

Examination Centre Manager Instructions

NCEA and NZ Scholarship Examinations 2019

Procedures for Examination (Exam) Centre Managers
to be read in conjunction with:

- Supervisor Instructions
- Appendices to Supervisor Instructions
- Exam Assistant Instructions

Exam Centre Manager's Name:

Exam Centre: Centre Number:

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Timeline for NZQA examination activities

Date	Activity
Pre-examination period	
8, 15, 17, 22 Aug	New Examination Centre Manager training
1 September	The Principal's Nominee will advise of any late entries and SAC changes from this date onwards
Early September	Training materials/supervisor documentation sent to Examination Centre Managers
September	Recruit supervisors, check their details and complete details for new supervisors
September/early October	Regional ECM training Receive exam assistant details from the school Collect the last of the supervisor/exam assistant contracts and relevant documents NZQA begins planner approval and contacts ECMs as required
25 Sept – 6 Oct	NZQA will email ECMs to confirm details of delivery of exam booklets
30 September	All digital supervisor details entered online
4 October	Final date for return of all complete supervisor Police Vet forms to NZQA. To be sent in yellow courier bag.
Mid-October	ECMs receive administration materials sent from NZQA
18 October	Planners completed online by ECMs for approval
29 Oct – 1 Nov	ECMs receive secure delivery of exam booklets and exam materials
Mid Oct/early Nov	ECMs run training sessions for all supervisors
Exam period	
1 November	All supervisor and exam assistant details entered online by ECMs
1 November	Last day for supervisor contracts and financial documentation, eg, IR330 Tax form and bank verification for new supervisors and all contracts to arrive at NZQA. To be sent in the white labelled bag.
7 November	Late entry exam booklets delivered to schools from this date
8 November	NCEA and NZ Scholarship Exams begin
8 November	First payment to ECMs around this date
3 December	Final day of NCEA and NZ Scholarship Exams
Post exam period	
3 Dec – 5 Dec	Complete and send to NZQA: <ul style="list-style-type: none"> • <i>Supervisors' Claim Schedule</i> - completed online by 9.00am 5 December • <i>All unused materials</i> • <i>Candidates Late to Examinations forms and Toilet Rolls</i> • <i>SAC schedule</i> Any new or amended supervisor details received by NZQA after 3 December will not be guaranteed payment until February 2020.
20 December	ECM second payment and supervisor payment around this date.

Examination timetable

Date	TIME	Level 1	Level 2	Level 3	Scholarship
Fri 8 Nov	9.30 am		Physics	Business Studies	Calculus
	2.00 pm	Geography	German *	Dance #	Agricultural & Horticultural Science
WEEKEND					
Mon 11 Nov	9.30 am	Biology	Music *	Media Studies	Accounting
	2.00 pm	Business Studies	Chemistry	Agricultural & Horticultural Science / German * / Chinese *	English
Tues 12 Nov	9.30 am		English		
	2.00 pm	History	Te Reo Māori	Biology	Economics
Wed 13 Nov	9.30 am	English			
	2.00 pm		Media Studies	Home Economics	Statistics
Thurs 14 Nov	9.30 am	Science		Making Music *	History
	2.00 pm	Te Reo Māori / Art History	Geography	Chemistry	Te Reo Rangatira +
CANTERBURY ANNIVERSARY DAY					
WEEKEND					
Mon 18 Nov	9.30 am	Chemistry	Chinese *	French *	Drama +
	2.00 pm	Classical Studies	Health	Economics	
Tues 19 Nov	9.30 am	German *	Biology	Geography	
	2.00 pm	Physics	Home Economics	Classical Studies	Japanese +
Wed 20 Nov	9.30 am	Mathematics & Statistics			Biology
	2.00 pm		Drama	Physics	Art History
Thurs 21 Nov	9.30 am		Mathematics & Statistics		Classical Studies
	2.00 pm	Music *	Accounting	History	French +
Fri 22 Nov	9.30 am	Accounting		English	
	2.00 pm	Home Economics	Economics		Geography
WEEKEND					
Mon 25 Nov	9.30 am		History	Health	Physics
	2.00 pm	Te Reo Rangatira / Latin	Agricultural & Horticultural Science	Sāmoan *	Te Reo Māori + / Latin
Tues 26 Nov	9.30 am	French *	Business Studies	Calculus	
	2.00 pm	Economics		Accounting	Media Studies
Wed 27 Nov	9.30 am	Media Studies	Earth & Space Science	Drama	Chemistry
	2.00 pm	Sāmoan * / Spanish *	Japanese *	Te Reo Rangatira / Social Studies / Psychology	Sāmoan +
Thurs 28 Nov	9.30 am	Agricultural & Horticultural Science	Art History	Statistics	
	2.00 pm	Chinese *	Spanish *	Earth & Space Science	
Fri 29 Nov	9.30 am	Drama	Social Studies	Music Studies	Spanish +
	2.00 pm	Health	Sāmoan * / Education for Sustainability	Te Reo Māori / Latin	Chinese +
WEEKEND					
Mon 2 Dec	9.30 am	Social Studies	Dance #	Art History	Earth & Space Science
	2.00 pm		Classical Studies		German +
Tues 3 Dec	9.30 am	Dance #	French *	Spanish *	
	2.00 pm	Japanese *	Te Reo Rangatira * / Latin	Japanese *	

* Listening component # Watching component + Recording component

Assessment also offered digitally

NZQA contacts list

Important
For all ECM enquiries, use this freephone number 0800 222 230 If we are unable to speak to you, leave a detailed message identifying your name, your exam centre and a contact phone number.

CourierPost Helpline: 0800 501 501 (Available from 14th October to 1st December)

1. Dial **0800 501 501**
2. Press 4 for the following option "Do you have an account with us or wish to open one, press 4"
3. Key in the NZQA account number **91963478**
4. Select option 1
5. Call routed to NZ Post dedicated team

My courier's name:

My courier pickup time:

Welcome

Thank you for taking on the role of Exam Centre Manager for the 2019 NCEA and NZ Scholarship examinations. Your contribution is significant and we wish you every success for this year's examination round.

Both you and your supervisory staff play an essential part in the success of these exams.

Your role involves:

- careful planning - you need to prepare for all exams at all stages of the exam period
- a methodical approach - you need to follow all exam processes according to NZQA instructions
- having excellent attention to detail
- a high level of security – for exam materials and all administrative processes
- training - both receiving training from NZQA and running training for your supervisors.

This instruction booklet contains the essential information you will need for the role. Please make time to read through the booklet before attending the ECM training.

There may be times during the exam period when an unexpected problem arises. In these situations, consult with NZQA. We are available to help you with any decisions and may suggest actions you may need to take.

As ECM you will work closely with your school's Principal's Nominee (PN) and your supervisors. The PN will help you identify exam rooms and spaces and ensure you have all you require for the successful running of all exams.

Workplace Health and Safety is the responsibility of all employers and employees. It is important that you and your supervisors are aware and take precautions to avoid serious injury, illness or a dangerous incident in the workplace. Please ensure that you have read the Health and Safety policies at the back of this booklet. The full Health and Safety policies are available on your ECM homepage.

The notes provided with your letter of invitation emphasise the confidential nature of an ECM's work. NZQA expects that confidentiality will be maintained at all times.

Please contact NZQA at any time should you wish to discuss any aspect of the operation of the exams at your exam centre.

Alan Bailey
Manager Operations and Logistics
Assessment Division
NZQA

Your exam centre management tools

Log in to the website at www.nzqa.govt.nz/login. This is where you access your ECM homepage.

You will use this to:

- update your contact details
- indicate your exam booklets' delivery and pickup addresses
- confirm receipt of exam booklets in October
- nominate exam supervisors and exam assistants, and capture their details for payment purposes
- plan all exam sessions - both rooms and candidate numbers
- allocate supervisors to exam sessions
- claim for work done at the end of the exams for yourself, your supervisors and exam assistants.

If you are not familiar with the online processes please download the *ECM Website User Guide* from your ECM homepage. This contains specific instructions on how to use each area.

Updating your details online

It is essential that your contact details and your pickup and delivery addresses are entered as soon as possible. Incorrect addresses result in security issues around the delivery of exam booklets and other materials.

Contact details

To update these click on the *Contact details* link on your ECM homepage. Check that your details are correct and make any changes as required.

Home address

This is used for other forms of communication from NZQA, such as Police Vets.

Delivery address

This is used by CourierPost to deliver your school's exam booklets. To update this address, click on the *Booklet Delivery* link.

If you are selecting your school for delivery, select the School Address button first and start typing the school name in the School Name/Number box.

Alternatively click on this box and use the drop-down arrow and scroll bar to find your school.

If you are selecting your home address for delivery, select Other Address button and start typing your address in the Address Search box. Addresses will automatically populate from the NZ Post website.

Pickup address

This is used to advise CourierPost from where you want each day's completed exam booklets to be collected. To update this, click on the *Booklet Pickup* link. This should be your school address unless a different arrangement has been approved by NZQA.

Receipt of exam materials

In September, NZQA will ask you to select a delivery date and a time for your exam materials to be delivered.

You will be able to choose dates from 29 October to 1 November and from one of the following delivery windows:

- 8.00 am – 11.00 am
- 11.00 am – 2.00 pm
- 2.00 pm – 5.00 pm

As ECM you are required to be present and to sign for all exam materials delivered to your home. Please ensure you are available to do this at the time selected.

Exam Centre staff – recruitment and contracting

One of your key tasks is to find and contract staff who will work with you during exams. These are supervisors, relief supervisors and an assistant manager, if you are entitled to one.

The Principal's Nominee (PN) is responsible for finding and employing exam assistants.

There are four supervisory staff roles:

- supervisors
- assistant managers
- relief supervisors
- exam assistants (also called readers/writers)

Exam assistants

Exam assistants work as readers/writers with individual special assessment candidates, and fall into two categories:

- They are currently working at and paid by the school. They will need to complete a Memorandum of Understanding (MOU) with NZQA.
- They are not being paid by the school and will be paid by NZQA during the exam period. The school is still required to find, Police Vet and train them. They will need to complete an Exam Assistant Contract.

Relief supervisors

Relief supervisors are used to:

- provide support to an ECM who is a sole supervisor in an afternoon exam session
- supervise a clash candidate over lunchtime
- assist with the recording component during the last hour of NZ Scholarship Language exams
- provide other support for the ECM as agreed with NZQA.

Relief supervisors are paid for half an exam session only.

Assistant managers

In large exam centres, or for the management of some large exam sessions at smaller centres, an assistant manager may be appointed to:

- assist with the running of an exam session when:
 - you have 11 or more supervisors employed in one exam session (exam assistants are not included in this count)
 - there are more than 200 candidates in one exam session

- 10 or more separate rooms are required for SAC candidates
- undertake other duties such as:
 - running a large venue such as a Hall
 - providing relief for people because there is a large number of supervisors spread around the school
 - organising particular exams, such as languages
 - assisting with the management of SAC candidates in separate accommodation.
- assist with the pre-exam sort of exam booklets.
 - In mid-September the number of sessions you can allocate for the pre-exam sort of booklets will be shown on the link *Pre-Exam Session Allocation* on your ECM homepage. You may allocate up to three people to help you with this work.
 - The number of sessions allocated for pre-exam work depends on the number of personalised sets of answer booklets at your exam centre.

Number of personalised sets at September 2019	Number of pre-exam sessions
651 to 1,000	1
1,001 to 1,350	2
1,351 to 1,750	4
1,751 to 2,450	6
2,451 to 3,500	7
3,501 to 5,000	8
5,001 to 7,600	9
7601 or more	12

Contracting supervisory staff

Finding supervisors

- Print out the list of last year's supervisors using the Select Supervisors link on your ECM homepage. Some of these people are supervisors and some are exam assistants.
- Supervisors are identified on the select supervisor list by the tick in the supervisor column, or YES in the second column of the spreadsheet if you use the export to CSV link.
- Give the list of exam assistants to your PN. They will advise you of anyone who is not doing the role this year. They must provide you with details of all new exam assistants, so these can be entered in the system.
- Contact supervisors on the list and find out if they wish to return this year.
- Supervisors need to be reliable, conscientious and available to supervise as many sessions as possible.
- Remove supervisors and exam assistants from the list who will not be returning.

Entering supervisor and exam assistant details

- Complete the personal details online for all individual staff, whether supervisors or exam assistants.
- Tick the box on the Select Supervisors screen to indicate if a person is a supervisor. Leave the box unticked if the person is an exam assistant. This information feeds into the Police Vetting screen so

you know which people need to be checked for Police Vetting. You manage the vetting of supervisors only and not exam assistants.

- For any supervisor or exam assistant paid by NZQA, you will not be able to save their name on the supervisor list unless you have entered their:
 - IRD Number
 - Tax code
 - Bank account

Supervisors and exam assistant contract requirements

Supervisors or exam assistants who have worked for NZQA in the previous three years and have their IR330 form and verified bank account details online, will need to:

- Verify that their online details are correct.
- Provide an updated IR330 form or new verified bank details to NZQA if there are any changes to be made.
- Have completed a Police Vet check within the last three years. You can check the validity of Police Vets on your ECM homepage under the Police Vetting link. A 'Y' means they have been vetted for this year. A 'N' means they need to be vetted.

Supervisors or exam assistants who have not previously worked for NZQA or have not worked in the previous three years, will need to provide:

- A completed IR330 form.
- Verification of their nominated bank account, either a bank deposit slip, printout from an internet banking page, or copy of a bank statement.
- A completed Police Vet check. If they don't have one, ask them to complete one. (See appendix D).

*Note: To ensure supervisors are police vetted before the start of exams, completed Police Vet documentation must reach NZQA by **Friday 4 October**.*

Exam assistants who are paid by the school only need to provide a completed copy of the Memorandum of Understanding.

Exam assistants (readers/writers)

Ask your PN to provide details of all of this year's exam assistants on a printed list or spreadsheet. This list needs to show each person's:

- Full name
- Address
- Contact number(s)
- Email address.

Your list must also indicate how each exam assistant is to be paid. Payment will either be by:

- The school as part of the person's normal duties as an employee at the school.
- NZQA because they will be completing their exam assistant role at a time when they are not being paid by the school.

Exam assistant Police Vetting

- Exam assistants will normally have worked in the school during the year and will already have been Police Vetted by the school.
- If the school needs to recruit someone late in the year to act as an exam assistant, it is their responsibility to ensure a Police Vet for this person has been completed.

Contracts for supervisors and exam assistants

In September NZQA will send you documents for completion by your supervisors.

You will receive three different types of contract:

- One for supervisors – coloured white
- One for exam assistants paid by NZQA – coloured yellow
- A Memorandum of Understanding for exam assistants not paid by NZQA. – coloured purple

Ensure every supervisor and exam assistant completes the correct type of contract, and all new supervisors, including people not previously paid by NZQA, complete all documentation accurately. If they do not, this will delay contracting and payment.

PN/SENCO (Special Needs Co-ordinator) support for contracting exam assistants

You will work with your PN and/or SENCO for the contracting of exam assistants.

NZQA recommends that you:

- advise the PN/SENCO the date you require completed contracts or MOUs from this year's exam assistants is Friday 4 October.
- ensure the PN/SENCO understands the difference between the two exam assistant contracts.
- ask the PN/SENCO to give two copies of either the exam assistant contract or MOU to every exam assistant, depending on how they are being paid. Collect in the completed copies before your due date.

All exam assistants' contracts/memoranda should be returned to you by Friday 4 October at the latest so that you can enter all details and relevant financial information online.

Entering supervisor/exam assistant details online

To enter details for supervisors or exam assistants paid by NZQA, you will need their:

- formal name
- contact details
- date of birth
- email address
- IRD number and tax code
- verified bank account details eg, deposit slip. Do not accept handwritten bank details.

If you cannot enter the financial details for anyone being paid by NZQA you will not be able to save the person in the system.

All supervisors must be entered online by **Friday 1 November**.

Payment for supervisors

All completed contracts and associated financial paperwork for supervisors and exam assistants must be sent to NZQA in the labelled white plastic bags, to arrive by Friday 1 November at the latest.

Missing documentation or incorrect details will delay payment until February 2020.

Payments are made by direct credit into each supervisor or exam assistants nominated bank account.

Working with your PN

The PN is your point of contact at your exam centre. This is who you will discuss issues and solve problems with before and during the exam period.

Meet with them early before you start your online planning to discuss your exam requirements.

Rooms/spaces for exam use

The PN will give you details of the rooms/spaces which may be used for exams.

- A large space such as a hall or auditorium should be made available for more efficient and economical supervision.
- Desks should be arranged so that supervisors can move easily down and along rows, but not allow candidates to view each other's work.
- All exam rooms/spaces must have their walls cleared, or covered, of any material that could help candidates in any exam.
- Whiteboards and pens need to be available in each room, as well as a working clock with new batteries.

Things you need to check:

- The ease of access to and suitability of exam rooms for particular exams. For example, exams with a listening/speaking component should not be in rooms near a noisy school canteen.
- That there is a central information area so candidates can find their exam rooms easily.
- That no building or grounds renovations in the school have been scheduled during the exam period, this includes the use of power tools for activities like lawnmowing.
- Your access to a telephone, photocopier and computer with internet connection.

The school should provide you with a lockable preparation space, so you can sort booklets and complete admin work. The room must have:

- a lock with only two keys held by you and the PN (for emergency access only). This lock must not be able to be opened by the caretaker or cleaners.
- a lockable cabinet/cupboard inside the lockable room.
- windows set high in the wall, so no one can see into the room, or windows covered over with paper, including the windows in any access doors.
- tables for sorting exam booklets.
- boxes for sorted exam booklets.
- boxes for non-secure exam materials such as report forms and plastic bags.
- a phone and a computer with printer.

Audio-visual/computer requirements

Confirm whether the school has any NZ Scholarship exams in Drama or Languages, or NCEA exams in Languages, Music or Dance which need audio-visual equipment.

Instructions for the supervision of these exams are in the *Appendices to Supervisor Instructions*.

Ensure that there will be suitable equipment for the exams. You will need laptop computers with external speakers to play audio files, video cameras and screens.

Note: CDs will not be provided for language or music exams this year.

If there are no entries for the standards requiring listening/watching, then a separate room is not required.

Preparing for Special Assessment

- It is the school's responsibility to tell you how many exam assistants will be required in 2019.
- Ensure the PN knows that it is the school's role to train exam assistants to be readers and writers.
- Your role is to meet with the exam assistants to discuss exam processes.
- The school must provide you with the names of all the SAC candidates and who their reader/writer is for each exam.
- The PN or their delegate must check on exam assistants during exams to ensure they are performing their duties correctly, and to assist with providing relief breaks for them.
- Ensure the PN is aware of their responsibilities for managing computer-use candidates during exams. Note: This is not a digital exam.

Assistance from school staff

Confirm with the PN each exam day that:

- School staff will be on duty during intervals and between periods to keep the exam area quiet for candidates.
- Teachers will be available to clear calculator memories for exams where candidates may use calculators. The ECM Daily Notebook gives a list of these exams.
- There is a roster of teachers to supervise and take responsibility for any instance of misbehaviour by students outside of the exam room.
- The caretakers and ground staff know when the exams are to be held, where they will be held and that they should be quiet around those rooms during those times.

Candidates' briefing

The PN must arrange an exam briefing for candidates before they leave for study break. You should attend this briefing to give details of:

- what time and where to report for exams
- what to bring - exam materials in a clear plastic bag
- what not to bring - watches, paper for planning, notes, cell phones
- what candidates are to do if they are sick on the day of the exam.

Make sure candidates are aware if an alarm sounds, exam candidates must follow evacuation procedures.

Check with the PN to confirm that the candidates know what the format of each exam will be and have practised all exam procedures in an exam situation.

Candidates with health issues

Candidates with on-going health issues, such as diabetes, should be notified to the ECM.

The PN will notify you, the names of any candidates with new health problems that may affect how they perform in an exam. These candidates might need to be seated at a particular desk in a room.

Other support

- Ask the PN to provide copies of the school's **emergency evacuation procedures** for your supervisors.
- Ensure you have a communication strategy in place in the event of an emergency.
- Ensure that the office staff have your mobile phone number, so they can contact you about any courier packages that arrive.
- Remind the PN that once the exam starts you and your staff are responsible for the candidates until they leave the exam room.

- You are responsible for any decision-making on possible breach investigations. In circumstances that involve a possible breach of the rules you may seek the PN's help to:
 - check candidate ID
 - check cell phones or i-pods for information
 - contact NZQA or parents
 - remove candidates from the exam room in cases of serious misbehaviour.
- On some occasions, you may ask the PN to give you a short break when you are supervising alone. They would only be required to stand at the back of the room until you return.

Facilities for supervisors

It is important that you and your supervisors have a room where you can meet each day and use for breaks during exams. The provision of a jug, cups, tea, coffee and milk is essential.

If the school provides access to the staff room, please remind supervisors that this space belongs to teaching staff and that any conversations overheard in this space are to be treated as confidential.

Secure storage and transportation of exam materials

NZQA needs to be assured that all exam materials are stored securely and can only be accessed by you and a backup person, both before and during the exam period.

You must complete the *Examination Centre Manager declaration* regarding security and storage of exam materials by Friday 30 August.

If you are provided with a storage room at the school, it must have:

- a lock with only two keys held by you and the PN (for emergency access only). This lock must not be able to be opened by the caretaker or cleaners.
- a lockable cabinet/cupboard inside the lockable room.
- windows set high in the wall, so no one can see into the room, or windows covered over with paper, including the windows in any access doors.

If you are proposing to store exam booklets at home, you must:

- have a monitored home alarm system.
- be able to lock the space in which you store exam materials. This space must be clean and dry and no one should be able to see into this space from outside.
- have no family member in the house who is at secondary school, or friends with an NCEA candidate, from the time the exam booklets arrive until the time the last materials have been moved to school. If you have family members in this situation you must store and prepare exam booklets at school.
- ensure exam booklets are locked up whenever you are absent from your house.
- ensure that someone else connected with the exam process knows how to access exam materials from your house in the event something happens to prevent you from accessing them.

If you will be transporting exam booklets from your home to school, you must:

- ensure you are able to make immediate contact with a senior supervisor or your PN in the event of a delay, breakdown or accident.
- ensure booklets are placed or covered in a vehicle in such a way that nothing is identifiable through a window, as being exam-related
- transport exam booklets directly from home to school, with no stop-offs on your way. At no stage is the vehicle to be left unattended.
- ensure two days' exam booklets are stored securely at the school during exams - those for the day and those for the next day.

Daily check of exam materials

You must do a daily check to confirm that all exam materials for the next day's exams are intact. If there appears to have been any tampering with, or security breach involving exam materials you must contact NZQA immediately.

You must **never** send or take any exam booklets to another exam centre. If you are asked to do this, contact NZQA immediately.

In the event of any suspected or actual security breach NZQA must be contacted immediately. If this occurs after hours please contact Anne Mahn on 027 235 2186.

Planning exam sessions online

Planning for the exams is one of your major administrative tasks. It requires careful thought about the potential issues that might arise during any exam session, while ensuring that the integrity of exam processes is maintained.

An exam session is a morning or afternoon of exams. Most exam sessions have more than one exam occurring at the same time.

You are required to complete an online planner for your exam centre showing how many rooms and supervisors will be used for each morning and each afternoon exam session.

The plan will provide real time details of:

- the number of candidates who are sitting each exam
- the number of candidates sitting the exam digitally
- details of candidates receiving special assessment conditions
- candidates who have an exam clash (two exams at the same time or three in one day).

It is your responsibility to enter rooms on your planner, allocate a number of candidates to each room, and the correct number of supervisory staff for each exam session.

Once you have completed your online planner it is reviewed by NZQA. Do not assign named supervisors to any exam sessions until NZQA has approved your planner.

Once your planner has been approved by NZQA, you can add supervisor names to exam sessions by clicking the assign supervisors link

You can print out timetables for each supervisor showing when and where they are supervising each day. As the online planner shows entries in real time you should check it daily to see if there have been changes to candidate entry numbers.

Working out exam requirements

Before you begin to do your planning online there are some factors you need to consider.

Number of candidates

- How many candidates are expected for each exam session? See your online planner, Exam Planning link, which shows the number of candidates entered for each exam session.
- Late candidate entries, after early September, may affect the number of rooms/spaces required for each exam session.

Room availability

- What large space or rooms can you use for the exams?
- Check the rooms to ensure they will be away from noise during exams, such as near a canteen or bus stop, and will be comfortable for candidates.

Supervisor numbers

- What is the most efficient number of supervisors needed for the entire exam period? Determine supervisor numbers required for your largest exam session as a starting point.
- Employ supervisors who are flexible and happy to supervise any exam sessions. Do not employ supervisors based on previous years' numbers.
- Select supervisors who are available for your largest exam sessions first and then employ others only if needed.
- NZQA requires you to apply the ratio of one supervisor to every 35 candidates when allocating supervisors to exam rooms.
- For example:
- 49 candidates in a hall means you and one supervisor will be needed.
- If no large space is available, only classrooms, the 49 candidates will be split between two rooms. This means one supervisor will supervise in one room, and one in the other.
- As ECM, you will be free from supervision in this situation (two or more rooms with two or more candidates in each) so that you can provide supervisors relief breaks and be on call.
- Have a supervisor 'up your sleeve' for emergencies. This may be someone who has supervised in the past, does not want to do much supervision, but is happy to be 'on call' if you really need them. If they live close to the school, this also helps.

Candidates requiring special assessment conditions - SAC candidates

- How many candidates have special assessment conditions that require separate accommodation (their own room) for each exam session?
- Ensure you have enough rooms for them, and perhaps extra equipment. The school must provide and set up any equipment for you.
- Plan the rooms for SAC candidates and assign the exam assistant the school has allocated to each candidate requiring a reader or writer.
- Allocate supervisors to any SAC rooms where candidates do not need a reader or writer.
- Check with NZQA if the school disputes what special conditions have been approved.

Exams requiring special equipment

- Exams in which candidates are required to speak, listen to or watch something must take place in separate rooms. Check which these exams are in the Appendices to Supervisor Instructions.
- Rooms for such exams need to be away from excessive noise but also be checked so that sound does not travel to another exam room where other candidates are writing.

Clash candidates

- Candidates with two or more exams timetabled in the same exam session are called 'clash' candidates. Further details on the management of clash candidates is on page 23.

Scholarship exams

- Candidates sitting Scholarship exams are to be treated the same way as all other candidates. Unless their exams require separate accommodation away from other candidates (because of speaking, listening or writing requirements), they are to be placed, whenever possible, in normal exam rooms with other candidates.

Sole supervision by ECM

- If you are the sole supervisor in your school for a morning exam, ensure that you are in a room that allows the PN to be able to easily check on you and give you a break for 10 minutes.
- If you are the sole supervisor in your school for an afternoon exam you are entitled to employ a relief supervisor, who is paid for half a session, from 3.30 pm onwards to come and assist you.

Planning for exams

For details of how to plan exam sessions, download the *ECM Website User Guide* from your ECM homepage.

The example below shows a sample exam session which might appear on your exam planner - *Exam Planning* link.

PM	NCEA L1 French (28,28)	NCEA L2 Health (52,52)	NCEA L3 French (18,18)
	(C)(S)		(C)

- PM = afternoon exam session
- There are 28 x L1 French candidates, 52 L2 Health candidates and 18 x L3 French candidates.
- The candidate entry numbers appear twice, in brackets. The first figure appears in black on your planner, the second in red. Once you start to allocate candidates to rooms, the figure in red will reduce and eventually disappear once all candidates have been allocated to rooms.
- If you have allocated all candidates to rooms and a late entry is made, a number in red will appear again. This late candidate will have to be placed in a room.
- If a large number of Late Entries appear on the planner you may need to allocate a new room and supervisor.
- There is at least one candidate with a clash for L2 Health and L3 French. This is indicated by a (C).
- There is at least one candidate for L2 Health who is approved for special assessment. This is indicated by the (S).
- SAC and clash candidates are included in the total entries for an exam.
- Click on PM to open the exam session planning screen for more detail.

The table below shows the breakdown of each exam during this afternoon session.

Exam and candidates	Special assessment	Clashes
Level 1 French – 28 total	None	None
Level 2 Health – 52 total	2 with computer 1 with reader/writer	1 clash with L3 French
Level 3 French candidates – 18 total	None	1 clash with L2 Health
There are 98 candidates in total to place in rooms.		

The table shows how you might plan room use for these exams

Room (capacity)	Candidates in room	Subject	Notes
Hall (145)	49	L2 Health	Two in computer room One in separate accommodation
Computer Room (20)	2	L2 Health	Both in same room with supervisor
Room B2 (25)	14	L1 French	Audio file played in exam
Room B4 (25)	14	L1 French	Audio file played in exam
Room C2 (1)	1	L2 Health	Exam assistant with SAC candidate
Room C6 (25)	18	L3 French	Audio file played in exam
Room C12 (1)	1		Clash room for securing candidate after morning exam

Note: The clash candidate for this session will sit L3 French during this afternoon session as technology is involved (audio file to listen to). They will have sat their L2 Health exam during the morning (AM) session and will have been sequestered (held) over lunch prior to sitting their L3 French.

Number of supervisors/exam assistants needed for the exam session

Room (capacity)	Candidates	Number of supervisors / exam assistants
Hall (145)	49	2 supervisors
Computer Room (20)	2	1 supervisor for both computer candidates
Room B2 (25)	14	1 supervisor
Room B4 (25)	14	1 supervisor
Room C2 (1)	1	1 exam assistant (reader/writer)
Room C6 (25)	18	1 supervisor
Room C12 (1)	1	1 relief supervisor to supervise clash candidate over the lunch break

Note: The ECM will not be required to act as a supervisor for this exam session as five rooms containing two or more candidates are in use.

This exam session does not require an assistant manager.

You can relieve supervisors for a short break as the exams progress.

If you do not know exactly which rooms may be used for the candidates with reader/writers call the 'Rooms' SAC1, SAC2, etc. so that you can complete planning.

ECM supervision requirements

As a guideline, you are not involved in direct supervision of candidates during an exam session at your exam centre when:

- there are two or more exam spaces in operation, with two or more candidates in each exam space or
- five or more exam workers (supervisors and exam assistants) are required to supervise candidates in an exam session.

You are expected to supervise an exam if neither of the conditions listed above apply to an exam session.

Planning for SAC candidates

Background information

- Isolated separate accommodation is required for each candidate with an exam assistant.
- Isolated separate accommodation may also be required for other reasons where a reader/writer is not required. In these cases, a supervisor will be required and not an exam assistant.
- The PN or SENCO must advise you about SAC candidates and which rooms are available for their use.
- The PN or SENCO must also provide you the names of exam assistants and which candidates they will work with.
- It is your responsibility to organise supervisors for any candidates using computers. The school organises everything else, including equipment for SAC candidates.
- You can download a Special Assessment Conditions schedule, and an Excel spreadsheet providing the same data from the Candidates Requiring Special Assessment Conditions link, in the Reports area online. You should check these schedules frequently as they provide SAC information in real time.
- Your PN also has access to the Excel spreadsheet data.
- Use these documents to plan for SAC candidates. You may wish to download the spreadsheet and filter and adjust this to meet your requirements.
- During the exams you and your supervisors must record the conditions not used by SAC candidates.

SAC entitlements

- Some SAC candidates have several entitlements to assist them in their exams, others may have only one.

Candidates with reader, writer or reader/writer and isolated accommodation

- A candidate with a reader, writer or reader/writer has an exam assistant. Each of these candidates needs their own room with their own exam assistant.

Candidates with isolated accommodation only

- Those granted only isolated accommodation sit the exam in a different room. They require a supervisor. The PN should tell you why any candidate has isolated accommodation.

Candidates using computers for paper-based exams in small group accommodation

- Most computer-using candidates should be allocated to the same room, with one supervisor.
- Others using a computer may be approved for isolated accommodation so will sit by themselves in a room with a supervisor.

Rest Breaks

- Candidates entered for three standards in an exam session may be approved for a rest break of up to 30 minutes on top of the 3-hour exam session.
- Details on the management of rest breaks are provided in the Supervisor Instructions.

Candidates with extra time (30 minutes)

- Candidates allocated extra time only do not have separate accommodation. They sit the exam in one of the main rooms with other candidates. They may or may not make use of their extra time allowance.
- Ensure supervisors are aware that these candidates may remain after the official end time of the exam, for up to 30 minutes.
- Candidates entered in one or two standards only in a session are not entitled to extra time.

Candidates with enlarged booklets

- Some candidates are provided with A3-size exam booklets. These candidates may also have an exam assistant.
- Their exam answers may be written in either the normal-size answer booklet or the enlarged booklet. If they write in the enlarged booklet, ensure candidate details are written clearly on this booklet as these are not barcoded.
- Put both exam booklets in a plastic bag for marking.

Candidates with special papers

- A very small number of candidates request booklets printed on coloured paper. It is the PN's responsibility to photocopy exam booklets under secure conditions from a buffer pack onto the special paper. Schools will supply the correct coloured paper to meet their candidates' requirements.

Adding SAC candidates to online planner

Each session on the online planner has a list of SAC candidates and their approved SAC conditions.

Look at the example below for a session.

Candidate 1	(L3 Ag/Hort)	Reader/writer Isolated Separate Accommodation Extra time
Candidate 2	(L3 Ag/Hort)	Isolated Separate Accommodation
Candidate 3	(L2 Biology)	Small Group Separate Accommodation, Computer use
Candidates 4, 5 and 6	(L1 History)	Small Group Separate Accommodation, Computer use
Candidate 7	(L1 History)	Extra time

On the planner:

- Candidate 1 must have a separate room and an exam assistant.
- Candidate 2 must have a separate room with a supervisor only as they have not been approved for reader or writer assistance.
- Candidates 3, 4, 5 and 6 will sit together in one computer room with one supervisor.
- Candidate 7 will sit the exam in one of the main rooms. They have not been granted separate accommodation.

	Remove Room?	NCEA L2 Biology	NCEA L3 Agricultural and Horticultural Science	NCEA L3 Japanese	NCEA L1 History	Total	Super visors	Exam Assist	Home Sup
AB301 (11)	<input type="checkbox"/>	1	0	0	3	4	1	0	0
AB302 (12)	<input type="checkbox"/>	0	1	0	0	1	0	1	0
AB303	<input type="checkbox"/>	0	1	0	0	1	1	0	0

- The planner above shows the four candidates using computers (1 x L2 Biology and 3 x L1 History) in room AB301 (11) with one supervisor.
- Candidate 1 (L3 Ag/Hort) is in room AB302 (12) with one exam assistant
- Candidate 2 (L3 Ag/Hort) is in room AB303 with one supervisor
- Candidate 7 (L1 History) would be placed in a room with all remaining candidates as they are only entitled to extra time. This is not shown on diagram above.

Tick the box on your online planner if a room is used as a SAC room.

Room Cap	Seats Left	Room Name	Remove Room?	NCEA L1 Drama	Total	SAC room	Digital Exam room	Super-visors	Exam Assist	Relief Sup
2	0	B17	<input type="checkbox"/>	2	2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2	0	0
30	15	B21	<input type="checkbox"/>	15	15	<input type="checkbox"/>	<input type="checkbox"/>	1	0	0
30	15	B22	<input type="checkbox"/>	15	15	<input type="checkbox"/>	<input checked="" type="checkbox"/>	2	0	0
30	26	B23	<input type="checkbox"/>	4	4	<input type="checkbox"/>	<input type="checkbox"/>	0	1	0
30	30	B24	<input type="checkbox"/>	0	0	<input type="checkbox"/>	<input type="checkbox"/>	0	0	0

Check:

- You have enough rooms on your planner to cater for these candidates.
- You have flagged SAC rooms by ticking the box as shown above.
- Candidates using computers only are housed in one room together with one supervisor, unless approved isolated separate accommodation.
- You correctly record the role type of the person - exam assistant or supervisor, who will be in the room with the SAC candidate(s):
 - candidates with a reader or writer or reader/writer are allocated an exam assistant.
 - candidates in a computer room are allocated a supervisor.

Before the exam

Check if any SAC candidates are entered for two standards only in an exam session. If so, they should not be allocated extra time. If they have been given extra time, please contact NZQA.

Keep running the SAC report online as this provides information in real time and things may change.

Print out the SAC list for supervisors to record the conditions not used by SAC candidates.

Immediately after the exam

Ensure you record on the roll the exact time that the SAC candidates finish their exam. This may be later than the official finish time, eg, 5.20 pm, if extra time was provided.

Note: Special assessment conditions are not to be provided for any candidate who is not listed on the SAC schedule, unless you are advised to do so by NZQA in writing.

Planning for clash candidates

Clash candidates are those who have more than two or possibly three exams scheduled for the same exam session.

The PN will discuss these situations with clash candidates and provide each with a letter which details their exam arrangements, after these have been approved by NZQA.

If any of your candidates have a three-way exam clash the arrangements for this must **only** be made following consultation with NZQA.

Clash scenarios

Candidates who have two exam clashes may have to sit one exam in the morning and one in the afternoon. There are rules around which exam is sat at the scheduled time.

- If one of the exams involves the use of technology (eg, languages, NCEA Music) then this exam must be sat at the correct time. This is to avoid technology having to be set up again for clash candidates at a different time.
- If the clash includes different levels, eg, a Level 1/Level 2 clash or a Level 3/Scholarship clash, and no technology is involved, the candidate must sit the higher-level exam at the correct time.

Candidates entered for fewer than 3 standards

- If a clash candidate is entered for only one standard for each of the two clash sessions, or two standards for one exam and one for the other, they should sit both exams in the same three-hour session.
- Each of the three possible standards sat in an exam session has been developed with the expectation that it takes no more than one hour to complete. It is possible to complete three standards in three hours.

Management of clash candidates

Candidates who must sit one exam in the morning and one in the afternoon need to be managed very carefully, as follows:

- They are not allowed to go to the toilet unaccompanied in the morning. They are to be escorted to and from the toilet by a school staff member who will ensure they do not talk to any candidates.
- They must remain in their morning exam for the full three hours. Make sure every supervisor knows this.
- They are sequestered or isolated over lunchtime by the ECM, or a relief supervisor, who ensures that they do not have access to a phone or talk to any other candidates.
- Sequestered candidates are to bring their own lunch and may study for their afternoon exam.
- Clash candidates may leave the afternoon exam after the first 45 minutes.

Advising clash candidates of their exam conditions

- The PN must detail the conditions determined for each clash candidate in a letter to each candidate and provide a copy of every letter to the ECM.

Note: NZQA is the final authority on how a clash is to be organised.

Using the notes field

There is a notes field for each exam session in the online planner which you can use to write brief notes to NZQA staff and they will use it to respond to you. Keep comments short, using abbreviations where possible.

Indication of rooms used for SAC/digital exams on planner

If a room on your planner is being used for:

- a SAC candidate in isolation or a group of SAC candidates using computer
- candidates sitting a digital exam

please tick the appropriate box on your planner as shown in the diagram below. This helps you to check your planning and will provide NZQA with necessary data.

The screenshot shows the 'Plan Exam Session' interface for Thursday 09 November 2017 - PM Session. The status is 'Not Submitted' and there are 66 sessions not submitted. The total candidates in the session are 36. The table below shows the room configurations:

Room Cap	Seats Left	Room Name	Remove Room?	NCEA L1 Drama	Total	SAC room	Digital Exam room	Super-visors	Exam Assist	Relief Sup
2	0	B17	<input type="checkbox"/>	2	2	<input type="checkbox"/>	<input checked="" type="checkbox"/>	2	0	0
30	15	B21	<input type="checkbox"/>	15	15	<input type="checkbox"/>	<input type="checkbox"/>	1	0	0
30	15	B22	<input type="checkbox"/>	15	15	<input type="checkbox"/>	<input checked="" type="checkbox"/>	2	0	0
30	26	B23	<input type="checkbox"/>	4	4	<input type="checkbox"/>	<input type="checkbox"/>	0	1	0
30	30	B24	<input type="checkbox"/>	0	0	<input type="checkbox"/>	<input type="checkbox"/>	0	0	0

Summary statistics:

- Total Candidates: 36
- Total Allocated: 36
- Difference (unallocated): 0

Room selection dropdown: B17, B21, B22, B23, B24. A 'Select' button is visible.

Approval of your online planner

- Once you have completed your planner online, submit the planner by selecting the Submit Planner button at top of exam timetable screen. If you do not select this button NZQA will not be notified that your planner is ready to be approved.
- The final date for planner submission is Friday 18 October.
- Do not attach any supervisor names to exam sessions in your planner before NZQA has approved it. This will save you time if changes are required by NZQA.
- Once NZQA staff receive the submission they will look at the planner as soon as possible and contact you with any changes or advise of approval.
- Following planner approval by NZQA you can allocate supervisors and exam assistants by name to rooms for all exam sessions. NZQA does not need to know the names of supervisors assigned to specific exam rooms.

Requesting additional supervisors

- If you think you need extra supervisors beyond the normal number required to safely supervise candidates, please discuss this with staff at NZQA before you either recruit or allocate these people.
- Sometimes an extra supervisor might be employed, if you are not entitled to an assistant manager, but you have a very large number of supervisors in an exam session spread around the school.

Arrival of exam administration materials

Administration materials to assist with the management of exams will be sent to your delivery address in both September and October 2019. See Appendix C for a list of these materials.

The arrival of the exam booklets

NZQA will email you details of when NZ Post will make the secure delivery of exam booklets.

If exam booklets are delivered to your home, you must be available to accept the delivery and

- count the boxes with the courier
- sign for the boxes.

If exam booklets are delivered to school, you must:

- advise the office staff of their arrival date and ensure either yourself or the PN is present to sign for the boxes
- ensure the PN and office staff have prepared a secure location in which to immediately store the boxes upon arrival
- ensure you are phoned, by either the PN or a member of office staff, immediately after the boxes arrive so that you can double check they have all been delivered. You must do this check on the day of delivery.

Confirming receipt of exam booklets

Immediately after you have received boxes of exam booklets at home or checked any delivery made to school, you must confirm their receipt online through the *Booklet Receipt Confirmation* link on your ECM homepage.

Contact NZQA and CourierPost immediately if the courier leaves any boxes or packages containing exam booklets without getting a signature, or they are damaged or appear to have been tampered with.

Checking box contents

- Once the boxes of exam booklets have been secured, open the box labelled Packing Slip Enclosed first. If there are any issues with your packing slip contact NZQA and they will email you another slip.
- All brown envelopes containing exam booklets will have coloured labels on them:
 - Level 1 - white label
 - Level 2 - blue label
 - Level 3 - yellow label
 - NZ Scholarship - green label.
- Carefully check the contents of each box/pack against the packing slip to see that you have received the correct sets of exam booklets/materials. This may take some time.
- Check that the exam centre number on the exam booklets is the same as your exam centre. If it is incorrect you have been given the wrong set of exam booklets.
- Call 0800 222 230 for advice on what to do if you are missing materials or have materials for another exam centre.
- If some exam booklets or materials are delayed, you will be advised by NZQA and a second delivery will be arranged.

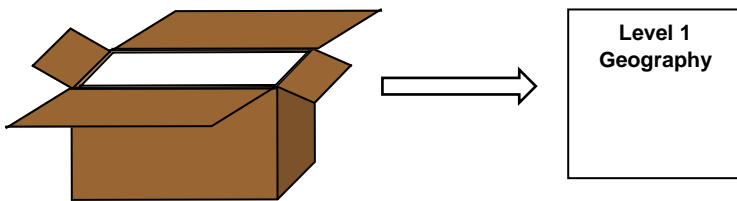
Organising exam booklets for exams

- Before your exam booklets arrive, it is useful to collect some boxes from the school which can be used to pack booklets for individual exam rooms.
- Check off all the barcoded booklets against the attendance rolls that you have received in the administration pack.
- If you receive any green, additional attendance rolls you will only receive non-barcoded exam booklets for these candidates.

Step 1 – Use the packing list to find exam packs

Using the packing list, find the box containing the booklets for the first exam session at your school and take out the packs of exam booklets. The packing list will be ordered by exam date and will show the exam sessions on that date and the boxes in which the materials for these exams have been packed.

Find the relevant box and remove the packs of papers for the first exam session.



Step 2 – Find attendance rolls for the exam session

Find the attendance roll for L1 Geography from the Exam Administration Materials pack.

Put the white copy safely aside and use either the yellow or blue copy (your working copy) for exam booklet pack checking.

A screenshot of a spreadsheet titled 'COMPLETED BOOKLETS' from the New Zealand Qualifications Authority. The spreadsheet has columns for 'CANDIDATE', 'EXAM CODE', 'EXAM DATE', 'EXAM TIME', 'EXAM ROOM', 'EXAM STATUS', and 'EXAM RESULT'. The rows contain candidate information, including names and various status indicators. At the bottom of the spreadsheet, there is a barcode and the text 'Page 1 of 1 NZQA © 2014'.

Step 3 – Check packs of exam booklets against the roll

Check each set of exam booklets against your working copy of the attendance roll by marking them off in pencil. Use the exam code (eg, B113) to check.

Do not try to work out how many booklets are in each pack and **never** open a pack.

If you have a pack for each candidate on the roll then your check is complete.

Step 4 – Prepare exam packs for exam rooms

Use the *ECM Daily Notebook* to give you information about materials that are required for each exam.

Using the attendance rolls and the rooms indicated on your planner, separate packs of booklets out, in attendance roll order for each room.

These packs may be stored in boxes, in attendance roll order ready for supervisors to collect on the day of the exam to take to the correct room.

In each box place a working copy of the attendance roll which relates to the candidates whose packs are in the box. This roll will be used by the supervisor(s) in the room and returned to you at the end of the exam so that you can complete the white copy for dispatch to NZQA.

Addition of other administrative materials

In addition to the exam booklets and the working copy of the roll, the box should contain:

- additional roll or late roll, if required
- photocopy of the *ECM Daily Notebook* page for exams in that room
- photocopy of pages from *Appendices to Supervisor Instructions*, if required
- plus the following:
- supplementary paper
- yellow *Candidate Late to Examination* forms
- blue *Special Report of Supervisor* forms
- plastic bags
- ABS stickers
- *Toilet Roll* forms

Additional exam materials

Ensure that any other materials or equipment required for the exam are with the boxes of exam booklets and materials or stored securely for distribution by you as required.

These may include equipment for the:

- playing of downloaded audio file eg, laptop with external speakers
- filming of NZ Scholarship Drama performances
- recording of speeches for NZ Scholarship language and Te Reo exams.

You should test all equipment required for exams prior to use so that you know how it works. Make sure there is technical support available by the school.

Check your *ECM Daily Notebook* carefully to ensure you have all materials for specific exam sessions.

Step 5 – Prepare exam packs for SAC candidates

Check the *Candidates requiring special assistance* report to see if anyone is sitting L1 Geography and needs a separate room as part of their special assessment conditions entitlement.

Remove sets of booklets for candidates who have isolated separate accommodation or small group separate accommodation and label these packs ready for exam assistants and supervisors.

Clear labelling ensures candidates receive the correct booklets and the correct SAC conditions. This helps supervisors and exam assistants to find the materials they need for an exam session and to start the exam on time.

Label each candidate's pack with a sheet showing:

- their name
- their exam code, eg A106
- the exam session (name, date and time, eg L1 Geography 8 Nov PM)
- the name of the exam room
- reason for pack removal ie, SAC

You could label SAC packs using the cover sheet illustrated in Appendix B. This can be downloaded from your ECM homepage. Do **not** return this document with candidate booklets and make sure you destroy it once a candidate has sat the relevant exam.

Additional materials for inclusion with SAC candidate packs

- a set of unlabelled booklets from the buffer pack. These are for each candidate to read if they have a reader, writer or reader/writer. Candidates **do not** write in these.
- pink 'DO NOT WRITE in this booklet' pad of Post-its. One to be stuck on each buffer exam booklet.
- supplementary paper - only to be provided when an answer booklet has been completely filled up.
- yellow *Candidate Late to Examination* form
- blue *Special Report of Supervisor* form
- plastic bags
- ABS stickers
- *Toilet Roll* form

NB: Candidates using computers will need to put their booklets and computer printouts in clear plastic bags so make sure there are 3 bags for each candidate provided for rooms housing these candidates.

Step 6 – Prepare exam packs for candidates with exam clashes

Check the list of clash candidates from the *Reports* link from your ECM homepage and check to see if anyone is sitting L1 Geography.

Find the sets of booklets for 'clash' candidates and organise them according to when and where they will be sitting these subjects. Be aware that the candidate might be sitting both exams in the one exam session.

Clearly label each clash candidate's pack with a document identifying:

- their name
- their exam code, eg A106
- the exam session in which they will be sitting the exam (name, date and time, eg L1 Geography 8 Nov PM)
- the number of the exam room
- reason for pack removal ie, clash

Step 7 – Repeat checking and labelling

Once booklet packs have been checked against the attendance rolls and separated packs have been clearly identified and labelled for the first exam session, repeat this process for all other exam sessions.

Step 8 – Make final check

Once all checking is complete, you will have:

- All the sets of exam booklets checked off against working copies of attendance rolls and prepared with all necessary administrative materials for each room or supervisor.
- All sets for isolated and small group accommodation SAC candidates separated out, clearly labelled and packed with administrative materials for each exam assistant or supervisor.
- 'Clash candidates' sets clearly identified and combined with other exam packs for the room(s) in which these candidates will be sitting.
- Additional exam resources and equipment identified, tested, sorted and secured, ready to give to supervisors/exam assistants before the relevant exam session.

Exam materials – extra exam booklets

You will be supplied with spare booklets for each standard candidates at your centre were entered for at 1 September. These packs are called the buffer packs.

If all candidates at your school are entered for only two of the three possible standards for an exam, then the buffer pack will only contain the two standards for which the school has entries.

Additional booklets will be provided with your main delivery of exam booklets for any candidate with a reader or writer approved by 1 September. If extra readers or writers are requested by the school after this date NZQA may send additional booklets to you, depending on the number of buffer packs you have already received.

Notify NZQA immediately if you do not have sufficient exam booklets or if there is any other problem with the packing of booklets.

Audio files

Audio files will be available the week before exams start and should be downloaded onto a laptop prior to the day of the exam they are required for. You can download these files from the bottom of your ECM homepage.

External speakers must be used to play any audio files on a laptop to ensure sound volume is sufficient.

It is the school's responsibility to provide a laptop and speakers for you, discuss these requirements with your PN so you are ready for each session that requires the use of audio files.

Note: CDs will not be provided for language or music exams this year.

Other exam materials managed by the ECM

In large exam centres ECMs usually manage the use of:

- Green bags for return of booklets to Printlink. You may wish to keep these with you and complete packing of booklets in a central location.
- Pink Guinea Pig courier bags and details of required standard(s).
- Plastic bags in which to place attendance rolls.
- Purple Possible Breach of Exam Rules forms. These should be rare, so a supervisor should ask for one from the ECM.

Planning materials for a sample exam session

The example below shows how planning for a sample morning exam session may occur.

Exam	Special assessment	Clashes
140 x Level 1 Science	10 (5 with isolated separate accommodation, 5 with computers in small group separate accommodation)	None
15 x Level 3 Media Studies	2 with computers and isolated separate accommodation	
2 x NZ Scholarship Music	None	One (clashes with L3 Media Studies)
There are 156 candidates in total to place in rooms (one is in both L3 Media and Scholarship Music).		

- Take out and prepare the booklet packs for the 10 x Level 1 Science SAC candidates who need separate accommodation.
 - five need isolated separate accommodation (one room per candidate)
 - five will be sitting together in the same computer room (small group separate accommodation).
- Take out and prepare the booklet packs for the 2 x Level 3 Media Studies SAC candidates.
 - they will be sitting in a separate computer room each as they have isolated separate accommodation
- Take out and prepare the booklet packs for the Level 3 Media Studies candidate who has a clash with NZ Scholarship Music.
 - they will sit NZ Scholarship Music at the correct time (morning) and L3 Media Studies in the afternoon.
 - they can sit in a normal exam room for their afternoon exam but must be supervised over the lunch break and escorted to the toilet by a member of school staff if they need to go before 2.45 pm.
- Check your ECM Daily Notebook and the Appendices to Supervisor Instructions to see if there are any special materials or equipment or procedures for any of the above exams.

Training of supervisors

It is important that you and all your supervisors are familiar with and follow NZQA's processes to ensure effective supervision of all exams.

- You must run a training session with all of your supervisors to ensure that each supervisor is competent and confident in each and every exam supervision process.
- All supervisors must attend a training session, even those who are experienced and may think they do not require a refresher session. Each year there are changes to exam processes which need to be conveyed to all supervisors.
- You will be sent a guide entitled Training your Supervisors to help you with their training. Use this with the Supervisor Training Booklet, provided by NZQA, which has exercises to assist with the training.
- You will be paid one exam session for training all supervisors.
- Supervisor are paid one exam session for attending supervisor training.
- All supervisors must be made fully aware of the requirement to read the Pre-Exam Instructions in full before every single exam. These have been written to tell and remind candidates of the rules and procedures governing the exams and ensure national consistency.
- Failure to read these instructions in full before each exam may compromise any investigation into a breach of exam rules as these instructions are referred to when writing to candidates about breaches of the rules.
- The Pre-Examination Instructions can be found at the end the Supervisor Instructions booklet and are also in the Exam Assistant Instructions.

Training exam assistants

- It is the PN's responsibility to ensure exam assistants are trained to do their role, according to NZQA's requirements. This training is usually carried out by the school Special Needs Co-ordinator (SENCO).
- The PN will need to arrange with you the time for a 30-minute briefing session for every exam assistant. All exam assistants must attend this session.

- Hand out the Exam Assistant Instructions and go through the process of the management of exam booklets from the start of each exam to their sending in the Green bags.
- Emphasise NZQA's requirement that the Pre-Examination Instructions must be read in full to every candidate at the start of each exam.
- Any exam assistant who does not attend this briefing must not be used in an exam until they have been briefed. The PN should liaise with their SENCO to ensure that all exam assistants attend this session. Email the PN/SENCO with the name of any exam assistants who did not attend this briefing. It is regarded as a part of exam assistant duties and not paid for by NZQA. It is to ensure that exam procedures are followed, so that candidates are not disadvantaged.
- An exam assistant who is also a supervisor must attend supervisor training as well. They will also complete a Supervisor Contract.

Exam assistant responsibilities

- All exam assistants must read through the Exam Assistant Instructions and be fully familiar with their role and the procedures they are required to follow.
- It is important that each exam assistant knows exactly what to do with both the answer booklets that have been used by their candidates and the unlabelled answer booklets provided from the buffer pack.
- Write in the barcoded booklet only. The one with the pink sticker on is not to be written in.
- Booklets with extra paper go in a clear plastic bag.
- Booklets with computer printouts go in a clear plastic bag.
- Every exam assistant must take all the answer booklets, barcoded and unlabelled, and hand them to you at the end of the exam. They should show you if the candidate, or they have written an answer inside an unlabelled booklet.
- If the answer needs to be marked, both the unlabelled booklet and the barcoded booklet will be sent to NZQA with a blue Special Report in a plastic bag. If the writing is just planning and the answer for marking is in the barcoded booklet, the unlabelled booklet should be destroyed.

Completing the attendance roll

- All supervisors must be trained in the accurate completion of attendance rolls, as they will manage the working copies of these in their exam rooms. See the *Supervisor Instructions* booklet.
- At the end of an exam, completed working copies of rolls should be brought to you so that the white official copy can be completed.
- The official copy must show who was present, the number of booklets handed in when they left, and if they used extra sheets of paper.
- Take extra care to avoid errors when transcribing from the working copy to the official copy.
- There must be no blank lines for any candidate on any roll. Have someone else check completed rolls for blank lines before they are sent to NZQA.
- If a major error is made on the white copy, send in one of the other coloured copies to NZQA instead. Please do not send in a photocopy as it won't scan. Do not send both white and coloured copies for the same exam session.
- Send the attendance rolls in plastic bags, within two days of an exam but as soon as possible. You should prioritise NZ Scholarship rolls.
- Rolls do not need to be separated by exam session. Rolls for several exam sessions can go in one plastic bag in any order.
- Fill in the Attendance Rolls Sent grid in the ECM Daily Notebook.
- Completed, green, additional rolls should also be included with white copies in plastic bags.

- Completed late attendance rolls provided by the school must be sent in with the pink forms and booklets for the candidates on these rolls.
- Information on the type of attendance rolls and their completion are in the Supervisor Instructions.

Green courier bags (Kermits)

- Green courier bags are provided for each exam and are used to send completed answer booklets and other exam materials to Printlink for sorting.
- There is at least one courier bag for each of your exams. There may be more than one bag for some exams if there is a large number of candidates sitting.
- Courier bags are labelled with the name of the exam, eg, L1-MATH and the date of the exam session.
- Please match the courier bag label with the exam session eg, answer booklets and materials for L1-MATH must go in the bag labelled for L1-MATH.
- Spare courier bags are provided if you need more. These are labelled with your exam centre's code, but no subject code.
- If you use one of these spare courier bags, write the name of the exam subject/level of the enclosed booklets on the blank label.
- Before the courier bag is picked up by a courier, peel off the middle section from the label and stick it on the session page in the ECM Daily Notebook. This is a record of what you have sent and must be kept until July next year.

Packing materials into green courier bags

- Please pack exam materials into the green bag as follows:
 - ABS packs should be separated out from other exam booklets.
 - All loose, barcoded answer booklets may be placed in the bag in any order.
 - Answer booklet spines must be facing the same direction.
- Do not put loose, non-barcoded booklets in the bag. These must be placed in a plastic bag.

If the above rules are followed, exam booklets will be sorted and processed accurately and efficiently, and booklets will not be mis-placed.

Unused buffer packs

- At the end of each exam do not give any spare booklets from the buffer pack to the PN until you have personally checked that there is no writing in any booklet.
- Initial in pen at the top right of each booklet to indicate they have been checked. This may mean the PN will not get any spare booklets until some days after the exam has been sat.
- Do not give buffer packs to anyone other than the PN.
- On no account are unused papers to be handed to individual members of staff.
- Make sure all supervisors are aware of this process to minimise the risk of "live" answer booklets being handed to school staff and being lost.

Return of flow wrap

As exams progress collect the flow wrap from candidate booklet packs for return to Printlink for recycling.

- Pack the flow wrap into the boxes your exam booklets were delivered in.
- Attach a courier label addressed to Printlink.
- Once boxes are full give to the courier when they pick up the kermit.

Requesting additional exam materials

If you need extra exam materials, such as more plastic bags or more supplementary paper, email examcentremangement@nzqa.govt.nz stating your:

- exam centre name
- exam centre number
- what you require.

Requesting additional green courier bags

If you do not have sufficient green courier bags for the return of answer booklets:

- Call 0800 222 230
- Provide your exam centre name, your exam centre code, the exam session the bags are for and the number of bags you require.
- The extra bags will be couriered to you.

Guinea pigs

Your school may have been selected to provide 'guinea pig' answer booklets.

Guinea pig booklets are required by some marking panel leaders to start the marking process before they receive their own allocation of answer booklets. They must receive these booklets on the day following the exam.

In October, you will receive guinea pig instructions and pink courier bags for enclosing these booklets.

Pink guinea pig bags are to be collected on the day of the exam by the courier, along with the green courier bags. In some situations you may be notified that special pick-up arrangements have been made.

A specific standard number is printed on each guinea pig bag label, as well as the name of the exam session.

Only answer booklets for the printed standard number are to be put into the bag. **Do not** put in booklets for any other standard from the exam session. One bag = booklets for one standard only.

Answer booklets that are placed inside clear plastic bags can be included with the other guinea pig booklets.

Do not put absent booklet packs or booklets with pink or blue reports into a guinea pig bag.

Late entries

Late entries may affect your planning so need to be monitored carefully, particularly if made for candidates from other schools who attend your exam centre.

In addition, late entries made for SAC candidates can cause particular planning problems: they may be entitled to isolated accommodation, need an exam assistant or be entitled to rest breaks because they have been entered for a third standard in an exam.

Monitor all late entries with your PN and SENCO so you can plan accordingly. If extra supervisors are required at the last minute, and you are unable to provide one, inform the PN and email NZQA.

Additional booklets for late entries

NZQA will arrange for additional exam booklets to be sent to you if there are late entries or late SAC approvals and there are not enough exam booklets in the buffer packs, and there is time to send them.

There will be one final delivery sent to you on 7 November. The same booklet receipt rules apply for this delivery as outlined on page 25 the arrival of the exam booklets.

The PN must provide you with a *Late Entry Attendance Roll* for any late entries made after 17 October.

Dealing with late requests on the day of an exam

Complete one pink *Candidate Given Non-Barcoded Booklet(s)* form and staple this to the completed *Late Entry Attendance Roll* after the exam has been sat by a candidate. These forms must be sent in with the extra booklets completed by the candidates.

Be prepared for unexpected candidates on exam day. If you can provide a booklet, accept the candidates, see *Dealing with Problems/Issues* in the *Supervisor Instructions*.

Do not photocopy booklets, just because there are insufficient in the buffer pack for late candidates.

If you are asked by the school to provide extra booklets on the day, and you do not have enough, you must contact NZQA before you photocopy any.

If a school or candidate asks for an exam booklet for a standard which you do not have, call 0800 222 230

NZ Scholarship exams

NZ Scholarship exams are run in the same way as NCEA exams. Candidates for Scholarship exams do not require any special consideration and should be supervised in the Hall or rooms along with candidates for other exams. There are some additional requirements in the management of these exams.

Identification of Scholarship candidates

Please ensure that the following happens:

- Photographic ID or personal recognition is carried out on all Scholarship candidates.
- Each candidate's NSN and Exam Code is checked when they first arrive at the room and, again, once the candidate is seated at their booklet before the exam starts. Confusion of Scholarship exam booklets is a serious issue so please check very carefully.
- When the candidate is ready to leave the exam, check the answer booklet handed in matches the Admission Slip of the candidate as you collect them.
- Complete the working copy of the attendance roll accurately.

- Check that each answer booklet has a barcode or is identified with candidate name, NSN and exam centre code as it is put into the green courier bag.
- Note the number of answer booklets sent in the green courier bag on the working copy of the attendance roll. Have someone else check this number before you seal the green courier bag.

Translated answer booklet requests

Some candidates request that they receive their answer booklets translated into Te Reo Māori. These booklets are printed in both Te Reo Māori and English and are identified by a koru pattern down their spines.

Candidates who requested translated booklets by 1 September will be identified with (T) after their name on the attendance roll.

It is the ECM's responsibility to ensure that candidates who requested a translated booklet by 1 September and have not received one are provided with a copy as soon as possible.

For any last minute exam booklet requests, ask the PN to call 0800 222 230 immediately. A pdf of a translated booklet will be emailed to the school to be printed out for the candidate/s.

If the candidate already has a barcoded English version this should be put in a plastic bag with the non-barcoded, translated paper completed by the candidate, and a Special Report of Supervisor form completed to explain the situation.

If the candidate is a late entry, and has no barcoded booklets, their translated papers must be put into a plastic bag with a completed copy of the pink Candidate given Non-barcoded Booklet(s) form.

Please ensure your supervisors are made fully aware that no candidate should be disadvantaged from completing an exam in Te Reo Māori through lack of provision of translated exam booklets if one can be easily provided.

Breach of the rules – overview

NZQA is required to uphold the integrity of external assessment. This includes investigating reports of possible breaches by candidates, schools or other persons.

The best way to assist the team which resolves breaches of the rules at NZQA is to report clear, comprehensive information to them using the possible breach of exam rules form, so they can fairly decide whether to initiate a possible breach investigation.

Carrying out any form of preliminary investigation before reporting the possible breach to NZQA can be prejudicial and unhelpful.

ECM reports of a possible breach are copied, with identifying names removed, and sent to the candidate with a request for explanation. The language used should be factual, unemotional and as comprehensive as possible. The possible breach of exam rules form is a legal document and should be treated as such.

In the case of use of cell phone or other electronic device you should liaise with the PN and include screen shots or copies of any relevant content or texts.

Further details on the management of possible breach situations are included in the *Supervisor Instructions*.

Supervisors must follow the correct processes when dealing with possible breach situations.

Special assessment conditions candidates' schedule

A copy of the SAC Excel spreadsheet, downloadable under *Reports* on your ECM homepage, is to be completed for each candidate who **did not** use one or more of their allocated special assessment conditions.

A copy of this spreadsheet should be provided to your school's PN and a copy must be sent to NZQA.

If you have difficulties with electronic completion of the spreadsheet, complete a hard copy and give to your PN at the end of all exams.

Last day at exam centre

On the last day of the exams at your centre, pack the following completed forms in their own clear plastic bag and send them to NZQA:

- Candidate Late to Exam forms
- Toilet Roll forms
- Scholarship Language Speech Authentication and NSN Confirmation forms
- The form completed by the PN about computer use
- SAC schedule of conditions not used
- Any leftover green courier bags.

Note: Any pink or blue forms in plastic bags need to be sent in the last green courier bag.

Check all attendance rolls have been sent to NZQA in a plastic bag by the day after the last exam, especially those for Scholarship and those for exams where everyone was absent.

Check there are no exam booklets amongst any left-over materials. If there are, send them **immediately** to NZQA in a plastic bag with a Special Report. **Do not include them with returned materials.**

Returning unused exam materials

All unused exam materials from the exams need to be sent back to NZQA immediately after the exams at your centre have finished. This will ensure that the material is kept secure at NZQA.

Use one or more of the large white plastic Freepost envelopes or a box to return your unused materials. You may also use any left-over green courier bags. These must be clearly labelled 'Unused Materials'.

Unused buffer pack booklets may be given to the PN once the exam session has finished and you have checked that they contain no writing.

Materials for retention

You are to retain all working copies of the attendance roll, and your *ECM Daily Notebook* until at least July 2020. This is essential as NZQA may need to ask you to check these in 2020 to clarify situations arising around missing results.

Ensure you also keep and can easily access all seating plans for exams as NZQA may also request these.

Preparation for completing the claim schedule online

Details on how to complete claims for your supervisors and paid exam assistants are available in the *Exam Centre Manager Website User Guide*.

The information below will assist you in completing all claims accurately. Claims must all be entered by 9.00am Thursday 5 December.

- If you have allocated all supervisors and exam assistants on the planner and checked each person's allocation every day after exams, then entering their claims is straightforward.
- As a supervisor or exam assistant finishes their sessions for the year, check with them that what you are claiming for them is correct. Have them sign or email that the information is accurate.
- Remind supervisors and exam assistants that payment is made electronically into their bank account, as stated in their contracts.
- Ensure that all supervisors and exam assistants, whom the school has indicated qualify for payment, are included on the Claim Schedule.
- Errors made to claims will result in individuals not being paid until February 2020.

ECM travel to training

- The current rate for ECMs who travel to training is 76 cents per kilometre, minus the first 20 kilometres. This rate is determined by IRD and may change.
- If you complete the calculation and make a claim, NZQA staff will check this before approval.

Assistant Managers

- Ensure you have allocated pre-exam sessions to named individuals via the Pre-exam Session Allocation link online. This will ensure these people are paid accurately when their claims are completed.

ACC claims

- If there are queries about ACC claims, please contact NZQA first before the Claim Schedule is completed so that we can assist in its resolution.

Every effort will be made to process payments promptly. Late or inaccurate claims may not be processed until late January 2020 for payment in February.

ECM survey

All ECMs are asked to complete a survey each year. This provides important feedback about exam processes, and NZQA uses the information from this survey to assist in their review of the exams.

This survey will be available for download from the list of documents on your ECM homepage.

Please email the completed document back to the address at the top of the first page of the survey.

Barcoded booklets

Answer booklets collected (do not put back into flow-wrap).

Attendance roll marked.

Absent Candidates

Booklet packs for ABS candidates removed from desks after 30 minutes.

Label each pack with red ABS sticker.

Attendance roll marked.

Non-barcoded booklets

Booklets for individual candidates without barcoded labels collected.

An attendance roll marked.

Pink form and candidate's booklets put in plastic bag.

Plastic bag put in green courier bag.

Unusual Situations

Candidate's booklets collected. Blue *Special Report of Supervisor* completed.

Attendance roll marked.

Special Report and candidate's papers put in plastic bag with any other relevant materials.

Plastic bag put in green courier bag.

Guinea Pig papers from this centre packed in pink courier bag for collection.

Courier to Panel Leader

Attendance roll checked and marked correctly.

All Attendance rolls for the day put in **one** plastic bag.

Green courier bags ready. Stick bottom barcode from tickets on to correct ECM Daily Notebook page.

Courier to Printlink

Appendix A: Preparing green courier bags for collection

Appendix B: Sample cover for SAC candidate packs

Available for download from the ECM Home area online

REMINDERS FOR EXAM ASSISTANTS

Please have your *EXAM ASSISTANT INSTRUCTIONS* with you.

BEFORE THE EXAM, FOR EACH STANDARD BEING SAT:

- Check that the candidate's NSN (student number) on their *Admission Slip* matches that showing on each answer booklet.
- Place the pink sticker on the non-barcoded answer booklet(s) (DO NOT WRITE IN THIS BOOKLET)
- Read the *Pre-examination Instructions* at the end of the Exam Assistant Instructions.
- Check that the candidate has only the correct materials with them.
- Do not start the examination early.

DURING THE EXAM

- Remember that the candidate's answers must be written in their **PERSONALISED** (barcoded) booklet by you or by them.
- Candidates must remain in the room for the first 45 minutes.
- There is no eating during the exam.
- Note on the supplied *Toilet Roll* form any toilet visits made by the candidate. No toilet visits in the first hour.
- Supplementary (extra) paper is only to be used if all the spaces in the booklet for each standard have been used up.

END OF THE EXAM

Refer to *Exam Assistant Instructions* for full details.

- Separate the barcoded booklets from those that have no bar code.
- Remove the pink 'Do not write in this booklet' stickers.
- Barcoded booklets with no supplementary paper/printouts do not go in plastic bags. Hand these booklets to your ECM.
- If supplementary paper/printouts have been used or candidate has responses in barcoded and non-barcoded booklets, seal work for **each standard** in a separate, clear plastic bag. One standard = one bag.
- If no bag is required to contain work, do not use one.
- Do not put all a candidate's booklets in the same bag – work for each standard goes to a different marker.

RETURN OF THE EXAM BOOKLETS

- ALL MATERIALS MUST BE HANDED DIRECTLY to the ECM who will be located in

In the case of an emergency or other concern, ring
(enter ECM name and mobile number)

Candidate Name:

Candidate NSN: Exam Centre/Code:

Approved SAC Conditions

- | | | | |
|---------------|--------------------------|-------------------------|--------------------------|
| Reader | <input type="checkbox"/> | Enlarged/special papers | <input type="checkbox"/> |
| Writer | <input type="checkbox"/> | Separate accommodation | <input type="checkbox"/> |
| Reader/Writer | <input type="checkbox"/> | Extra time 30 mins | <input type="checkbox"/> |
| Computer Use | <input type="checkbox"/> | Rest breaks of 30 mins | <input type="checkbox"/> |

Examination (e.g. L1 Maths):

Examination Date: Exam Day:

Exam room:.....

Exam Assistant/Supervisor:

Comments about exam

.....

Appendix C: Administration materials

Materials will be sent to you from August for employment and training of supervisors. This pack will include:

- Exam Centre Manager Instructions (this book)
- Appendices to Supervisor Instructions – one per centre
- Supervisor Instructions - based on last year's supervisor numbers
- Supervisor Training Booklet and Answer Booklet - based on last year's supervisor numbers
- Exam Assistant Instructions - based on last year's reader/writer numbers
- Training your Supervisors – ECM Guide
- Supervisor Employment Agreements
- Exam Assistant Employment Agreement - for NZQA-paid exam assistants
- Memorandum of Understanding - for school-paid exam assistants
- One courier bag for the return of Police Vet forms
- One white plastic bag for the return of contracts and paperwork for Supervisors and all Exam Assistants
- Postage-included envelopes - for sending Police Vet forms, Employment Agreements, Supervisor Training Booklet etc, to Supervisors
- One IR330 form. Go to <http://www.ird.govt.nz/forms-guides/keyword/businessincometax/ir330-form-tax-code.html> to download more.
- A folder containing various forms and useful process pages

A pack of materials will be sent to you about three weeks before exams. This pack will include:

- Attendance rolls
- ECM Daily Notebook(s)
- One or more Standard Supervision Packs, depending on size of exam centre, containing:
 - 1 x pad of blue Special Report forms
 - 1 x pad of pink Candidate Given Non-Barcoded Booklet forms
 - 1 x pad of yellow Candidate Late to Examination forms
 - 1 x pack of supplementary paper – this must be kept secure
 - 2 x large plastic Freepost envelopes
- Plastic bags
- 'Do not write in this booklet' stickers for reader/writer booklets
- Red ABS stickers for absent booklets
- Toilet Roll forms
- Possible Breach of Exam Rules Incident forms

Later, you may receive:

- Green late attendance rolls
- Guinea pig bags and documentation
- Labels for the return of flow wrap for recycling
- Exam booklets for late entry candidates - non-barcoded
- Exam Centre Manager Instructions – Digital Exams
- Supervisor Instructions – Digital Exams

Appendix D: Police Vet process

The Vulnerable Children Act 2014 requires that NZQA's Exam Centre Managers and supervisors have been Police vetted.

Completion of a Police Vet is compulsory for anyone wishing to supervise NCEA and NZ Scholarship examinations.

Completed Police Vet forms for supervisors **must reach NZQA by 4 October at the very latest** so they can be processed in time for exams. We suggest you send them separately from other contract material to ensure they reach NZQA as quickly as possible.

Vetting process for ECMs

If you have already had a Police Vet check from another organisation (eg the Education Council) then you do not need to complete the entire process again.

NZQA will accept the following as proof of a Police Vet:

- A copy of the vetting email sent from the NZ Police to the organisation who has vetted you previously.
- A copy of a current teacher's registration card.
- A letter from the PN or Principal at your school stating you have a valid Police Vet - this must include the expiry date of the vet.

Please send a copy/scan of the proof of a current Police Vet:

By post to Exam Centre Management
 NZQA
 P O Box 160
 Wellington 6140

By email to examcentremanagement@nzqa.govt.nz

If you do not have proof of a current Police Vet you should either:

- contact the other organisation and ask for proof of your Police Vet
- complete the vet process again

If you have never been Police vetted you will need to:

- Print a copy of the Police Vetting Service Request and Consent form from QAccess.
- Provide two forms of identification (two primary or one primary, one secondary), one of which must be photographic
- Take the two forms of ID and your completed and signed form to your PN or ECM, as an NZQA delegate, so they can complete the Evidence of Identity section on page 1.
- Return your completed Police Vetting Service Request and Consent form and authenticated IDs to NZQA either by post or by uploading to QAccess.

Who can be a Trusted Referee?

- A trusted referee must be over 16, not related to you (eg partner or spouse) or be a co-resident.
- A person of standing in the community (eg teacher, a religious or community leader, a Police employee or Justice of the Peace) or registered with the Approved Agency, NZQA.
- On the copies of your two forms of ID, the trusted referee will:
 - sign and date the copies

- print their full name and phone number on the copies.

What forms of ID do you need?

- Two forms of ID must be sighted by the NZQA delegate to complete the Police Vetting Service Request.
- One of these must be selected from the primary ID list below but both could be. If only one is selected from the primary ID list the other must be selected from the secondary ID list.
- One of these forms of ID must show your photo.

Acceptable Primary ID

- Passport – NZ or Overseas which must be current or within five years of expiry
- NZ Firearms Licence
- NZ Full Birth Certificate with unique identification number, issued on or after 1998
- NZ Citizenship Certificate
- NZ Refugee Travel Document
- NZ Emergency Travel Document
- NZ Certificate of Identity

Acceptable Secondary ID

- NZ Driver Licence
- 18+ Card
- NZ Full Birth Certificate, issued before 1998
- Community Services Card
- Super Gold Card
- NZ Employee Photo Identification Card
- NZ Student Photo Identification Card
- Inland Revenue number
- NZ issued utility bill, issued not more than six months earlier
- NZ Teachers registration certificate
- NZ Electoral Roll Record
- International Driving Permit
- Steps to Freedom Form

Evidence of a name change

- If your two identity documents have different names (eg, a birth certificate with maiden name and a driver's licence with married name) you need to provide evidence of a name change, such as a marriage certificate or statutory declaration.

Vetting process for supervisors

All exam supervisors, not including exam assistants, are required to go through a Police Vet check.

You must ensure this process is carried out when contracting supervisors.

The vet process for supervisors is exactly the same as for ECMs, with the exception that ECMs are registered with NZQA and are an NZQA delegate. This means the ECM can sign the *Evidence of Identity* section of each supervisor's form once the appropriate IDs have been sighted.

If you are related to the supervisor, or are a co-resident with them, you can't authenticate their ID documentation. They will need to use a Trusted Referee.

Police vetting of exam assistants

Most of the people used as exam assistants during the exam period will have been vetted by the school as they will have been or are currently employed by the school. It is not your responsibility to ensure exam assistants are Police vetted.

Appendix E: Checks to make

Before the first exams:

- Has the PN confirmed all exam rooms are still available for your use?
- Are the walls of every exam room clear (no student work, posters, stimulus material)?
- Are desks clean with no graffiti and wobble-free?
- Are there some larger desks for larger candidates?
- Does each room have a white board and white board pens?
- Does each room have a clearly visible clock and are spare batteries readily available?

Ensure that:

- All exam materials, sorted by rooms, are available for collection by supervisors before each exam session. Supervisors should be able to locate their materials easily.
- Supervisors are reminded that the movement of exam materials into rooms must be conducted securely.

On the day before an exam:

- Check very carefully that you have all materials for each exam session. Use the ECM Daily Notebook to assist with this.
- Ensure you have the audio file ready to play.
- Check that you have all equipment that the school is providing (eg, laptops for audio files, and screens, etc). Ring and email the PN to remind them if you are concerned.
- Revise the supervisor schedule if the school has made any last-minute changes to entries.
- Check the online SAC schedule to ensure no last-minute changes have been made. Phone and email the PN and SENCO if there are changes.
- If you suspect any material has been tampered with or a security breach has occurred, contact NZQA immediately.
- Check your ECM homepage, your email and cell phone for any messages from NZQA.

On the day of an exam:

- Check each exam room is still set up ready for the candidates. Are the desks/tables still in place? If not, ask the PN to organise this.
- Ensure all doors to exam rooms are unlocked?
- Check that staff are available to clear calculator memories, if any exam requires this.
- Check the location of any equipment required, and that it still works.
- Ensure all boxes of exam booklets, rolls and materials are ready for collection by supervisors/exam assistants.
- Are there any late entry candidates? Have you received a Late Entry Attendance Roll from the PN?
- If there are any clash candidates, are all their supervision requirements in place?
- Have you been asked to provide any guinea pig answer booklets for an exam? If so, booklets from which standard(s) are required and is the pink bag ready for packing?
- Make sure you have the correctly labelled green courier bags for the exams being held.
- Check your ECM homepage, your email and cell phone for any messages from NZQA.

Whilst exams are in progress:

- Ensure the exam starts on time or as soon as possible if there is an issue. Do not start any exam early unless NZQA has advised you to do so
- Remind supervisors to monitor candidates closely. Check that active supervision is occurring.
- Assist supervisors with any exam issues.

Once an exam session has finished:

- Have all candidate answer booklets been handed in and booklets from SAC rooms returned directly to you and accounted for?
- Have buffer packs and unused, non-barcoded booklets been checked to ensure no 'live' booklets or packs for ABS candidates are mixed in with these?
- Have all pink 'DO NOT WRITE in this booklet' stickers been removed from any SAC booklets being sent to NZQA?
- Have any forms detailing SAC conditions been removed from the bags containing SAC candidate answer booklets?
- Have all attendance rolls, including late rolls, been completed correctly with something entered in at least one of the columns for every candidate?
- Have all forms for daily dispatch to NZQA have been filled in correctly and secured in the correct bag? These are the Special Report of Supervisor/Candidate Given Non-Barcoded Booklet(s) and Possible Breach of Exam Rules.
- Have all other forms been filled in correctly?
- Has all plastic flow-wrap been collected and returned ready for recycling?

Appendix F: Health and Safety for ECMs and Supervisors

All Exam Centre Managers, Supervisors and Exam Assistants involved in any way with NCEA or NZ Scholarship exams are required to be aware of the following:

- That they have stated they are physically and medically fit to perform the duties of the position for which they have applied and been appointed. If they have any concerns about their health in this regard, they should immediately advise the person who appointed them.
- If previous injuries are indicated that may affect their ability to fulfil role, this must be discussed with the candidate.
- Take regard of all Health and Safety notices and procedures at the exam centre where they are working.
- Ensure that all incidents and injuries are reported immediately to the PN at the exam centre. Record all incidents and injuries to any supervisory staff according to the exam centre procedures.
- Ensure that the PN at the exam centre investigates all reported incidents and injuries and immediately formulates plans and procedures for corrective action.
- Any pain or discomfort to any supervisory staff must be reported as soon as possible.
- Exam Centre Managers should establish a rehabilitation plan that ensures a safe return to work.
- In the event of any serious work accident the PN at the exam centre will organise first aid or medical assistance and manage the accident scene for the Department of Labour and complete any required documentation that may be required by NZQA.
- The Exam Centre Manager, Supervisors and Examination Assistants must identify and record all existing and new hazards and take all practicable steps to eliminate, isolate or minimise the exposure to these hazards.
- The PN at the exam centre will ensure the Exam Centre Manager, Supervisors and Exam Assistants are made aware of existing or new hazards in their work areas and provide alternative work-spaces to eliminate these hazards.

This page is a summary of NZQA policies found on the Exam Centre Manager's homepage. Please ensure you have read the policies in full.

Note: The Principal's Nominee must discuss Health and Safety procedures and the emergency evacuation procedures with the Exam Centre Manager when they meet before the start of the exam period.