

Crystal&Co Site Safety Plus Examination and Invigilation Policy

1. Purpose of the Policy

This policy is designed to ensure that all examinations and invigilation activities at Crystal&Co, whether conducted remotely or in-person, are carried out in line with the Site Safety Plus (SSP) Quality Assurance Requirements (January 2024). The goals are to:

- Guarantee the integrity and fairness of the examination process, regardless of the format.
- Conduct examinations efficiently and in a manner that best serves the delegates.
- Provide clear, actionable guidelines for all staff involved in the administration and invigilation of SSP courses.

2. Scope

This policy applies to all individuals involved in the delivery, administration, and oversight of CITB's Site Safety Plus (SSP) courses and examinations at Crystal&Co, whether these are conducted remotely or in a classroom setting. This includes CITB trainers, invigilators, the Centre Coordinator, and delegates.

3. Roles and Responsibilities

3.1 The CITB Trainer

Qualifications: Trainers must be suitably qualified, meeting the SSP trainer criteria as outlined in paragraphs 31 and 32 of the Site Safety Plus Quality Assurance Requirements (January 2024). They must be registered with CITB and approved to deliver SSP training.

Training Delivery: Trainers are responsible for delivering SSP courses in strict accordance with the Site Safety Plus Rule Book (paragraphs 98-111). This includes ensuring all training materials and methods meet the required standards, whether delivered in-person or online.

Examination Invigilation:

- Trainers automatically assume the role of examination invigilator for their courses.
- A trainer can invigilate up to 6 delegates per session (paragraph 114). If the number of delegates exceeds 6, either an additional invigilator must be assigned, or the class must be split into smaller groups, conducting exams sequentially.
- Remote Invigilation: When invigilating remotely, trainers must ensure that each delegate's environment is conducive to exam conditions, with video and audio on for the duration of the exam.

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Support for Delegates: Trainers are expected to provide additional support to delegates where necessary, including:

- Assisting those with physical disabilities, learning difficulties (such as dyslexia), hearing impairments, or low ICT skills.
- Offering interpretation help for non-native speakers.
- Providing essential training and tutoring to ensure all delegates can meet course requirements.

Compliance and CPD: Trainers must ensure that all examinations are conducted in line with SSP guidelines and engage in continuous professional development to maintain their qualification status.

3.2 The Examination Invigilator

Role Definition: Typically, the CITB trainer, the examination invigilator is responsible for overseeing the examination process in the presence of delegates. This role is critical in upholding the integrity and smooth running of examinations.

Key Responsibilities:

- **Before the Exam:** Ensure the examination environment, whether physical or virtual, is set up according to SSP guidelines, with all necessary materials available. Collect exam papers and related materials.
- **During the Exam:** Monitor delegates to ensure compliance with exam rules, address any issues that arise, and provide accommodations as required.
- **Remote Invigilation:** Ensure that remote examination platforms (e.g., Zoom, Microsoft Teams) are secure, and that delegates adhere to the rules, such as keeping their cameras on, staying in view, and maintaining a quiet environment.
- **After the Exam:** Collect all examination papers, ensuring they are in the correct order, and return them securely for processing. In the case of remote exams, ensure all digital submissions are properly received and stored securely.

Limitations: An invigilator may oversee a maximum of 6 delegates per session. If more delegates are present, the invigilator must either be supplemented by another invigilator or divide the delegates into smaller groups.

3.3 The Centre Coordinator

Overall Responsibility: The Centre Coordinator oversees all SSP training and examination activities within Crystal&Co, ensuring full compliance with CITB’s requirements.

Detailed Duties:

- **Coordination:** Manages all communication and coordination related to SSP courses, including notifications to CITB and scheduling of courses and examinations.

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- **Training & Examination Management:** Ensures that training and examinations are scheduled to prevent conflicts, and that adequate notice is given to all parties involved. This includes coordinating both remote and in-person sessions.
- **Examination Material Management:** Responsible for the secure storage, handling, and distribution of examination papers and related materials. This includes receiving, checking, and securely storing all exam materials before and after examinations.
- **Special Considerations:** Administers access arrangements, applying for special considerations and reasonable adjustments as needed to accommodate delegates with specific needs, regardless of the format of the training.
- **Financial Oversight:** Accounts for all income and expenditures related to the conduct of examinations, ensuring transparency and accountability.
- **Invigilator Assignment:** Assigns invigilators for examinations, ensuring the ratio of invigilators to delegates complies with CITB requirements.
- **Malpractice Reporting:** Reports any suspicions or actual incidents of malpractice immediately and takes appropriate actions in line with CITB guidelines.
- **Results and Certification:** Submits examination marks and portfolios on schedule, stores coursework securely, and disseminates results and certificates to delegates. Handles any appeals or re-mark requests in a timely and fair manner.
- **Policy Communication:** Ensures that all relevant information, including any changes to CITB requirements or scheme rules, is communicated effectively to trainers and staff.

3.4 Delegates

Preparation and Compliance:

- Must follow all instructions provided in the course joining instructions.
- Required to attend 100% of all scheduled training and examination sessions, whether remote or in-person.
- Responsible for confirming and signing examination entries as part of the registration process.

During Examinations:

- Must adhere strictly to the examination rules as provided in the joining instructions.
- Expected to cooperate fully with the trainer and invigilator to ensure a fair and orderly examination process.
- Remote Exams: Delegates must ensure they have a stable internet connection, a quiet environment, and a working camera and microphone for the duration of the exam.

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4. Examination & Invigilation Procedures

4.1 Scheduling and Notification

Course and Exam Planning: The Centre Coordinator is responsible for planning and scheduling all SSP courses and examinations, ensuring that sufficient time is allowed for preparation and that all involved parties are notified in a timely manner.

Conflict Avoidance: Schedules must be arranged to avoid any clashes between training sessions and examinations. This includes coordinating with trainers to ensure that all necessary training is completed before examinations are conducted.

4.2 Conducting Examinations

Pre-Exam Preparation:

- The invigilator (typically the CITB trainer) must ensure that the examination room or virtual environment is set up according to CITB guidelines.
- All examination materials, including papers and scripts, must be collected before the exam begins. For remote exams, this includes ensuring that all digital materials are ready and accessible.

During the Examination:

- The invigilator must ensure that the examination is conducted in a controlled environment where all delegates adhere to the rules.
- Special considerations, such as extra time or specific accommodations, must be provided where required.
- The invigilator must monitor delegates continuously to prevent cheating or other forms of malpractice.
- Remote Exams: The invigilator must ensure that all delegates are visible on camera, that their microphones are operational, and that they are not using unauthorized materials.

Post-Exam Protocol:

- All examination papers must be collected in the correct order, checked for completeness, and securely returned for processing. For remote exams, invigilators must ensure that all digital submissions are received correctly.
- The invigilator must ensure that no unauthorized materials are taken from the examination room or shared during a remote exam.

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4.3 Managing Examination Materials

Security and Confidentiality:

The Centre Coordinator must ensure that all examination materials are handled with the highest level of security and confidentiality.

Examination papers must be stored securely before the exam and immediately after collection.

Only authorized personnel should have access to these materials, and strict protocols must be followed to prevent any unauthorized handling.

4.4 Handling Special Considerations and Adjustments

Requesting Adjustments: Delegates requiring special considerations or adjustments (e.g., additional time, specialized equipment, or alternative exam formats) must submit requests well in advance of the exam date.

Implementation: The Centre Coordinator is responsible for ensuring that all approved adjustments are implemented effectively. This may include providing additional invigilation support, modifying the examination environment, or using specific software for remote exams.

Remote Adjustments: For remote examinations, adjustments may include the use of screen readers, additional breaks, or extended exam windows to accommodate technical issues.

4.5 Reporting and Appeals Process

Malpractice Reporting: Any incidents of suspected malpractice must be reported immediately by the invigilator to the Centre Coordinator, who will then investigate in line with CITB guidelines. This includes both in-person and remote exams.

Appeals: Delegates who wish to appeal their examination results or any aspect of the examination process must do so within the timeframe specified by the CITB. Appeals are handled by the Centre Coordinator, who will ensure that all appeals are processed fairly and transparently.

Re-Marks: In cases where a re-mark is requested, the Centre Coordinator will arrange for the examination script to be re-evaluated by an independent assessor in accordance with CITB procedures.

5. Communication of the Policy

This policy will be communicated to all CITB trainers, invigilators, and staff involved in the delivery and quality assurance of CITB SSP courses at Crystal&Co. It will also be shared with all delegates at the start of their course, ensuring they are fully informed of the examination and invigilation procedures.

Induction: New staff members and delegates will be introduced to this policy during their induction process.

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Ongoing Training: Existing staff will receive regular updates and training sessions to ensure they remain compliant with any changes to CITB guidelines or internal procedures.

6. Review and Update of the Policy

This policy will be reviewed annually by the Centre Coordinator and updated as necessary to reflect changes in CITB requirements, feedback from delegates and staff, and any relevant internal assessments.

Annual Review: The policy will undergo a comprehensive review each year to ensure its effectiveness and compliance with the latest CITB guidelines.

Interim Updates: If significant changes occur in the CITB rules or internal procedures, the policy will be updated immediately, and all relevant parties will be informed of the changes.

7. Remote Training and Examination Provisions

Given the increasing importance of remote learning, Crystal&Co have implemented specific protocols for remote training and examinations:

Platform Selection: Zoom and Microsoft Teams are the preferred platforms for delivering remote SSP training and examinations.

Technical Requirements: Delegates must have a stable internet connection, a working camera, and a microphone. Crystal&Co will provide technical support as needed.

Security Measures: All remote sessions will be password-protected, and only authorized delegates will be allowed to enter the virtual examination room.

Monitoring: During remote exams, delegates must always remain visible on camera. Any attempt to use unauthorized materials or communicate with others during the exam will be treated as malpractice.

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: 02/09/2024

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