



Training – Invigilation of exams policy

Including compliance with: SPECIAL CONSIDERATIONS AND REASONABLE ADJUSTMENTS (EQUALITY ACT 2010)

Delegates with special assessment requirements, such as physical disabilities, including sight, hearing or writing and learning or reading difficulties (e.g. dyslexia) can request the assistance of the invigilator, if required. If this applies to you then they must contact a director (**Peter Robertshaw: 07796-206-505**) prior to the course to make suitable arrangements for taking the examination. **This must be arranged prior to the course.** The appropriate company form to record the arrangements must be completed and authorised by a director. All conversations, arrangements and information between the delegate(s) and the director will remain confidential, in accordance with data protection and equality legislation. Assessment criteria for delegates will be in accordance with “Assessing the need for Access Arrangements in Examinations: A Practical Guide” 7th edition by Lia Castiglione. Published by PATOSS Limited (the Professional Association of Teachers of Students with Specific Learning Difficulties) in association with the current JCQ and the JCA AARA document.

All HSPCL instructors and invigilators are qualified in the JCQ Regulations for Invigilating in Examinations for General Qualifications and trained in the AA regs and ICE requirements, which are provided to them on the company server, for ease of reference. All staff who will invigilate CITB SSP examinations will also have completed the “Invigilating CITB SSP Exams” course.

All course examinations must be invigilated to manage the examination process and to prevent cheating and/or collusion between the delegates.

Invigilators can be the course trainer and/or another person who is aware of the examination and invigilation process. This person cannot be a delegate of the course or any individual suspended or terminated from any CITB provision and must be approved by Peter Robertshaw.

Invigilator's must ensure that delegates are aware of their responsibilities as are summarised on the HSPCL course attendance spreadsheet and, as follows:

- They must not communicate with anyone other than the invigilator during the examination
- 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

If a delegate leaves the examination (classroom or remote) prior to its conclusion, they will not be permitted to re-enter the examination room until the final delegate has finished and the trainer or invigilator invites the delegate back, except in extenuating circumstances that affect the whole group.

An electronic reader (OCR scanner) and Bluetooth connected headphones will be provided by HSPCL for all training courses (held by the instructor) should it be required by a delegate. If multiple delegates require the reader and headphones then multiple examination sessions will be held so as not to disadvantage any learner.

The following arrangements may be put into place for a delegate requiring support, by HSPCL JCQ qualified invigilators:

- Extra time up to 25% of published exam time



- Alternative rooming arrangements – sitting the assessment outside of the main assessment hall/room, e.g. a room for a smaller group of delegates with similar needs, or one-to-one with the invigilator.
- Amplification equipment
- Bilingual dictionary
- Braille transcript
- Colour naming by the invigilator for candidates who are colour blind
- Coloured overlays
- Communication Professional (for candidates using Sign Language)
- Examination on coloured/enlarged paper
- Fidget toys and stress balls
- Live speaker for pre-recorded examination components
- Low vision aid/magnifier
- Non electronic ear defenders/ear plugs
- Non-electronic headphones
- Optical Character Reader (OCR) scanners
- Prompter
- Read aloud (which can include an examination reading pen (*does not require software installation on computer*))
- Squared paper for visual spatial difficulties
- Supervised rest breaks
- Timer on a candidate's desk
- Word processor (with the spelling and grammar check switched off).

HSPCL (for CITB SSP examinations) is required to record using a 'CITB form 1' ¹any access requirement and/ or reasonable adjustment for the above categories for each delegate to which the adjustment applies, **in addition** to the HSPCL reasonable adjustments forms.

For CITB SSP courses, the following arrangements require an application to be submitted by HSPCL, supported by evidence of need on a 'CITB form 2'² to quality.assurance@citb.co.uk, titling the email 'Access arrangement and/or reasonable adjustment application'.

- Access to a mobile phone for medical purposes (e.g. blood sugar monitoring for a diabetic)
- Bilingual dictionary with 25% extra time
- Computer reader/reader. (Requires a software install on the computer)
- Extra time over 25%
- Listening to music/white noise due to a substantial impairment
- Practical Assistant
- Remote invigilation*
- Scribe/speech recognition technology
- Timetable variation on the day of the exam for a candidate with a disability
- Timetable variation requiring overnight supervision for a candidate

*Remote invigilation may be acceptable by CITB, in **very exceptional circumstances**.

For and on behalf of HSPCL Approved and Signed by:

Peter Robertshaw

Issue Date: 1st January 2026

¹ Appendix A to this policy

² Appendix B to this policy



CITB Form 1 – Access arrangement and/or reasonable adjustments authorised by the Training Provider

The form below has been designed for you to capture any reasonable adjustments that you have approved based on the eligibility and evidence requirements detailed within the Access arrangements, and reasonable adjustments policy. This form must be made available for audit by CITB's Senior Quality Consultant during the next monitoring visit.



CITB Form 2 – Access arrangement and/or reasonable adjustments authorised by CITB Quality Assurance

The form below has been designed for you to capture any access arrangement and/or reasonable adjustments that you require authorisation from CITB based on the table above. You must complete all the data fields listed below and send the completed form to CITB Quality Assurance for authorisation **prior** to the reasonable adjustment being applied.

Delegate name	Date of course	Course Name	Access Arrangement	CITB Approved (Y/N)

Centre authorisation

I have reviewed the CITB Training Provider Network access arrangements and reasonable adjustments policy August 2025 and i am satisfied the application for access arrangement and/or reasonable adjustments meets CITB Training Provider requirements for approval.

Name

Job title

Date

Once completed and signed please email the form to quality.assurance@citb.co.uk

CITB Quality Assurance use: Approved/Not approved

Name

Job title