

Invigilation manual and implementation protocol



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Welcome to Radboud University

Dear invigilator,

A warm welcome to you! You work as an invigilator for Radboud University (RU) through Randstad N.V. This document sets out the invigilation guidelines that apply to exams for which you may be employed.

As an invigilator, you ensure that students can take their exams in peace and quiet, during which they are entitled to taking their exams in an equal manner. There are two RU regulations that ensure everyone has equal rights and duties: the Examination Rooms Regulations and the Fraud Regulations. These regulations will be explained in this manual. Instructions on how to handle while invigilating are included in this document in the form of an implementation protocol. Practical details such as telephone numbers and locations of the faculties can also be found in this document.

Radboud University has seven faculties and one other department for which you may be employed, namely:

- Faculty of Philosophy, Theology and Religious Studies (FFTR)
- Faculty of Arts (FdL)
- Nijmegen School of Management (FdM)
- Faculty of Medical Sciences (FMW)
- Faculty of Science (FNWI)
- Faculty of Law (FdR)
- Faculty of Social Sciences (FSW)
- Radboudumc Health Academy (RHA)

As an invigilator, you are in possession of a RU account and the corresponding campus card. You will need these to log in to RU systems and gain access to, for example, guarded bicycle parking facilities and the Comenius building.

If you have any questions about this manual or your campus card, please contact the invigilation coordination team at Radboud University via surveillance@ru.nl. If you have any questions about your work schedule, please contact Randstad via radbouduniversiteit@nl.randstad.com.

We wish you a great time as an invigilator.

Examination Rooms Regulations

Examiners are officially responsible for compliance with the rules regarding exams. An invigilator works on behalf of the examiner and is therefore equally responsible. The key points in the Examination Rooms Regulations are explained below.

Entering and leaving the examination room

- The examination room is accessible to students at least 15 minutes before the start of the exam.
- Students who arrive too late at the examination room are still allowed access until 15 minutes after the start of the exam. The time the exam ends remains the same for these students.
- Visiting the toilet is allowed during the exam under supervision of an invigilator.
- Students are not allowed to leave the examination room during the first 30 minutes of an exam. This is to prevent students coming into contact with latecomers.

Student identification

Students are required to identify themselves with a valid identity document: a passport, ID card, driver's license, or a residence permit. A printed copy or an expired identity document are not valid proof of identity. A student without valid proof of identity is allowed access if they carry the letter *Exemption identification requirement*. With this document, the faculty can give a student permission to participate in a specific exam without valid proof of identity. A student who cannot identify themselves within 15 minutes after the start of the exam is denied access to the examination room.

Female students who wear face-covering clothing due to religious beliefs should be accompanied by a female invigilator or faculty member to a separate room such as the women's toilet or an empty classroom. There, the student can temporarily remove their face covering in order to be identified, after which the student can take part in the exam.

At some locations, the identity check does not take place prior to but after the start of the exam. Candidates without proof of identity or with an invalid identity document who have already started an examination must hand in their exam. A *Suspicion of fraud form* should also be filled in. After that, the candidate must leave the room. A student without valid proof of identity may be referred to the STIP of the student's faculty. The STIP will assess whether the student may take part in any subsequent exams. The STIP cannot do anything for the exam of that day.

Exam start and duration

The invigilator starts the exam at the scheduled time. If, due to any circumstances, the exam starts at a later time, the invigilator must make sure that students can use the scheduled exam duration in full by granting extra time.

Invigilation form

While taking the exam, students should not have access to anything that could serve as a tool during the exam, unless the examiner has explicitly allowed the tool on the invigilation form. These exam-related facilities are allowed for all exam candidates.

Exam-related facilities are, among other things: dictionaries, readers and notes, as well as watches, pencil cases, laptops, tablets, smartphones, and (other) (smart) devices and/or wearables. Students bring their own pens. They are also allowed to use (non-electrical) earbuds.

The invigilator form has full authority.

Handing in the exam

After the exam, students are required to hand in the exam, even if they left it blank. Students are also required to hand in any other exam materials, such as exam questions and scrap paper, unless otherwise specified by the faculty.

Fraud Regulations

Definition of fraud

At Radboud University, fraud is defined as any act or omission by a student which, by its nature, is intended to make it wholly or partly impossible to correctly assess the knowledge, understanding and skills of the student, or of another student.

In any case, fraud is defined as:

1. Fraud while taking the exams and examinations, such as
 - a. Having access to non-permitted facilities;
 - b. Cheating or exchanging information;
 - c. Impersonating someone else, or having themselves being impersonated by someone else during the exam or examination.
2. Other fraud during assessment and examination, such as
 - a. Being in the possession of questions, answer models, and other such items before the start of the exam or examination;
 - b. Changing the answers to questions in an exam or examination after it was handed in for appraisal.

Procedure for determining fraud

1. When suspecting fraud, the invigilator must notify the student in question. If fraud is suspected during the exam, the student is allowed to finish the exam.
2. The invigilator can order the student to make the materials relevant to the suspected fraud available.
3. The invigilator fills in the *Suspicion of fraud form* and gives the student the chance to write a comment on the form, after which both the invigilator and the student sign the form. Next, the form is handed in to the faculty so they can make sure it ends up with the Examining Board.
4. The student is not allowed to finish the exam and has to leave the examination room immediately when a *Suspicion of fraud form* is completed because of an invalid ID.

Implementation protocol

General rules while invigilating

Invigilation is about two key elements:

1. Creating the conditions in which students can take their exam in peace and quiet.
2. Preventing fraud. You work with precision and clarity, which makes it impossible for students to commit fraud.

To properly carry out your tasks, the following code of conduct is in place for invigilators:

- Maintain silence. Keep conversations with your colleagues short and preferably outside the room. Put your phone on silent, but make sure you can be reached by the head invigilator or faculty.
- Ensure silence in and around the room. (Gently) address any sources of nuisance regarding their behavior.
- During the exam, only carry out work that is directly related to the exam.
- Never leave the examination room without supervision. If you must leave the room, please contact the head invigilator or faculty so that they can take over your tasks.
- Always remain friendly, patient, and respectful to colleagues, students, examiners, and employees. But be resolute if need be.
- Never enter a discussion, do not let a situation escalate and, if necessary, ask a colleague or contact what to do.
- Behave like described in this manual. This ensures that, in comparable situations, behavior remains the same, regardless of the invigilator, candidate, or exam.
- Eating and drinking in the examination room is allowed as long as this does not disturb the peace and quiet.
- If you have any questions or are in doubt, you always contact the head invigilator present or with the contact of the exam organization of the relevant faculty.

Prior to the exam

- Make sure you are present on time so that you have enough time to prepare the examination room. The room should be ready 15 minutes before the start of the exam.
- If you are invigilating with multiple invigilators, agree upon how you distribute the tasks.
- You will receive the necessary documents from the head invigilator or a faculty employee, such as the invigilation form. This contains which exam-related facilities students are allowed to use for each exam (see page 10). Please check the use of these during the exam. Make sure that students do not bring unauthorized facilities into the examination room. This includes smartphones, watches, and other wearables. If there are no lockers present, telephones, if completely switched off and in a bag or pocket, may be taken into the examination room.
- The attendance list shows the student-related facilities allocated per candidate.
- Students are only allowed to take part in an exam if they are on the attendance list. If students are not on the list, you must ask them to stop the exam, turn in their papers and leave the examination room.

The specific working methods for each site are explained below.

Comenius building

Only digital exams are held in the Comenius building. During the exam, e-support employees are present. They provide all technical support.

- If scrap paper is allowed, these will be laid out by e-support employees.
- Students must store their personal belongings in their assigned locker. Their locker number corresponds to their seat number. They can find these in their personal timetable.
- Students taking different exams can be present in the same room. Pay close attention to possible differences between exams, such as the time the exam ends and exam-related facilities. When announcing the final 15 minutes and the end of the exam, close attention needs to be paid to these differences.
- The doors to the examination room open 30 minutes before the start of the exam. Students take place in their allocated seat and place their identity document on their table.
- You check the identity and registration of each student after the start of the exam and record this on the attendance list. Make sure several invigilators keep watch during the identification process. If you are alone in the examination room, the identity check takes place at the door.

In the 15 minutes before the exam, you make the following announcements:

Welkom bij tentamen [naam]. De duur is X uur.	Welcome at exam [name]. The duration is X hours.
Leg je ID op tafel.	Please, put your ID on your table.
Telefoons moeten opgeborgen worden in je kluisje.	Phones need to be stored in your personal locker.
Technische vragen kan je stellen via de chat, bij overige vragen steek je je hand op.	Please ask technical questions via the chat, please raise your hand for other questions.
Steek je hand op als je klaar bent met je tentamen.	Please raise your hand when you have finished your exam.
Verlaat het gebouw na afloop in stilte.	Leave the building quietly after your exam.

At your command, the e-support employee will make the pin code that candidates need to start the exam visible on the screens, and you announce:

Stilte alsjeblieft, we gaan starten met het tentamen.	Silence please. We are about to start the exam.
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Hall 1, Hall 2

- Hang the list of candidates outside the hall so that students can look up their table number themselves.
- If scrap paper is allowed, lay it out in advance on the students' tables.
- During exams on paper, place the answer sheet upside down in the upper left corner of the table. At the start of the exam, you hand out the question sheet.
- Students can store their personal belongings at the coat racks.
- The doors to the hall open 30 minutes before the start of the exam. Students take place at the seat that corresponds with their number on the list of candidates. If they are not on the list, students cannot take part in the exam unless they hand you a completed 'consent to participate' form.
- You check the identity and registration of each student after the start of the exam and record this on the attendance list. Make sure several invigilators keep watch during the identification process.

In the 15 minutes before the exam, you make the following announcements.

Welkom bij tentamen [naam]. De duur is X uur.	Welcome at exam [name]. The duration is X hours
Leg je ID op tafel.	Please, put your ID on your table
Telefoons moeten volledig worden uitgeschakeld tijdens het tentamen.	Phones need to be switched off completely during exams.
Steek je hand op als je klaar bent met je tentamen.	Please raise your hand when you have finished your exam.

During exams on paper, hand out the exam questions at the start of the exam while one of the invigilators announces:

Stilte alsjeblieft, we gaan starten met het tentamen.	Silence please. We are about to start the exam.
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Other locations

- There are lockers present during exams in the Grotius building, the Elinor Ostrom building and the Linnaeus building. At other locations, personal belongings must be stored in the examination hall following instructions by the invigilator. When doing so, please take (emergency) exits and (fire) safety into account.
- Hang the correct list of candidates outside the hall and lay out materials. The cover sheet or invigilation form indicates which materials you should issue.
- You check the identity and registration of each student at the entrance to the hall and record this on the attendance list.
- The doors to the hall open 30 minutes before the start of the exam. In some cases, for example when a small room is still in use, the doors open 15 minutes before the exam. Assign students a seat in the hall and hand out the answer sheet and scrap paper if allowed. You hand out the question sheet at the start of the exam. You are not allowed to hand out a question sheet to students without a valid ID and/or registration.
- Guidelines for seating arrangements: in an ascending lecture hall, keep two seats empty between each examination space; in a flat lecture hall, always keep one seat empty between each examination space.

In the 15 minutes before the exam, you make the following announcements.

Welkom bij tentamen [naam]. De duur is X uur.	Welcome at exam [name]. The duration is X hours
Leg je ID op tafel.	Please, put your ID on your table
Telefoons moeten volledig worden uitgeschakeld tijdens het tentamen.	Phones need to be switched off completely during exams.
Als je klaar bent mag je het tentamen bij ons inleveren.	You can hand in your exam to us when you are finished.

Hand out the exam question at the start of the exam while one of the invigilators announces:

Stilte alsjeblieft, we gaan starten met het tentamen.	Silence please. We are about to start the exam.
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During the exam

- All latecomers are allowed entry up to 15 minutes after the start of the exam. Students are allowed to leave the hall 30 minutes after the start of the exam, provided that the identity of all students in the room has been checked.
- Actively walk around the hall and show that you are attentive. Respect the student's personal space.
- If a student is causing nuisance or does not comply with the rules in any other way, you address them about this. If a student still does not follow your instructions, you note this on the *Suspicion of fraud form*. Are you in doubt? Please contact the head invigilator or, if they are not present, the faculty.
- If external factors are causing a nuisance, such as construction noise, please contact the head invigilator and/or receptionist of the building, or, if they are not available, the faculty.
- Toilet visits are allowed. If there are multiple invigilators in one room, one of them can accompany the student, or an all-round support worker or the head invigilator can be called. If you are alone in the room, please make agreements with the exam organization prior to the exam regarding toilet visits. A student is not allowed to visit the toilet unsupervised.
- Fifteen minutes before the end of the exam, you announce that the students only have quarter of an hour left.
- After the end time has passed, you announce that the exam is over and that students are not allowed to work any further. If a student keeps working, you give them one warning. If that has no effect, you fill in the *Suspicion of fraud form*.
- After the exam is finished, students sometimes have the possibility to fill in a (digital) questionnaire, due to which they may stay seated a little longer.

Handing in the exam

- In the case of paper exams, students report to the invigilator's table after the exam and hand in all issued materials there. You check the identity, and whether the name matches with the name on the exam and whether the student number has been stated where necessary.
- In the case of digital assessments, you don't have to check the identity after the exam. Student may leave the hall themselves. Possible issued materials like scrap paper, should be handed in at the invigilator's table.

The student is required to hand in their exam work, even if they have left it blank. Everything that has been handed out to the student (including the exam, scrap paper, articles, etc.) are also handed in to you. The Faculty of Medical Sciences/Radboud Health Academy has different rules when it comes to handing in exam work, please consult the information provided by them. Only after all the student's materials have been handed in, you note this on the list of candidates.

After the exam

- If there were any irregularities or an incident, please make a note of this on the form Assessment report on the back of the invigilation form. Please also make a note if a *Suspicion of Fraud form* has been completed or if extra time has been granted to a student.
- Any suspicion of fraud must be noted via the *Suspicion of fraud form*.
- Make neat packets of the submitted work and any other reports and deliver everything back to the agreed location.

Extra facilities during exams

Radboud University knows two types of facilities that might be relevant for students during exams.

Exam-related facilities (TGV)

- A TGV is always mentioned on the invigilation form and applies to all students that are taking the exam. Think, for example, of allowing a dictionary, calculator or a law book. It is also mentioned for each TGV who is responsible for checking its use during the exam. If this says examiner, the examiner does the substantive check. The invigilator does do a (technical) check of the brought materials, such as the amount of brought materials, based on the information on the invigilation form.

Student-related facilities (SGV)

- An SGV is granted per individual student. One student can be granted multiple SGVs. An overview of the SGVs granted within Radboud University, the corresponding terms, and a brief summary for each of them can be found in appendix 1.
- A term or icon on the list of candidates indicates which SGV or SGVs a student is entitled to during this exam.
- A student for whom an SGV is not mentioned on the candidate list, during this examination, is not entitled to that facility. Students themselves have the obligation prior to the exam to check whether the registration for the exam and the SGV are correct. If you have any doubts, please contact the head invigilator or, if they are not available, the faculty contact.

Faculty of Medical Sciences/Radboudumc Health Academy

If you are an invigilator for the Faculty of Medical Sciences (FMW) or Radboud Health Academy (RHA), there are some additional rules that you must follow in addition to this invigilation manual. For example, there are national rules for progress tests and the medical faculty also has skills tests that are different in execution from a paper or digital exam.

If specific rules apply to the exam, you will always be informed about this. You will, if you are invigilating for FMW or RHA in many cases, also get access to an invigilator portal, in which specific rules and guidelines can be consulted.

Some points of attention for invigilating:

- Students are always allowed to take the exam questions/assignments home.
- Exams are accompanied by a folder with additional or different information and instructions.
- Exams are sometimes held in the De Horstacker sports hall.

Digital assessments in the Comenius building

Digital exams are held in the Comenius building and, in a few cases, in the sports halls. In the latter case, candidates entitled to a SGV are in a different location, namely the Elinor Ostrom building. At both locations, e-support employees are present during digital exams. E-support provides all technical support at these locations before, during and after an exam. They are in contact with a faculty coordinator when necessary.

The responsibilities of surveillance and e-support do not overlap. An invigilator never provides technical support and always seeks the help of an e-support staff member for technical questions. It is not permitted to leave surveillance in a room, or other surveillance tasks, to an e-support employee.

Exam inspections

Faculties can request invigilators to survey during exam inspections. During an inspection, students get the chance to view their graded exam. The course examiner is often also present. In that case, you are there to support the examiner, who will give you specific instructions.

Unforeseen circumstances

Incidents during an exam

If you detect an incident that needs to be dealt with immediately, you must contact the head invigilator or the faculty. Think of things that hinder the start or progress of the exam, such as a room that is too cold or excessive noise.

You must note the incidents mentioned above on the form *Assessment report*, including incidents that were not urgent, but still important to know about or that still need to be dealt with. Think of broken lights, an exam that started too late, etc.

Emergencies

In case of an emergency, immediately call the **emergency number (024) 36 55 555**, make sure that this number is saved on your mobile phone.

Emergencies are a fire, bomb threat, evacuation, serious accident, physical threats and vandalism.

If you are ordered to evacuate via the alarm system or the Emergency response officer (BHVer), you must leave the building. Close all doors and windows, grab your jacket and bag, and leave the building via the stairwell. You report the presence of colleagues in need of assistance to the BHVer or to the emergency number 55555. Make your way to the meeting point and make sure you are registered.



Contact details Radboud University

If there are any questions during an exam, you can contact the head invigilator or the corresponding faculty via the phone numbers in the list below. For any substantive questions about the exam, you can contact the person on the invigilation form.

Faculties	Course code	Phone number
Faculty of Philosophy, Theology and Religious Studies (FFTR)	FTR	024-3612168
Faculty of Arts (FdL)	LET	024-3612196
Nijmegen School of Management (FdM)	MAN	024-3615925
Faculty of Medical Sciences (FMW)	MED	06-15117945, 06-50193769, 06-31147368
Faculty of Science (FNWI)	NWI	06-53707818, 024-3653392
Faculty of Law (FdR)	JUR	06-21651329, 06-31132585
Faculty of Social Sciences (FSW)	SOW	024-3612071
Radboudumc Health Academy (RHA)	RHA	06-50193769, 0631147368, 06-50008351, 06-15117945
Head invigilator Comenius building		06-50172140

All examination rooms on campus have their own code, often the abbreviation of the building name in combination with the room number. You can look up the buildings via <https://www.ru.nl/en/contact/getting-here>. It is explained in the buildings themselves how the code system for the room numbers works. For more information about the buildings and rooms of the Radboudumc and Radboudumc Health Academy, you can go to <https://www.radboudumc.nl/en/education/classrooms/classrooms>.

Building indication and examples of halls	Address
Lecture hall complex (CC1 through 5)	Mercatorpad 1
Comenius building (COM A and B)	Comeniuslaan 6
Elinor Ostrom building (e.g., EOS N 00.300)	Heyendaalseweg 141
Erasmus building (e.g., E 1.03, EL 2.05)	Erasmusplein 1
Open University	Erasmuslaan 9 (bv. 1.07)
Experience Centre M260	Geert Grooteplein 15
Grotius building (e.g., GR 00.010)	Montessorilaan 10
Huygens building (e.g., HG 00.029)	Heyendaalseweg 135
Linnaeus building (LIN 1 through 8)	Heyendaalseweg 137
Maria Montessori building (MM 02.130)	Thomas van Aquinostraat 4
RSC / Gymnasium (Hall 1 and Hall 2)	Heyendaalseweg 141
Study Centre M230 (e.g., Majoor AB)	Geert Grooteplein 21
Dentistry M362 (e.g., THK 0.0038)	Philips van Leydenlaan 25

There is a charging station for your public transit card (OV card) at the University Library (Erasmuslaan 36). There are also several (closed) bicycle parking facilities that can be opened with your campus card.

Appendix 1. Standard list of student-related provisions

- **Modified furniture | AANGEPAST-MEUB**

The student is entitled to specific furniture, as specified in Osiris.

- **Extra time | EXTRA-TIJD**

The student is entitled to additional exam time. The faculty determines the amount of additional time. FdR gives 25% additional time of the total exam time.

All other faculties give 30 min additional time, regardless of the total exam time.

- **Extra time 50% | EXTRA-TIJD50**

The student is entitled to 50% additional time of the total exam time.

- **Extra time 100% | EXTRA-TIJD100**

The student is entitled to 100% additional time of the total exam time.

- **Larger screen | SCHERM**

The student is entitled to a screen of 21 inch for exams on a Chromebook in the sporthallen.

- **Individual room | INDIVIDUEEL**

The student may take the exam in a separate room, away from other students.

- **Smaller room | KLEINER**

The student may take the exam in a smaller room with approximately 15 other students.

- **Laptop | LAPTOP**

The student may take a paper exam on a laptop.

- **Oral exam | MONDELING**

The student may take an oral exam.

- **Other provisions | OVERIG**

The student is entitled to a provision which is not included in this list, specified in Osiris.

- **Paper | PAPIER**

The student is entitled, if feasible, to a paper copy of a digital exam. Osiris states whether the student completes the exam on the computer or on paper.

- **Personal mouse | MUIS**

A student may use their own mouse during a digital exam, provided it is compatible with the other hardware and software that RU uses for digital exams. If the student's mouse is not compatible, RU will see whether it has a compatible, modified mouse available that meets the student's needs. The student is responsible to test any of their personal hardware with the faculty coordinator prior to digital testing.

- **Personal keyboard | TOETSENBORD**

A student may use their own keyboard during a digital exam, provided it is compatible with the other hardware and software that RU uses for digital exams. If the student's keyboard is not compatible, RU will see whether it has a generic, modified keyboard available that meets the student's needs. The student is responsible for testing the keyboard with the faculty coordinator.

- **Seat selection | PLAATS**

The student is entitled to a specific seat in the exam room as specified in Osiris.

- **Wheelchair | ROLSTOEL**

The student is entitled to a wheelchair accessible place in the exam room.

- **Larger letters (Arial 12) | VERGROOT-LETTER**

The student is entitled to an exam printed in font 12 Arial for paper exams, or if not possible, printed in A3 format.

During digital exams, all students can zoom in to enlarge the font.

- **Reading software | VOORLEES**

The student may use reading software. Students who receive this provision for paper exams will always be provided with the provision laptop too.

- **Toilet use | TOILET**

The student may use the toilet **immediately**, multiple times if necessary.

- **Leave the room | ZAAL-VERLATEN**

The student may leave the exam room to stretch the legs. The end time of the student remains the same.