

# Instructions for Invigilators

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LEVEL 3 PARALEGAL APPRENTICESHIP END-POINT ASSESSMENT

## Contents

INVIGILATOR APPOINTMENT AND CONFLICTS OF INTEREST .....	2
INVIGILATOR INSTRUCTIONS FOR INTERVIEWS.....	2
1. Invigilator Responsibilities .....	2
2. General Information .....	3
3. Prior to the Start of the Interview .....	3
4. During the Interview .....	3
5. Issues with Software during the Interview .....	3
6. Emergencies and unforeseen circumstances.....	4
7. Apprentices suspected of breaching the <i>EPA Apprentice Assessment Regulations</i> .....	4
8. Conclusion of the Interview .....	4
9. Invigilator Report Form .....	4
INVIGILATOR INSTRUCTIONS FOR TIMED ASSESSMENTS.....	5
1. Invigilator Requirements.....	5
2. General Information .....	5
3. Prior to the Start of the Timed Assessment.....	5
4. Pre-Assessment Announcements .....	5
5. Apprentices arriving late.....	6
6. Guidance for Invigilators during the Assessment .....	6
7. Issues with Software during the Assessment.....	6
8. Apprentice queries.....	6
9. Conclusion of the Assessment.....	7
10. Emergencies .....	7
11. Apprentices suspected of breaching the <i>EPA Apprentice Assessment Regulations</i> .....	7
12. Early Leavers.....	7
13. Invigilator Report Form .....	8
CILEx CONTACT DETAILS.....	8
APPENDIX 1 – Apprentice Identity Checks .....	9
APPENDIX 2 – Pre-Interview Announcements .....	10
APPENDIX 3 – Pre-Assessment Announcements.....	11
APPENDIX 4 – Invigilator Report Form and Early Leavers List.....	12
.....	13

## INVIGILATOR APPOINTMENT AND CONFLICTS OF INTEREST

As part of the appointment process, all Invigilators must declare any potential conflicts of interest to CILEx. Invigilators are not allowed to be:

- Family members or friends of any Apprentice
- Involved in any aspect of the on-programme learning or a direct supervisor of the Apprentice
- A close relative of an Invigilator is involved in the on-programme learning or supervision of an Apprentice
- Work for the same employer as an Apprentice
- Have a financial incentive for Apprentices to either pass or fail an assessment.

Invigilators undergo training to provide them with the required levels of knowledge and skill. This includes a detailed briefing on the responsibilities of the Invigilator and CILEx processes.

Every time an Invigilator is appointed to conduct an End-Point Assessment (EPA), the Invigilator is required to sign a declaration form that confirms the following:

- Any changes to their conflicts of interest
- That they have read and understood the Invigilator instructions – this includes their responsibilities and processes that must be adhered to.

Invigilators will attend regular training to ensure that they are up to date with any changes to either the EPA or CILEx policies and processes.

## INVIGILATOR INSTRUCTIONS FOR INTERVIEWS

### **I. Invigilator Responsibilities**

- I.1.** The Invigilator should arrive at least 30 minutes before the Interview.
- I.2.** The Invigilator is responsible for checking the equipment for the Interview is set up and works i.e. computer/laptop, headphones, if applicable, webcam.
- I.3.** The Invigilator is responsible for admitting the Apprentice to the Interview room and for ensuring the proper conduct of the Interview.
- I.4.** The Invigilator is responsible for logging the Apprentice onto the CILEx video conferencing platform and ensuring that the Apprentice and CILEx EPA Assessor can see and hear each other.
- I.5.** The Invigilator is responsible for checking the Apprentice's ID before the start of the Interview (see **Appendix I** for suitable forms of ID).
- I.6.** The Invigilator must be present with the Apprentice in the Interview room for the duration of the Interview.
- I.7.** The Invigilator must ensure that the *EPA Apprentice Assessment Regulations* are adhered to throughout the Interview process.
- I.8.** The Invigilator is required to complete the *Invigilator Report Form* (**Appendix 4**).
- I.9.** The Invigilator must contact the CILEx Membership Contact Centre if any issues arise with the Interview including:
  - I.9.1.** the visual or sound is lost on the video conferencing platform
  - I.9.2.** the Invigilator cannot log onto the video conferencing platform.

## 2. General Information

2.1. Apprentices may access the following materials/information during the Interview:

- 2.1.1. Portfolio of evidence in hardcopy format;
- 2.1.2. Relevant work products (in hardcopy format).

2.2. Invigilators should take all reasonable steps to ensure the Apprentice is not disturbed during the Interview.

## 3. Prior to the Start of the Interview

- 3.1. CILEx will have advised the Invigilator if any reasonable adjustments have been approved for an Apprentice. The Invigilator should check that any agreed reasonable adjustments are in place and contact CILEx if there is an issue.
- 3.2. The Invigilator must check the Apprentice's ID (see **Appendix 1** for suitable forms of ID) before the Apprentice is allowed to enter the Interview room. In the event that the Apprentice does not have a suitable form of ID, the interview cannot take place.
- 3.3. The Invigilator may admit an Apprentice into the Interview room up to 10 minutes before the scheduled start to allow the Apprentice to get settled and organise their portfolio etc.
- 3.4. Invigilators should be mindful that once admitted to the assessment room, the Apprentices must be observed at all times.
- 3.5. The Invigilator should ensure that the Pre-Interview announcements (**Appendix 2**) are read out to the Apprentice prior to the start of the Interview.
- 3.6. Should the Apprentice arrive late, the Interview can still go ahead, providing the Apprentice is no more than 15 minutes late. If the Apprentice is more than 15 minutes late without valid reason, this must be recorded as the Apprentice being absent (DNS). The Invigilator must ensure that the ID check is conducted for any Apprentice arriving late and the announcements are read out.
- 3.7. Where the Apprentice is absent the Invigilator must record the Apprentice as absent (DNS) on the *Invigilator Report Form (Appendix 4)* and the *Apprentice Attendance Register*.

## 4. During the Interview

4.1. The Invigilator must observe the Apprentice throughout the entire Interview and ensure that the Apprentice complies with the *EPA Apprentice Assessment Regulations*.

## 5. Issues with Software during the Interview

- 5.1. The primary software for the Interview is currently Zoom.
- 5.2. If an issue occurs with Zoom that prevents the Interview from taking place, the Invigilator should contact the CILEx Membership Contact Centre.
- 5.3. If the issue means that the software is unusable, CILEx has arranged for ClickMeeting to be the contingency method. The CILEx Membership Contact Centre must be contacted to activate the contingency option.
- 5.4. Further information on how to use Zoom and ClickMeeting can be found in the *Software Guide for the EPA Interview*.
- 5.5. In the unlikely event that the visual is lost and the CILEx EPA Assessor can no longer see the Apprentice, the Interview must be paused, and the Invigilator must contact the CILEx Membership Contact Centre immediately.

## 6. Emergencies and unforeseen circumstances

- 6.1. In the event of an emergency such as a fire alarm, bomb or other security alert, action should be taken to ensure the safety of the Apprentice and the Invigilator, and the organisation's emergency procedures followed.
- 6.2. In the event of unforeseen circumstances, such as illness, the Interview may be paused.
- 6.3. In the scenarios indicated in 6.1 and 6.2, the Invigilator should ensure that the Apprentice is supervised if it is necessary for the Apprentice to leave the Interview room.
- 6.4. The Invigilator should liaise with the CILEx EPA Assessor and CILEx Membership Contact Centre in order to agree whether it is possible to continue with the Interview or whether the Interview should be re-scheduled.

## 7. Apprentices suspected of breaching the EPA Apprentice Assessment Regulations

- 7.1. If any matter arises during the course of the Interview which is or could be deemed to be a breach of the *EPA Apprentice Assessment Regulations*, it should be dealt with as appropriately as possible.
- 7.2. The *Invigilator Report Form* must clearly detail any events that occurred and be submitted to the CILEx Assessment Team ([assessment@cilex.org.uk](mailto:assessment@cilex.org.uk)) within one working day of the Interview taking place. The Apprentice should be informed of this action.

## 8. Conclusion of the Interview

- 8.1. Apprentices may leave the Interview room once the Interview has concluded.

## 9. Invigilator Report Form

- 9.1. The *Invigilator Report Form* must be completed within one working day after each Interview and returned to the CILEx Assessment Team: [assessment@cilex.org.uk](mailto:assessment@cilex.org.uk).
- 9.2. In the event an incident has occurred this should be reported on the form.
- 9.3. A copy of the *Invigilator Report Form* can be found in **Appendix 4**.

# **INVIGILATOR INSTRUCTIONS FOR TIMED ASSESSMENTS**

## **1. Invigilator Responsibilities**

- 1.1. The Invigilator should arrive at least 30 minutes before the Timed Assessment.
- 1.2. The Invigilator is responsible for admitting the Apprentice to the Assessment room and for ensuring proper conduct of the Timed Assessments.
- 1.3. The Invigilator is responsible for checking the Apprentice's ID before the start of the Timed Assessment (see **Appendix I** for suitable forms of ID).
- 1.4. The Invigilator must be present with the Apprentice in the Assessment room for the duration of the Timed Assessment.
- 1.5. The Invigilator must ensure that the *EPA Apprentice Assessment Regulations* are adhered to for the duration of the Timed Assessment.
- 1.6. The Invigilator is required to complete the *Invigilator Report Form* (**Appendix 4**).

## **2. General Information**

- 2.1. Apprentices MAY bring research notes, advance materials, statutory authorities and decided cases into the Assessment room.
- 2.2. Apprentices may NOT bring any pre-prepared responses or have in their possession/at their workstation any device to access the internet or receive communications into the Assessment room, including mobile phones or smart watches. An Apprentice may keep their mobile phone or smart watch, turned off, in a bag and placed at the side/back of the room with their coats and bags.
- 2.3. Invigilators should take all reasonable steps to ensure the Apprentice is not disturbed during the Assessment.

## **3. Prior to the Start of the Timed Assessment**

- 3.1 CILEx will have advised the Invigilator if any reasonable adjustments have been approved for an Apprentice. The Invigilator should check that any agreed reasonable adjustments are in place and contact CILEx if there is an issue.
- 3.2 The Invigilator must check the Apprentice's ID (see **Appendix I** for suitable forms of ID) and Key Code Slip before the Apprentice is allowed to take their seat in the Assessment room. In the event that the Apprentice does not have a suitable form of ID, they will not be permitted to sit the Timed Assessment.
- 3.3 The Invigilator may start admitting Apprentices into the Assessment room up to 15 minutes before the scheduled start time, depending on the number of Apprentices taking the assessment.
- 3.4 Invigilators should be mindful that once admitted to the Assessment room, the Apprentices must be observed at all times.
- 3.5 The Invigilator must complete the *Apprentice Attendance Register* by placing a tick in the 'Present' column for each Apprentice whose ID is confirmed. The type of ID produced must also be recorded. Absentees should be recorded on the Register.
- 3.6 Invigilators should ensure that the Apprentices are instructed to place any belongings away from their desks at the side/back of the room.
- 3.7 Invigilators are required to return the *Apprentice Attendance Register* to CILEx alongside the *Invigilator Report Form* (**Appendix 4**).

## **4. Pre-Assessment Announcements**

- 4.1. After the assessment registration procedures have been completed and all Apprentices are seated ready to start the Assessment, the Invigilator should read out the *Pre-Assessment Announcements* (**Appendix 3**).

## 5. Apprentices arriving late

- 5.1. Apprentices arriving up to 30 minutes after the start of the Assessment may be admitted. No Apprentice may be admitted after that time. Any Apprentice arriving after that time must have their Timed Assessment rescheduled.
- 5.2. The Apprentice identity checks, as detailed in **Appendix I** should be completed for any Apprentice arriving late and the *Apprentice Attendance Register* completed.
- 5.3. All such incidents should be recorded on the *Invigilator Report Form* along with any action taken.

## 6. Guidance for Invigilators during the Assessment

### 6.1. Observing Apprentices:

- 6.1.1. Invigilators must observe the Apprentices to ensure that they are abiding by the *EPA Apprentice Assessment Regulations* throughout the duration of the Timed Assessments.
- 6.1.2. The Invigilator must provide a seating plan if more than one Apprentice is taking the Timed Assessment in the same room.

### 6.2. Procedures for Apprentices leaving the Assessment room:

- 6.2.1. Any Apprentice wishing to leave the Assessment room at any point during the Assessment for any reason must raise their hand to alert the Invigilator.
- 6.2.2. The Invigilator must speak discreetly to the Apprentice to ascertain the Apprentice's reason for wishing to leave the Assessment room.
- 6.2.3. In the event an Apprentice has a valid reason for temporarily leaving the Assessment room, the Apprentice must at all times be escorted by an Invigilator.
- 6.2.4. Invigilators are not permitted to pause the Assessment for an Apprentice who leaves the Assessment room temporarily.
- 6.2.5. The Apprentice is not permitted to take anything from their workstation with them. The Invigilator must be satisfied that the Apprentice is not intending to make any attempt to breach the *EPA Apprentice Assessment Regulations*.
- 6.2.6. In the event, that an Apprentice wishes to leave the Assessment room permanently, the Apprentice's Assessment must be submitted before the Apprentice is allowed to leave. The time that the Apprentice leaves should be recorded on the *Invigilator Report Form* and the *Early Leavers List (Appendix 5)*.
- 6.2.7. Apprentices and Invigilators who leave the Assessment room during the Assessment should leave quietly to minimise disruption to the other Apprentices.

## 7. Issues with Software during the Assessment

- 7.1. If an issue arises with the Surpass SecureClient software or the invigilation screen during the assessment, the Invigilator should contact the CILEx Membership Contact Centre.
- 7.2. If the issue persists and the assessment cannot be continued, the Invigilator must contact CILEx for further instructions.
- 7.3. Further information on how to use Surpass SecureClient and the Invigilation screen can be found in the *Invigilators Guide to Surpass*.

## 8. Apprentice queries

- 8.1. If a general query is raised on an Assessment, the Invigilator should try and assist. **Guidance as to the content of a task or the way in which a task could be interpreted should not be given.**
- 8.2. In the unlikely event that an Apprentice states that there is an alleged ambiguity or error on a task,

the Apprentice should be advised to state the interpretation they have put on the task in their response to the task.

- 8.2.1. Apprentices should be reassured that such issues will be considered by CILEx to ensure that the Apprentices are not disadvantaged in any way.
- 8.2.2. The CILEx Membership Contact Centre team can be contacted during the Assessment with such queries.
- 8.2.3. The *Invigilator Report Form* must be completed to reflect the queries raised and the action taken.

## 9. Conclusion of the Assessment

- 9.1. At the conclusion of the Assessment, Invigilators must ensure that Apprentices submit their Assessment response. The Invigilator will check the Invigilation screen on Surpass to confirm that the upload has been successful.
- 9.2. In the unlikely event that an Apprentice is unable to submit their Assessment, for example, due to problems such as loss of internet connection, the Invigilator must contact CILEx for further instruction.
- 9.3. Apprentices should be asked to remain seated in silence until the Invigilator dismisses them.
- 9.4. Apprentices must NOT take any note paper on which they have made notes during the Assessment out of the Assessment room. Invigilators must collect all note paper used by Apprentices and destroy it at the end of the Assessment.

## 10. Emergencies

- 10.1. In the event of an emergency such as a fire alarm, bomb or other security alert, action should be taken to ensure the safety of the Apprentice and the Invigilator, and the organisation's emergency procedures followed.
  - 10.1.1. The Assessment should be paused.
  - 10.1.2. The Invigilator should ensure that the Apprentice is supervised if it is necessary for the Apprentice to leave the Assessment room.
  - 10.1.3. All assessment materials must remain in the Assessment room
  - 10.1.4. The Apprentice must not communicate with anyone to maintain assessment security.
- 10.2. The Invigilator should contact the CILEx Membership Contact Centre for instructions. Where possible arrangements will be made for the Apprentice to continue with the Assessment subject to the safety of the Apprentice and Invigilator.

## 11. Apprentices suspected of breaching the EPA Apprentice Assessment Regulations

- 11.1. If any matter arises during the Timed Assessment which is, or could be deemed to be, a breach of the *EPA Apprentice Assessment Regulations*, it should be dealt with as appropriately as possible.
- 11.2. The *Invigilator Report Form* must clearly detail any events that occurred and be submitted to the CILEx Assessment Team ([assessment@cilex.org.uk](mailto:assessment@cilex.org.uk)) within one working day of the Timed Assessment taking place. The Apprentice should be informed of this action.
- 11.3. In an emergency, the CILEx Membership Contact Centre can be telephoned.

## 12. Early Leavers

- 12.1. Where an Apprentice leaves early the Invigilator should note this on the *Invigilator Report Form* and the *Early Leavers List (Appendix 4)*.



## 13. Invigilator Report Form

- 13.1.** The *Invigilator Report Form* must be completed after each Assessment and returned to the CILEx Assessment Team: [assessment@cilex.org.uk](mailto:assessment@cilex.org.uk) within one working day that Timed Assessments are sat.
- 13.2.** In the event an incident has occurred this should be reported on the form.
- 13.3.** A copy of the *Invigilator Report Form* can be found in **Appendix 4**.

## CILEx CONTACT DETAILS

If you have a query on the day of the assessment, please contact our Membership Contact Centre using the details below:

CILEx Membership Contact Centre  
CILEx Court  
Manor Drive  
Kempston  
Bedford  
MK42 7AB

Telephone: 01234 845727  
Email: [paralegalepa@cilex.org.uk](mailto:paralegalepa@cilex.org.uk)

If you have a query prior to the start of either the Interview or the Timed Assessment, or in regard to any reports that have to be made after the assessment, please contact our Assessment Team using the details below:

CILEx Assessment Team  
CILEx Court  
Manor Drive  
Kempston  
Bedford  
MK42 7AB

Telephone: 01234 845727  
Email: [assessment@cilex.org.uk](mailto:assessment@cilex.org.uk)

## APPENDIX I – Apprentice Identity Checks

Apprentices are required to present proof of their identity at the Assessment Centre for each part of the EPA taken, as set out below.

Apprentices who do not present appropriate proof of identity at an Assessment Centre in accordance with CILEx's requirements set out below will **not** be permitted to sit the Assessment.

### INTERVIEW AND TIMED ASSESSMENT

Apprentices should present one item from the following which must show a photograph and signature:

- Current Valid Passport (any nationality)
- Current Student ID Card
- Citizen Card
- Current Full or Provisional UK Photo Card Driving Licence
- UK Residence Card
- Any other photographic ID from an authoritative source.

## APPENDIX 2 – Pre-Interview Announcements

The following information must be explained to the Apprentice before the Interview starts:

- Where the nearest fire exit is
- What to do in the event of a fire alarm
- Where toilet facilities are located
- Personal belongings, such as bags and coats, must be placed at the side/back of the room
- Mobile phones, smart watches or any other form of electronic device must be turned off and placed with your personal belongings at the side/back of the room
- You **MAY** bring the following materials into the Interview room
  - Your portfolio
  - Relevant work products.
- If you wish to leave the Assessment room at any point, you must ask the Invigilator and the Assessor.
- You are reminded that you must follow the *EPA Apprentice Assessment Regulations*.

## APPENDIX 3 - Pre-Assessment Announcements

The following information must be explained to the Apprentice before the Timed Assessment starts:

- Where the nearest fire exit is
- What to do in the event of a fire alarm
- Where toilet facilities are located
- Personal belongings, such as bags and coats must be placed at the side/back of the room
- Mobile phones, smart watches or any other form of electronic device must be turned off and placed with your personal belongings at the side/back of the room
- You **MAY** bring the following materials into the Assessment room
  - Research notes;
  - Clean or annotated copies of statutory authorities and decided cases;
  - Clean or annotated copies of advance materials;
  - Any other reference material used in the workplace;
  - Spellcheckers.
- You **MAY NOT** bring the following into the assessment room:
  - Pre-prepared responses, including reports and emails;
- If you wish to leave the Assessment room at any point, you should raise your hand and wait for the Invigilator.
- No notes made during the Timed Assessment can leave the room. They will be collected by the Invigilator before the Apprentice leaves the room.
- You are reminded that you must follow the *EPA Apprentice Assessment Regulations*.

## APPENDIX 4 – Invigilator Report Form and Early Leavers List



**This form must be completed after each End-Point Assessment Component and returned to CILEx.**

Please report any incident whereby the normal conduct of the assessment has been affected, for example, late arrivals, noise disturbances, suspected apprentice malpractice etc. and any action taken, for example, extra time allowed.

In the event of suspected apprentice malpractice written evidence, for example, unauthorised notes etc. should be enclosed with this form. Please continue on additional sheet/s and photocopy extra copies of this form, if necessary.

If no disturbances occurred, please tick the 'Nothing to Report' section and sign/date the form.

<b>ASSESSMENT VENUE</b>						
<b>PATHWAY/S</b>						
<b>EPA COMPONENT SAT</b>	<b>Interview</b>	<input type="checkbox"/>	<b>Timed Assessment</b>	<input type="checkbox"/>		
<b>DATE OF ASSESSMENT</b>						
<b>INTERVIEW ONLY</b>	<b>Apprentice Name</b>					
	<b>Type of ID</b>					
	<b>Interview Start Time</b>					
	<b>Interview End Time</b>					
<b>Pre-Interview/Pre-Assessment announcements read out</b>	<b>Yes</b>	<input type="checkbox"/>	<b>No</b>	<input type="checkbox"/>	<b>Nothing to Report</b>	<input type="checkbox"/>
<b>DETAILS OF INCIDENT</b> <i>(continue on a separate sheet if necessary)</i>						
<b>Time of incident</b>		<b>How long did the incident last?</b>				
<b>Was extra time given to compensate for the incident?</b>	<b>Yes</b>	<input type="checkbox"/>	<b>No</b>	<input type="checkbox"/>	<b>How much extra time was given (in mins)?</b>	
<b>Apprentice/s affected and details of incident</b>						
<b>Signed</b>			<b>Print Name</b>			
<b>Date</b>			<b>Details of additional material/evidence attached</b>	<input type="checkbox"/>		

