

Exam Procedures

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Examination Procedures

The Examination Procedures outlines the University's approach to the delivery of all student examinations and time constrained assessments (TCAs), hereafter referred to as examinations. These procedures apply to all students (undergraduate and postgraduate taught) and all centrally organised and locally organised examinations and TCAs for all students studying directly with the University or through a partner. This procedure outlines the approach that the University will take to organise and deliver these assessment activities and the procedural processes the University will follow in the event of any examination incidents.

Who needs to know about the procedure?

- Deans of School
- Deputy Deans of School
- Associate Deans of School
- School Leadership Teams
- Course Directors
- Module Leads
- Personal Academic Tutors (PAT)
- All teaching Staff
- School Executive Services Staff
- Assessment Management Team Staff
- Students
- Estates and Facilities Staff
- Reprographics Staff
- Learning and Teaching Enhancement Staff
- Relevant Partner staff

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Purpose of the procedure

The purpose of this document is to provide clear and consistent procedures for the preparation and delivery of all formal examinations and time constrained assessments (TCAs). This document should be read in conjunction with the operational guidance on the arrangements for all University examinations.

Contacts

The University Assessment Management Team within Student and Academic Services is responsible for:

- The operational delivery and implementation of the procedures for all centrally organised examinations as per the procedures
- Providing operational guidance and training on the delivery of centrally organised examinations
- Providing student guidance on the delivery of centrally organised examinations
- Providing procedural advice and guidance for locally organised examinations including TCAs.

The team can be contacted by emailing: assessments.management@canterbury.ac.uk

The School and Partner Institutions are responsible for:

- The operational delivery and implementation of the procedures for all partner and locally organised examinations and locally organised TCAs as per the procedures
- Providing advice and guidance to students.

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1. Introduction

- 1.1. The objectives of this procedure are to ensure that all examinations are, as far as possible, held in the same conditions (as appropriate to the type of assessment) to support an equity of opportunity for all students to succeed.

2. Security and Retention of Examination Materials and Documentation

- 2.1. The security of examination materials is of the utmost importance to protect against misuse and academic misconduct and all Schools and Departments must have processes in place to securely store examination papers and scripts during the assessment process, as well as ensure that all communications in relation to these materials with colleagues and External Examiners maintains this security. Any draft examination papers, communications or documentation relating to the development of examination papers must be treated with the same attention to security and confidentiality. Any security failures such as lost drafts, missing papers will require a new examination paper to be produced.
- 2.2. A record must be kept of student attendance at all examinations and retained in line with the time frames specified within the appropriate [University Document Retention Schedule](#).
- 2.3. A record must be kept of all examination misconduct and all examination operational incidents and retained in line with the time frames specified within the appropriate University Document Retention Schedule.

3. Examination scheduling and timetabling

- 3.1. All University examinations organised by the Assessment Management Team will be scheduled by the team during the assessment periods as identified on the appropriate University academic calendars.
- 3.2. Where an exemption approval has been given for an examination to take place outside of the calendar's formal assessment period for exceptional reasons: if this approval is confirmed no later than the start of the relevant academic year, the Assessment Management Team will organise the examination (in discussion with the School). If the approval is after the start of the academic year, the School must organise the examination. Wherever possible examinations for courses with exemptions from the academic calendars will be scheduled to align with the one of the main examination periods.

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- 3.3. Examinations organised by the Assessment Management Team will be scheduled to take reasonable and practical steps to prioritise student wellbeing in the scheduling, and in liaison with the Schools, with consideration for other forms of assessment students will be undertaking during these periods.
- 3.4. Examinations are normally scheduled Monday-Saturday between 9am and 6pm.
- 3.5. Students will not be required to sit more than two examinations per day and all reasonable attempts will be made to accommodate a break of at least 1 hour between examinations.
- 3.6. Scheduling of all examinations will ensure that all examinations take place in appropriate conditions and suitable locations and these factors will take preference in the scheduling decisions over any staff preferences.
- 3.7. The requirements and processes to set up examination rooms is outlined in the Operational Guide to Managing Examinations.
- 3.8. Locally organised examinations and TCAs may be scheduled for any day falling within the appropriate Semester or Trimester teaching and assessment periods. The same considerations apply as outlined in 3.3.
- 3.9. Examinations with the same paper that are scheduled to take place across multiple locations must be scheduled to take place concurrently.

4. Examination Papers

- 4.1. All University examination papers must be prepared using the approved University examination templates.
- 4.2. Any additional materials or equipment permitted in the examination must be clearly specified on the front cover of the examination paper
- 4.3. University and partner staff members preparing examination papers should make every effort to ensure that the examination instructions and questions are clear and able to be easily understood by students, including all supporting data tables and images. Staff preparing examination papers should ensure that checks are undertaken of the preview of the printed versions.
- 4.4. The Module Lead or Course Director, as identified by the School, or appropriate partner staff member will be responsible for the preparation of the examination paper and will be responsible for ensuring the paper has been approved by the Module External Examiner. The Course Director is responsible for ensuring appropriate quality checks of the paper are undertaken with attention paid to the formatting, clarity of information and questions, the appropriateness of the questions and checks for any possible errors.

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- 4.5. For University based, centrally organised exams should an examination paper be submitted to the Assessment Management Team in a format which does not follow the University template and/or which is not usable for an examination, the team will ask the School to resolve these issues and provide a new paper. In extreme cases, where a new paper is not available in a suitable timeframe the examination may be cancelled or postponed.
- 4.6. A printable version of all Blackboard based examinations organised by the Assessment Management Team must be provided by the appropriate examination paper deadline to ensure that the Assessment Management Team can provide this paper to students in the event of any technical issues arising during the examination. Printable versions of examinations undertaken on the partner's Virtual Learning Environment must be available to the team managing the examination.
- 4.7. For University based, centrally organised exams, should an acceptable examination paper not be provided to the Assessment Management Team by the advised deadline date the responsibility for and costs for the printing of the examination paper will fall to the appropriate School. The papers must be provided to the Assessment Management Team before the examination packing stage to allow for secure transport of papers to the examination locations. In extreme cases, where a paper has not been provided in a suitable timeframe the examination may be cancelled or postponed.

5. Confirming student identity

- 5.1. Students attending examinations must be able to prove their identity. Students must display their University Student ID card on their examination desk throughout the examination to enable invigilators to undertake identity checks during the examination. A record will be kept of all student identity checks and retained as per the appropriate University Document Retention Schedule.
- 5.2. Where a student is unable to produce their University Student ID card the student will be checked against the student's photo held on the Student Records System or through an appropriate alternative mechanism for examinations held at partner organisations.
- 5.3. Where the invigilator or member of staff is unable to confirm from the image on the student's ID card or the Student Records System or alternative a match to the individual, the student may be asked to provide an alternative form of identification and/or required to answer some additional security questions to confirm their identity.
- 5.4. Should any person be found to be impersonating a student in an examination an incident report will be completed and the student referred through as Examination Misconduct under the Academic Misconduct Procedures. Disciplinary action may also be taken against the student should the student be found to have given their Student ID card to another individual, as this is a breach of the Student ID card terms and conditions. At the earliest opportunity, the senior invigilator should report any suspicions of impersonation to a

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member of the Assessment Management Team or the team managing the examination for examinations held at a partner organisation.

- 5.5. Should a student's photo on their Student ID card not comply to the Student ID card photo criteria they will be advised to update their photo and order a replacement Student ID card as soon as possible and in advance of their next examination period.

6. Invigilation

- 6.1. Invigilators may be internal staff members, staff at partner organisations or external individuals employed for the role through the appropriate process. No currently registered students studying an undergraduate or postgraduate taught award at Canterbury Christ Church University may act as an examination invigilator.
- 6.2. The Assessments Management Team are responsible for the appointment and scheduling of all invigilators for centrally organised University based examinations. Should a Course Team identify specific examination requirements which vary from the standard invigilation arrangements, for locally organised University based examinations the School may be asked to meet any associated invigilation or resource requirements.
- 6.3. For locally organised University based examinations, and partner-based examinations responsibility for the appointment and scheduling of invigilators sits with the team organising the examination (including payment of any external invigilators required).
- 6.4. A senior invigilator for each examination session will be appointed by the team organising the examination. The senior invigilator will have overall responsibility for the conduct of the examination and the examination process, including ensuring that before the end of the examination:
 - The number of examination scripts collected matches the total number of students who attended the examination,
 - All examination incidents are recorded, and reported to the Assessment Management Team after the end of the examination,
 - All identity checks are undertaken,
 - All appropriate invigilation documentation is completed by the end of the examination.
- 6.5. All new invigilators supporting University delivered and organised examinations are required to attend a training session before being permitted to act as an invigilator. The Assessment Management Team will schedule and deliver training for invigilators prior to the main examination periods.



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- 6.6. All invigilators are responsible for ensuring that all the Examination procedures and examination conditions are observed. All invigilators must be present in the examination room at the advised arrival time prior to the start of the examination and be present for the entire duration of the examination. Invigilators should only be absent from the examination room in pursuit of their invigilation duties or other urgent causes, always ensuring appropriate invigilation coverage of the examination room. All invigilators must remain in the room until all students have departed, and they are dismissed by the senior invigilator.
- 6.7. Invigilators have the power to:
- 6.7.1. Remove or cause to be removed any student from the examination room for good cause, such as any inappropriate behaviour by students in attendance of the examination or behaviour that may be adversely affecting other students;
 - 6.7.2. Remove or cause to be removed anyone in attendance of an examination that is suspected of impersonating a student,
 - 6.7.3. Confiscate any non-permitted equipment or materials that a student has kept on their persons during the examination, to be returned at the end of the examination or retained as evidence of potential examination misconduct as appropriate,
 - 6.7.4. Warn students to curtail their behaviour or activities that they consider could be detrimental to the performance of other students, reporting issues to the senior invigilator as appropriate.

7. Materials and resources permitted in examinations

- 7.1. Only the following materials are permitted by all students on their desk in an examination:
- Pens
 - Pencils
 - Rubbers
 - Pencil Sharpener
 - Ruler
 - A clear pencil case or clear plastic bag
 - A small bottle of water (with no labels or text)
 - University Student ID card
 - A watch (smart watches are not permitted)
 - Any non- electronic ear plugs (for sound dampening purposes)
 - A small amount of putty or modelling compound, for example blu tac or play dough (as a self- regulation tool to increase attention and focus)
 - A small fidget toy, must be silent and non-electronic (as a self-regulation tool to increase attention and focus).

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- 7.2. Students must remove all items from their pockets before entering the examination and place all items in their coat or bag if available with all prohibited items left in the designated space. Invigilators may ask to check student's pockets prior to the commencement and during the examination. Should a student be found to have any unauthorised items in their pockets or on their persons after the examination has commenced it will be considered examination misconduct and reported under the academic misconduct procedures, even if the student has not made use of these items during the examination.
- 7.3. Students must not have on their person or desk any mobile phones, electronic diaries, electronic dictionaries, smart watches or any other data storage devices or any devices with the ability to access the internet. All electronic devices left in coats/bags/designated space must be switched off and/or silent during the examination, and any noises audible from such devices will be treated as a case of examination misconduct.
- 7.4. Any student suspected of accessing any unauthorised materials or equipment during their examination may be investigated for examination misconduct under the academic misconduct procedures.
- 7.5. For centrally organised University based exams the Schools must specify to the Assessment Management Team any additional materials or equipment students are permitted to bring into the examination room. For partner-based examinations this information must be specified to the team organising the examination. This information must also be confirmed on the examination paper. Any permitted additional materials or equipment must be purchased and provided by the student. The University or partner is not responsible for providing spare materials and equipment should the student not bring their own to the examination. Students should ensure that they are familiar with using all materials and equipment they bring into an examination. Invigilators will not provide assistance with the use of any materials or equipment during examinations.
- 7.6. Exemptions that allow students to bring materials or equipment not normally permitted into an examination must be agreed in advance by Student Wellbeing Services and the Assessment Management Team or the team organising the exam through an approved examination adjustment, or equivalent for partner-based examinations. These adjustments must be in place prior to the commencement of the examination period.

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8. Student Expectations and Behaviour

- 8.1. Attendance is required at all examinations and assessments associated with a student's course of study and any student who fails to attend at the appropriate time and location published will be deemed to have failed their assessment due to non-submission. Where a student is unable to attend their scheduled examination due to illness or other sufficient cause the student must follow the University's Exceptional Circumstances procedures. A student who has attended an examination, once the examination has commenced with the student in attendance, has deemed themselves fit to sit.
- 8.2. Students are responsible for ensuring that they have checked their Individual Student Timetable, or equivalent for partner-based examinations, for the date, time and location of their examination. Misreading of the examination timetable or failure to check these details on the Individual Student Timetable or equivalent will not be regarded as reasonable cause for non-attendance.
- 8.3. Students must sit at their assigned seat through the duration of the examination. Students may only leave their seat and the examination room for good reason and with the permission of an invigilator. All students leaving the examination room, who then return to the examination, must be accompanied by an invigilator.
- 8.4. Students may not leave the examination in the first 30 minutes or the last 30 minutes of the examination and may only leave with the permission of an invigilator to minimise disruption to other students sitting the examination. Exemptions to this may be permitted for students sitting an examination in an own room as an examination adjustment. Students who arrive late to their examination will be permitted to enter the examination room and undertake their examination. No additional time will be added to the end of the examination finish time for any students who arrive late or to account for any time away from the examination room, unless a student is permitted a rest break as part of their Learning Support Plan.
- 8.5. Students are responsible for ensuring that all bags, coats and other personal belongings are left in the designated space, all devices switched off and/or on silent for the duration of the examination and no unauthorised materials are kept on their person during the examination.
- 8.6. Students may not behave in any way that is a distraction to other students. Students are not permitted to communicate with other students during the examination, students may only communicate with an invigilator. Any communication between students during the examination may be investigated as examination misconduct. Students must observe examination conditions from the time they enter to the time they leave the examination room.

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- 8.7. Students may not remove any examination materials from the examination room. Students may use examination scripts or answer booklets for any rough work or notes but are responsible for ensuring all work is clearly crossed through that they do not wish to be marked. Students must leave all notes and rough work in the examination room at the end of the examination. Any attempt to remove any examination papers, or pages from an examination paper, from the examination room will be treated as examination misconduct.

9. Examination adjustments

- 9.1. Students with diagnosed long-term health conditions or disabilities may be supported to engage with their examination through an agreed formal adjustment process such as a Learning Support Plan (LSP). The LSP will detail reasonable adjustments to be in place for all examinations specific to the student's needs and course requirements. It is the responsibility of the team organising the examination to ensure all agreed LSP examination adjustments are in place for the appropriate examinations. Where confirmation of agreed LSP adjustments are provided to the organising team with insufficient time to make an adjustment for an examination, the student will have the option to sit the examination without the adjustment or defer their examination until such time as the adjustment can be put in place. Should a student attend and sit any portion of an examination, where the adjustment is not in place, this will act as confirmation that the student has accepted to engage with their examination without the agreed adjustments.
- 9.2. Students with medium-term health conditions or personal difficulties which do not fall under an LSP adjustment may be supported to engage with their examination through a temporary adjustment process. All requests for temporary adjustments must be made in writing, with appropriate evidence, and submitted by email to the team organising the examination at least 4 working weeks prior to the examination. Where any approved requests are received after this deadline or that are not possible to arrange in time for the examination the student will have the option to sit the examination without the adjustment or defer their examination until such time as the adjustment can be put in place. Requests must clearly demonstrate the requirements for a temporary adjustment with appropriate evidence. The application for a temporary adjustment will be considered by and decision taken by team organising the examination.
- 9.3. Should a student attend and engage with any portion of an examination this would count as an attended examination and this attempt would not be able to be deferred.
- 9.4. Details of all examination deferred by the team organising the examination, implemented due to the need to implement examination adjustments, will be reported to the Exceptional Circumstances panel for information.

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10. Operational Incidents

- 10.1. Where there is an incident or disturbance to an examination and the examination is unable to continue and conclude within a reasonable timeframe, the Senior Invigilator will consult with the Assessment Management Team or equivalent for a partner-based examination to determine if the examination should be abandoned.
- 10.2. Where an examination has been abandoned, and the duration of the examination undertaken prior to the disturbance is deemed insufficient to meet the assessment requirements, the examination will be rescheduled for the next possible opportunity.
- 10.3. Where an incident or disturbance required the evacuation of an examination room, such as in the event of a fire alarm, the senior invigilator should ensure that the room is evacuated, and examination conditions maintained during the evacuation as outlined in the Invigilator guidance.
- 10.4. Where an operational incident is not identified until after the examination has concluded or at a point too late into the examination to be rectified, such as an examination paper error, the team organising the examination will consult with the Assessment Management Team on appropriate action.

11. Examination Incidents

- 11.1. Where a student behaves or acts in a way that is potential examination misconduct the Senior Invigilator will complete an examination incident form and submit this to the Assessment Management Team or equivalent for partner-based examinations at the end of the examination. The examination incident form will allow the student to provide a written statement for consideration at the end of the examination. All completed examination incident forms will be referred for consideration to the relevant University team under the Academic Misconduct Procedures.

12. Illness during the Examination period

- 12.1. By attending an examination the student has declared themselves fit to attempt that assessment.
- 12.2. Should a student become unwell during an examination and should the student and/or the invigilator determine that they are not well enough to continue, the invigilator will complete a student examination illness form and provide this to the student for the purposes of making an exceptional circumstances request. A copy of this form will be provided to the Assessment Management Team or equivalent for partner-based examinations at the end of the examination.

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