

Exam Invigilation Policy

Originator:	Executive Director, Operational Processes and Service Standards
Approved by:	Maxim Jean-Louis, President – Chief Executive Officer
Approved:	February 1, 2018
Effective Date:	February 12, 2018

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Purpose and Scope

This policy details the infrastructure, invigilation responsibilities, student behaviour and other aspects of the exam invigilation process. The policy also defines (i) the level of exam invigilation services that may be provided; (ii) the Exam Invigilation Approved Institutions, the services may be provided to; and (iii) the fees to be charged for such services.

The framework of the policy is based, to a considerable extent on four principles:

1. The examination process is managed in such a way as to minimize extraneous sources of confusion, stress and uncertainty for the student.
2. The examination environment, where examinations are conducted, is one with minimum disruption and distraction to enable students to concentrate, reflect, and demonstrate what they have learned.
3. The integrity of the examination process depends upon the need for everyone involved to respect the basic rules of conduct and to accept specific responsibilities, and to do so in a consistent manner.
4. Every effort is made to ensure the responsibilities, rules of conduct and policies governing the administration of examinations are well publicized so they are clearly understood, before the examination begins, by all parties including Contact North | Contact Nord invigilators, the students, and institutions.

The policies contained in this document are intended to facilitate fair and consistent invigilation of exams, while ensuring a high level of integrity of each examination.

The policies provided in an exam package or booking form by institution are followed as closely as possible, taking into consideration the Health and Safety of all involved in the invigilation process. In the absence of specific instructions provided by the institution, Contact North | Contact Nord's policies and procedures are adhered to. Policy statements are identified using italics within this document.

Inquiries regarding the interpretation, practices and procedures to be followed in administering this policy, are directed to the originator of this policy.

The Executive Director, Operational Processes and Service Standards is responsible for the administration of the policy, including:

- Reviewing recommendations for change in policy and procedures and updating policy if necessary;
- Conducting an annual review of the policy and procedures to ensure they are operating effectively and identifying opportunities to streamline;
- Investigating and resolving exam invigilation policy complaints;

- If discovered, flagging non-compliance to employees, supervisors and the President – Chief Executive Officer as necessary; and
- If discovered, flagging inconsistencies within the organization in applying the policy.

Exam Invigilation Policy and Fees

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Responsibilities

1. Contact North | Contact Nord's Responsibilities

Contact North | Contact Nord has ultimate responsibility for the successful completion of the exam invigilation session(s), the maintenance of the exam integrity, and for assisting students.

Contact North | Contact Nord Management Responsibilities:

1. Develops and communicates clear policies and procedures to deal with exam invigilation;
2. Takes action under the Exam Invigilation Policy, Section II: Academic Dishonesty and Inappropriate Exam Conduct in cases where the examination policy is breached, whether by academic dishonesty, disruptive behaviour, or in any other way;
3. Makes every effort to ensure examination rooms are supportive environments, and:
 - are quiet and free from unnecessary and unreasonable disruption; and
 - Posts signs indicating “Quiet Please, Exam in Progress” on exam room doors or in the area.
4. Ensures all invigilators are familiar with Contact North | Contact Nord's exam invigilation policy, fees and procedures.

Invigilator Responsibilities

1. Administer and continuously supervise students for a Level 1 examination
2. Administer and monitor students for a Level 2 examination
3. Ensure the integrity of the exam is kept intact, and manage the invigilation in such a way as to minimize extraneous sources of confusion and uncertainty.

The invigilator is also responsible for the receipt, distribution, administration and return of all exam materials. It is understood the invigilator first reviewing the exam package may not necessarily be the same invigilator invigilating the exam, in which case the responsibilities are shared based on the duties each are performing.

2. Exam Approved Institution's Responsibilities

To be added in next version update. Sample of some responsibilities to be included

1. Timely requests of exam bookings and cancellations
2. Provision of numbers and names of students for each exam request
3. Timely provision of exam invigilation rules, passwords, accommodation requests, etc.
4. Determination and confirmation of Level of exam for each course/program
5. Providing instructions to students booking exams with Contact North | Contact Nord

6. Providing students clear instructions on aids allowed including but not limited to access to online books for an open book exam
7. Providing pre-paid traceable envelopes or advising students to provide

3. Student Responsibilities

To be added in next version update. Sample of some responsibilities to be included

1. Timely requests of exam bookings
2. Arriving on time (preferably 15 minutes early)
3. Timely notification of cancellation
4. Provide pre-paid traceable envelopes if instructed to do so by institution
5. Follow institution and/or Contact North | Contact Nord exam invigilation rules

Exam Invigilation Policy

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Definitions

- 1. Academic Dishonesty** – An (intentional) act of deception in one or more of the following areas:

- Bribery or paid services: giving exam questions or answers for money
- Cheating: use or attempted use of unauthorized electronic devices, materials, information, or study aids
- Assisting: helping another commit an act of academic dishonesty
- Tampering: altering or interfering with evaluation instruments and documents

Some examples of academic dishonesty include but are not limited to:

- Use of textbooks, notes or any unauthorized materials during an exam or consultation outside the exam room during the period of the exam
- Looking at other student's exams during an examination
- allowing work to be copied during an examination
- Having someone take an exam for another student
- Obtaining exams questions through illicit means
- Use of an unauthorized website(s) during online exams
- Assisting someone in one of these behaviours

- 2. Conflict of Interest** – Conflict of Interest is defined as a real, perceived or potential situation in which the judgment and subsequent action of individuals could be affected because of multiple, competing interests. It also includes a bias that might be introduced by a conflict of duty.
- 3. Exam** – A test, quiz, assessment or official exam requiring Level 1 or Level 2 invigilation services as defined in this policy.
- 4. Exam Invigilation Approved Institutions** – Institutions listed under the section in this policy entitled “Academic Institutions and/or Students to Whom Exam Services Are Provided To”. Also referred to within this policy as “institution”.
- 5. Exam Incident** - An exam incident is any disturbance or situation which could have an impact on a student’s score, is out of the ordinary or the exam invigilator believes may adversely affect the reliability or validity of the exam. For each exam incident, an Exam Incident Report is completed.
- 6. Exam Invigilation** – The administration of a test, quiz, assessment or official exam requiring Level 1 or Level 2 invigilation services as defined in this policy.

- 7. Inappropriate conduct by student(s)** – An action by a student creating a disturbance (e.g. making noises, purposely delaying the exam start by numerous questions, continuous requests for washroom breaks).
- 8. Institution** – Those listed under the section in this policy entitled “Academic Institutions and/or Students to Whom Exam Services Are Provided To”. Also referred within this policy as “Exam Invigilation Approved Institutions”.
- 9. Level 1 Exam Invigilation** – A Contact North | Contact Nord staff person administers and supervises the exam continuously while performing no other duties. Fees apply. For a full description of the service level descriptors, see section entitled "Exam Invigilation Level of Service Descriptors" .
- 10. Level 2 Exam Invigilation** – A Contact North | Contact Nord staff person administers and monitors the exam while performing regular duties. For a full description of the service level descriptors, see section entitled "Exam Invigilation Level of Service Descriptors".
- 11. Online Booking Tool system (OBT)** –Contact North | Contact Nord’s self-developed software system utilized to track institution and client bookings of our conferencing platforms, room space or services, e.g. exam invigilation services.
- 12. Online Exam** – An exam requiring a computer and/or internet access.
- 13. Offsite Exam** – Contact North | Contact Nord does not invigilate exams in locations other than a Contact North | Contact Nord online learning centres or within the host building they are located in.
- 14. Onsite Exam** – Refers to an exam invigilated in Contact North | Contact Nord online learning centre space or a space provided by the host within the same building. Contact North | Contact Nord does not invigilate exams in locations other than a Contact North | Contact Nord online learning centres or within the host building they are located in. Invigilation requiring use of host room for a Level 2 exam not allowing easy and quick access to monitor students are to be booked as a Level 1 exam with fees.
- 15. Paper Based Exam** – An exam that utilizes paper of some type for completion of the exam.
- 16. Privacy Policy** – Contact North | Contact Nord’s Privacy Policy is followed at all times when dealing with the privacy and security of “Personal Information”. Click here to review [Contact Nord | Contact North’s Privacy Policy](#).
- 17. Scheduled Activity** –When Contact North | Contact Nord staff are scheduled to cover pre-arranged student activity or administrative tasks at an online learning centre or operations centre. Scheduled Activity does not include covering one-off Level 2 exams scheduled where there was no previously scheduled student or administrative activity. An exam booked at a time when no other activity is already scheduled or could have been rescheduled, is not booked with “scheduled activity”.

- 18. Traceable Envelope** – an envelope that can be traced/tracked as to when it was delivered. Examples include Xpress Post, Purolator, FedEx, etc. If the institution has requested a hard copy of the exam be returned to them, a prepaid traceable envelope must be provided by the institution or the student for the return of exams. Contact North | Contact Nord does not pay for the return of exams.

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Policy

1. Academic Institutions and/or Students to Whom Exam Services are provided:

Contact North | Contact Nord provides invigilation services for students taking courses **delivered** by or applying to the following institutions, which are considered Contact North | Contact Nord's Exam Invigilation Approved Institutions:

A. Ontario's 24 public colleges and 22 public universities

Colleges	Universities
1. Algonquin College	1. Algoma University
2. Cambrian College	2. Brock University
3. Canadore College	3. Carleton University
4. Centennial College	*Dominican University College
5. Collège Boréal	4. Lakehead University
6. Conestoga College	*Northern Ontario School of Medicine
7. Confederation College	5. Laurentian University
8. Durham College	*Huntington University
9. Fanshawe College	*Northern Ontario School of Medicine
10. Fleming College	*The University of Sudbury
11. George Brown College	*Thorneloe University
12. Georgian College	6. McMaster University
13. Humber College	7. Nipissing University
14. La Cité	8. OCAD University
15. Lambton College	9. Queens University
16. Loyalist College	10. Royal Military College of Canada
17. Mohawk College	11. Ryerson University
18. Niagara College	12. Trent University
19. Northern College	13. University of Guelph
20. St. Clair College	14. Université de Hearst
21. St. Lawrence College	15. University of Ontario Institute of Technology
22. Sault College	16. University of Ottawa
23. Seneca College	*St. Paul University
24. Sheridan College	17. University of Toronto
	*University of St. Michael's College
	*University of Trinity College
	*Victoria University
	18. University of Waterloo
	*St. Jerome's University

Universities cont'd

- | | |
|---|---|
| <p>19. Western University (formerly University of Western Ontario)
 *Brescia University College
 *Huron University College
 *Kings University College</p> | <p>20. University of Windsor
 21. Wilfrid Laurier University
 22. York University</p> |
|---|---|

**Federated or Affiliated with one of the 22 Universities*

B. Ontario's 76 district school boards.

A listing of all Ontario schools and district school boards is available at <http://www.edu.gov.on.ca/eng/sbinfo/>

C. Ontario's public institutions delivering or facilitating equivalent to public school board credit courses and/or granting Ontario Secondary School Diploma (OSSD):

1. Consortium d'apprentissage virtuel de langue française de l'Ontario (CAVLFO)
2. Independent Learning Centre

D. 9 Aboriginal institutes partnered with Ontario's public colleges or universities or accredited high schools, when the exam written is for an accredited Ontario college, university or high school program/course:

1. Anishinabek Education Institute
2. First Nations Technical Institute (FNTI)
3. Kenigewin Teg Educational Institute
4. Iohahi:io Akwesasne Adult Education Centre
5. Oshki-Pimache-O-Win Education & Training Institute
6. Ogwehoweh Skills and Trades Training Centre
7. Seven Generations Education Institute
8. Shingwauk Kinoomaage Gamig
9. Six Nations Polytechnic

2. Academic Dishonesty and Inappropriate Exam Conduct

It is expected all students conduct themselves during an exam in an ethical and fair manner.

If the institution provided specific written direction on steps to be taken in the **case of academic dishonesty or inappropriate exam conduct**, those instructions are to be followed. If the instructions include removing articles or the exam from the student, exercise discretion and do so calmly and quietly.

A. In absence of specific written direction from the institution on academic dishonesty, Contact North | Contact Nord's policy is as follows:

If an invigilator witnesses or suspects a student is performing an act of academic dishonesty (see Definitions for description) the invigilator takes reasonable and appropriate steps to stop or attempt to deter the suspicious conduct by the student, while always maintaining the health and safety of the invigilator and student. Unless specifically directed otherwise by the institution, the student is allowed to complete the exam.

At any time, if invigilator feels their health and safety is threatened or that of other students, they are to call 911 immediately.

For any act of academic dishonesty, an Exam Incident Report is completed and forwarded to the institution. If institution requires a specific report completed in either of these situations, the institutional report is completed as well and attached to the Contact North | Contact Nord Exam Incident Report.

B. In absence of specific written direction from the institution on **inappropriate exam conduct**, Contact North | Contact Nord's policy is as follows:

If dealing with inappropriate exam conduct, such as a student talking during the exam, consuming food and/or making noise, student is requested, in a quiet, calm and respectful manner to discontinue the inappropriate conduct. If a student's behaviour is affecting the ability of other students to write their exams, the student is asked to hand in their exam and leave if they cannot control their behaviour and noise level.

At any time, if invigilator feels their health and safety is threatened or that of other students, they are to call 911 immediately.

For any act of inappropriate behaviour, an Exam Incident Report is completed and forwarded to the institution. If institution requires a specific report completed in either of these situations, the institutional report is completed as well and attached to the Contact North | Contact Nord Exam Incident Report.

3. Accommodations for Students with Disabilities Writing Exams

Contact North | Contact Nord works with the institution to assist with providing persons with disabilities accommodation(s) for writing exams. Since no single type of accommodation may be adequate or appropriate for all individuals with any given type of disability, accommodations are reviewed on a case-by-case basis to determine if and how Contact North | Contact Nord can assist the institutions with the accommodation request.

Contact North | Contact Nord's policy on accommodations, is as follows:

No accommodations are made, regardless of need, unless Contact North | Contact Nord is notified in advance by the institution and is able to accommodate. If a student arrives at the location to write an exam, requesting an accommodation not identified by institution in advance, invigilator verbally confirms with the institution if the accommodation is allowed, prior to providing the accommodation. If verbal approval is given, institution is asked to follow-up with confirmation in writing for the files. Student requested accommodations, not confirmed by institution, will not be made.

If a request for accommodation was accepted in a previous examination, it is not to be assumed the accommodation can be provided again. All documentation relating to previous requests and accommodation are to be resubmitted for each request.

Students or institutions requesting special exam writing accommodations are to request such services at least four weeks prior to the exam to allow time for Contact North | Contact Nord to work with the institutions to arrange accommodations. The institution is required to provide specific documentation identifying which student requires accommodation and provide a suggested accommodation for the exam.

If less than four weeks' notice is provided for the accommodation request, Contact North | Contact Nord as much as possible still attempts to accommodate.

Information submitted regarding the accommodation is kept confidential and only disclosed as necessary to implement the accommodation.

Considerations for accommodation

Contact North | Contact Nord considers relevant factors, at its discretion, in a request for accommodation. Consideration for accommodation is usually done in consultation with the institution/student making the request. The relevant factors include, but are not limited to, the following:

- Does providing the accommodations negatively affect the safety of the student, invigilators, or any other individual(s) involved in the examination process?
- Financial cost: What costs are involved in the proposed accommodation and are such costs prohibitive to the student or Contact North | Contact Nord?
- Nature of accommodation: How disruptive would the proposed accommodation be to the administration of the examination and/or the other students?
- Impact on examination standards: Does the proposed accommodation undermine the integrity of the examination?

4. Cancellation of Examinations by Contact North | Contact Nord

In extenuating circumstances, Contact North | Contact Nord may need to cancel an exam. Our policy on cancellations is as follows:

In the case of cancellation of exam(s) by Contact North | Contact Nord, for any reason (such as extreme weather conditions or building closure), where possible, Contact North | Contact Nord makes every effort to advise students and the institutions of the cancellation. In the case of a Contact North | Contact Nord cancellation of exam(s), students to contact their institution to re-schedule their exam, or for date range exams, is asked to work with Contact North | Contact Nord staff to reschedule exam, if the date range has not passed.

Online learning centre staff notifies Scheduling Services of all closures. Scheduling Services contacts all institutions with exams booked through the Online Booking Tool to notify of closure. Online learning centre staff contact where feasible the institution and/or student, for Level 2 Exams booked directly with the online learning centre notifying of closure.

5. Conflict of Interest

A conflict of interest is defined as a real, perceived or potential situation in which the judgment and subsequent action of individuals could be affected because of multiple, competing interests. It also includes a bias which might be introduced by a conflict of duty.

To ensure objectivity and maintain the integrity of all exam invigilation's conducted by Contact North | Contact Nord, employees,

MAY NOT invigilate or have access to their own exam(s) if writing

MAY NOT, UNLESS APPROVED by the institution and Contact North | Contact Nord, invigilate or have access to an exam if the student is a:

- ✘ Co-worker or Supervisor*
- ✘ Family member or relative*
- ✘ Cohabitant (student resides at the same address as you)*
- ✘ Other Party - a conflict of interest between any other parties involved in the examination which could affect the impartiality and objectivity of the examination or the examination process.*

All Contact North | Contact Nord employees who have or may have a conflict of interest related to an exam invigilation, based on the criteria noted above are to notify their supervisor immediately upon realization of a conflict of interest by completing and submitting the Conflict of Interest Form.

All Contact North | Contact Nord employees taking a course which could potentially be invigilated by Contact North | Contact Nord, are to notify their supervisor by completing and submitting the Conflict of Interest Form prior to the course start.

All Conflict of Interest Forms are reviewed by immediate supervisor of the individual(s) in conflict. Immediate supervisor reviews the conflict and if it's in the best interest of student to continue with Contact North | Contact Nord invigilating the exam, discusses options with institution requesting approval to invigilate exam with specific procedures in place to ensure individual(s) in conflict do not have access to the exam.

6. Evacuation Emergency for Fire-alarm or Other

During an emergency the safety of students and staff take precedence over completing exams.

If the exam is temporarily interrupted by an evacuation of any type, unless directed otherwise by the institution, if the student(s) and staff can accommodate an extension, the exam time is automatically extended to cover the amount of time lost by the evacuation.

If there is an evacuation of any type, no matter how short, an Exam Incident Report is completed.

7. Exam Conflict Resolution and Escalation

The goal of conflict resolution during exam is to resolve the situation and enable the student and other students to continue writing their exam without disruption. With this goal in mind, Contact North | Contact Nord's policy is:

Invigilators are to approach a difficult or conflict situation calmly and quietly. Invigilator exercises discretion and quietly explains examination rules and/or student conduct expectations to student.

If situation warrants, seek assistance from another Contact North | Contact Nord staff member at your online learning centre, or other staff person within the building while continuing to maintain the integrity of the exam as much as possible. If necessary contact the institution and/or your Supervisor for direction.

At any time, if invigilator feels their health and safety is threatened or that of other students, they are to call 911 immediately.

If there is a conflict situation, an Exam Incident Report is completed.

8. Exam Day Instructions and Announcements

Contact North | Contact Nord invigilators advise students at each exam invigilation, the rules governing the exam which may include the institutions rules only, Contact North | Contact Nord's rules only, or a combination of both depending on whether or not the institution identifies some or all rules.

9. Exam Package/Instruction Review

Invigilator relies on and follows exam instructions provided to them by institutions in hard or electronic copies (exam packages and/or instructions) as well as those provided on the most recent version of the booking form if applicable.

Upon receipt of the booking form and/or exam package, a thorough examination of all instructions and/or contents is completed in advance of invigilating the exam.

If institutions instructions do not stipulate specific aids are allowed, Contact North | Contact Nord interprets the absence to mean, there are no aids allowed (e.g. calculator).

Online learning centres with a student or invigilator identified as having a Conflict of Interest, ensure additional opening and safe keeping measures of exam(s) as agreed to with the institution, are implemented ensuring the integrity of the exam(s) is not compromised.

10. Exam Room and Computer Lock-down Software

Contact North | Contact Nord posts signs indicating "Quiet Please, Exam in Progress" on exterior of exam room door or wall in exam area.

For online exams, unless the institution requesting the invigilation has supplied "lock-down" software, Contact North | Contact Nord computers are not locked down. Institutions

requiring continuous supervision of student's internet access during an online exam are to book exam as a Level 1 exam with fees.

Room set-up procedures and best practices to be followed.

11. Exam Tracking Process

Contact North | Contact Nord tracks the receipt from and return of exams to the institution.

12. Institution Proctor Forms

Many Contact North | Contact Nord online learning employees are part-time and as such, the person receiving a request to complete an institution's proctor form, may not be the employee invigilating of the approved exam. For this reason, Contact North | Contact Nord's policy on completion of institution proctor forms is as follows:

The Contact North | Contact Nord employee receiving the institution's proctor form completes the form citing their name if for certain they will invigilate the exam. If at the time of completing the proctor form, the name of the exact invigilator is unknown, the employee filling out the form indicates in the proctor name section "Contact North | Contact Nord Employee". If there is a known conflict of interest with any employees and the student, staff will follow Conflict of Interest section of this policy ensuring employees with a conflict do not have access to the exam.

13. Late Arrival, No Show or Exit of Exam

Where logistically feasible, follow institution written direction on steps to take in the case of late arrival, a no show or allowable times to exit an exam, if provided. In the absence of specific written direction from the institution on late arrival, no shows or exit times, or where institutions instructions cannot be followed for logistical reasons, Contact North | Contact Nord's policy is

A. Late Arrival

If a student arrives less than 30 minutes after the exam start-time and

If a level 1 exam and if for logistical reasons allowing the student to write would compromise the integrity of the ongoing exam, the student is not allowed to write. If integrity would not be compromised and student is allowed to write, acceptable photo ID is confirmed and invigilation instructions provided.

If a Level 2 exam student is allowed to write the exam after confirming acceptable photo ID and invigilation instructions provided. .

Students allowed late into an exam, are not allowed to write beyond the scheduled end time. This includes access to online exams. An Exam Incident Report is sent to the institution if a student started an exam 15 or more minutes late.

Allowing a late student into a Level 1 Exam may not always be possible in some Contact North | Contact Nord online learning centres due to the location of the exam room and/or the number of scheduled staff. While one staff person is scheduled and dedicated

to supervise Level 1 Exams, once the invigilation starts, for logistical reasons, it may not be possible to receive late arriving students without leaving other exam writers unattended. In these cases students arriving late will not be allowed to write.

If a student arrives more than 30 minutes after the exam start-time, student is not allowed to write. Student is advised to contact their institution to re-schedule their exam, or for date range exams, work with Contact North | Contact Nord staff to reschedule exam, if the date range has not passed. Exam is kept secure until exam is rescheduled or advised to return exam. An Exam Incident Report is sent to the institution even if exam is rescheduled within a date range.

For online learning centres in Central Standard Time Zone, an exception to the 30 minute late arrival is made if where the late arrival is due to miscommunication by the institution to the student regarding the time zone, if institution allows exception and taking into account staff and room availability as well as accessibility to the exam, if online. An Exam Incident Report is sent to the institution.

B. No Show

If a student does not show for an exam and

If a date range exam where the date range has not passed and the student contact information is known, Contact North | Contact Nord reaches out to student to reschedule exam. If student not reached or exam not rescheduled, institution is advised student did not write.

If exam is not a date range exam or is a date range which has passed, institution is advised student did not write.

In either situation, exam is kept secure until exam is rescheduled or advised to return exam.

Students not showing up or showing up late for three or more scheduled exams may be asked by Contact North | Contact Nord to search out alternative invigilation services.

C. Exiting Exam

If a student wishes to exit the exam before the scheduled end time of the exam and their departure is not expected to disrupt other students or cause the integrity of exam to be compromised, they are permitted to leave, otherwise student is quietly asked to wait until the exam schedule time is ended.

14. Levels of Exam Service and Fees

Contact North | Contact Nord provides two levels of exam invigilation services for institutions and students approved under this policy.

Level 1 Exam Invigilation – A Contact North | Contact Nord staff person administers and supervises the exam continuously while performing no other duties. Fees apply.

Level 2 Exam Invigilation – A Contact North | Contact Nord staff person administers and monitors the exam while performing regular duties. No fees apply.

Level of Exam Invigilation is confirmed by the institution. Contact North | Contact Nord does not determine the level nor do students of the institutions.

For further details of level of services and fees, see the Exam Invigilation Level of Service Descriptors under the section entitled Exam Service Levels.

Contact North | Contact Nord does not invigilate exams in locations other than a Contact North | Contact Nord online learning centres or within the host building they are located in. Invigilation's requiring use of host room for a Level 2 exam not allowing easy and quick access to monitor students are to be booked as a Level 1 exam with fees.

Special requests by institutions requiring Contact North | Contact Nord employees to dedicate time to one or more students for any portion of the exam versus monitoring at regular intervals, are to be booked as a Level 1 (for fees) exam booking versus a Level 2 (no fees).

15. Payment of Exam Invigilation Fees

Institutions booking Level 1 Exams are invoiced directly by Contact North | Contact Nord, Thunder Bay Operations Centre. Terms of Payment are net 30 days from date of invoice.

Students booking Level 1 Exams directly with Contact North | Contact Nord are required to pay the exam fee by credit card in advance. Credit card payment is made via telephone to staff from the Contact North | Contact Nord, Sudbury Operations Centre. A refund to the credit card is processed if notice of cancellation is provided two (2) business days prior to the exam date and time.

Cancellation with less than two (2) business days' notice is subject to 100% fee.

Contact North | Contact Nord does not accept cash, cheque, debit or credit card payment for exams at the online learning centres. For more details, see service fees and cancellation details in the section entitled "Exam Service and Fees".

16. Photo Identification

If the institution has provided specific written direction on which forms of photo ID are acceptable or not acceptable for their exams, those instructions are to be followed. In the absence of specific written direction from the institution on acceptable photo ID, Contact North | Contact Nord's policy is:

No exam is invigilated by Contact North | Contact Nord without an invigilator viewing one acceptable form of photo identification, confirming the name matches the name(s) of those provided by the institution or the student whom booked the exam and the photo ID resembles the person providing the ID. If it is suspected that someone is impersonating a student, the photo ID is double checked, the student is allowed to write and an Exam Incident Report is completed. Discrepancies between the photo ID and the student presenting the photo ID are detailed in the report.

Contact North | Contact Nord acceptable forms of photo government-issued IDs under this policy are:

- ✓ Canadian Citizenship Card
- ✓ Certificate of Indian Status Card
- ✓ Driver's License
- ✓ Passport
- ✓ Permanent Resident Card
- ✓ Provincial Health Card
- ✓ Provincial Photo ID Card

Under no circumstances is information obtained from the student's photo identification written down, photocopied, or kept on file.

If no acceptable photo identification is provided, the student is requested to contact their institution and reschedule exam if possible. An Exam Incident Report is completed.

17. Power and Internet Outages

In absence of specific written direction from the institution on power and/or internet outages, Contact North | Contact Nord's policy is

If there is a loss of power or connection to the internet during an online exam session, the invigilator restarts exam as soon as possible, investigating as necessary with institutional staff how to reconnect.

If either an online or a paper based exam is interrupted due to a power outage of any type but able to continue after the disruption, unless directed otherwise by the institution, if the student(s) and staff can accommodate an extension, the exam time is automatically extended to cover the amount of time lost by the power outage.

If re-connection/second log-in is not possible and the institution is unavailable to provide instructions, the student is instructed to contact their institution to reschedule exam if possible.

In a power outage situation, no matter how short, an Exam Incident Report is completed.

18. Resources Not Allowed

The institution determines whether or not resources, such as calculators, dictionaries, specific software, laptops, books, study notes, etc. are permitted to be utilized during the exam. If the institution has not indicated in writing to Contact North | Contact Nord what specific resources are allowed, Contact North | Contact Nord's policy is as follows:

No resources other than the exam documents provided by the institution to Contact North | Contact Nord, along with pens, pencils and erasers brought in by the student are to be utilized by the student.

Food is not allowed into the exam by the invigilator or students, unless medically necessary. If medically necessary for a student, an accommodation request from the institution is to be received by Contact North | Contact Nord in advance of the exam to confirm food is

allowed. If food is approved by institution under an accommodation request, the food container/packaging is subject to inspection by a Contact North | Contact Nord employee. Containers with liquid other than clear bottles without labels brought into an exam are subject to inspection by a Contact North | Contact Nord employee.

If student does not permit inspection of the container or packaging in question, it is left outside of the exam area.

Students are required to leave their coats; books, backpacks, mobile phone and other electronic devices not permitted by the institutions, away from the immediate exam area and are instructed where they are to be stored during the exam. All mobile phones or electronic devices are turned to silent or turned off before being put aside.

19. Return of Exams

Contact North | Contact Nord returns exams as requested by the institution via e-mail, prepaid traceable envelopes, uploading to Moodle server, hand delivering or placing in interoffice mail on campuses. For requests to return a hard copy of the exam by mail/courier a prepaid traceable envelope must be provided by the institution or student. The institution informs students of the requirement to supply prepaid traceable envelope as necessary. Contact North | Contact Nord does not pay for the return of exams.

20. Resources supplied by Contact North | Contact Nord

Contact North | Contact Nord provides a work space for written exams and a computer with internet access for online exams. Exams requiring a computer and internet access must be identified in the booking request. Some software packages may be available on computers for use in online exams, the request for specific software during an exam must be included in the booking request. Contact North | Contact Nord will confirm whether or not the request for software can be accommodated.

Contact North | Contact Nord unless requested in advance and based on availability, does not provide a computer and/or internet connection for students to access online books during a paper based exam.

Institutions allowing use of online books during an exam, whether it is online or paper based, must provide those details in their exam instructions. Students accessing online books from their own computers or Contact North | Contact Nord computers unless locked down by the institution software, will have access to the internet and software/media on the computer itself.

Students are expected to bring their own pens, pencils, erasers, calculators (if allowed) to the exam. Unless pre-approved by institution and pre-arranged with Contact North | Contact Nord, student laptops are not allowed for use of an online exam. Not all Contact North | Contact Nord online learning centres are equipped with WIFI, therefore student laptop use for online exams must be pre-arranged to ensure internet access is available for each laptop. If student laptop is allowed by institution and Contact North | Contact Nord, student is expected to bring all cables required for the laptop including either an Apple Thunderbolt to ethernet adapter or an Apple USB to ethernet adapter if utilizing a Mac and no WIFI is available.

21. Safe Keeping of Exams

To ensure the confidentiality and integrity of exams, unless the institution has provided specific written direction on safe keeping of exams, Contact North | Contact Nord's policy is as follows:

All printed exams are stored in a locked cabinet until the scheduled date and time of exam. Completed exams if not returned to institution are stored in a locked cabinet until shredded.

All e-mail copies of exams are kept secure within the e-mail inbox by ensuring a password is required to access e-mail. All scanned or electronic saved copies of exams are kept secure on the computer; ensuring passwords are required to access the computer. Computers left on, unattended, are locked with appropriate passwords. Computers are equipped with automatic screen saver putting the screen to sleep (black screen) after 30 minutes of inactivity and computer locks automatically after 60 minutes of inactivity, requiring a password to log back in.

Staff ensure, all work related to exams including accessing e-mail is completed while logged into the "daily usage accounts" and not the "e-learning account". Students only ever have access to computers logged in under the e-learning account.

Online learning centres with a student or invigilator identified as having a Conflict of Interest, ensure additional safe keeping measures of exam(s) as agreed to with the institution, are implemented ensuring the integrity of the exam(s) is not compromised.

Unless specifically directed otherwise, by an institution, 30 days after each semester end and only after all steps of each exam invigilation process are completed, all scanned copies of the exam are deleted from the received, sent and deleted items e-mail folders, as well as saved folders on computer, any backups and the recycle bin. As well, all hard copies are shredded if instructed not to be returned by the institution, 30 days after each semester end (Fall, Winter, Spring/Summer).

22. Scheduling and Confirmation of Exam Invigilation Requests

Exam invigilation requests are received from institutions and students on a daily basis. Invigilation requests from institutions or students not falling under this policy are not accepted or invigilated by Contact North | Contact Nord. These requests are referred to other invigilator services if known.

Contact North | Contact Nord makes every attempt to accommodate invigilation requests from approved institutions or from students taking courses delivered by or applying to an approved institution. Exam requests are confirmed and scheduled based on capacity and availability of resources. If preferred dates and times cannot be accommodated, where feasible, Contact North | Contact Nord works with the institution or student to find suitable dates. Level 2 exams (no fees) are scheduled whenever feasible with other online learning centre scheduled activity to reduce the requirement for additional resources.

Institutions and students are to request exam dates and times as early as possible and at least seven days prior to preferred exam date. Contact North | Contact Nord as much as possible, attempts to accommodate requests received with less than seven days, however the ability to schedule resources is reduced.

23. Washroom Breaks or Personal Student Emergencies

If the institution has provided specific direction on washroom breaks and/or student emergencies, those instructions are to be followed.

In absence of specific written direction from the Exam Invigilation on washroom breaks and/or student emergencies, Contact North | Contact Nord's policy is

A. Washroom Break

If integrity of exam is not expected to be compromised, invigilators respond to washroom break requests, ensuring only one student at a time is permitted to use the washroom. Students are not permitted to take anything with them to the washroom.

Students who use the restroom during the exam timed testing period, are NOT given extra testing time.

B. Personal Emergency

Invigilators respond to personal student emergencies such as an illness, by permitting the student to leave the exam if requested, ensuring exam materials are returned and student has written their name on exam. If student chooses to leave exam before completing exam, they are advised to contact their institution advising they were unable to complete the exam.

The only time students may leave the examination room with the intention of returning is to use the washroom.

A record of any student leaving the exam for a personal emergency is reported on the Exam Incident Report Form.

If specifically requested by institution, all washroom breaks to be recorded and reported on.

Exam Invigilation Policy

Originator: Executive Director, Operational Processes and Service Standards
 Approved by: Maxim Jean-Louis, President – Chief Executive Officer
 Approved: February 1, 2018
 Effective Date: February 12, 2018

Exam Service Levels

	EXAM INVIGILATION LEVEL OF SERVICE DESCRIPTORS	
	Level 1 (Fee Applied)	Level 2 (No Fee)
Staffing	<p>A Contact North Contact Nord staff person administers and supervises the exam continuously while performing no other duties.</p> <p>Special requests by institutions requiring Contact North Contact Nord employees to dedicate time to one or more students for any portion of the exam versus monitoring at regular intervals, are to be booked as a Level 1.</p>	<p>A Contact North Contact Nord staff person administers and monitors the exam while performing regular duties.</p>
Location	<p>The exam is supervised in a quiet room, which may include other educational activities during the exam period.</p>	<p>The exam is monitored in a quiet room, which may include other educational activities during the exam period.</p>
Integrity	<p>The invigilator:</p> <p>Provides and directs the student to a quiet and comfortable area to complete the exam</p> <p>Remains in the exam room with the student(s) for the duration of the exam. Ensures the student(s) leaves her/his coat, books, backpack, mobile phone and other electronic devices, etc., away from the immediate exam area.</p> <p>Posts a sign indicating “Quiet Please, Exam in Progress” on exterior of exam room door or wall.</p> <p>Does not conduct any other duties during the exam time and closely supervises the student(s) observing for any signs of academic dishonesty. At various intervals throughout exam, quietly walks up and down rows and around the room for closer observation.</p> <p>Meets requirements outlined by the Exam Invigilation Approved Institution for exam invigilation.</p> <p>For online exams, unless the institution requesting the invigilation has supplied “lock-down” software, Contact North Contact Nord computers are not locked down. Institutions requiring continuous supervision of student’s internet access during an online exam are to book exam as a Level 1 exam.</p>	<p>The invigilator:</p> <p>Provides and directs the student to a quiet and comfortable area to complete the exam and ensures the student leaves her/his coat, books, backpack, mobile phone and other electronic devices, etc., away from the exam area in a secure location.</p> <p>Posts a sign indicating “Quiet Please, Exam in Progress” on the exterior of exam room door or wall.</p> <p>Passes the student’s exam writing workspace at regular intervals to observe any signs of academic dishonesty.</p> <p>Meets requirements outlined by the Exam Invigilation Approved Institution for exam invigilation.</p>

Exam Invigilation Policy

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Exam Fees

EXAM INVIGILATION FEE SCHEDULE (Effective January 6, 2016)	
All requests for quotes for exam services are to be forwarded to Conferencing Services	
Level 1 Exam (On-Site – Online Learning Centre)	<p style="text-align: center;">\$20.00/hour/location for bookings requested by Contact North Contact Nord’s Exam Invigilation Approved Institution</p> <p style="text-align: center;">\$20.00/hour/student for bookings requested by an individual student attending or applying to a Contact North Contact Nord’s Exam Invigilation Approved Institution</p>
Level 2 Exam (On-Site, Online Learning Centre)	No Fee
<p>Contact North Contact Nord does not invigilate exams in locations other than a Contact North Contact Nord online learning centres or within the building they are located in. If the invigilation requires the use of a host room for a Level 2 exam not allowing easy and quick access to monitor the students, the exam is booked as a Level 1 through Scheduling Services if booked by an institution and Conferencing Services if booked by a student, to ensure a staff person can be dedicated to invigilate the exam</p>	
<p><i>Fees exclude applicable taxes.</i></p> <p><i>The fees outlined above represent cost recovery for the delivery of this service.</i></p>	
<p><i>Cancellation with less than two (2) business days’ notice is subject to 100% fee.</i></p>	
<p><i>If an invigilator/invoice form is received from an Exam Invigilation Approved Institution at an online learning centre, employees are requested to complete the section for invoice details, by stroking out diagonally the invoice detail section and print “invoice to follow from Contact North Contact Nord” across the section. At no time, is an employee, other than those authorized at the operations centres, to accept payment of any type for exam invigilation.</i></p> <p><i>All invoice and payments are processed through Financial Services or Conferencing Services at the Thunder Bay and Sudbury Operations Centres.</i></p>	