

End Point Assessment invigilation and administration policy

Document summary

This policy is for all invigilators to ensure compliance with JCQ requirements when invigilating EPA tests.

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Pearson Education Ltd – our mission and values

Our purpose is simple: to help people realize the life they imagine through learning. We believe that every learning opportunity is a chance for a personal breakthrough. That's why our c. 18,000 Pearson employees are committed to creating vibrant and enriching learning experiences designed for real-life impact. We are the world's lifelong learning company, serving customers in nearly 200 countries with digital content, assessments, qualifications, and data. For us, learning isn't just what we do. It's who we are. Visit us at [pearsonplc.com](https://www.pearsonplc.com).

We are regulated by the UK qualifications regulators Ofqual (England), CCEA Regulation (Northern Ireland) and Qualifications Wales (Wales). Our regulatory policies are integral to our approach and articulate how we meet regulatory requirements. These policies are designed to support centres and students and set out clearly our approach to the design, delivery, and award of Pearson qualifications and services.

1. Policy scope

- 1.1 This policy sets out Pearson's requirements for the invigilation of tested components both on-screen and paper based, which are invigilated as part of an apprentice's end-point assessment. As a registered end-point assessment organisation (EPAO), we are accountable for the safe invigilation of tests; in line with Joint Council Qualifications (JCQ) regulations.
- 1.2 This policy specifies the accountabilities of invigilators when undertaking this key activity.

2. Responsibilities of Pearson (EPAO)

- 2.1 We will make sure that all invigilators are suitably recruited, trained, and are briefed on invigilation procedures, before any invigilation activity starts. Training and briefings will ensure appointed invigilators understand the requirements of their role and follow all external compliance requirements (JCQ rules).
- 2.2 This will be conducted by providers requesting invigilation training to the EPA Testing team, by emailing epatestdelivery@pearson.com.
- 2.3 Before any assignment of invigilation activities, we will check that the apprentice has met all gateway requirements of their end-point assessment (EPA) and are legally entitled to undertake the testing component of the EPA.
- 2.4 When apprentices are booked for in-person invigilation, we will provide the resource pack to the invigilator (which includes test delivery guidance, report form and appropriate materials). This will be provided upon receipt of the booking being made in ACE360. We will ensure that any reasonable adjustment access arrangements requested for apprentices are considered, applied, and confirmed within the ACE360 system. All reasonable adjustment access requests will be logged within the EPA Management System (ACE360). Further details can be found [here](#).
- 2.5 We will investigate all incidents of maladministration or malpractice and take relevant action to ensure the apprentice is not placed at a disadvantage, nor the integrity of the test is compromised. We will notify OFQUAL of any incidents of malpractice.

- 2.6 When appropriate, we may carry out audits and quality assurance visits (which may be announced or unannounced) to monitor compliance with this policy and JCQ requirements.

3. Responsibilities of the invigilator (both paper and on screen)

- 3.1 Invigilators are required to complete training and briefing sessions relevant to the role of invigilator. These will be conducted remotely.
- 3.2 For paper-based invigilation, confirmation must be provided that the invigilator has:
- Read and understood the policies and procedures surrounding testing.
 - Created a Secure File Transfer account.
 - Stated the apprentice's name, test date and standard for which they are acting as an invigilator.
 - Invigilators must confirm that they have the required technology and equipment to be able to receive and print test papers.
- 3.3 When test papers have been received through Secure File Transfer, these must be stored in accordance with JCQ requirement of "a secure storage facility in a room solely assigned to examinations".
- 3.4 Invigilators are required to undertake all duties in line with the guidance defined in this policy.
- 3.5 Notify epatestdelivery@pearson.com and aaconflictofinterest@pearson.com of any conflict of interest (see section 4).
- 3.6 The invigilator will inform EPA delivery and pqsmalpractice@pearson.com of any incidents of malpractice or maladministration using form MP1. Please refer to the [Centre guidance: dealing with malpractice and maladministration.](#)

4. Conflict of interest

- 4.1 We define conflict of interest to be "a situation in which an individual, or organisation, has competing interests or loyalties", Pearson, Conflict of Interest Policy. The Pearson conflict of interest policy can be found [here](#).

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Version: 0.4

Approver: Director of Vocational Qualifications Assessment Classification: DCL1

Date: 14.8.25

- 4.2 All End Point Assessment Organisations must identify, manage, and reduce all conflicts of interest to ensure transparency within the assessment process.
- 4.3 Any invigilator who is aware of any conflict of interest towards the apprentice or the training provider, must declare this before any test being invigilated.

5. Storage and transportation of EPA test papers

- 5.1 The invigilator is responsible for the safety and security of live test papers once they receive them.
- 5.2 24 hours before the date of the EPA the invigilator will keep the Secure File Transfer email, print the test papers, and transfer the documents in a secure bag (in a secure packet).
- 5.3 If the security of the assessment materials has been put at risk by fire, theft, loss, damage, unauthorised disclosure or any other circumstances, the EPA Testing Team must be informed immediately at epatestdelivery@pearson.com.

6. Invigilation arrangements onscreen and paper-based tests

- 6.1 Invigilators must give their whole attention to the proper conduct of the test and are not to perform any additional task, e.g., marking, in the test room.
- 6.2 Sufficient invigilators must be appointed to ensure that the test is conducted in accordance with the requirements within this section, as well as any EPA-specific requirements that are set out in the EPA Specifications.
- 6.3 At least one invigilator must be present for each group of 30 candidates or fewer sitting timetabled written examinations.
- 6.4 Invigilators must carry out an ID check for each individual candidate on the day of a test and record the evidence of candidate ID (appropriate photographic evidence would be a valid passport, a photo card driving licence, or college/workplace ID).

- 6.5 Only candidates taking the test(s) and persons authorised by the named responsible person, in connection with tests, are allowed in the test room.
- 6.6 A test is deemed to be in progress from the time the candidates enter the room until all candidates have completed the test and left the room. A seating plan must clearly show how the candidates have been seated during the test and provide an accurate record showing how the test room is set up. A seating plan is required for every test even if there is just one candidate present. This is to ensure the test is being conducted under exam conditions, invigilation is not intrusive, and the candidate has an appropriate access, space, and visibility, to complete the test.
- 6.7 Possession of unauthorised items could result in disqualification from the test. Unauthorised materials and mobile phones, tablets, headphones, watches, smart glasses, or other technology/web enabled source of information, whether switched on or within reach, drink bottles with labels or packaged food, must not be in candidates' possession.

Invigilators must ensure:

- 6.8 There is a notice on the door of the room that says "Quiet please - test in progress. No admittance".
- 6.9 Seating arrangements must prevent candidates from overlooking (intentionally or otherwise) the work of others. The minimum distance in all directions between (centre to centre) of candidates' chairs must be 1.25 metres.
- 6.10 A clock showing the correct time is clearly visible to all candidates.
- 6.11 A board displaying the test start and finish times is visible to all candidates.
- 6.12 That the room is quiet and well lit. The room should also be well ventilated and at a reasonable temperature with sunlight glare blocked out.
- 6.13 Any EPA-specific invigilation instructions are followed. These are found in the Specification, for example, additional reading time.
- 6.14 Reference materials (e.g. diagrams, wall charts) that might help candidates to answer test questions are removed, unless the rubric expressly states that candidates can use reference materials in the test. Care must be taken with those tests that are held in laboratories or libraries.

During the test, invigilators must:

- 6.15 Not offer any advice or comment on the work of the candidate(s).
- 6.16 Be aware that candidates who arrive after the start of the test should be allowed the full time for the test, provided that adequate supervision arrangements are in place.

- 6.17 Ensure that once the test has started, candidates may not ask questions about the test, unless there is an issue with the functioning of the test.
- 6.18 Not talk to or distract candidates during the test.
- 6.19 Be vigilant and always supervise the candidates to prevent cheating. If you discover cheating, take away any unauthorised material and allow the candidate to continue. This must be reported as malpractice on the invigilation report and submitted to Pearson at candidatemalpractice@pearson.com.
- 6.20 Ensure that a responsible adult is available to accompany any candidates who need to leave the room temporarily. They must always remain with the candidates and ensure that they cannot access restricted material. The candidates remaining in the exam room must continue to be invigilated.
- 6.21 Verbally remind candidates when there are only ten minutes of the test remaining.
- 6.22 Ensure that candidates who have finished their work and have been allowed to leave the test room early, hand in their work before they leave the test room (those candidates must not be allowed back into the room).
- 6.23 Tell candidates to stop writing at the end of the test (as appropriate to the format of the test).
- 6.24 For paper-based tests, send the completed and marked question papers back to Pearson by scanning the answer paper through Secure File Transfer. Ensure that any paper documents are shredded upon sharing back to Pearson.

In the event of an emergency such as fire alarm or bomb threat:

- 6.25 Stop the candidates from writing.
- 6.26 Collect the attendance register (to ensure all candidates are present) and evacuate the test room in line with the instructions given by the appropriate authority.
- 6.27 Ensure candidates leave the room in silence.
- 6.28 Make sure that the candidates are supervised as closely as possible while they are out of the test room to make sure there is no discussion about the test.
- 6.29 Make a note of the time of the interruption and how long it lasted.
- 6.30 If there are only a few candidates, consider the possibility of taking the candidates (with question papers and scripts) to another place to finish the test.

- 6.31 Allow the candidates the full working time set for the test.
- 6.32 Make a full report of the incident by emailing the organisation and candidate details to epatestdelivery@pearson.com.
- 6.33 After the test, invigilators must record any late arrivals, disturbances, or malpractice.

7. Remote invigilation

- 7.1 Remote invigilation allows apprentices to undertake an onscreen test at home, whilst being invigilated outside of the test room.
- 7.2 The apprentice must have access to the internet, webcam, and mobile camera to enable the Remote Invigilation software to work.

Centre Responsibilities

- 7.3 Centres must ensure that they book the tested component on ACE360 once apprentices have been confirmed as being in the Approved for EPA status.
- 7.4 Ensure all learners entered for the service have read and understood the learner guidance, issued upon email when booking made.
- 7.5 Ensure all learners have suitable equipment to run a remotely invigilated onscreen test including:
 - Working laptop/PC.
 - Second mobile device to monitor live assessment.
 - Stable internet connection.
- 7.6 Ensure learners understand, ahead of making any booking using the Remote Invigilation Service, the technical and procedural requirements for sitting onscreen assessments remotely and can comply with them ahead of making any booking using the Remote Invigilation service.
- 7.7 Ensure learners with reasonable adjustment requirements have these listed within ACE360, at the point of booking.

Apprentice Responsibilities

- 7.8 Follow instructions in the welcome to Rogo email. This will include log-in details such as username and password.
- 7.9 If no email is received, contact your training provider who will inform epatestdelivery@pearson.com for support.
- 7.10 The week before the scheduled test date, a further email will be sent detailing actions to access the test (at the prescribed time and date).
- 7.11 When accessing the test, follow on-screen instructions to ensure the test environment meets JCQ test conditions. Please be aware that from this point on, every action will be recorded to enable a full review by a Pearson representative.
- 7.12 Should any breach be detected in following JCQ guidelines, this will be referred to malpractice for further review.

8. Useful contacts

- 8.1 For more information on Pearson Invigilation and Administration procedure, please visit our website or via the [Pearson Support Portal](#).

9. Useful links

- [OFQUAL General Conditions of Recognition](#)
- [Joint Council for Qualifications exam day guidance](#)
- [End-point Assessment: Rogo - Booking EPA Knowledge Tests \(pearson.com\)](#)

10. Regulatory references

- 10.1 UK regulators require all awarding organisations to establish and maintain their compliance with regulatory conditions and criteria. As part of this process, policies and guides that relate to Pearson's status as an awarding organisation will reference any conditions and criteria that they address.

10.2 This policy addresses the following regulatory criteria and conditions:

Qualification regulator or relevant governing body	Regulatory rule or guidance document	Regulatory condition or criteria
Ofqual	General Conditions of Recognition	G8

11. Review date

11.1 This policy will be reviewed in August 2026.

12. Version control

Version	Changes	Date
0.4	Removed reference to APAR conditions of acceptance	29.7.25