

## Crystal&Co Site Safety Plus (SSP) Examination and Invigilation Procedure (Work Instructions)

### 1. Purpose

This procedure outlines the key steps, requirements, and controls for administering classroom-based or remote examinations at the end of a Site Safety Plus (SSP) course. The purpose is to ensure that examinations are conducted in a manner consistent with Crystal&Co Site Safety Plus Examination and Invigilation Policy and the Site Safety Plus Quality Assurance Requirements (January 2024).

This procedure should be read in conjunction with:

- The current version of Crystal&Co Site Safety Plus Examination and Invigilation Policy.
- The Site Safety Plus Rule Book (Site Safety Plus Quality Assurance Requirements January 2024).

### 2. Role of the Invigilator

The invigilator is responsible for overseeing the examination process to ensure it adheres to the required standards and upholds the integrity of the examination. This role is crucial for maintaining fairness, preventing malpractice, and ensuring that all delegates have an equal opportunity to demonstrate their abilities. The role is automatically assumed by the CITB trainer, with the following responsibilities:

#### **Key Responsibilities**

- **Uphold Fairness:** Ensure that the examination is conducted in a fair and impartial manner, giving all delegates an equal opportunity
- **Maintain Security:** Protect the integrity of the examination papers and response sheets before, during, and after the examination.
- **Prevent Malpractice:** Actively prevent and address any candidate malpractice or administrative failures.
- **Report Issues:** Promptly report any concerns about examination security or integrity to the trainer and Crystal&Co management.

#### **Maximum Delegate Limit**

In accordance with the Site Safety Plus Quality Assurance Requirements (January 2024, paragraph 114), a trainer may invigilate a maximum of six delegates during an examination. If the number of delegates exceeds this limit, Crystal&Co will:

1. Assign an additional invigilator to assist the trainer.
2. Split the class into sets not exceeding six delegates and conduct examinations in separate sessions.

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## Conduct During the Examination

Invigilators must:

- Be trained or briefed on their duties and possess the necessary skills to fulfil the role effectively.
- Continuously monitor the delegates, always ensuring visibility of each delegate.
- Adhere to the scheme's rules for confirming delegate identity and conducting the examination.
- Announce the start and end times, as well as any open-book conditions.
- Supervise the entire duration of the examination, regularly checking for any irregularities.

Invigilators must not:

- Engage in any other tasks while invigilating.
- Have a vested interest in the examination or any delegate.
- Comment on the examination content or offer advice to delegates during the examination.

### **3. Classroom Examination Requirements**

For examinations conducted in a classroom setting, the following criteria must be met to ensure compliance with the Site Safety Plus Quality Assurance Requirements (January 2024, paragraph 113):

- The examination room must be quiet, undisturbed, well-lit, and ventilated.
- Delegates must be seated at least 1.25 meters apart to prevent them from viewing each other's work.
- A clean desk policy must be enforced, with no notes, course materials, or other unauthorized items visible.
- All posters or display materials that could aid delegates must be removed, except for emergency signage.
- A clock must be clearly visible to all delegates.
- If a delegate leaves the examination prior to its conclusion, they will not be permitted to re-enter the examination until the final delegate has finished and the trainer or invigilator invites the delegate back, except in extenuating circumstances that affect the whole group.
- Delegates are not permitted to have a toilet break during the examination and they will be informed beforehand about the consequences of leaving the examination room.
- To communicate with the invigilator, they must first raise their hand
- To change any answers, they must cross out their incorrect entry, make a further entry and initial the new answer
- There must not be any eating, drinking or smoking during the examination.
- They must not communicate with anyone other than the invigilator during the examination

The invigilator is responsible for setting up and ensuring the examination room meets these specifications.

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#### 4. Remote Examination Procedure

Crystal&Co deliver remote SSP courses using Zoom or Microsoft Teams, and examinations are conducted through ClassMarker, a CITB-approved online testing platform.

Crystal&Co will deliver virtual/remote Site Safety Plus courses using Zoom or Microsoft Teams, a virtual meeting and video telecommunication software which had been approved by CITB for the delivery of the courses. All delegates must be advised to download the free version of the software from <https://zoom.us/download> or use the online version <https://www.microsoft.com/en-gb/microsoft-teams/join-a-meeting> to access the training. All information required by delegates to access the training must also be provided to the delegates prior to the start of the course.

A maximum number of 12 delegates are allowed onto a Site safety Plus virtual class. This number must never be exceeded under any circumstance. Delegates on the virtual or remote courses would be required to have a stationary computer (laptop/desktop computer) with suitable audio and video features from which they would be required to attend the training classes. Delegates must not join the training classes from a mobile phone.

All delegates in the training must be adequately introduced and identifiable by entering the training with their first and last names. Nicknames and aliases must not be allowed.

To ensure effective invigilation during examinations, delegates will be required to show around their workstation to the trainer/invigilator. For Delegates that may be unable to freely move their secondary devices to achieve this, a secondary mobile device i.e. mobile phone or tablet, will be allowed for use (in addition to the laptop or desktop computer) for only this purpose.

The trainer will allow such delegates to log into the training with the secondary device and the delegate will be admitted into the class using the delegate's first and last names, as is with their primary computer, for easy identification. Then the delegate will proceed to show to the trainer/invigilator that the clean desk environment requirement by the scheme rule book had been met by the candidate prior to the start of the examination. After that, the delegate would be required to exit the secondary device from the training and either switch it off or keep it out of the examination area.

If a delegate leaves the examination prior to its conclusion, they will not be permitted to re-enter the examination until the final delegate has finished and the trainer or invigilator invites the delegate back, except in extenuating circumstances that affect the whole group. Delegates are not permitted to have a toilet break during the examination and they will be informed beforehand about the consequences of leaving the examination room.

Delegates must not communicate with anyone other than the invigilator during the examination. To communicate with the invigilator, they must first raise their hand. There must not be any eating, drinking or smoking during the examination.

For Site Safety Plus examinations, Crystal&Co uses a premium subscription of ClassMarker ([www.classmarker.com](http://www.classmarker.com)), an online testing website and quiz marker that had been approved for our use by CITB. All the questions for each exam paper had been pre-loaded onto the ClassMarker and approved by CITB as meeting the scheme requirements before being used by Crystal&Co for the Site Safety Plus examinations.

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## Compliance with Rule Book Requirements

Below are further requirements within the Site Safety Plus Scheme rule book (Site Safety Plus Quality Assurance Requirements January 2024) and Crystal&Co procedure to ensure these requirements are adequately met.

Rule Book Requirement	Crystal&Co Procedure
<p><b>Paragraph 114.1:</b> The trainer must ensure the delegates have the correct examination and know the format for the examination, open/closed book, what to do if they have a question and how to submit the examination paper prior to the end of the session</p>	<ul style="list-style-type: none"> <li>To ensure that the correct examination is being undertaken by delegates, the trainer will check for the examination paper approved for the course by CITB on the returned Course Notification Form (CNF) and will send the corresponding link on the ClassMarker to the delegates for their examination.</li> <li>The examination duration (30 minutes -SSSTS, 35 minutes - SMSTS) and format (first 20 minutes closed book and last 10 minutes -SSSTS and 15 minutes SMSTS closed book) will be displayed amongst the instructions on the ClassMarker as soon as a delegate logs in to undertake the examination. This will also be informed to the candidates by the trainer before the start of the examination.</li> <li>What to do if delegates have a question and how to submit their examination paper prior to the end of the session are also amongst the instructions displayed for delegates on the Class Marker prior to the start of their examination</li> </ul>
<p><b>Paragraph 114.2:</b> The area around the work station must be clear from study material and course notes.</p>	<ul style="list-style-type: none"> <li>This requirement will be contained in the delegates joining instructions and briefed to the candidates before the start of any examination. Before the start of any examination, all candidates would be required to show their workspaces to the trainer on video. Candidates that are unable to achieve this effectively with their primary devices will be allowed to log in and show their workspaces with a secondary (mobile) device. The secondary device will be put off/away immediately after this.</li> </ul>
<p><b>Paragraph 114.3:</b> The video and sound must always be kept on throughout the examination</p>	<ul style="list-style-type: none"> <li>This requirement will be contained in the delegates joining instructions and briefed to the candidates before the start of any examination. The trainer/invigilators will monitor for compliance.</li> </ul>
<p><b>Paragraph 114.4:</b> The trainer must be present on video link throughout the examination</p>	<ul style="list-style-type: none"> <li>This requirement will be briefed to all Cystal and Co' trainers and compliance will be ensured through delivery observation audits and feedback from candidates.</li> </ul>
<p><b>Paragraph 114.5:</b> The trainer must announce time remaining prior to the end of the examination</p>	<ul style="list-style-type: none"> <li>The trainer must announce time remaining 10 Minutes and 2 minutes prior to the end of the examination.</li> </ul>
<p><b>Paragraph 114.6:</b> The scheme rule allowed 6 delegates to a trainer/invigilator.</p>	<ul style="list-style-type: none"> <li>A full class (class of 12 delegates) will be split into</li> </ul>

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In this regard:	<p>groups of 6 delegates to satisfy this requirement.</p> <ul style="list-style-type: none"> <li>• If the trainer is invigilating the examination alone, each group of delegates will sit the examination one group after the other.</li> <li>• If Crystal&amp;Co were able to provide support for the trainer in form of an invigilator, the groups would be split into 2 classes and would be able to take the examination at the same time.</li> </ul>
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## 5. Examination Re-Sits

### Re-Sit Criteria

Delegates must achieve a minimum score of 80% for SSSTS or 81% for SMSTS, including all safety-critical questions, to pass the examination. Re-sits are offered under the following conditions:

- A score of 70-79% with all safety-critical questions passed, or
- A score of 80% or above with one or more safety-critical questions failed.

### Re-Sit Arrangements

- Re-sits can be offered on the same day as the initial examination if the delegate feels prepared.
- If a re-sit is not feasible on the same day, it can be scheduled within 90 days of the initial examination.
- Alternative examination papers will be provided to prevent repetition of the same questions.

### Failure of Re-Sit

If a delegate fails the re-sit, they must retake the entire course.

## 6. Communication of the Procedure

This procedure will be communicated to all CITB trainers and relevant staff at Crystal&Co. It will also be made available to new staff during their induction and to existing staff as part of ongoing training and quality assurance processes.

## 7. Review Arrangements

This procedure will be reviewed annually or as necessary in response to changes in scheme rules, self-assessments, feedback, or new guidance from CITB.

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**Approval**

The undersigned certifies that this policy has been reviewed and approved for implementation within Crystal&Co.

**Managing Director**

**Signature:** .....*Ramona Marcu*.....

**Name:** Ramona Marcu

**Date:** 22/11/2024

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