CBT, the user account name must match the presented ID.

Admission Timing

Candidates should arrive **30 minutes** before start time. **Late arrivals (up to 30 minutes)** may be admitted at the Chief Invigilator's discretion, without extra time, only if exam security is not compromised and awarding-body rules permit. **After 30 minutes**, entry is refused except where the awarding body/TVTC has pre-approved special consideration.

Prohibited Items Screening

Before entry, candidates must declare and remove mobile phones, smartwatches/fitness bands, e-buds/earphones, papers/notes, tablets/laptops, calculators (unless permitted), wallets, textbooks, highlighters (unless allowed), and any recording or transmitting device. Religious items and required medication are allowed subject to visual inspection and approval.

Personal Belongings Storage

Bags and personal items are placed in **numbered lockers** or **tamper-evident bags**; a claim ticket is issued. All electronic devices must be **switched off** before sealing. The centre exercises reasonable care but does not accept liability for valuables brought against guidance.

Re-entry & Breaks

If a supervised restroom/prayer break is permitted, the candidate is re-screened on re-entry. Any ID or screening irregularity is logged as an incident and escalated to the Exams Officer.

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8. Permitted & Prohibited Items

To protect exam integrity and candidate safety while meeting TVTC expectations and good practice under ISO 9001/14001/45001.

General Rule

Only items listed as **permitted** are allowed on desks. All other items are **prohibited** and must be stored at the designated area before entry. Invigilators may inspect any item at admission or during the exam.

Permitted Items (subject to inspection)

- **Photo ID** (original, valid).
- **Writing instruments** issued by the centre, plus non-programmable **calculator** if the exam permits (no graphing, CAS, memory text, or comms functions; memory cleared before entry).
- **PPE** required for practical assessments (e.g., safety glasses, gloves, ear defenders) – centre-issued or pre-approved; no writing/notes on PPE.
- **Accessibility aids** approved in advance: simple earplugs, overlays, magnifiers, medical devices; separate seating may apply.
- **Water bottle**: clear, label removed, transparent container, no markings.
- **Religious items** (e.g., prayer beads) allowed if free of text/notes and non-electronic.

Prohibited Items

- **Electronic devices**: mobile phones, smartwatches/fitness bands, tablets, e-readers, earbuds/headsets, cameras, recording devices, translators. Powered-off devices still prohibited in the exam room.
- **Programmable/graphing calculators**, calculator lids with formulas, external memory cards/USBs.
- **Reference materials** unless expressly permitted: books, notes, post-its, notepads, printed standards, crib sheets.
- **Bags, wallets, purses**, pencil cases (unless transparent and empty of notes).
- **Food and beverages** other than permitted water (medical exceptions pre-approved).
- **Coats/hoodies** that conceal devices; hats/caps (except religious headwear, subject to inspection).

Confiscation & Non-Compliance

- Items found at entry are stored and ticketed; items found during the exam are **sealed in a tamper-evident bag**, logged, and attached to an incident report.
- The candidate continues under supervision; suspected advantage triggers malpractice procedures and potential result withholding.
- Refusal to surrender an item results in removal from the exam and report to the awarding body/TVTC.

Note: Any item not listed above requires prior written approval from the Exams Officer.

9. Start-of-Exam Script & Briefing

Purpose: To deliver a consistent, compliant opening briefing for all examinations at Red Dune Training Centre (Saudi Arabia), covering mandatory announcements, reading-time rules, emergency/evacuation communication, and prayer/break protocols.

Standard Script (read verbatim by the Chief Invigilator):

“Good [morning/afternoon]. Welcome to your examination at Red Dune Training Centre. My name is [Name], Chief Invigilator. Please listen carefully.

1. **Identity & Materials**
Keep your valid photo ID on your desk. Only permitted items may be used. All other belongings, including mobile devices and smart watches, must be switched off and stored as directed.
2. **Assessment Integrity**
You must work independently and follow all instructions printed on the paper/screen. If you have a query, raise your hand; do not speak to other candidates. Any suspected malpractice will be recorded and reported.
3. **Reading Time & Start**
You will have [X] minutes of reading time. During reading time, you may read questions and plan quietly but **must not write** or use a calculator unless stated otherwise. I will announce when writing may begin and the official start/finish times.
4. **Timekeeping**
The clock at the front is the official time. I will provide warnings at key intervals. Approved extra time or adjustments have been arranged individually—do not discuss these during the exam.
5. **Emergency/Evacuation**
If an alarm sounds, stop writing immediately and leave scripts face-down. Follow invigilator instructions to the assembly point. Do not talk. On return, we will note times and resume if permitted.
6. **Prayer/Break Protocols**
Prayer and restroom breaks are supervised and controlled. Raise your hand; an invigilator will escort you. No exam discussion is allowed and re-entry checks will apply.
7. **Health, Safety & Environment**
Keep aisles clear. Report any discomfort or hazards by raising your hand.

If you have any final questions, raise your hand now. Otherwise, your reading time begins **now**.”

10. Timekeeping & Notices

To ensure examinations at Red Dune Training Centre (Saudi Arabia) are conducted with accurate, consistent timing and clear candidate communication, in line with TVTC expectations and good practice under ISO 9001 (control of operations) and ISO 14001/45001 (safe, orderly environments).

Synchronizing clocks

- The Chief Invigilator (CI) will synchronize a minimum of two wall clocks and one handheld reference time source 30 minutes before the exam.
- For CBT, the exam server/application time is the master. CI verifies system time and documents the check on the Invigilation Start-Up Checklist.
- If a clock fails mid-exam, the handheld reference time governs until a replacement is mounted.

Start/finish displays

- The official **Start Time** and **Scheduled Finish Time** are written on a visible board and announced verbatim from the approved script.
- Any approved adjustments (extra time, separate room) are displayed on a secondary board/list viewable to staff, not to other candidates, to protect privacy.

Standard warnings

- Invigilators give time calls at: “Time started,” “1 hour remaining” (if duration ≥ 2 hours), “30 minutes remaining,” and “**15 minutes remaining.**”
- No instructional coaching is permitted; wording follows the standard script. Invigilators patrol to ensure notices are heard and visible.

Extensions & approved adjustments

- Extra time or pause/resume (e.g., for prayer, restroom, or medical needs) is applied only where pre-authorized or triggered by an incident.
- CI records the start/stop times, the reason, and the new finish time on the Seating Plan Register and Incident/Adjustment Log.
- Candidates benefiting from adjustments finish quietly while others continue; noise and movement are minimized.

Close of exam

- At finish, candidates are instructed to stop writing/typing immediately. Materials are collected in sequence numbers before any candidate leaves.
- All times, warnings, anomalies, and adjustments are recorded and retained per Document Control and Records Retention procedures.

11. Communication Protocols

Ensure clear, secure, and neutral communications during examinations at Red Dune Training Centre, in line with TVTC expectations and ISO 9001/14001/45001 good practice.

Who may contact whom (during live exams)

- **Candidates → Invigilator only.** Candidates must raise a hand; invigilators respond at the desk, speaking quietly so others are not disturbed.
- **Invigilator → Chief Invigilator (CI).** For routine clarifications, suspected malpractice, late arrivals, or reasonable-adjustment queries.
- **Chief Invigilator → Exams Officer (EO)/IT Support/HSE Officer.** For paper/security issues, CBT/system faults, or safety matters.
- **Exams Officer → Head of Centre (HoC).** For escalations affecting integrity, schedule, or centre reputation.
- **External parties.** Only the EO (or HoC if delegated) may contact awarding bodies, TVTC, or couriers during an exam window.

Devices, channels, and etiquette

- **Staff radios/phones** are permitted for operations only, set to silent/vibrate; no speaker mode. Short, factual messages: room, issue, action needed.
- **Personal calls/messages** are prohibited inside exam rooms.
- **IT channels (CBT):** use the designated service desk number or ticket tool; include room, station, candidate number, error code.
- **Documentation:** all significant communications are captured on the Invigilator Log/Incident Form with time, sender, recipient, and decision.

Escalation tree (examples)

- **Suspected malpractice:** Invigilator → CI (discreet check) → EO (evidence pack) → HoC (decision).
- **IT outage:** Invigilator → CI → IT Support → EO (decision to pause/extend) → HoC (if cohort-wide impact).
- **HSE/emergency:** Invigilator → CI/HSE Officer → EO (notify) → HoC (external coordination).

Neutrality with candidates

- Use plain, non-leading language; no coaching, hints, or commentary on answers.
- Provide procedural information only (time remaining, permitted materials, restroom protocol).
- If a query concerns content, record it and refer to CI/EO; do not interpret questions or paraphrase items.