The instructions in this manual must be strictly adhered to as exams are regulated by official University policies.

RELEASED APRIL 2016
# Table of contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Introduction</strong></td>
<td>4</td>
</tr>
<tr>
<td><strong>Roles and Responsibilities</strong></td>
<td>5</td>
</tr>
<tr>
<td>Exam centre staff</td>
<td>5</td>
</tr>
<tr>
<td>All supervisors</td>
<td>5</td>
</tr>
<tr>
<td>Supervisor In Charge (SIC)</td>
<td>6</td>
</tr>
<tr>
<td>Assistant Supervisor (AS)</td>
<td>6</td>
</tr>
<tr>
<td>Dress code</td>
<td>7</td>
</tr>
<tr>
<td><strong>Before the Exam</strong></td>
<td>8</td>
</tr>
<tr>
<td>Exam room set up</td>
<td>8</td>
</tr>
<tr>
<td>Desk allocation for multiple exams</td>
<td>8</td>
</tr>
<tr>
<td>Exam pack cover sheets</td>
<td>8</td>
</tr>
<tr>
<td>Duration of exam</td>
<td>8</td>
</tr>
<tr>
<td>Distributing exam materials</td>
<td>8</td>
</tr>
<tr>
<td>Whiteboard notice</td>
<td>9</td>
</tr>
<tr>
<td><strong>Entering the Exam Room</strong></td>
<td>10</td>
</tr>
<tr>
<td>SIC announcements</td>
<td>10</td>
</tr>
<tr>
<td>Resources allowed in the exam</td>
<td>10</td>
</tr>
<tr>
<td>Materials not allowed in exam</td>
<td>11</td>
</tr>
<tr>
<td>Use of calculators</td>
<td>11</td>
</tr>
<tr>
<td><strong>Admitting and Seating Students</strong></td>
<td>12</td>
</tr>
<tr>
<td>Instructions outside the exam</td>
<td>12</td>
</tr>
<tr>
<td>Student ID cards</td>
<td>12</td>
</tr>
<tr>
<td>Illness before an exam</td>
<td>13</td>
</tr>
<tr>
<td>Attendance lists</td>
<td>13</td>
</tr>
<tr>
<td>Seating students</td>
<td>13</td>
</tr>
<tr>
<td>Prior to start of exam</td>
<td>14</td>
</tr>
<tr>
<td><strong>During the Exam</strong></td>
<td>15</td>
</tr>
<tr>
<td>Student conduct</td>
<td>15</td>
</tr>
<tr>
<td>Exam supervisor duties</td>
<td>15</td>
</tr>
<tr>
<td>Attendance slips</td>
<td>16</td>
</tr>
<tr>
<td>Toilet breaks</td>
<td>16</td>
</tr>
<tr>
<td>Additional answer booklets</td>
<td>17</td>
</tr>
<tr>
<td><strong>Student Illness</strong></td>
<td>18</td>
</tr>
<tr>
<td><strong>Exam Room</strong></td>
<td>19</td>
</tr>
<tr>
<td>Academic access to exam room</td>
<td>19</td>
</tr>
<tr>
<td>Supervisors left alone in exam venue</td>
<td>19</td>
</tr>
<tr>
<td><strong>Students Finishing the Exam</strong></td>
<td>20</td>
</tr>
<tr>
<td><strong>Misconduct and Reporting</strong></td>
<td>21</td>
</tr>
<tr>
<td>Student misconduct</td>
<td>21</td>
</tr>
<tr>
<td>Procedures for reporting student misconduct</td>
<td>22</td>
</tr>
<tr>
<td><strong>Other Incidents</strong></td>
<td>23</td>
</tr>
<tr>
<td>Delay to the exam</td>
<td>23</td>
</tr>
<tr>
<td>Excessive noise near the exam</td>
<td>24</td>
</tr>
<tr>
<td>Air conditioning problems</td>
<td>24</td>
</tr>
<tr>
<td>Locked room</td>
<td>24</td>
</tr>
<tr>
<td>Missing clocks/clocks not working</td>
<td>24</td>
</tr>
<tr>
<td><strong>Emergencies</strong></td>
<td>25</td>
</tr>
<tr>
<td>Evacuation procedures</td>
<td>25</td>
</tr>
<tr>
<td>When the emergency is over</td>
<td>26</td>
</tr>
<tr>
<td>Resuming the exam</td>
<td>26</td>
</tr>
<tr>
<td>Abandoning the exam</td>
<td>26</td>
</tr>
<tr>
<td><strong>Individual Examination Arrangements (IEA)</strong></td>
<td>27</td>
</tr>
<tr>
<td>SIC responsibilities for IEA exams</td>
<td>27</td>
</tr>
<tr>
<td>What makes a good scribe/reader?</td>
<td>28</td>
</tr>
<tr>
<td>Role of the scribe</td>
<td>28</td>
</tr>
<tr>
<td>Role of the reader</td>
<td>28</td>
</tr>
<tr>
<td><strong>Clash Exam Arrangements</strong></td>
<td>29</td>
</tr>
<tr>
<td><strong>End of Exam</strong></td>
<td>30</td>
</tr>
<tr>
<td>End of exam procedures</td>
<td>30</td>
</tr>
<tr>
<td>How to return exam papers</td>
<td>31</td>
</tr>
<tr>
<td><strong>Policies and Guidelines</strong></td>
<td>32</td>
</tr>
<tr>
<td><strong>Contact Details</strong></td>
<td>33</td>
</tr>
</tbody>
</table>
Introduction

Thank you for participating in exam supervision at Western Sydney University. Exam Supervision is an important part of ensuring the integrity of the exam process and providing a positive learning experience for students.

This manual is provided to help you understand your roles and responsibilities as an exam supervisor. All exam supervisors are expected to have read this manual and be familiar with its content.

Exam supervision is coordinated by the Western Sydney University Assessment team which is part of the Assessment and Graduation Unit.

More information and support for exam supervisors is available on the exam supervisor website: westernsydney.edu.au/examsupervision

Please note: the University is completely smoke-free. An infringement notice may be issued if you smoke on any Western Sydney University premises. More information is available at westernsydney.edu.au/smokefree

DEFINITIONS

Individual Examination Arrangements (IEA)
IEA exams are for students with a disability or chronic health condition that have registered with the Western Sydney University Disability Service for adjustments and assistance. These students receive an Academic Integration Plan (AIP) to assist them with their studies.

Clash exam arrangements
Clash exam arrangements are made for students who have two or more exams that clash on the exam timetable. The Assessment team will make the necessary arrangements for students in this situation. Western Sydney University defines an exam clash as:

- where a student has more than three exams scheduled on two consecutive days
- an evening exam that finishes after 8.30PM, followed by a morning exam that starts before 9.30AM on the next day.
- two exams happening at the same time, including an overlap
- less than one and a half hours between exams where they are held on the same campus
- where there is insufficient travelling time (less than three hours) between exam venues at different campuses or off-campus sites
- where a student has three exams scheduled on one day
Roles and responsibilities

Position descriptions that detail the key functions and responsibilities of each of the exam supervisor positions are available on the exam supervision website.

There are eight types of exam supervisors:

- Exam Centre Team Leader (ECTL).
- Exam Centre Officer (ECO).
- Exam Centre Officer – Float (ECOF).
- Supervisor In Charge (SIC).
- Assistant Supervisor (AS).
- IEA Supervisor (IEA).
- Reader Supervisor (reader).
- Scribe Supervisor (scribe).

EXAM CENTRE STAFF

The ECTL and ECO are responsible for coordinating and running the exam centre, ensuring all exams run smoothly and supporting exam supervisors. More details about their roles and responsibilities are available in the Exam Centre Staff Manual.

ECTLs and ECOs are responsible for:

- ensuring that all exams on the allocated campus are appropriately supervised and that all duties delegated by the Assessment team are conducted in accordance with Western Sydney University policy and procedures
- initiating changes to rosters, room allocations and materials in consultation with the Assessment team.

The ECOF will be scheduled during times when there is a high volume of exams. The role of the float supervisor is to assist the exam centre and not limited to:

- set up and/or supervise a room if a Supervisor is late to a shift
- deliver important information to exam rooms such as exam paper corrections.

ALL SUPERVISORS

As a SIC or an AS, you must:

- abide by Western Sydney University policies and procedures
- be organised and punctual to ensure you have enough time to set up for the upcoming exam
- turn off mobile phones, smart watches or similar communication devices including any alarms or alerts that may be triggered whilst the phone is off during exams. Should your phone/electronic device interrupt an exam an Exam Condition Report will need to be lodged
- refer to the Exam checklist in the Supervisor folder to ensure you complete all tasks in the exam
- be alert and interested when supervising exams and try to create a quiet and relaxed environment
- stay calm, patient and relaxed when dealing with students. Have a friendly and approachable demeanour
- not have tea breaks during an exam
- not eat food during an exam. Water is allowed, however it must be consumed in a way that does not disturb the students
- not talk with other staff during an exam unless absolutely necessary
- not make conversation with students; only speak to them in a professional manner and as necessary during the exam
- not sit on a chair or desk for prolonged periods of time. Sitting does not lend itself to effective supervision. Supervisors are to continually move around the exam room observing the students
- not stand directly behind a student unless you are dealing with an exam-related issue
→ remember that students are adults and during exams they are suffering considerable stress
→ never refer to a student by nationality, colour, religion or disability
→ avoid wearing excessively strong perfume or aftershave especially when supervising IEA exams
→ know the emergency evacuation plan and the assembly point of the building you are supervising in
→ know your ECTL and ECOs as they are the first point of contact in the event there is an exam issue and you need help
→ notify Assign Recruitment on (02) 8833 7000 if you cannot make your shift or if you are running late.

**SUPERVISOR IN CHARGE (SIC)**

The SIC is the person responsible for conducting and running the exam in accordance with the instructions in this manual and Western Sydney University policies and procedures. They also allocate duties to the AS assigned to their exam room.

As a SIC you must:

→ sign the sign-on roster in the exam centre office and collect the exam pack and swipe card access for your allocated exam. Ensure all associated materials are included in accordance with details on the exam pack cover sheet. If there are discrepancies, report them to the ECO immediately
→ if supervising an IEA student ensure that you understand the required adjustments and if unsure clarify them with the ECO staff
→ collect the exam stationery pack and Supervisor folder from the exam centre
→ double check that you are in your allocated room to avoid setting up the wrong room
→ ensure that ASs are thoroughly briefed on exam conditions and the tasks to be carried out during the exam
→ ensure you are aware of emergency procedures and conduct the exam in a safe manner and address any hazards or obstacles promptly.
→ make announcements in a loud and clear voice or delegate this to an AS
→ coordinate the entry of students into the exam room, including checking the attendance list against all student ID cards
→ if rostered to supervise a ‘clash’ student, make sure you have been briefed by the ECO on clash procedures
→ report to the exam centre on the performance of the ASs, indicating their suitability to be considered for a SIC role in the future
→ complete an appraisal form and lodge it in the exam centre office box provided. Allow your ASs to complete and lodge their form independently
→ if in a position to release an AS early, instruct them to return to the exam centre where they will be asked to complete a Variation of Hours form or be reassigned to another room by the ECO
→ secure the room at the end of the exam session making sure no personal items are left behind, and the room is left in a clean and tidy manner.
**ASSISTANT SUPERVISOR (AS)**

The AS is responsible for assisting the SIC to ensure exams are conducted in accordance with the instructions in this manual and Western Sydney University policies and procedures.

As an AS you must:

- proceed immediately to your assigned exam room after completing your sign-on roster in the exam centre office. In some cases you may need to help the SIC transport the exam papers to the exam room
- help the SIC distribute exam papers and provide enough booklets and associated materials for each student as per the instructions on the exam cover sheet
- ensure exam notices are placed outside each exam room
- help the SIC check the attendance lists and student ID cards
- help the SIC collect and collate all exam papers and associated materials at the end of the exam
- complete the appraisal form and lodge it in the exam centre office box provided
- if released early from the venue by the SIC, return to the exam centre to be reassigned by the ECO and complete a Variation of Hours form if required.

**DRESS CODE**

All exam supervisors are required to meet a reasonable standard of personal presentation and hygiene in line with the professional Western Sydney University environment. It is a policy of Assign Recruitment that all supervisors adhere to a dress code. The dress code ensures that supervisors are clearly identifiable to students and academics.

Women: Black trousers or skirts, with a plain white top. Closed toe shoes must be worn. In winter, you may wear a plain black jacket/jumper.

Men: Black trousers, with a collared white top. Closed toe shoes must be worn. In winter, you may wear a plain black jacket/jumper.

Black dress jeans are also allowed.

No denim including faded or torn jeans, leggings, tracksuit pants, shorts, hats, bandannas, patterns, or open toed shoes are permitted.
Before the exam

The Exam checklist in the Supervisor folder provides a list of tasks that must be completed before, during and at the end of the exam, including how to return the exam papers.

**EXAM ROOM SET UP**
The setup of the exam room is very important. The room must be free from all distractions and interruptions and be conducive to the student achieving their best result. The room setup must also help limit cheating and collusion. Exams that have resources allowed will need enough space on the student’s desk to accommodate any text books or materials allowed for the exam.

It is important to maintain enough spacing between desks for easy access and to prevent cheating and collusion. You may need to re-check this once students have taken their seats.

Exam papers must not be left exposed for the student or any other person to access, exam papers are printed double sided therefore they must be placed faced up on the desk, followed by the answer booklet/cover sheet placed face up.

**DESK ALLOCATION FOR MULTIPLE EXAMS**
If more than one exam is scheduled in the same room, make sure that one desk is left empty (if possible) to separate one exam group from another. Use the whiteboard, desk spacing and coloured paper to mark out for yourself and students where different exams are seated.

**EXAM PACK COVER SHEETS**
Display the exam pack cover sheet in a prominent position outside the exam room for students to confirm they are attending the correct exam and room. Display the cover sheet just above eye level so students can see it easily, taking care to not cover room numbers.

Important: Do not display the exam pack cover sheets for IEA students as this is in breach of the Privacy and Personal Information Protection Act 1998 (NSW).

**DURATION OF EXAM**
Supervisors must be fully aware of the duration of all exams they supervise, especially when multiple exams have been scheduled to their allocated room.

IEA students – supervisors must be fully aware of all requirements listed on each IEA exam pack cover sheet and ensure that these students are seated at a desk that minimises any disruption caused by other students leaving the exam room. Ensure that you refer to the exam pack cover for individual IEA Exam duration as the Attendance list is not always correct.

**DISTRIBUTING EXAM MATERIALS**
Exam pack cover sheets show the number of students that should sit the exam. For each student, distribute the following items as applicable:

- exam question paper – one copy placed face up on the desk
- answer booklet – only allocate the quantity as per the instructions
- exam cover sheets – distribute one to each student as per the instructions
- scan sheets – distribute one to each student as per the instructions
- other materials – allocate as per the instructions on the exam pack cover sheet.
Important: Do not leave exam papers on desks for extended periods, particularly if an exam is delayed. Once the exam has been running for 30 minutes, collect any excess exam papers and exam materials.

**WHITEBOARD NOTICE**
The following information must be put on the whiteboard (where available) before the exam starts. Do not use permanent markers:

- date
- unit number and name
- scheduled start time (or delayed start time)
- scheduled finish time (or delayed finish time if the start time was delayed).

Some rooms have data projectors that can be used to display the exam information. Instructions on using the data projector and templates are included in your Supervisor folder.

Note: If the exam room does not have a whiteboard and you are unable to use the data projector, get some A3 paper from the exam centre and write the exam details on it, using Blu Tack to attach the paper to the wall. Do not write on the walls of the exam room or any pull-down projector screens. Any supervisor that writes on a wall or projector screen may have to pay for the repair costs.
SIC ANNOUNCEMENTS
Announcement sheets are provided in the Supervisor folders and are to be followed. Under no circumstances are older ‘saved’ versions to be used. The Supervisor folders contain the most recent versions for use. A separate announcement sheet is provided for IEA exams.

RESOURCES ALLOWED IN THE EXAM

Exam items
Resources allowed – The exam coversheet will specify in the box entitled ‘Resources Allowed’ what materials or items are allowed in an exam. This should specify whether no resources are allowed, or whether items such as books, notepaper, notes, calculators or other items are allowed. If the item is not listed on the coversheet, it is not allowed in the exam. If you have any doubt or questions about what resources are allowed you should contact the ECO.

Writing implements – students must supply their own writing implements (pens, pencils and erasers), which can be contained in a clear plastic bag or clear pencil case. Non-transparent pencil cases are not allowed in the exam room. Supervisors will not provide any writing implements.

Other items:

→ Mobile phones – mobile phones, smart watches, or similar communication devices must be turned off including message alerts and alarms that may be triggered when the phone is off. The mobile phone or device must be removed from the student’s bag before they enter the exam room. It must be placed face up on the student’s desk, visible to the supervisor at all times. The use of mobile phones during exams is a serious breach of exam rules and will be reported as a case of misconduct and a penalty applied. An Exam Student Conduct Report must be completed.

→ Personal items (e.g. wallet or purse) – All personal items must stay in the student’s bag or under their desk. Students are not to access these items during the exam. To allow for sufficient walking space in the room, the SIC may instruct students to leave bags in the front or back of the exam room. If this is not possible all bags are to be left outside the room or in lockers on campus. The University does not accept any responsibility for the theft or loss of personal items.

→ Drinks – only water in clear containers is allowed in exam rooms. Supervisors should examine all drink bottles before students enter the exam room. If there is a label on the container – check no hand written notes have been written on the rear of the label.

→ Food – some IEA students are allowed to consume food during the exam. Details about this will be listed on the student’s individual exam pack cover. If the pack cover doesn’t detail food requirements, then no food is to be consumed in the exam room at any time.

→ Religious or cultural headdress – religious or cultural headdress is allowed. If it is not possible to confirm a student’s identity, contact the ECO who will contact the Assessment team for instructions.

→ Other headdress or cap – other forms of headdress or caps may be worn for medical or other reasons. The student must provide written permission from the Assessment team. If they can’t provide this, the exam supervisor must contact the ECO, who will then contact the Assessment team for instructions. If the cap or hat stays on, the student should be allowed to continue their
exam. They should be closely monitored for the duration of their exam and an Exam Student Conduct Report must be completed.

MATERIALS NOT ALLOWED IN EXAM

- Writing paper – including blotting, graph, tissue or other paper of any form
- Electronic devices – unless specifically allowed on the exam coversheet, these devices are not permitted in the exam room, this includes: diaries, organisers, dictionaries, palm pilots, laptop computers or tablets (e.g. iPad, Android and eBook readers).
- Personal items – non-transparent pencil cases, bags, hats, caps, motorcycle and bicycle helmets.

USE OF CALCULATORS

The exam paper will stipulate if a non-programmable calculator can be used and, if so, the type of calculator allowed.

Programmable and communicable calculators (including other personal electronic devices such as mobile phones) cannot be used unless specified on the front of the exam paper.

Calculators are not provided by the University.
Admitting and seating students

INSTRUCTIONS OUTSIDE THE EXAM
Make announcements outside the exam room in a clear loud voice before admitting students to the exam – using ‘Announcement 1 – Outside the Exam Room’ as indicated on the announcement sheet provided in the Supervisor folder.

STUDENT ID CARDS
Only the students on the attendance list can be admitted to the exam room.

Students should produce a Western Sydney University student ID card for entry into the exam room.

These rules must be strictly followed:

→ Mark student names off the attendance list by ticking the relevant attendance box on the form. Make sure all appropriate notes are kept on this list. Absent students must have an ‘A’ in the attendance check box next to their name.

→ Carefully check the photo on each student ID card against the student before admitting them to the exam room. If a student is wearing religious headdress and their identity cannot be confirmed, contact the ECO who will contact the Assessment team for further instructions.

→ Advise students without their student ID card to go to Student Central to buy a replacement or temporary ID card. Temporary ID cards must be signed by the student and signed and dated by a Student Central officer. Replacement ID cards must be signed by the student before leaving Student Central. No extra time will be given to these students.

→ If a student’s name does not appear to be on the attendance list, first double check the list to ensure you have not missed the student, or ask the student to check their timetable on their phone.

→ Students not on the attendance list should be advised to go to Student Central where they can check their exam timetable. Student Central can then direct them to the correct room or campus. No extra time will be given to these students and they are not eligible for Special Consideration. The student’s ID number must be recorded on the attendance list in the space provided.

→ If the student advises that they are supposed to be in the exam room (according to their personalised exam timetable) but are not on the attendance list, they must get a signed Authorisation to Sit Exam Slip from Student Central and give it to the SIC. They will then be able to sit the exam. The SIC must record this information on the attendance list and attach the slip to the attendance list.

→ If the student’s ID card is expired, allow the student to sit the exam, and note this on the attendance list. You may advise the student that they should get a new student card before their next exam.

→ If the supervisor believes there is a problem with the authenticity of the student ID card they should allow the student to enter the exam room with a minimum of fuss, ensuring they confiscate the card upon entry. While the student is completing their exam, the supervisor must promptly contact the ECO and report their concerns. The ECO will then contact the Assessment team.

A supervisor might think a student ID card is not authentic for a number of reasons including (but not limited to):

→ the photo of the student does not match the person presenting the card.
The Assessment team will determine if they need to investigate further. In some instances they may contact Campus Safety and Security to detain the student while the situation is investigated.

ILLNESS BEFORE AN EXAM
If a student arrives at an exam room and advises that they are ill or have suffered a misadventure, they can choose not to sit the exam. They should be sent to Student Central for advice on what options are available to them. Do not provide advice on Special Consideration as this information should only be given by Student Central.

Make a note on the attendance list against the relevant student name and indicate, ‘Arrived sick. Did not sit exam’.

If a student has already entered the exam room they are not entitled to a Deferred Exam.

ATTENDANCE LISTS
An attendance list will be provided for each exam being held in each room. IEA exams will have a separate attendance list.

→ Only students on the attendance list will be admitted to the exam room.
→ Ensure that you review the entire list carefully, including additional pages before turning the student away from the room. Make note of the page numbering as this will indicate if there is more than one page.
→ Tick each student’s name off on the attendance list as they’re admitted to the exam room.
→ Students who are not on the attendance list for an exam room must be directed to Student Central for confirmation of their exam and room location. Record this on the attendance list in the space provided.
→ If a student shows you a copy of their timetable on their phone you must recheck the attendance list. If you still cannot locate their name, send them to Student Central. Ensure you make a note on the attendance list.
→ Academics (or other school staff) do not have permission to admit students to an exam room if they are not on the attendance list. Those students must go to Student Central for further instruction.
→ Toilet breaks must be noted on the attendance list next to the student’s name, along with the time they took the break, e.g. TB – 10:15 – 10:25AM.
→ Student illness, minor exam issues including exam paper issues should be noted on the attendance list.
→ Do not put the original copy of the attendance list in the Attendance Slip Envelope, please bundle as per the ‘How to Return Exam Papers’ instruction.
→ If an academic collects completed exam papers directly from an exam room, the duplicate copy of the attendance list must be provided to the academic with the exam papers.

SEATING STUDENTS
→ All students must be marked off on the attendance list before being allowed to enter the exam room.
→ Students should be seated in the exam room ready to begin the exam at the scheduled start time.
→ Under no circumstances are students to be admitted to the exam room after the first 30 minutes of the exam. If a
student does arrive after this time, they should be referred to Student Central and noted on the attendance list.

→ No extra time is provided for students who arrive late for an exam (within the first 30 minutes).

→ Students who arrive late within the first 30 minutes of the exam must be given the Late Students – Exam Instructions handout.

→ One exam in a room – the SIC can randomly seat students, being careful to separate students who appear to be in a ‘group’.

→ Multiple exams in a room – ensure students are directed to the correct exam. Use the whiteboard, desk spacing and coloured paper to mark out for yourself and students where different exams are seated. Seat students who are scheduled to finish first closest to the exit to minimise disruption to the other students as they leave.

PRIOR TO START OF EXAM

→ Make announcements to students using Announcement 2 – Inside the Exam Room – from the Announcement Sheet in the Supervisor folder.

→ If calculators are allowed, check that the calculators brought into the exam room comply with the exam cover page instructions.

→ While students are completing the Attendance Slips the ASs should move around the room to make sure exam papers are not touched.

→ Whilst students are being seated, check if they have a mobile phone on the desk. If not, ask the student politely if they have a mobile phone on them or in their bag and request they switch it off and place it face up on the desk.

→ Reading time is included in the length of the exam time. No separate reading time will be allocated.

→ Students are allowed to start writing at the start of the exam.
During the exam

**STUDENT CONDUCT**
Students must comply with all directions given by exam supervisors and all instructions set out on the exam paper. In addition, a student must not:
- disturb, distract or behave in a manner that may adversely affect another student
- obtain or endeavour to obtain assistance in their work
- provide or endeavour to provide assistance to another student in their work
- communicate by word or otherwise with another student once inside the exam room
- smoke inside the exam room
- eat inside the exam room except for medical conditions which will be indicated on the student’s IEA exam pack cover
- remove the exam paper from the exam room
- bring unauthorised material into the exam room.

Western Sydney University Examination Policy states that students must comply with all directions given by the Exam Supervisor, and the provisions set out above. Any student who does not comply with any instructions of an Exam Supervisor or any of the above provisions may be reported for misconduct.

In the event of dealing with an aggressive student always speak calmly and in a soft voice. Try to diffuse the situation by asking the student to lower their voice and listen to their concerns, as it may be a situation that can be resolved with assistance from the ECO. If the situation cannot be diffused and the student is displaying intimidating and/or aggressive behaviour, you should advise the student: ‘Having failed to do as I asked, I now have no choice but to call Campus Safety and Security who will now take over in dealing with the issue’.

Phones are available in each exam room for emergency situations; extension 2300 will connect you to Campus Safety and Security from all campuses. Alternatively emergency contact numbers can be found in your Supervisor folder. In addition the SIC will need to advise the ECO so that the Assessment team can be notified, and an Exam Student Conduct Report will need to be completed.

**EXAM SUPERVISOR DUTIES**
Supervisors must:
- avoid unnecessary conversations with students and other supervisors as they may disrupt students
- maintain constant watch of the exam room by moving slowly around the room during the exam to ensure students are not cheating, copying from or communicating with other students
- stand at all times during an exam except for occasional periods of rest
- wear soft-soled footwear to minimise noise
- not leave another supervisor alone in an exam room for longer than five (5) minutes as this could compromise the running of the exam
- not allow students to leave the exam room in the first 30 minutes of exam time, unless it is an emergency situation
- ensure only exam supervisors, students, the examiner or authorised Western Sydney University staff can access the exam room
- report to the ECO any SIC or AS found performing these duties unsatisfactorily by completing an appraisal form
- not excuse yourself to get a coffee during the exam.

No knitting, eating, reading, sleeping or taking shoes off. A formal warning will be issued to any Supervisor found to be doing these things.
not mark or alter any papers submitted by a student. For example, do not erase any markings on scan sheets even if you believe the scan sheet may not be able to be scanned due to the additional markings. Do not erase any part of the form. You can request the student erase any markings that may not be read, i.e. if the student has crossed out an incorrect answer.

not interpret or explain a question, word, phrase or formula to a student other than what the instructions on the exam cover sheet state.

if a student has a question about an exam paper, you must liaise with the ECO for clarification. They will contact the appropriate academic for clarification of any inaccuracies or ambiguities. If the ECO is unable to provide a clarification or correction, advise the student to write on the question or answer paper how they interpreted the question.

do not write on the wall or projector screens in an exam room, where there is no whiteboard attached to a wall. The overhead projector can be used instead or A3 paper obtained from the ECO.

ensure any noise both inside and outside the venue is minimised. If people are outside the venue making noise, they should be requested to move away from the exam venue.

ATTENDANCE SLIPS
The Attendance Slip must be detached from the first answer booklet/cover sheet and completed by the student.

Supervisors must:

- collect completed Attendance Slips and check that each student’s signature is identical to that shown on the student ID card displayed on the student’s desk. If any discrepancies are found, advise the ECO who will contact the Assessment team for instructions.
- sort the Attendance Slips into alphabetical order by student surname and cross reference with the attendance list.
- count the Attendance Slips and do a head count of students sitting the exam; these numbers must match.
- put the Attendance Slips into the Attendance Slip Envelope provided and make sure all areas of the envelope are completed.
- do not seal the Attendance Slip Envelope or put elastic bands around the Attendance Slips.
- only put Attendance Slips in the envelope.
- do not release the Attendance Slips to any academic or administrative staff who arrive at the exam venue to collect exam papers. Attendance Slips and the Examination Papers Release forms must be returned to the exam centre.

TOILET BREAKS
- Before a student can take a toilet break, ensure that all mobile phones or electronic devices are on the student’s desk. If neither is on the desk, quietly ask the student if they have a mobile phone or electronic device in their possession before allowing them to leave the exam room.
- Update the exam attendance list to reflect the student’s toilet break (as indicated above).
- A supervisor must accompany the student and stand in the washbasin area of the bathroom to monitor unauthorised communications. If the bathroom does not have sufficient space or is congested, supervisors should use their discretion in determining where to stand.
Supervisors should keep communications with the student to a minimum, but may explain that they are required to accompany the student into the bathroom to monitor unauthorised communications.

Supervisors should not allow too much time in case students are attempting to communicate with someone about the exam. If an excessive amount of time is taken, notify the ECO who will contact the Assessment team for instructions.

**ADDITIONAL ANSWER BOOKLETS**

If a student asks for an extra answer booklet, check that all books originally handed out have been used. Make sure any additional answer booklets provided are collected with all other papers at the end of the exam. Make a note on the attendance list next to the student name if they have used additional answer booklets.
IF A STUDENT BECOMES ILL DURING AN EXAM

Students have the choice to either continue with the exam or not. Make sure the student is aware that they can make this decision. A supervisor must not offer an opinion or advice as to whether the student should continue and should not administer any type of medication.

Advise the student to go to Student Central for advice on what their options are in this situation.

If the student chooses not to continue the exam due to illness, the SIC should make a note on the attendance list noting ‘Illness during exam’ next to the student’s name and indicate the time they left the exam room. Please note, this only relates to illness that results in the student leaving the room.

IF A STUDENT FAINTS IN AN EXAM ROOM

Contact Campus Safety and Security immediately.

If the student can leave the room, help them into the hallway to allow the exam to continue without undue disruption.

IF A STUDENT FAINTS OR FALLS OVER OUTSIDE AN EXAM ROOM

Contact Campus Safety and Security immediately.

An AS can stay with the student if needed until Campus Safety and Security arrives.

Ensure the exam continues uninterrupted.

Contact the exam centre advising them of the incident and action taken.

Complete an Exam Condition Report and return it with the completed exam papers.

General Procedures

If the student can’t be moved, stop the exam. Instruct all students that the exam has stopped and they are to close their exam papers and place them face up on the desk. Record the time the exam stopped and do not leave the exam room unattended.

Contact the ECO and advise them of the situation and action taken. The ECO must contact the Assessment team immediately to advise them of the situation. The Assessment and Graduation Manager or Assessment Coordinator will assess the situation and advise the exam centre if the exam will be restarted or abandoned.

If the exam is to be restarted, the lost time will be added to the scheduled finish time of the exam.

If the exam is to be abandoned, the Assessment team will contact the academic in charge of the relevant unit/s and advise them of the situation. The SIC will tell the students that the exam will not be continued and collect all Attendance Slips and exam papers. The students will then be released and the exam papers must be returned to the exam centre as quickly as possible.

An Exam Condition Report must be completed and returned to the exam centre with the exam papers.
Exam room

ACADEMIC ACCESS TO EXAM ROOM
Academics are allowed into the exam room; however, they must observe exam conditions. They require access to the exam room for exams with resources allowed in order to check the books and materials the student has brought into the exam room.

The academic:
- cannot speak to students unless it is to clarify an error on an exam paper
- will not be provided with a copy of the exam paper
- cannot remove an exam paper from the room until after the exam has finished
- may collect completed exam papers directly from the exam room when the exam is finished. You will need to check their staff ID card and ensure they sign the yellow Examination Papers Release form. The academic will take away the duplicate copy of the attendance list and the completed exam papers.

The supervisor will retain the original copy of the duplicate attendance list and the release form and return it to the exam centre office.

SUPERVISORS LEFT ALONE IN EXAM VENUE
Supervisors may be left by themselves in a large room when the other supervisor has left the room to manage an issue, accompany a student on a toilet break, or leaves the room for some other reason. The supervisor who has left the room should take the minimum amount of time required and return to the room as soon as possible.

The supervisor left in the venue should:
- stand at front of room visible to all students
- minimise interactions with students – answer queries quickly and quietly, or advise the student that you will respond to their query when the other supervisor returns
- if there is a significant disruption, stop the exam until the other supervisor returns. Make a note of the time, and advise students to stop writing until the disruption is resolved or the other supervisor returns.
Students finishing the exam

**IF A STUDENT WANTS TO LEAVE THE EXAM AFTER THE FIRST 30 MINUTES/BEFORE THE LAST 10 MINUTES**

If a student completes their exam before the scheduled time is finished, they may leave the exam room and the supervisors must:

- collect all exam materials from the student making sure that all answer booklet cover pages are completed
- make sure the total number of answer booklets collected is the same as the number of answer booklets provided to the student
- advise the student to be quiet when leaving so they don’t disturb others
- make sure that students don’t remain outside of the exam room making excessive noise whilst exams are still running.

A student who leaves the exam room without supervision will not be allowed to reenter the exam room or continue the exam.

Note: The Western Sydney University examination policy does not allow a student to leave the room in the first 30 or last 10 minutes of an exam unless there are exceptional circumstances such as illness.

Note: Clash exam students are not allowed to leave the exam early. They are to stay seated until the exam has formally concluded, after which they must be continuously supervised until the start of their next exam.
Misconduct and reporting

**STUDENT MISCONDUCT**
If you have reason to believe that a student has acted in a manner that constitutes misconduct, you should take steps to report it using the Exam Student Conduct Report. Student misconduct may include:

- cheating
- collusion
- knowingly providing false or misleading information to staff
- behaving inappropriately in an activity
- disrupting the exam
- not following instructions given by an exam supervisor
- failing to follow reasonable directions of an employee of the University
- any other misconduct as defined in policy available online at westernsydney.edu.au/policy

If you believe the student is involved in cheating or collusion, you should observe the behaviour unobtrusively to confirm your suspicions and ask another supervisor to do the same.

If the behaviour is confirmed, you should take evidence of the cheat material. Cameras have been provided to all exam centres for this purpose.

If the cheat notes are on an item of low value, such as paper or an eraser, ruler, or pen, you should:
- confiscate the cheat notes/item from the student and take it to the exam centre when the exam finishes to take a photograph.
- complete an Exam Student Conduct Report. Advise the student that they have the opportunity to add their comments on the form. If they decline to do so, make a note of this on the form.

If the cheat notes are on a personal item of value, such as jewellery, watch etc.:
- take the item to the exam centre and take a photograph
- complete an Exam Student Conduct Report including the photographic evidence and return the item to the student before the exam finishes. Advise the student that they have the opportunity to add their comments on the form. If they decline to do so, make a note of this on the form.

If the cheat notes are on an item of value that contains personal information/data such as a mobile phone or electronic device:
- ask the student if their phone/device is turned off
- ask the student if you can view the content:
  - **If the student replies ‘No’** – you must advise the student that an Exam Student Conduct Report will be completed and their refusal to show you the phone/device will be noted.
  - **If the student replies ‘Yes’** – state to the student that you will need to place their phone/device on the desk at the front of the exam room for the duration of the exam. Complete an Exam Student Conduct Report. Do not attempt to access or handle the student’s phone/device. At the conclusion of the exam ask the student to accompany you to the ECO so that a photograph may be taken. Return the phone/device to the student and finalise the Exam Student Conduct Report. Advise the student that they have the opportunity to add their comments on the form. If they decline to do so make a note of this on the form.

If the cheat notes are not easily confiscated (e.g. they are written on the student’s person):
- A witness (AS) must also sight the evidence.
Complete an Exam Student Conduct Report during the exam.

When the exam finishes, ask the student to accompany you to the ECO so a copy or photo can be taken. If the student doesn’t comply, make a note of this on the report.

Advise the student that they have the opportunity to provide a written response on the report. If they decline to do so, make a note of this on the report.

Supervisors should not undertake searches of students without their permission. If a student refuses a reasonable request, the supervisor should make a note of this on the report and contact the ECO for instructions. Random searches, or searches of a specific student should not be undertaken without approval from the Assessment team.

If a student is wearing a religious or cultural headdress and is suspected of using a hidden listening device the supervisor must contact the ECO who will then contact the Assessment team for instructions. Ensure you do not cause the student any distress in this situation.

PROCEDURES FOR REPORTING STUDENT MISCONDUCT

If a student is alleged to be participating in misconduct, the following steps should be followed by the SIC:

1. Complete an Exam Student Conduct Report in consultation with the supervisor who witnessed the alleged incident. The report should include the steps taken to advise the student of any misconduct, note the row and seat location of person/s if applicable, the room and the time of the incident.

2. The report must provide a clear, detailed and legible explanation of the alleged misconduct ensuring all areas of the form are completed and with sufficient information to allow an assessment of the nature of the incident to be made. Make sure it is written clearly as other people need to be able to read the report.

3. Tell the student/s that an Exam Student Conduct Report will be submitted about the alleged misconduct.

4. The student should be allowed to continue the exam.

5. If multiple students are involved in misconduct then all students should be reported on the Exam Student Conduct Report. Advise each individual that they are being reported and that there is zero tolerance for cheating.

6. If there are empty seats available in the exam room, you should separate the students involved in the misconduct.

7. Once the exam is finished, the student/s must read the Exam Student Conduct Report. The student must be given the right of response to the incident by completing the Student Statement section on the form.

8. Return the completed Exam Student Conduct Report and any documentation collected supporting the alleged misconduct to the ECO. The ECO is responsible for forwarding this to the Assessment and Graduation Manager.

9. Attach a note to the exam paper advising the academic of the incident and that it has been reported to the Assessment team.
Other incidents

On occasion there may be other incidents that impact on the conduct of exam, and it is important that these incidents are reported so that any issues can be addressed, and academics can take into account all the factors that may have affected a student's performance.

If an incident has a significant impact on the conduct of the exam, it should be reported on the Exam Condition Report. Typically these are the type of matters that require further action by others, such as the exam centre office, the Assessment team, Disability Services, Campus Safety and Security, Capital Works and Facilities, or academic staff.

These incidents include:
- any incidents involving IEAs (Individual Exam Arrangements)
- room maintenance issues (clock, furniture, air-conditioning etc.)
- noise at the venue
- health or safety issues
- significant issues with the exam paper
- other significant disruption to the exam.

If necessary, you should first ensure that the incident is resolved immediately by contacting the exam centre or others as required.

When the matter is resolved, you should complete the Exam Condition Report by providing brief but clear details of the incident, and what action was taken to resolve the matter.

Minor incidents should be noted on the Attendance List. Minor incidents are those matters that are resolved in the exam, do not involve student misconduct, or incidents that require no further action.

These include matters such as:
- student illness
- toilet breaks
- student does not have ID Card and turned away from exam room
- student’s ID Card is expired
- late arrivals in the first 30 minutes (admitted to exam)
- later arrivals after the first 30 minutes (not admitted to exam)
- minor delay to the exam
- minor exam paper or pack issues.

Guidance on how to manage some specific incidents is also provided below. If you have any concerns or doubts about how to deal with an incident, you should contact the exam centre office for advice.

DELAY TO THE EXAM

A delay to the start of the exam could occur due to waiting for more exam papers, a delay in the SIC or AS arriving, room problems or disturbances etc.

Supervisors should:
- make an assessment of how long the delay will be and if it will be long enough to warrant collecting the exam papers. Do not leave papers on desk of students for extended periods
- once papers are collected, tell the students to stay quiet so they do not disturb other rooms
- actively move around the room to ensure that students don’t access unauthorised material
- once the reason for the delay has been resolved, redistribute the exam papers and start the exam
- make sure the updated start and finish times are written on the whiteboard
- if the exam is going to finish late for any reason tell the ECO of the late finish, so they can make an assessment of any impact on the next exam session.
EXCESSIVE NOISE NEAR THE EXAM
Supervisors should:

→ investigate the noise to have it reduced or stopped – if people are outside the venue making noise, they should be requested to move away from the exam venue.
→ if the noise can’t be stopped, contact the ECO. The ECO should contact Capital Works and Facilities or Campus Safety and Security (depending on the source of the noise) and arrange to have the noise stopped. Phone the Assessment team immediately if the noise does not stop.
→ complete an Exam Condition Report if the incident has had a significant impact on the exam.

To help manage noise at exam venues, supervisors should also ensure that students:

→ remain seated and quiet while exam papers are being collected.
→ are quiet and orderly when instructed to leave the exam venue.

AIR CONDITIONING PROBLEMS
The SIC must:

→ contact the ECO. The ECO will call Capital Works and Facilities to organise immediate attention to the problem, and ensure it has been addressed and advise the Assessment team if the problem continues.
→ complete an Exam Condition Report.

LOCKED ROOM
The SIC must:

→ contact the ECO so they can organise for Campus Safety and Security to unlock the room.
→ complete an Exam Condition Report if the exam was significantly delayed, or there were other significant impacts to the exam.

MISSING CLOCKS/CLOCKS NOT WORKING
The SIC must:

→ contact the ECO so they can supply a clock.
→ if a clock isn’t available, use the closest clock in another room to check the time and write the time on the whiteboard every 10 minutes.
→ complete an Exam Condition Report if a clock has not been able to be sourced.
EVACUATION PROCEDURES
Before you start an exam you should ensure that you are aware of the emergency evacuation route. Diagrams should be located in the room or close to the room. If your room does not have a diagram, you should report this on the Exam Condition Report.

In the case of any emergency, the primary consideration is for the safety of all staff and students. The supervisor must also follow certain guidelines to prevent the loss of the exam in the event it is a false alarm. In the event of an evacuation from an exam room because of fire, bomb threats or other emergencies, supervisors must follow the procedure below:

1. Remain calm and speak to students in a clear voice.
2. Tell the students to leave their exam question papers and answer booklets closed and face up on their desks and advise that you will evacuate the room immediately.
3. Students should leave their bags in the room (assure the students the room will be secured) but they may take wallets and valuables from under their desk as long as this doesn’t slow down the evacuation process.
4. Tell the students where to assemble outside the building and warn them that they must not talk to each other or access their mobile phones.
5. Take the attendance list for the relevant exam from the room.
6. Close and secure the room.
7. Continue to supervise the students at all times and make sure exam conditions are maintained.
8. Contact the exam centre immediately to seek advice about further procedures. The ECO will immediately notify the Assessment and Graduation Manager or Assessment Coordinator. The Manager or Coordinator is responsible for determining if the exam can be continued or if it will be abandoned.
9. The SIC or delegate must do an attendance check at the evacuation area. Any student who was present at the start of the exam and is not present at the evacuation attendance check should be reported to the emergency workers and later to the Assessment and Graduation Manager.
10. Complete an Exam Condition Report, outlining the incident. The report should include:

    ➔ unit number and name for the affected exam
    ➔ names of SIC and all ASs
    ➔ time of evacuation
    ➔ time the exam centre was contacted
    ➔ time the exam was resumed or when the decision was made to abandon it
    ➔ confirmation that an attendance list was taken at the evacuation point and upon reentry, listing all students who did not return to the exam room
    ➔ confirmation that exam conditions were enforced at the evacuation point
    ➔ confirmation that an ECO attended the exam room or evacuation point and what instructions were given to the supervisors
    ➔ any other relevant information.

Supervisors must ensure the integrity of the exam is maintained and that students are kept in examination conditions at all times throughout the evacuation:

➔ Students must remain quiet and not talk with each other.
➔ Students are not allowed to access any referencing material.
➔ Students are not allowed to use any electronic devices.
WHEN THE EMERGENCY IS OVER

→ Supervisors should escort students back to the exam room.
→ An attendance and ID check must be made as the students re-enter the room.
→ Students must be directed to their previous seats and supervisors should check this by comparing student ID cards against the name on the exam paper.
→ Students must be told not to touch their exam papers until the supervisor lets them know whether the exam will resume or be abandoned.

RESUMING THE EXAM

If you are advised that the exam can resume you must:

→ tell students not to re-start their exam until identity checks have been made and the supervisor instructs them to begin
→ ensure additional time is added to the exam to make up for the time lost
→ let the students know that their Unit Coordinators and Schools have been informed of the evacuation including any other relevant information such as excessive noise from alarms, smoke etc.
→ note on the attendance list what caused the delay/evacuation, e.g. fire alarm.

ABANDONING THE EXAM

If you are advised that the exam cannot continue you must:

→ let the students know that their Unit Coordinators and Schools have been informed of the evacuation and cancellation of the exam so that arrangements can be made to re-schedule the exam
→ tell students to put their question paper inside the cover of the answer booklet or cover sheet (this is the responsibility of the SIC, where present)
→ collect all exam papers and then dismiss the students ensuring they take all their personal belongings with them
→ pack up the exam in the normal manner and return materials to the ECO.
Individual Examination Arrangements (IEA)

All announcements must be carried out as detailed in the IEA announcement pack included in the Supervisor folder. This is important to maintain consistency across all exams, both main and IEA.

To achieve this, students are provided with 'reasonable' educational adjustments to exam conditions. These can include using a scribe, reader, specialised equipment, electronic texts or software, sitting their exam in an individual or group room or using adaptive technology. To receive this support, students need to be registered with the Disability Service. Each registered student has an Academic Integration Plan (AIP), which sets out all the adjustments the student will need for exams. All adjustments must be implemented.

If a student disagrees with the special requirements listed on the exam pack cover, the supervisor should contact the ECO who will then contact the Assessment team for clarification. An IEA student should not start an exam or sight their exam paper if they do not agree that their special requirements have been accommodated.

Ensure that you refer to the student's exam pack cover for the individual student exam duration, as the exam attendance sheet may not be accurate where there are multiple IEA students sitting the same exam. The exam pack cover shows the most up-to-date and true exam duration for that student.

IEA students who need an exam scribe or reader will be in an individual room with their scribe or reader who is also the exam supervisor.

SIC RESPONSIBILITIES FOR IEA EXAMS

→ Ensure all materials for the exam are collected.
→ Arrive at the exam room no less than 15 minutes before the scheduled start of the exam.
→ Carefully follow the instructions under ‘Additional requirements’ listed on the exam pack cover sheet.
→ Be sensitive and empathetic to the pressures students may be feeling and ensure students are able to sit their exams in a calm environment.
→ Monitor ‘rest breaks’ to ensure they are used appropriately and the student stays in the exam room.
→ Make sure that any student who has been given a USB to record their answers tests that the computer is saving to the USB device before the exam starts.

→ Students who require electronic texts (as stated in their AIP) will bring a copy in either USB or CD format to their exam and only be allowed to access these in exam situations where the exam paper is an ‘Allows resources’ exam.
→ When the exam finishes, ask the student using the USB if they want to wait outside the exam room or accompany you while you take all exam papers and the USB to the exam centre to print their exam answers. The student is not permitted to wait inside the exam room. Make sure you and the student complete the USB Examination Printing Declaration. This document is used to verify that the pages of the exam are those that the student completed. If the student chose to wait outside the room but was not present when you returned, write on the top of the USB Declaration and student's answer paper, ‘Student did not verify exam answer content’. Collate all exam documents and return to the exam centre.

→ If a student finishes early or has a ‘no show’ that results in less supervisors being required, return to the exam centre to be reassigned to another room by the ECO and if required complete a Variation of Hours form.
WHAT MAKES A GOOD SCRIBE/READER?
Good scribes and readers should:

- be punctual
- write legibly and at a reasonable speed
- speak clearly and slowly
- use correct pronunciation
- not prompt or correct a mistake
- respect confidentiality
- keep facial expressions neutral
- remain calm, be reassuring and patient.

ROLE OF THE SCRIBE
This should be read in conjunction with the scribe/reader manual provided by Western Sydney University Disability Service.

The principal role of the scribe is to write down the student’s answers as they give them verbally. Before the exam starts the scribe must:

- negotiate with the student about the structure, grammar, punctuation of the answers and check if the student will spell any jargon words
- ask the student when they may require their break.

During the exam the scribe must:

- not help the student in any way, directly or indirectly, during the exam
- only speak to the student when absolutely necessary, e.g. when there is a problem, asking for a word to be repeated or asking for the student to slow down. Do not interrupt to check spelling
- not respond to student’s questions relating to the context of the exam paper, including the meaning of a word in the exam question.

ROLE OF THE READER
Before the exam the reader should:

- negotiate with the student on how they will work together, i.e. how the student wants the questions read to them (for example, read each question once and then repeat) or how the reader should deal with a word they cannot pronounce etc.
- agree on the seating arrangements with the student
- ask the student when they may require their break.

During the exam the reader should:

- face the student when reading. As a reader, you should not place your hands near your mouth.

Note: it is recommended that you take a bottle of water into the exam room to avoid a dry throat.
Clash exam arrangements

If you’re allocated a ‘clash exam student’, the ECO will advise you of the arrangements in place for the supervision of this student. This will include constant supervision between exams.

Constant supervision means:

- Supervising the student for the whole day as directed by the ECO
- Ensuring that the student does not communicate in any way with other students, either verbally, in writing or by mobile phone, for the entire day.

To ensure the integrity of all exams, the SIC must follow these steps when dealing with a clash student:

- The student must remain seated in each exam until all students have completed the exam.
- Use of a mobile phone or electronic device by the student during their break is not allowed. Their mobile phone must be turned off, placed face up on the desk and visible so the SIC can monitor the phone and make sure it is not used by the student. A breach of this rule will result in an Exam Student Conduct Report being completed and the student will face a fine.
- The student cannot leave the designated exam location during their break unless accompanied by a supervisor. If the student leaves without permission or unaccompanied, they will not be able to sit the scheduled second exam that day and an Exam Student Conduct Report should be completed.
- Any incidents should be reported by completing an Exam Student Conduct Report and lodging it with the ECO.
- Encourage the student to study during the break between exams. They have permission to bring study materials to the designated campus location. They are encouraged and allowed to bring food and drink with them for consumption during the break only.
- The student is not allowed to access a computer or similar electronic device during the break.
End of exam

END OF EXAM PROCEDURES
At the end of each exam, supervisors must:

→ ensure all exam papers are collected and carefully collated into unit order

→ ensure that all answer books handed to each student, including extras, are collected

→ ensure all exam paper sets tally with the total number of Attendance Slips collected for each unit

→ ensure that the Attendance Slip Envelope is completed correctly and the Attendance Slips are inside in alphabetical order. Do not seal the envelope (SIC responsibility)

→ ensure that the top section of the Examination Papers Release form is completed correctly (SIC responsibility)

→ make sure all Attendance Slips are returned to the exam centre in the envelope provided when the exam is finished

→ make sure that every Examination Papers Release form has a corresponding bundle of completed exam papers

→ make sure all exam materials and exam papers are returned to the ECO in the correct order as directed by the ECO Team Leader

→ return all Exam Condition Reports, Exam Student Conduct Reports and uncollected exams to the exam centre.

→ if the academic (or an authorised staff member) wishes to collect completed exam papers at the exam room, ensure they complete and sign the bottom section of the Examination Papers Release form which will be returned to the ECO in the Attendance Slip Envelope. The academic will also receive the duplicate copy of the attendance list. Academics and authorised staff must always present their Western Sydney University ID card and/or documentation authorising the collection of exams.
**HOW TO RETURN EXAM PAPERS**
When returning exam papers, please make sure they are bundled in the following order (top down).

<table>
<thead>
<tr>
<th><strong>BUNDLE 1 – COMPLETED EXAMS AND PAPERWORK</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Top</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Bottom</strong></td>
</tr>
</tbody>
</table>

**BUNDLE 2 – UNUSED STATIONERY**
All unused answer books, cover sheets, and/or multiple choice sheets.

*Check that no used stationery is included.*
Policies and guidelines

Below is a list of some of the key policies and guidelines all exam centre officers and exam supervisors need to be aware of and follow. Please note, this list does not cover all relevant policies and guidelines.

You can find relevant Western Sydney University policies in the A-Z list at westernsydney.edu.au/policy

<table>
<thead>
<tr>
<th>LISTED UNDER</th>
<th>POLICY</th>
</tr>
</thead>
<tbody>
<tr>
<td>‘B’</td>
<td>Bullying Prevention Policy</td>
</tr>
<tr>
<td>‘C’</td>
<td>Code of Conduct Policy</td>
</tr>
<tr>
<td></td>
<td>Conflict of Interest Policy</td>
</tr>
<tr>
<td>‘D’</td>
<td>Disclosure and use of Student Personal Information Guidelines</td>
</tr>
<tr>
<td></td>
<td>Discrimination, Harassment, Vilification and Victimisation Prevention Guidelines</td>
</tr>
<tr>
<td>‘E’</td>
<td>Examinations Policy</td>
</tr>
<tr>
<td></td>
<td>Examinations Procedures</td>
</tr>
<tr>
<td></td>
<td>Exam rules: westernsydney.edu.au/examrules</td>
</tr>
<tr>
<td>‘F’</td>
<td>First Aid Policy</td>
</tr>
<tr>
<td></td>
<td>(Note only qualified Western Sydney University staff can administer first aid)</td>
</tr>
<tr>
<td>‘S’</td>
<td>Student Misconduct Rule</td>
</tr>
<tr>
<td></td>
<td>Student Misconduct Rule – Inappropriate Behaviour Guidelines</td>
</tr>
<tr>
<td>‘W’</td>
<td>Work Health Safety Policy</td>
</tr>
<tr>
<td></td>
<td>WHS procedures: westernsydney.edu.au/whs</td>
</tr>
</tbody>
</table>
Contact details

**ASSESSMENT AND GRADUATION UNIT**

<table>
<thead>
<tr>
<th>ASSESSMENT TEAM</th>
<th>EXT.</th>
<th>PHONE</th>
<th>MOBILE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment staff (First contact for exam issues)</td>
<td>2600</td>
<td>(02) 4736 0600</td>
<td>-</td>
</tr>
<tr>
<td>Email: <a href="mailto:eco_exams@westernsydney.edu.au">eco_exams@westernsydney.edu.au</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assessment Team Leader: Emily DeLacy</td>
<td>2604</td>
<td>(02) 4736 0604</td>
<td>0404 025 969</td>
</tr>
<tr>
<td>Email: <a href="mailto:e.delacy@westernsydney.edu.au">e.delacy@westernsydney.edu.au</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assessment Coordinator: Andrew Baron</td>
<td>2601</td>
<td>(02) 4736 0601</td>
<td>0414 264 737</td>
</tr>
<tr>
<td>Email: <a href="mailto:a.baron@westernsydney.edu.au">a.baron@westernsydney.edu.au</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assessment and Graduation Manager: Christine Booth</td>
<td>2656</td>
<td>(02) 4736 0656</td>
<td>0410 342 598</td>
</tr>
<tr>
<td>Email: <a href="mailto:c.booth@westernsydney.edu.au">c.booth@westernsydney.edu.au</a> (emergencies only)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**ASSIGN RECRUITMENT**

If you are running late or cannot make your shift, you must contact Assign. Do not contact Western Sydney University or the exam centre office.

<table>
<thead>
<tr>
<th>ASSIGN RECRUITMENT</th>
<th>PHONE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Opening hours 6.00AM – 5.30PM</td>
<td>(02) 8833 7000</td>
</tr>
<tr>
<td>Danielle Stone, after hours:</td>
<td>0434 106 725</td>
</tr>
<tr>
<td>Email: <a href="mailto:exams@assign.com.au">exams@assign.com.au</a></td>
<td></td>
</tr>
</tbody>
</table>
### EXAM CENTRES

<table>
<thead>
<tr>
<th>CAMPUS</th>
<th>ADDRESS</th>
<th>PHONE</th>
<th>EXT.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bankstown</td>
<td>Building 1, Room G.151-152, Bullecourt Avenue</td>
<td>(02) 9772 6358</td>
<td>6358</td>
</tr>
<tr>
<td></td>
<td>Milperra</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:BNKECO@westernsydney.edu.au">BNKECO@westernsydney.edu.au</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Campbelltown</td>
<td>Building 5, Room LG.17, Narellan Road</td>
<td>(02) 4620 3389</td>
<td>3389</td>
</tr>
<tr>
<td></td>
<td>Campbelltown</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:CMBECO@westernsydney.edu.au">CMBECO@westernsydney.edu.au</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hawkesbury</td>
<td>Building H5, Room G.07, Bourke Street</td>
<td>(02) 4570 1121</td>
<td>1121</td>
</tr>
<tr>
<td></td>
<td>Richmond</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:HWKECO@westernsydney.edu.au">HWKECO@westernsydney.edu.au</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Parramatta</td>
<td>Building EJa, Room G.31</td>
<td>(02) 9685 9130</td>
<td>9130</td>
</tr>
<tr>
<td></td>
<td>James Ruse Drive and Victoria Road</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Rydalmere</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:PTAECO@westernsydney.edu.au">PTAECO@westernsydney.edu.au</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Penrith (Kingswood)</td>
<td>Building Y, Room G.25, Second Avenue</td>
<td>(02) 4736 0819</td>
<td>2819</td>
</tr>
<tr>
<td></td>
<td>Kingswood</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:KWDECO@westernsydney.edu.au">KWDECO@westernsydney.edu.au</a></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

NOTE: Some Exam Centres for The College exams are in a different location. Make sure you know what exams you are supervising and refer to The College manual.
CAMPUS SAFETY AND SECURITY
The emergency number for all campuses is extension (ext) 2300

<table>
<thead>
<tr>
<th>CAMPUS</th>
<th>SECURITY OFFICE NUMBER</th>
<th>EXTENSION</th>
<th>LOCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bankstown</td>
<td>(02) 9772 6331</td>
<td>6331</td>
<td>Building 10</td>
</tr>
<tr>
<td>Campbelltown</td>
<td>(02) 4620 3131</td>
<td>3131</td>
<td>Building 21</td>
</tr>
<tr>
<td>Hawkesbury</td>
<td>(02) 4570 1177</td>
<td>1177</td>
<td>Building J9</td>
</tr>
<tr>
<td>Parramatta</td>
<td>(02) 9685 9169</td>
<td>9169</td>
<td>Building EA</td>
</tr>
<tr>
<td>Penrith (Kingswood)</td>
<td>(02) 4736 0431</td>
<td>2431</td>
<td>Building J</td>
</tr>
</tbody>
</table>

The phone in exam rooms is for emergency purposes only. If you want to speak with the ECO, ask for your call to be transferred to the appropriate extension.