



Pearson Instructions for Conducting Onscreen Examinations

1 September 2025 to 31 August 2026

Document classification and version control

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2.1	Section 1: Pearson qualifications covered by these Instructions International A Level Computer Science added	March 2026
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Introduction

These Instructions for Conducting Onscreen Assessments (ICOE) follow Chapter 7, Appendix 1 of the [JCQ Instructions for Conducting Examinations](#) (ICE) which relates to onscreen tests. Asterisks on headers indicate where we have adapted the section to better accord with our onscreen general qualifications. Changes made to the content of this document since the previous version (May/June 2025 v1.1) are **highlighted in yellow** for easy identification.

Importance of these Instructions

These Instructions have been produced to enable all centres to administer onscreen assessments consistently and securely so that the integrity of the assessment process can be maintained. Failure to adhere to these Instructions could adversely affect candidates, either at a local level within the centre or potentially, in the event of a breach of question paper security, at a national or international level.

These Instructions are for assessments held between 1 September 2025 and 31 August 2026 and must be read in conjunction with the JCQ document [General Regulations for Approved Centres, 2025 - 2026](#).

Centres must ensure that the **Information for candidates for onscreen assessments** document is distributed to all candidates whether electronically or in hard copy format prior to assessments taking place. This document may be found in [Appendix 3](#).

Pearson qualifications covered by these Instructions

These instructions must be used in timetabled onscreen assessments of the following qualifications (linear & modular where applicable):

- International GCSE Business
- International GCSE Economics
- **International GCSE English as a Second Language**
- International GCSE English Language A
- International GCSE English Literature
- International GCSE Geography
- International GCSE Global Citizenship
- International GCSE History
- **International GCSE Information and Communication Technology**

- International GCSE Islamic Studies
- International GCSE Pakistan Studies
- International A Level English Language
- International A Level English Literature
- **International A Level History**
- International A Level Computer Science

Using these Instructions

These Instructions must be followed by all centre staff involved in assessment administration. This includes, but is not limited to:

- Heads of Centre;
- SLT members;
- Examination Officers;
- Invigilators;
- Language Modifiers, practical assistants, prompters, readers, scribes and Sign Language Professionals.

Head of Centre responsibilities

The **Head of Centre** is the individual who is accountable to the awarding bodies for ensuring that the centre is always compliant with published regulations and awarding body requirements to ensure the security and integrity of the assessments.

It is the responsibility of the head of centre to ensure that all staff comply with the instructions in this document. Failure to do so may constitute malpractice and further guidance on the process to follow can be found here: [Centre guidance for dealing with malpractice and maladministration](#)

Pearson Inspection Service

The Pearson Inspection Service will conduct inspections throughout the year to check on compliance. Centres must be permanently staffed between 8.30am and 3.30pm during term time. A senior member of staff, or a member of the examination office, must be available until such time that all onscreen afternoon assessments have been completed.

Centres must co-operate with any visit from an Inspector. A senior member of staff, or a member of the examination office, must be available to accompany the Inspector throughout the course of their centre visit. Authorised Inspectors will present and identify themselves to the centre by means of an identification letter.

1. Pearson onscreen approval*

- Centres must have approval to deliver General Qualifications (GQ) onscreen from Pearson.
- As part of the approval process, centres need to confirm they have the appropriate technology and procedures in place to successfully deliver General Qualifications assessments onscreen.
- For onscreen assessments, particularly those involving a large number of candidates and where more than one assessment is being conducted, it is recommended that a specialist invigilator is appointed. The specialist invigilator should have proven IT skills and experience in conducting onscreen assessments and be assisted by at least one other invigilator.
- More information can be found in the Frequently Asked Questions section of the webpage [here](#), or via Pearson's Regional Development or Partnership Managers.

2. Arrangements for handling secure electronic materials

Based on [JCQ Chapter 2, Section 4#](#)

Centre authorisation

- Electronic assessment materials must only be handled by members of staff authorised to do so by the Head of Centre.
- The Head of Centre must ensure that authorised staff are familiar with the most recent instructions issued by Pearson and JCQ.
- At least two and no more than six members of centre staff should be authorised to handle secure electronic assessment materials, one of whom must be the Examination Officer. Other members of centre staff may assist with printing and collation provided they are under supervision.

Secure account management

- All staff accessing secure assessment material via Pearson's online systems **must** have a device complying with [Pearson's multi-factor authentication](#) (MFA) requirements.
- Email accounts used for secure material access must belong to and be accessed only by named individuals or be a group email account accessed solely by individuals authorised by the head of centre to handle secure materials. Where group email accounts are in place, regular checks must be conducted to ensure all authorised individuals in the group still require access.
- The onscreen assessment must only be accessed by the named individual(s) to whom it has been assigned. Emails or links to secure materials must never be forwarded or shared.
- By accessing secure material, the individual is accepting personal responsibility for maintaining the security of the material.

- Accounts used to access secure material must be audited regularly. Any unused or unneeded accounts must be closed promptly, for example when a member of staff has left the centre or changed roles.
- Accounts must be reviewed by the head of centre ahead of each examination series to ensure that users have appropriate levels of access and all inactive accounts have been removed.
- Devices used for the purpose of multi-factor authentication (MFA) must never be shared by more than one member of staff.
- Secure password management is critical. Passwords used to access secure material must be strong and changed regularly. Passwords must never be written down or shared.

Accessing and printing secure files

- The release time for the onscreen assessment materials will be set by Pearson and may be varied by Pearson to protect the security of the examination.
- The integrity and security of the onscreen assessment material must be maintained during any downloading, printing and collating process. **The centre must ensure that the question paper is printed correctly, is of good quality and is collated in the right order.**
- Any files downloaded must only be for use by candidates who have been entered for the assessment at the centre.
- When internet connectivity is lost, any electronic assessment files downloaded from the candidate's device must be stored securely only for the purposes of recovering the candidate's work and deleted as soon as possible after recovery. The files must then be deleted from the deleted items folder.
- Do not create any unnecessary hard copies of the electronic assessment files and securely destroy any unneeded hard copies once printing has been completed.
- Secure files must be accessed and printed within a secure environment at the centre. Files must not be accessed or printed at alternative locations without Pearson's prior permission. Only authorised members of staff must be present in the room, e.g. examination office staff and a reprographics assistant. A subject teacher must not be present in the room.

Reporting to an awarding body

- Any deviation from these instructions or concerns of a potential breach of security must be reported to Pearson immediately by following the guidance here: [Centre guidance for dealing with malpractice and maladministration](#)

3. Security*

Based on [JCQ Chapter 7, Appendix 1, Section 2#](#)

In addition to the requirements set out in [Section 2](#) of these Instructions, the following instructions apply to all confidential materials relating to the administration and delivery of onscreen assessments.

- Centres must have the relevant software installed to administer the assessments and demonstrate that the appropriate security systems are in place to prevent unauthorised access to the assessment materials.
- Electronic assessment materials must always be stored securely.
- The assessment materials must only be accessed in accordance with Pearson's specific instructions. These will be provided within an appropriate timeframe, ahead of the assessment.
- Candidate onscreen assessment login information will be generated shortly ahead of the assessment and must be stored securely and only given to candidates at the time of the assessment. Different passwords will be set up for each assessment. It is not sufficient to rely on candidates keeping their passwords secret.
- **The invigilator is responsible for verifying the identity of each candidate and ensuring that the correct user ID, school ID and password are issued.** The candidate is responsible for inputting their user ID, school ID and password, and ensuring that the name of the assessment and their details are correct. If the information presented to the candidate is incorrect, they must notify the invigilator and log out of the assessment **before** starting. The invigilator must give the candidate the correct user ID, school ID and password to access their assessment. If a candidate sits an assessment in another candidate's name (whether or not it is intentional), this may constitute malpractice.
- Confidential material (including discarded printouts) relating to an assessment must be kept secure throughout the assessment window (i.e. the range of times within which the assessment must be conducted)
- Centres must maintain the confidentiality of candidate responses and candidate details.

- Where centres are using:
 - **Chrome OS**, they must ensure that devices are set to 'kiosk mode' with the [assessment player](#) on the allow list, to ensure that candidates do not have unauthorised access to files, servers, the internet, or communication with other users of computers/laptops.
 - the **Safe Exam Browser (SEB)**, they must ensure that the latest version is installed on the device(s) before the assessment player site is launched to ensure that candidates do not have unauthorised access to files, servers, the internet or communication with other users of computers/laptops.

4. Timetabling of assessments*

Based on [JCQ Chapter 7, Appendix 1, Section 3](#)

- Assessments must take place according to [Pearson's exam timetable](#) and will be restricted to the scheduled period.
- Centres need to carefully plan their onscreen assessment arrangements to ensure that the candidates can successfully complete their onscreen assessments at the required times while being appropriately supervised at all times.
- Centres need to make appropriate arrangements for candidates who may be taking other assessments with hard copy question papers and candidates taking assessments of different durations at the same time as candidates taking the onscreen assessments.
- Centres must inform candidates which session and room they should attend.
- Candidates must be kept under centre supervision until one hour after Pearson's published start time for the assessment.
- Any extra time requirements for candidates should be applied for ahead of the assessment through the normal route via the [Pearson Access Arrangements Online tool \(PAAO\)](#), accessible via Edexcel Online (EOL).
- a) **For centres inside the UK:** In the event of a timetable clash, where a candidate has more than three hours of examinations in the morning/afternoon of the same day, you may start examinations later than, or earlier than, the published start time within the same day without needing permission. Security of the examination must be maintained at all times. Further information can be found on our [Special Requirements webpage](#).
- b) **For centres outside the UK:** Permission must be requested in advance your centre wishes to vary the start time of an exam in excess of 30 minutes. This request must be emailed to uk.special.requirements@pearson.com with the message in the title 'Request for variation to exam start time', **no later than 6 weeks before the date of the exam**. Security of the examination must be maintained at all times.

You'll find examination start time documents for your region on the [International exam start times webpage](#).

5. Use of calculators

Based on [JCQ Chapter 2, Section 10](#) & [Chapter 7, Appendix 1, Section 4](#)

- In this section a calculator is defined as an electronic device whose primary purpose is to carry out mathematical calculations.
- The instructions on the onscreen assessment will say whether calculators are allowed or not. If the instructions do not include such a statement, calculators should be treated as standard equipment and may be used by candidates.
- Where the use of a calculator is allowed, candidates are responsible for making sure that their calculators meet Pearson's requirements as defined here and in the [JCQ Instructions for Conducting Examinations](#).
- Candidates must be told these calculator requirements beforehand and be familiar with the [Information for candidates for onscreen assessments](#) document which can be found in [Appendix 3](#) of these Instructions.
- During an assessment, a calculator must not be able to offer any of these facilities:
 - language translation;
 - a) symbolic algebra manipulation;
 - b) symbolic differentiation or integration;
 - communication with other machines or the internet.
- During an assessment, a calculator must not give access to any information stored prior to that assessment. This includes:
 - a) databanks;
 - b) dictionaries;
 - c) mathematical formulae;
 - d) text.
- A calculator must not be borrowed from another candidate during an assessment.
- Some calculators have an 'exam mode'. This is acceptable in assessments where the exam mode is activated, and the exam mode results in the calculator becoming compliant with the above requirements.

- An invigilator may give a candidate a replacement calculator.
- **Where access is permitted to a calculator for part of an assessment, it is acceptable for candidates to place their calculators on the floor under their workstation/desk in sight of the invigilator(s) for the non-calculator portion of the assessment.**
- If needed, please refer to the [Frequently Asked Questions on the use of calculators in assessments](#).

6. Resources*

Based on [JCQ Chapter 7, Appendix 1, Section 5](#)

- Centres must ensure that sufficient, appropriately spaced, workstations are available for all candidates. Centres should have available spares of easily replaced items (i.e. a mouse or a screen), including between 3-5% contingency devices. The equipment must be fit for purpose, meet Pearson's [minimum technical approved specifications](#) and must be checked by a competent person before use.
- Centres will need to provide a device for use by the invigilator(s) to monitor and control assessments.
- **If more than one assessment is being conducted at the same time, centres should consider using an additional device for use by the invigilator(s).**
- There must be appropriate policies and procedures in place to:
 - protect the network and the security of the hardware and software which is used to deliver onscreen assessments;
 - ensure that only those who are authorised have access;
 - download and hold candidate responses (in case of internet connection issues/network failure).
- The centre's management of the secure environment in which onscreen assessments operate must be robust.
- You must display the following JCQ notices outside the assessment room:
 - [Unauthorised items poster](#);
 - [Warning to candidates](#).

These can be found in [Appendix 4](#) & [Appendix 2](#) respectively.

- The assessment player will indicate to candidates the time left for the assessment. However, each candidate must also be able to see a reliable clock in

the assessment room. The centre number, start and finish times must be displayed prominently.

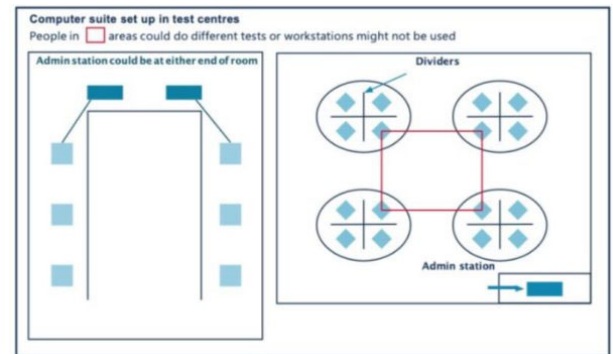
Care should be taken to ensure that the clock displays on individual devices are accurate and synchronised for assessment purposes.

7. Accommodation

Based on [JCQ Chapter 7, Appendix 1, Section 6](#)

- Centres must ensure an appropriate assessment environment.
- The head of centre is responsible for ensuring that health and safety laws are followed in relation to candidates' computer use. Particular attention must be given to:
 - electrical safety;
 - environment, heat, light and ventilation;
 - user comfort and safety, such as the position of screens, wrist rests, foot rests, chairs, adjustable tables, copyholders and computer screens on adjustable arms.
- The arrangement of workstations and the position of the invigilator's desk must facilitate detection of any unauthorised activity by candidates, for example, communication with others or the use of unauthorised reference material.
- The layout of the room for onscreen assessments cannot be specifically defined since there will be several solutions to organising workstations within the space available. When planning the layout of the room, centres must consider the following limitations:
 - a) the distance between the screens, as defined in section 8.5 below;
 - b) the division of the work space to allow any permitted additional materials to be used;
 - c) the use of booths, screens or partitions, whether temporary or permanent;
 - d) impact on invigilation requirements;
 - e) ratio of invigilators.

- Each workstation must be isolated by a minimum space of 1.25 metres measured from the nearest outer edge of one screen to the next, unless the monitors are positioned back-to-back, separated by dividers or protected by privacy screens.



- Under certain circumstances 1.25 metres may prove to be an insufficient distance to prevent candidates seeing, intentionally or otherwise, the work of others. **The principal objective is to ensure that no candidate's work can be overseen by others. Appropriate steps must be taken to ensure that this can be achieved.**
- Candidates should normally be seated in candidate number order. However, candidates permitted extra time should be seated where they will not be disturbed by candidates who have completed the assessment.
- Candidates must not be permitted to change seats unless asked to do so by the invigilator.

Centres will need to decide how to accommodate large numbers of candidates. The following alternatives should be considered:

- seating candidates taking the same assessment at alternate computers;
- seating a candidate next to someone entered for a different tier;
- seating a candidate next to someone entered for a different subject, unit/component;
- seating the candidates before handing out their confidential log-in details.

If confidential log-in details are placed at workstations before the candidates are seated, centres **must** check to ensure that candidates are seated correctly.

8. Invigilation arrangements*

Based on [JCQ Chapter 7, Appendix 1, Section 7](#)

For onscreen assessments, particularly those involving a large number of candidates and where more than one assessment is being conducted, it is recommended that a specialist invigilator is appointed. The specialist invigilator should have proven IT skills and experience in conducting onscreen assessments and be assisted by at least one other invigilator. The specialist invigilator should be very experienced at using the assessment platform and be able to undertake basic troubleshooting actions if an issue is encountered.

- The centre needs to assign a **Lead Invigilator** for each onscreen assessment. The Lead Invigilator must be familiar with Pearson's onscreen assessment player and have read the latest version of the Invigilator Platform Guidance. The Lead Invigilator is responsible for ensuring the assessment is started once all candidates have logged in and for closing the assessment once all candidates have completed it.
- The centre is responsible for ensuring that invigilator accounts have been requested and created by Pearson for all invigilators needing access to the [Invigilator App](#), including externally resourced invigilators. Invigilator accounts will be unique and be named so they can be identified.
- There must be at least one invigilator for each group of 20 or fewer candidates taking onscreen assessments, unless Pearson has given permission to do otherwise. This will be dependent on the nature of the assessment and the layout of the room. Further invigilators should be employed at the examination officer's discretion, to ensure that all candidates are always in view. When only one invigilator is present, they must be able to summon assistance easily, without leaving the room and without disturbing the candidates.
- Technical help should be available throughout the assessment(s) in case of hardware or software issues and to assist with invigilation of the assessment.

- Candidates must not be in possession of devices which could provide an advantage, including:
 - earphones or earbuds (e.g. AirPods);
 - mobile phones;
 - MP3/4 players or similar devices;
 - smart glasses;
 - tablets (e.g. iPads or iPods);
 - watches;
 - any other smart devices.
- Unless permitted by Pearson's specific instructions, there must be no access to:
 - AI tools;
 - computer reading (text to speech) software, unless the candidate has permission to use a computer reader;
 - data stored on the hard drive;
 - graphics packages or computer aided design software, unless permission has been given to use these;
 - other applications, such as a calculator (where prohibited in the examinations), email, the internet, social media sites or spreadsheets;
 - portable storage media, e.g. floppy disks, CDs, memory sticks;
 - prepared templates;
 - speech recognition technology, unless the candidate has permission to use a scribe.
- Centres must keep a signed record of the seating plan. We may ask for the seating plan and invigilation record at any time up to six months after the assessment has been taken. If there is malpractice concern or a candidate appeals an assessment decision or applies for a Review of Marking and Moderation (RoMM), you will need to provide all relevant documentation.

9. Emergencies*

Based on [JCQ Chapter 4, Section 25](#) & [Chapter 7, Appendix 1, Section 8](#)

When dealing with emergencies, staff must be aware of the centre's policy and, where appropriate, any instructions from relevant local or national agencies.

Where the integrity of the examination or the candidate's performance may have been affected, a report must be sent to Pearson, via uk.special.requirements@pearson.com

- 9.1 Centres must have a written centre policy for dealing with an emergency evacuation of the examination room, which will be subject to inspection by the Pearson Inspection Service.

Centres may wish to use the suggested [emergency evacuation procedure](#) available on the JCQ website.

- 9.2 In an emergency such as a fire alarm or a bomb alert, the invigilator must take the following action:
- a) stop the candidates from typing;
 - b) collect the centre's student register (to ensure present candidates are known for evacuation as onscreen assessments do not require a hard copy attendance register) and evacuate the examination room in line with the instructions given by the appropriate authority;
 - c) advise candidates to leave all assessment materials and devices in the examination room;
 - d) ensure the candidates leave the room in silence;
 - e) ensure candidates are supervised as closely as possible while they are out of the examination room so that there is no discussion about the assessment;

- f) make a note of the time of the interruption and how long it lasted;
- g) allow the candidates the remainder of the working time set for the assessment once it resumes;
- h) if there are only a few candidates, consider the possibility of taking the candidates (with any exam materials and devices) to another place, or alternatively to another computer suite, to finish the assessment.

- A full report of the incident must be produced and retained on file, if required by Pearson.
- Any breach of assessment material security or malpractice must be reported to the Pearson **immediately**.
- As each incident will be different, advice must be sought from Pearson as soon as it is safe to do so.
- An online application for special consideration must be submitted to Pearson where candidates have been disadvantaged.
- **Centres must ensure that candidates are closely supervised if an evacuation is necessary.**

- If the timetabled examination is scheduled in the morning and there is a power cut or internet outage, **the centre must notify Pearson by telephone on +44 20 7010 2261 or via email at internationalonscreen@pearson.com and support will be given.**

Candidates should remain under supervision and under examination conditions until the power and/or internet access is restored. Candidates should be allowed to complete the assessment at a later time within the scheduled examination day e.g. in the afternoon when the power and/or internet access is restored.

- If the power or internet access is not restored for the whole day, a special consideration request should be submitted for the affected candidates.
- You should refer to any software specific instructions (local/regional Standard Codes of Practice for the use of information technology in the delivery of assessments) to safeguard:
 - a) the security of assessment content and responses (for example by pausing the assessment for all candidates and locking the assessment room which has been evacuated without closing the software);
 - b) procedures for dealing with hardware, software and communication failures (which may affect individual workstations or the whole network) should normally

allow the candidate(s) to continue the assessment session at a different workstation or at a later time, if necessary, without loss of working time. In extreme cases it may be preferable to provide a paper assessment.

- c) procedures for re-starting an assessment after an unplanned break (i.e. an emergency or a technical failure) should ensure that the invigilator:
 - i) controls the re-start;
 - ii) re-sets the timing, where necessary;
 - iii) ensures that candidates can reaccess their previous responses where this is technically feasible and permitted by the assessment regulations.

10. Starting the assessment*

Based on [JCQ Chapter 3, Section 19](#)

- **Candidates are under formal examination conditions from the moment they enter the room in which they will be taking their assessment(s) until the point at which they are permitted to leave.**

Candidates must not talk to, attempt to communicate with or disturb other candidates once they have entered the assessment room. If they do, this must be reported to Pearson.

- Before candidates can start the assessment, the invigilator(s) must:
 - check that the assessment has been correctly assigned in the [Invigilator App](#) and that the information onscreen regarding the assessment is correct;
 - ensure that all candidates are seated as specified in the defined seating arrangements (see [Section 8](#));
 - tell the candidates that they must now follow the regulations of the assessment;
 - ask candidates to check that they have been assigned the correct assessment for the day, date, time, subject, unit or component and tier of entry, if appropriate;
 - tell the candidates to read the instructions on the initial screen of the assessment
- a) tell the candidates about any erratum notices;
- b) instruct candidates about emergency procedures;
- c) be aware of any access arrangements being provided to candidates they are invigilating.
- **Invigilators must also give candidates the following information before the assessment.** Suggested optional wording for invigilators to use for this is provided in [Appendix 1](#).

Centres must be aware of candidates with disabilities and learning difficulties who may need the invigilator's announcement in an alternative format or may need to hear it more than once.

Candidates must:

- hand in their mobile phone and any unauthorised items if they have not already done so. This is their final chance. Failure to do so **must** be reported to Pearson and may lead to disqualification;
- enter the required login information on their screen when prompted to do so at the start of the assessment;
- be advised that notes can be made using the onscreen Notepad during the assessment but that these notes will not be marked;
- be provided with blank paper should they wish to make rough notes during the assessment. All paper must be collected by the invigilator at the end of the assessment and destroyed securely;
- write their answers in the designated answer boxes;
- use the 'Help' button in the assessment player or raise their hand if they need help during the assessment;
- be advised that once an assessment is submitted, it cannot be reopened or amended. In exceptional circumstances, if reopening is required, the candidate must inform an invigilator immediately.
- The invigilator may read the instructions on the front screen of the assessment (the question paper rubric) to the candidates.
- The invigilator must:
 - announce clearly to the candidates when they may enter their login details on the assessment player;
 - start the assessment on the [Invigilator App](#) once all candidates have logged in and should utilise the metrics on the [Invigilator App](#) to ensure all present candidates have logged in;
 - specify the time allowed for the assessment(s);

- remind candidates that they are not allowed to communicate in any way with, ask for help from or give help to another candidate while they are in the examination room;
- only answer questions from candidates about the instructions on the initial screen of the assessment. Once the assessment has been started, the instructions can be viewed in the resource area, found in the menu on the right-hand side;
- announce clearly to the candidates when they may click 'Start' on their assessment. **The assessment will formally start at this point.**
- The invigilator **must not**:
 - direct candidates to particular questions or particular sections of the assessment;
 - make any comment where a candidate believes that there is an error or omission on the assessment. The invigilator **must**, however, refer the matter immediately to the exams officer. The exams officer will then verify the error or omission with the relevant subject teacher before reporting the matter to Pearson;
 - give any information to candidates about possible mistakes in the assessment, unless there is an erratum notice or permission has been given by Pearson;
 - comment on the content of the assessment;
 - read a word or words stated on the assessment to a candidate, other than the instructions on the initial screen;
 - rephrase a question for a candidate;
 - explain any subject-specific or technical terms to a candidate;
 - offer any advice or comment on the work of a candidate;
 - give any indication of the time elapsed or remaining unless the candidate has been awarded a prompter or **the timer on their screen is known to be incorrect.** This also extends to where an assessment consists of distinct sections. (A five minute warning to candidates may only be given at the end of the assessment.)
- **The invigilator must not undertake any of the above, as they constitute malpractice.**

11. The people present

Based on [JCQ Chapter 3, Section 17](#)

- Senior members of centre staff approved by the head of centre, who have not taught the subject being examined, may be present at the start of the assessment(s). This is to:
 - identify and settle candidates and instil discipline;
 - check that the candidates have been issued with the correct assessment for the day, date, time, subject, unit/component and tier of entry if appropriate;
 - check that the candidates have the necessary equipment and materials, i.e. calculators, preliminary material, anthologies or set texts where permitted;
 - start the assessment.

Only those senior members of centre staff authorised by the head of centre to specifically perform the above tasks may be present in the examination room. Senior members of centre staff must not provide advice and guidance on the assessment. They must not comment on the assessment or give advice on which sections of the paper and which questions should be attempted.

- The *Notice to centres – The people present in the examination room* (see [Appendix 5](#)) provides further guidance and clarity on the role of centre staff in the examination room, other than exam officers and invigilators. This *Notice* must be brought to the attention of all members of centre staff so that they are clear about their role in the examination room.
- **Only candidates sitting the assessment must be present in the examination room while an assessment is taking place.**
- Centre staff who are called upon to enter the assessment room during the assessment because a candidate has identified a possible problem which the invigilator is unable to resolve, such as a suspected error, do not need prior authorisation from the head of centre.
- **If the awarding body has not issued an erratum, then the instruction to candidates must be to answer the question as shown on the screen. Centre staff must not provide advice to candidates without the permission of Pearson.**

12. During the assessment*

Based on [JCQ Chapter 4, Sections 20, 21 & 23](#)

- **Invigilators must supervise the candidates throughout the whole time the assessment is in progress, always giving their complete attention to this duty.**

Place invigilators at the front, back and sides of the room, where possible.

- **Invigilators must be vigilant and remain aware of incidents or emerging situations, looking out for malpractice** or candidates who, for example, may be feeling unwell or require a toilet break. These incidents must be recorded using an incident log.

Centres may wish to use the [Exam Room Incident Log](#) available on the JCQ website.

- Invigilators are required to move around the examination room quietly and at frequent intervals.
- Candidates needing to use the toilet during the assessment should be supervised appropriately to ensure they do not gain access to any unauthorised items or meet any other individuals outside the assessment room. The assessment player should not be paused during the time the candidate is on their toilet break.
- Candidates who require rest breaks during the assessment should be supervised appropriately to ensure they do not gain access to any unauthorised items or meet any other individuals outside the assessment room. The assessment for that candidate can be paused using the [Invigilator App](#) during the time the candidate is on their rest break.
- A candidate who arrives after the start of the assessment may be allowed to enter the examination room and sit the assessment. This is entirely at the discretion of the centre.
- A candidate who arrives late and is permitted by the centre to sit the assessment, must be allowed the full time for the assessment.
- A candidate will be considered very late if they arrive:

- more than one hour after Pearson's published starting time for an assessment which lasts one hour or more;
- after Pearson's published finishing time for an assessment that lasts less than one hour.
- Where a candidate arrives very late for an assessment centres must:
 - submit Form JCQ/VLA-Report on candidate admitted very late to assessment room online, using the Centre Admin Portal (CAP), within seven days of the assessment having taken place. The [Centre Admin Portal](#) can be accessed via [Edexcel Online](#) (EOL). The [accompanying guidance notes](#) must be read before completing the online form.

Centres must provide the following information:

- the time the candidate came under centre staff supervision;
- the reason the candidate arrived late, including any details of special arrangements made for the candidate to reach the centre;
- the actual starting and finishing times of the assessment;
- the time the candidate started the assessment;
- the time the candidate finished the assessment;
- any assurances that the candidate did not access and was not made aware of the paper's content prior to sitting the assessment;
- warn the candidate that Pearson may not accept their submission.
- If a candidate arrives in the afternoon for an assessment that had been rearranged for a morning session, the candidate may be allowed to take the assessment at the published time as long as they have not had any contact with candidates who sat the assessment earlier.
- Pearson must be informed of the situation and will decide whether to accept the submission.

Centres should note that there is no requirement to complete any paperwork for those candidates who arrive within one hour of Pearson's published starting time for an assessment which lasts an hour or more.

- For any candidate that is faced with an issue that is not resolved within the assessment window, please contact us by telephone on +44 20 7010 2261 or via email at internationalonscreen@pearson.com and support will be given.

13. Finishing the assessment*

Based on [JCQ Chapter 7, Appendix 1, Section 9](#)

- When candidates finish their assessment, the Lead Invigilator must ensure that all candidates present have correctly submitted their assessment responses.
- For candidates using Chromebooks, ensure candidates are logged out of the assessment player before leaving the assessment.
- Candidates who are confirmed as absent should be marked as absent in the [Invigilator App](#).
- Any assessment materials, including hard copy question papers or resource booklets, must be collected by the invigilator(s) and stored in a secure place.
- Scrap paper used by candidates must be collected and destroyed.

14. Malpractice

Based on [JCQ Chapter 4, Section 24](#)

- Where a candidate is being disruptive, the invigilator must warn the candidate that they may be removed from the examination room. The candidate must also be warned that Pearson will be informed and may decide to penalise them, which could include disqualification.

The head of centre, or authorised members of staff, have the authority to remove a candidate from the examination room but should only do so if the candidate would disrupt others by remaining in the room.

The invigilator must record what has happened.

- Wherever possible, the invigilator should remove and keep any unauthorised material that a candidate may have in the assessment. If necessary, the invigilator should summon assistance.
- **The head of centre must report to Pearson immediately all cases of alleged, suspected or actual candidate malpractice in connection with the assessment using [Form JCQ M1 – Report of suspected candidate malpractice](#)**

The form should be emailed, along with supporting documentation, to the Candidate Malpractice Processing team at candidatemalpractice@pearson.com.

- **The head of centre must report to Pearson immediately all cases of alleged, suspected or actual staff malpractice or maladministration in connection with the assessment using [Form JCQ M2 – Notification of suspected malpractice/maladministration involving centre staff](#)**

The form should be emailed, along with supporting documentation, to the Investigations team at pqsmalpractice@pearson.com

- Pearson deals with all malpractice cases by following the [JCQ Suspected Malpractice Policies and Procedures](#).

Appendix 1: Suggested wording for the invigilator's announcement at the beginning of onscreen assessments*

Based on [JCQ Chapter 7, Appendix 3](#)

Centres may wish to laminate copies of this announcement or digitally record it. If using a digital recording centres must consider alternative means of communication for candidates with impaired hearing.

1. You must now follow the regulations of the assessment.
2. Only material listed on the question paper is allowed in the exam room. You must not have on or near you any other material.
 - Check your pockets now. Check for things such as notes, books, papers, AirPods, earphones or earbuds, iPods, mobile phones, **smart devices** and watches. If you have any of these unauthorised items in your possession, you must hand them in to an invigilator now. Failure to do so may lead to disqualification.
3. If you have a watch, hand it to an invigilator now.
 - (For assessments with books that are allowed, add: check that no notes or papers have accidentally been left inside any book you are allowed to have in the examination room. Check that you have the correct edition of the allowed set text(s).)
 - (For assessments where a calculator is allowed, add: make sure that the lid, case, or cover of your calculator does not have printed formulae or instructions and that you have cleared anything stored in the memory.)
 - When you access your assessment, check that it is the correct paper for the day, date, time, subject, unit/component and tier. Put up your hand if you think you have been assigned the wrong assessment.

PAUSE TO ALLOW TIME FOR CANDIDATES TO ACCESS THE ASSESSMENT

- Read the instructions on the initial screen of the assessment. (**You may read these out from the question paper to the candidates, if required.**)
- Check that you have all the materials you need for the assessment.

PAUSE TO ALLOW TIME FOR QUERIES

TELL THE CANDIDATES ABOUT ANY ERRATUM NOTICES

4. You must type your answers in the designated answer boxes.
 - (For assessments with question options), add: make sure that you select the question you have chosen to answer from the drop-down question menu where needed.
 - You must not communicate in any way with, ask for help from or give help to another candidate while you are in this exam room.

You can put up your hand or use the 'Help' button on the assessment player to attract the invigilator's attention.

- If the fire alarm sounds, please remain seated and wait for instructions from the invigilator.
5. (If displaying the exam start and end time in the exam room), add: The start and end time of the exam is being displayed; however, you will have your own timer in the top right-hand section of your screen.

You should follow your individual timer as that will determine your own precise end time, which may be after the time shown as the official end time. Your timer will turn red when you have 5 minutes remaining.

- You may experience a delay as the exam is downloaded at the start of your assessment. You shouldn't worry about this as your timer will not begin until the assessment has downloaded, and you've started the assessment.
- Check that you have the expected access arrangement(s). If there is a problem, put up your hand to attract the invigilator's attention.

TELL THE CANDIDATES WHEN THEY MAY BEGIN

Appendix 2: Warning to candidates

Warning to candidates



 AQA	 City & Guilds	 CCEA	 NCFE	 OCR	 Pearson	 WJEC
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1

You **must** be on time for all your examinations.

2

Possession of a mobile phone or other unauthorised material **is not allowed** even if you do not intend to use it. You will be subject to penalty and possible disqualification from the examination or qualification.

3

You **must not** talk to, attempt to communicate with or disturb other candidates once you have entered the examination room.

4

You **must** follow the instructions of the invigilator.

5

You **must not** sit an examination in the name of another candidate.

6

You **must not** become involved in any unfair or dishonest practice in any part of the examination.

7

If you are confused about anything, only speak to an invigilator.

The Warning to candidates must be displayed in a prominent place outside each examination room. This may be a hard copy A3 paper version or an image of the poster projected onto a wall or screen for all candidates to see.

Appendix 3: Information for candidates for onscreen assessments

Taken from [JCQ Chapter 7, Appendix 6](#)

This document has been written to help you. Read it carefully and follow the instructions. If there is anything you do not understand ask your teacher.

A. Regulations – Make sure you understand the rules

- 1) Be on time for your onscreen assessment(s). If you are late, your work might not be accepted.
- 2) **Do not** become involved in any unfair or dishonest practice during the onscreen assessment.
 - If you try to cheat, or break the rules in any way, you could be disqualified from all your assessments.
 - Only take into the exam room the materials and equipment which are allowed for that exam.
 - You **must not** take into the exam room any unauthorised material including:
 - a) notes;
 - earphones or earbuds (e.g. AirPods), mobile phones, MP3/4 players or similar devices, smart glasses, tablets (e.g. iPads or iPods);
 - a watch

Unless you are told otherwise, you **must not** have access to:

- AI tools, email, graphics packages or computer aided design software, portable storage media such, e.g. floppy disks, CDs, memory sticks, social media sites, spreadsheets or the internet;
- b) pre-prepared templates.

Bringing unauthorised material into the exam room is breaking the rules, whether you intend to use it or not. You will be subject to sanctions and possible disqualification.

- **Do not** talk to, try to communicate with or disturb other candidates once you have entered the exam room.
- 3) If you leave the exam room unaccompanied by an invigilator before the onscreen assessment has finished, you **will not** be allowed to return.
- 4) **Do not** borrow anything from another candidate during the onscreen assessment.

B. Information – Make sure you attend your onscreen assessment and bring what you need

- 1) Know the date and time of your onscreen assessment(s). Arrive at least ten minutes before the start of your onscreen assessment.
 - 2) If you arrive late for an onscreen assessment, report to the invigilator running the assessment.
 - 3) If you arrive more than one hour after the published starting time for the onscreen assessment, you may not be allowed to take it.
- Your centre will inform you of any equipment which you may need for the onscreen assessment.

C. Calculators, dictionaries and computer spellcheckers

- 1) You may use a calculator unless you are told otherwise.
- 2) If you use a calculator:
 - a) make sure it works properly; check that the batteries are working properly;
 - clear anything stored in its memory;
 - b) remove any parts such as cases, lids or covers which have printed instructions or formulae;
 - c) **do not** bring into the examination room any operating instructions or prepared programs.
- 3) **Do not** use a dictionary or computer spellchecker unless you are told otherwise.

D. Instructions during the onscreen assessment

- 1) Always listen to the invigilator. Always follow their instructions.
- 2) Tell the invigilator at once if:
 - a) you have been entered for the wrong onscreen assessment;

- b) the onscreen assessment is in another candidate's name;
 - you experience system delays or any other IT issues;
 - your access to the onscreen assessment has not been set up correctly
 - adjustments to the onscreen assessment have not been made for you, e.g. additional time has not been added
- You may be given a question paper or the instructions may be onscreen. In either case, read carefully and follow the instructions. **Do not** open the question paper until you are told that the exam has begun.

E. Advice and assistance

- If on the day of the onscreen assessment, you feel that your work may be affected by ill health or any other reason, tell the invigilator.
- 1) Put up your hand or use the 'Help' button on the assessment player during the onscreen assessment if:
 - you have a problem with your computer and are not sure what you should do;
 - you do not feel well.
 - 2) You **must not** ask for, and will not be given, any explanation of the questions.

F. At the end of the onscreen assessment

- 1) Ensure that the software closes at the end of the onscreen assessment.
 - If you are required to print off work outside the time allowed for the onscreen assessment, ensure that you collect your own work.

You **must not** share your work with other candidates. Make sure that another candidate does not collect your printout(s).
 - 2) **Do not** leave the exam room until told to do so by the invigilator.
 - 3) **Do not** take any stationery from the exam room.
- This includes rough work, printouts or any other materials provided for the onscreen assessment.

This information must be made available to all candidates in advance of their onscreen assessment(s) for each series. It may be provided electronically to candidates or in hard copy paper format.

Appendix 4: Unauthorised items poster



AQA

City & Guilds

CCEA

NCFE

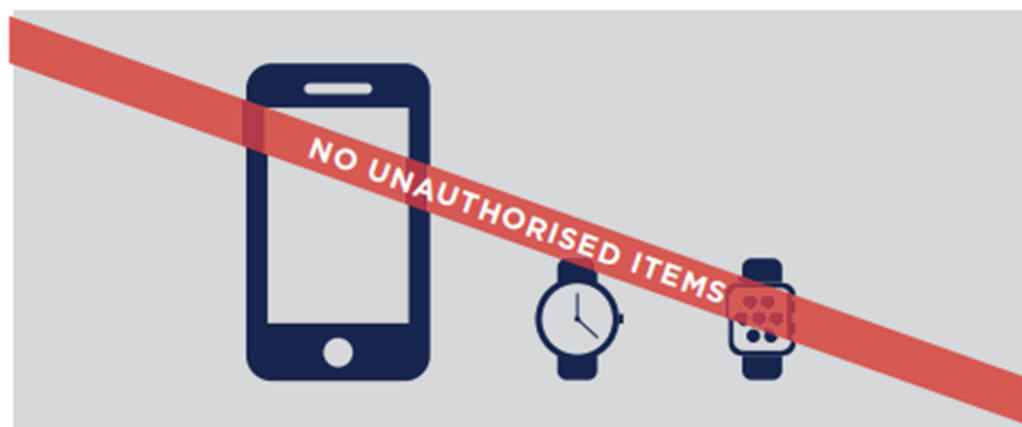
OCR

Pearson

WJEC

NO MOBILE PHONES NO WATCHES

**NO TECHNOLOGICAL OR WEB-ENABLED
POTENTIAL SOURCES OF INFORMATION**



Possession of unauthorised items, such as a mobile phone
or any watch, is a serious offence and could result in

DISQUALIFICATION

from your examination and your overall qualification.

This poster must be displayed in a prominent place outside each examination room.

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Appendix 5: Notice to centres: The people present in the examination room

Taken from [JCQ Chapter 7, Appendix 8](#)

Produced on behalf of AQA, City & Guilds, CCEA, OCR, Pearson and WJEC

The JCQ awarding bodies wish to provide further guidance and clarity on the role of centre staff in the examination room, other than exam officers and invigilators.

[Section 12](#) of these Instructions provides clarity on who may be present in the examination room.

The head of centre has a duty to maintain the integrity of the examination and to ensure that fully trained invigilators are in place for examinations and onscreen assessments.

Invigilators must have been trained to undertake their duties (see [Section 9](#) of these Instructions).

Rules relating to centre staff other than exams officers and invigilators

Senior members of centre staff approved by the head of centre, who have not taught the subject being examined may be present at the start of the assessment(s). When entering an examination room, the senior member of centre staff must identify themselves and their purpose for being there to the senior invigilator and/or exams officer.

Senior members of centre staff have a very clear role. Principally:

- to assist with the identification of candidates;
- to deal with any disciplinary matters;
- to check that candidates have been assigned with the correct assessment for the day, date, time, subject, unit/component and, if appropriate, tier of entry;
- to check that candidates have the appropriate equipment and materials for the assessment;
- to commence the assessment.

Under no circumstances may members of centre staff:

- be present at the start of the assessment and then sit and read the assessment question paper before leaving the examination room;
- enter the examination room with the intention of accessing the assessment question paper;
- have access to the assessment question paper, unless this is specifically requested by either the exams officer or an invigilator. For example, a possible printing error has been identified and, in the absence of an erratum notice, the exams officer needs this verified by the relevant subject teacher before reporting the issue to Pearson;
- give any indication of their opinion of a question paper to candidates, verbally or otherwise, having been asked to inspect the content;
- communicate with candidates. This constraint extends to coaching candidates, reminding candidates which section(s) of the assessment to answer or which questions they should answer;
- enter the examination room and approach candidates, either to prompt them to make an attempt at the assessment or to provide support and encouragement;
- enter the examination room and read candidates' responses.

Support and encouragement may be offered at any point up until the time that candidates enter the examination room. From that moment onwards they are under formal examination conditions and the strict protocols must be adhered to.