

# **Guidance for examination supervisors**

Please read this document carefully as it contains the latest guidance to supervisors for the latest examinations. The guidance applies to the joint examinations of the Faculty of Actuaries and the Institute of Actuaries.

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# Preparations for the examinations

## Timetable

The actual start/end times of the examinations may differ for overseas centres and any changes should be discussed with the Examinations Office and approved, if necessary, with the Board of Examiners. All students, however, will sit the examinations on the set dates.

## Accommodation

Exclusive access to the accommodation used for the examination must be available to the Supervisor and those s/he authorises for the duration of the examination, including time for set-up and set-down. Consideration should also be given to those students who are allocated extra time and whose exam time will over-run the standard timetable. This can then have a knock-on effect on the preparation time for the next exam.

Subject to the minimum standards laid out in this document there are no restrictions on the type of accommodation that may be used for examinations. Examinations may for example be held in an office, whether or not a student's normal place of work, or in a building available for public hire.

It is also the duty of the Supervisor to provide a suitable examination room which minimises the possibility of disturbance and in which candidates can be seated at least 1.5 metres apart, measured from chair-centre to chair-centre. A suitable flat desk and static chair must be provided for each candidate. Desks should be a minimum of 55cm x 45cm. Access ways of at least one metre must be provided to enable candidates and invigilators to reach each desk and to evacuate the room safely in the event of an emergency. Adequate space is required for the invigilator(s) to be seated in front of all candidate and, where relevant, at the back of the room such that all candidates are in view at all times. It is advisable to check with the venue when the routine fire drill takes place.

This is consistent with the standard examination desks supplied to most examination bodies. Desks should all face in the same direction and the line of sight between candidate and the invigilator must not be obstructed in any way. Secure arrangements are required for the storage of bags and coats during the examination although an area in the examination room, away from the candidates would be adequate.

The supervisor should ensure that the examination room is clearly sign-posted. Measures to facilitate access by students with restricted mobility should be given consideration and the Exams team notified where wheelchair access is not possible.

All candidates should have sight of a clock.



## **Administration**

The Supervisor must be available to liaise with the Exams Team on all aspect of arrangements in connection with the Centre.

### **Despatch of Exam Materials**

Supervisors will receive the following items one month before the start of the Exams:

- Timetable (two copies – one for the Supervisor and one for the Venue)
- Candidate lists
- Attendance permits (overseas centres only)
- Question papers
- Answer booklets
- UK Practice Module answer sheets (yellow)
- Continuation paper
- Treasury tags (for securing continuation paper in the booklet)
- Graph paper (as appropriate)
- Scrap paper
- Incident forms
- Comment slips
- Expenses claim form
- Formulae and tables books

All items should be checked on receipt and any omissions reported immediately to the Exams Team.

### **Candidate Lists**

There will be a candidate list showing the candidates entered for each subject at your centre.

### **Attendance Permits**

Students entered for examinations at home centres are sent their attendance permits directly from the Examinations Office.

All overseas centres will receive the attendance permits relating to students sitting at their centre at the same time as the other examination material. The permits should be forwarded to the students without delay, along with specific details of the timing and location of their examinations. (Note: the times of the examinations are not shown on overseas permits as they can differ from those at home centres. Overseas centres should always inform candidates of the start and finishing times relevant to their centre, even if they are the same as the home centre times.)

### **Photographic Identity**

Each student will be required to show a form of photographic identification when appearing for each examination. At the start of the examination, each student's photographic identification must be placed on the examination desk so that it may be checked during the examination by an invigilator.

The following are acceptable as identification

- a current passport
- company identification containing photograph
- driving licence containing photograph
- a national identity card containing photograph
- bank card showing photograph

Students who fail to produce this proof of identity must obtain and complete a form for verification of identity after the event. This can be obtained from the examinations team at Napier House.

### **Question Papers**

Arrangements must be in place for the secure storage of all examination related materials including examination papers and books/scripts. Examination papers must not be removed from their secure envelopes prior to the examination. Question papers for each subject are securely enclosed within a window envelope. You will be able to identify the subject and quantity of papers contained without having to open the envelope.

## **Material to be provided in the examination room**

The supervisor should ensure all candidates have access to the following:

### **Formulae and Tables for Actuarial Examinations (reprinted 2002)**

The book of tables has a yellow cover and should be used for all examinations. Please inform the Examinations Office immediately if you do not hold sufficient supplies of the Tables so that further copies can be sent to you. **Please note that candidates must not use their own copies.**

These tables may be kept at the centre for use each session and there is no need to return them to Napier House, unless the centre will not be used again. At the end of each set of exams check that the books are still clean and no notes have been written in them.

### **Answer booklets**

These will be sent by Napier House for each examination session. Should a candidate complete an answer booklet, please do not give them another booklet to use for continuation. Supplies of continuation paper are provided for this purpose. **Pages from answer booklets must not be torn out and used as scrap paper.**

**The answer booklets must not be placed on the exam desk, but should be distributed to each candidate with the examination question paper. Invigilators need to advise candidates to open out the front cover of the answer book before writing their name in the top-right corner.** (This will avoid the possibility of an impression being visible on the inside page.)

### **UK Practice Modules Answer Sheets**

Answer sheets have been provided for the UK Practice Module examinations. Please ensure that these are handed to students to answer these particular multiple choice examinations.

## **Continuation paper**

You should have received a supply of continuation paper, usually 5–10 sheets per candidate per examination. Continuation paper should **not** be given out until requested by the candidate.

## **Treasury tags**

For securing continuation paper in the booklet.

## **Graph paper**

Graph paper is required for certain exams and you will be advised each session as to which exams the graph paper is required for.

## **Scrap paper**

A supply of light blue or plain coloured paper is provided for rough workings.

## **Student comment slip/Complaints procedure**

These are to be made available to candidates at the end of the examination to enable them to record any comments about the centre or the conduct of the examination. Candidates may either return the form directly to the Examinations Office or hand it to the supervisor for inclusion with other returns. Any candidate with personal mitigating circumstances should notify the Examinations Office directly.

Any stationery remaining after the examinations may be retained by the centre for use in connection with future examinations.

## **Conduct of the examination**

No candidate may have access to the examination room once preparation for an examination has started and until the supervisor formally permits entry. Candidates must only have approved items with them at their desk – candidate instructions, permits and calculator lids should all be placed on the floor. Also the room must have been cleared of any unauthorised materials on the walls or elsewhere which could be of assistance.

The room must be conducive to the maintenance of uninterrupted concentration and should as isolated, as possible, from sources of noise. Unacceptable distractions might include voices, tannoy systems, music, the operation of office equipment including telephones and heavy traffic. Supervisors must satisfy themselves that lighting and temperature levels are comfortable for candidates.

Each centre will designate someone to be responsible for the supervision of all aspects of the administration and conduct of examinations including invigilation.

The Supervisor or their representative should arrive in good time for the start of the examination and must remain in the room throughout the time allotted. Every care should be taken to avoid disturbing candidates unnecessarily and mobile phones must be switched off. Where there are two or more invigilators they should only speak to each other during the examination if this is unavoidable. Unobtrusive patrolling should be undertaken on a regular basis.

There should be at least two invigilators per exam and at least one invigilator should be present at all times in each room used. In exceptional circumstances where there may be two or more candidates and one invigilator, arrangements must be in place to enable a request for assistance as necessary.

Candidates must be supervised at all times under examination conditions and should not be permitted to leave the room unsupervised except for brief toilet breaks.

**The number of Invigilators required per examination will vary but please adhere to the following as a guideline:-**

<b>No. of Students</b>	<b>No. of Invigilators</b>
<b>1</b>	<b>1</b>
<b>2 –30</b>	<b>2</b>
<b>31-45</b>	<b>3</b>

The list of candidates shows the names of all those who have entered and no one else should be admitted to the examination room. Should anyone arrive whose name is not on the list, the Examinations Office must be contacted at the earliest opportunity. Where immediate contact cannot be established (e.g. because of time zone differences) centres should make all reasonable efforts to ascertain the reasons why the candidate is not entered for the examination, and notify the Examinations Office as soon as possible.

The Supervisor should ensure that seating arrangements minimise the possibility of candidates assisting, or copying from, one another. Candidates must leave any bags, coats, books or papers they have at the side of the room away from their desks. They should be advised to switch off any mobile 'phones so as not to cause disturbance during the examination. Candidates should be admitted to the examination room no more than 10 minutes before the start of the examination, **and be reminded that during this time they may not make any notes whatsoever.**

**It should be noted that for the UK Practice modules there may be some students who will leave half way through the examination time. To ensure minimum disruption to the other students it is desirable that these students should be seated together closest to the door. Consideration should also be given to those students who have special arrangements.**

As soon as the candidates are seated, the sealed packet of examination papers should be opened by the Supervisor, who must ensure that the serial number shown at the bottom left hand corner of each paper is identical on all copies. Care should be taken to ensure that students cannot see any questions on the back page of the exam paper.

Each candidate should be supplied with a copy of the question paper and answer booklet and instructed not to look at the questions or start writing their examination, until permission is given. The invigilator should make all public announcements before the examination starts.

Once papers and answer booklets have been distributed, the candidates should be instructed to read the "Instructions to Candidates" on the front of the examination question paper and answer booklet in the 10 minutes before the start of the examination. They must also complete the front of the answer booklets, ensuring that all details are filled in and the top right corner flap sealed over their names. No time will be allowed for this at the end of the examination. The candidates should not write anything inside the booklet until they are instructed that the examination can commence. (An example of front cover of booklet is given in Appendix A.)

For the CT series candidates should be told to start the examination after the 10 minutes in which they read instructions and head up the front of their answer booklets have elapsed. The CT series candidates then have 3 hours in which to answer the questions.

For the CA, ST and SA series (after the initial 10 minutes) candidates have 15 minutes in which they can read the questions in the examination paper. They may also make notes if they wish using the scrap paper provided and highlight questions on the examination question paper. During this time they **must not** start to write their answers in the answer booklet. After the 15 minutes have elapsed candidates are to be informed that they may open their answer booklet and start writing their answers.

If a candidate opens their answer booklet and starts to write in it during the 15 minutes reading time they must be told to close their booklet and only use the scrap paper for writing notes. They will be allowed to continue their examination but a note of their candidate number and ARN must be made on the incident report.

Candidates should be reminded that they may not leave during the first half hour. (For the CA, ST and SA series the first half hour includes the 15 minutes reading time.) Any candidate leaving the room after this time must, before doing so, give up their answer booklet and examination question paper. They must not on any account be re-admitted. Please remind candidates leaving before the end of the examination to do so quietly.

Candidates leaving the room temporarily should not be allowed more than the briefest of absences and should be accompanied. All periods of absence should be reported and the candidate(s) clearly identified by their candidate number.

Candidates arriving up to 30 minutes after the start of the examination should be admitted. In the case of the CA, ST and SA series this includes the 15 minutes reading time. Supervisors have discretion to give extra time if a candidate has been delayed due to exceptional circumstances **clearly** beyond their control. Extra time should be given at the end of the examination corresponding to the time lost at the start.

If there are any interruptions to the examination e.g. fire alarm, bomb scare, extra time should be given at the end to all candidates concerned. If the Supervisor thinks it appropriate to allow extra time, a detailed explanation must be included with the incident report.

In the case of a security alert or fire alarm evacuation, candidates must be told to leave their answer booklets and question papers on their desks and leave the exam room quietly. There must be no talking amongst candidates outside the exam room. As soon as the alert is over candidates may return to their desks and resume writing. Extra time where possible should be allowed to cover the time lost. If too much time has been lost to resume the examination (e.g. more than an hour), candidates' answer booklets must be collected. These will then be marked on the basis of the questions attempted taking into account the incident that interrupted the examination.

All incidents of significance to the conduct of the examination must be noted on the incident report and candidates advised that this report will be sent to the examiners to be taken into account when scripts are marked.

No explanation or opinion concerning the questions should be given to the candidates and no talking should be allowed in the room. Food and drink is allowed in the examination room but should not cause a disturbance to candidates. Smoking is not allowed.

Reasonable steps will be taken to accommodate the special needs of a candidate, e.g. for isolation from other candidates, whether notified in advance or arising at short notice. Should a group of students be known to each other reasonable steps should also be taken to ensure they are seated apart.

## Calculators

This guidance is reproduced from the Examination Regulations, which all candidates will have seen as part of their exam entry application. Similar details are also provided in the Student Handbook.

Candidates may use electronic calculators in all the examinations subject to the following conditions:

- Candidates must provide their own calculators.
- Under no circumstances should hand-held personal computers, of any description, be taken into the Examination room.
- Calculators must be silent, have visual display only and be battery or solar operated.
- Any stored data and /or stored program facilities must be cleared before the calculator is taken into the examination room.
- Candidates are advised that in all calculations intermediate results should normally be shown to gain full marks.

Calculators with the following functions and facilities are **not permitted** —

- Data banks
- Dictionaries
- Language Translators
- Retrieval or manipulation of text – including electronic writing pads or pen-input devices
- Graphic/Word Display

- External Communications – including calculators built into mobile phones or other wireless communication devices
- Sound
- Pocket Organisers

No extra time will be allowed for candidates who do not use calculators or whose calculators break down in the course of the examination. Exam supervisors will not have extra batteries or calculators.

## Attendance record

Approximately half an hour after the commencement of the examination the Supervisor should fill in the candidate list indicating the number of those who are absent and those who have attended.

**Please mark up attendance column with a “✓” for those who were present and “A” for those who were not.**

The candidate list shows those candidates who have entered for the examinations. Each paper has a separate list showing the date of the examination and whether it is a morning or afternoon paper. The candidate number is comprised of the paper e.g. CT1S, the paper number, the first three letters of the centre, e.g. LON and a serial number, e.g. 001. This would appear as CT1S/1/LON/001.

It is important that the candidate list and answer booklets for each examination are kept together.

## SA series

When candidates enter for the SA series they indicate which specific subject they are going to answer e.g. SA1, SA2 etc. Each paper has a corresponding candidate list. As all of the SA subjects are taken on the same day desk numbers will run consecutively for each individual subject e.g. starting at 001 for SA1 and again at 001 for SA2 and so on.

It is essential that candidates are given the correct question paper according to their subject on the candidate list. They may not change their mind as to which subject they wish to answer and must answer the subject for which they are entered. Any request from a candidate to attempt a different question paper must be refused.

## End of the examination

At the expiry of the time allowed for the examination the Invigilator should immediately require all candidates to cease writing and ensure that this instruction is obeyed.

The Supervisor should instruct the candidates:

- To fasten any additional pages securely **inside** the completed answer booklet using the treasury tag provided.
- To sign the answer booklet if they have no answer to submit.
- To deliver their answer booklet to the Supervisor.
- To return the examination question paper to the Supervisor.

**No question papers may be taken from the examination room.** (This is a security measure to prevent the possibility of papers being faxed to another time zone.) Copies of examination papers will be put on the web-site after the exam has taken place.

The Supervisor should ensure that each candidate hands in a question paper and an answer booklet. The sets of answer booklets should be checked against the candidate list.

Both ARN (Actuarial Reference Number) and the candidate number written on the answer booklet should be checked against the list to ensure they have been entered correctly and any errors drawn to the attention of the examiners. If the candidate number or ARN is missing or incorrect please amend the front of the booklet using red ink.

Answer booklets should be placed in the order of the candidate list to which they relate before they are returned to Oxford.

Candidates should be provided with comment sheets should they wish to comment on the conduct of the examination. These should be returned, by the candidate, directly to the Examinations Office at Napier House or may be handed in to the supervisor. Forms handed in should be included with the materials being returned to Napier House.

## Incident forms

The purpose of these forms is to record any incidents which might occur during the examination. You should write down details of any incident, no matter how small, which affected the running of the examination.

Please inform candidates that a record of all incidents is forwarded to the examiners for their consideration. If no incident occurred please make a note to this effect in the space provided.

**Please ensure that spare incident reports are kept to hand in the examination room.**

## Returning answer booklets etc.

Answer booklets, candidate lists and incident forms should be returned to the Examinations Office by the quickest and safest means — typically by courier. It is most important that the candidate list is returned with the associated answer booklets. **Please do not return answer booklets without the corresponding candidate list, as it is our only means of checking everything has arrived safely.** We also request that a copy of the candidate list is faxed back each day to assist our administration process.

Centres are expected to take responsibility for the Courier arrangements and invoice us for the cost incurred. The answer booklets etc. must NOT be sent “receiver pay.”

We are able to arrange for the Profession’s designated Courier Company to pick up the answer booklets etc. Please contact the Examination Teams – [examinations@actuaries.org.uk](mailto:examinations@actuaries.org.uk) if you would like to take advantage of this arrangement.

It is not necessary to return question papers. However, where these are returned please keep them separated from the answer booklets.

UK centres should return answer booklets and corresponding candidate list to the Examinations Office each day; i.e. by the working day following the examination. For ease of despatch overseas centres should return answer booklets and corresponding lists at the end of each week.

It is imperative that all remaining answer booklets and lists are returned immediately after the final examination as any delay will hold up the marking process.

Please complete the attached Exam Despatch Log and either email or fax to the Exams Team.

## **Absentees**

To assist the Examining Teams it would be appreciated if a list of the absentees for that day's exams could be emailed or telephoned to the Exams Team (ARN's is sufficient.)

## **Expenses claims**

The Supervisor should send any expense claim, including receipts wherever possible, to the Examinations Office within four weeks of the final exam.

If you have any queries on the above, please do not hesitate to contact the Examinations Office, Napier House, 4 Worcester Street, Oxford, OX1 2AW.

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