RTITB Dangerous Goods Training Consortium

Membership Criteria - Appendices

3. The minimum hardware and software requirements to access the web-based system on a PC are:

- a personal computer with Windows operating system
- 1GHZ Pentium processor or equivalent with 256 megabytes of RAM
- XGA Graphics
- internet access over a 14.4k bits per second (bps) modem (28.8 or faster recommended)
- the database is only compatible with Internet Explorer 8 to Internet Explorer
- 11 (but please monitor information from SQA as compatibility may be extended in future releases)
- compatibility view (the 'broken arrow') must be enabled in Internet Explorer

20. Classrooms used for training must be available for the sole use of the instructor and their candidates for the duration of training, and must adhere to the following:

- They must large enough to accommodate the instructor, aids, equipment and the candidates in comfort
- The room must also accommodate for an external auditor to have their own desk and chair
- Candidates must have a desk or table on which to refer to hand-outs and take notes, and they must be able to see and hear the instructor and presentation
- They must have sufficient electrical sockets to run all equipment in safety
- They must have adequate lighting, heating and ventilation
- They must be free from external distraction.

21. Classroom equipment must, as a minimum, include the following:

- Suitable projection equipment, with a clear screen visible to all candidates
- TV screen at a minimum size of 50cm/20in, means of projecting a film, video, CD or DVD
- White board, chalk board and/or flip chart.

23. Firefighting instructor qualifications

To conduct the use of fire extinguishers element of the Practical Exercise, a training provider must show that the instructor has either received formal training as a fire officer or instructor from the fire service or the armed forces, or been given formal training from another competent source (which may include training by a fire extinguisher manufacturer), or has substantial experience of having trained adults in the theoretical and practical aspects of firefighting.

Please note online training is not acceptable.

26. Fire equipment

In order to conduct the practical fire exercise, you must have:

- a full range of fire extinguishers or suitable illustrations for reference purposes.
- a dry powder extinguisher for use by the candidates should be available. If a digital fire simulator is being used, a full extinguisher (preferably dry powder at least 1 x 6 kg) must be available to allow candidates the opportunity to handle a real extinguisher. conducted a risk assessment on the use of fire extinguishers, and must have ensured that all necessary precautions have been taken. In particular, you must examine the Safety Data Sheet (if any) for the contents of the extinguishers in use. You must also make arrangements for extinguishers to be recharged in the correct manner, ensure that they have not been damaged, and ensure they will not constitute a danger to those using them.

Fire ground

If you are using a fire tray or a fire simulator that produces a live flame for the practical exercise, the fire ground must be sufficiently far from any buildings, vehicles, public roads or pathways to avoid any danger or nuisance. It is your responsibility to ensure that the production of smoke from the fire and residues from the fire extinguishers will not cause any damage or nuisance to people, or to the surrounding area. If using a fire tray, it is recommended that the local fire authority is notified that a fire demonstration is being carried out.

Practical exercise — fire simulator

The exercise can be conducted using a commercially-sourced gas-powered fire simulator.

A dry powder extinguisher is the preferred extinguisher to be used when conducting the live fire practical exercise using a fire simulator. Some systems may require the use of other extinguisher types.

Practical exercise — digital training system

The practical exercise can be conducted using a commercially sourced digital fire training system. The Haagen, National Dangerous Goods Training Consortium, National Logistics Training Consortium and other DfT approved systems may be used.

If you have any questions on the suitability of a fire simulator or digital training system, you can contact SQA on adr@sqa.org.uk.

Practical exercise — live fire

The exercise may be conducted using a suitable fire tray of steel construction and measuring approximately 500 mm x 500 mm x 50 mm. The fuel to be used must be a 50% mix of petrol and

diesel, and the mixture is to be ignited using a suitable rod at least 1m in length. The tray must include sufficient fuel to allow each candidate to demonstrate discharging the extinguisher.

Throughout the duration of the exercise, all candidates must be positioned a minimum of 10 m upwind of the tray, with the exception of the candidate performing the exercise and the instructor.

A dry powder extinguisher is the preferred extinguisher to be used when conducting the live fire practical exercise using a fire tray, as this will allow the fire tray to be reignited.

32. Equipment required for online assessment

If you intend to conduct the written assessment by computer, you must meet the following minimum requirements. (Please note the online assessments are delivered via the internet, so when requesting approval, you will require the necessary connection — see Section 6.10.4.)

This section details the standards required to gain approval to conduct online examinations.

Examination room

- The examination room must be in a location where disruption would be at an absolute minimum.
- The room must be of a size to allow adequate separation of candidates to ensure no possibility of collusion.
- The light in the room must be comfortable for work both on and off screen.
- The workstations must be positioned in a way that facilitates the work of the invigilator in the detection of any unauthorised activity by candidates.

Workstations

The 'workstation' is defined as equipment provided for an individual candidate at an appropriate location, including IT hardware, seating and desk or table space.

The layout of the workstation should take into account access for the candidate and not restrict access to equipment.

Each workstation must include:

- suitable seating
- adjustable monitor
- freedom from glare
- sufficient depth of workstation to allow space for optimum positioning of keyboard, mouse and screen, including for left-handed users.

Hardware, software, peripherals and communication links

As the ADR examinations can be delivered via the internet, measures must be taken to ensure candidates are not disadvantaged by inappropriate equipment or slow connections.

You should therefore have arrangements in place to monitor the infrastructure and/or equipment, particularly if changes are made to it. Each workstation should be equipped with hardware, software, peripherals and communication to the specification recommended in Section 6.10.4, and conforming to the appropriate ISO standards. Hardware must be well maintained with back-up equipment available where possible to minimise the likelihood of failure during an online examination.

The back-up provision in case of equipment failure must include:

- spare workstations of the recommended specification. We suggest one additional workstation for every ten candidates sitting the assessments.
- spares of easily-replaced items, e.g. mouse or screen.

Virus protection measures must be in place and kept up-to-date.

35. Audio/Visual presentations

Every instructor must have suitable audio/visual material as follows:

- if the course includes the tanker specialism, an audio/visual presentation demonstrating the effect of acceleration, braking and steering with a fluid load on a vehicle and the dangers of roll-over.
- if the course includes the Class 1 or Class 7 specialisation, an audio/visual presentation demonstrating the types of hazard created by these two Classes.
- in all other cases, an audio/visual presentation on the main hazards and dangerous effects of materials in Classes 2, 3, 4, 5, 6, 8 and 9.
- in all cases on initial and refresher candidate courses, the Department for Transport presentation 'Lockdown HCDG Security'.
- for refresher courses, an approved and suitable audio/visual presentation
- demonstrating the types of fire extinguisher and their selection and use for different types of vehicle fire.

All audio visual materials must be in good condition and produce pictures and sound which are clear and sharp. Please refer to the syllabus for further guidance on videos to be shown.

It is also desirable to have audio/visual material covering:

- first aid
- boiling liquid expanding vapour explosion (BLEVE)
- the dangers of static electricity
- tunnel safety

The following audio/visual presentations are recommended, but are not mandatory, for use during the Class 7 module:

- Transport of Radioactive Materials — IAEA in Vienna
- 'Operation Smash Hit' by BNFL

41. Content of a day's training

The content of any day of training is limited to eight teaching Units of 45 minutes each, ie six hours of instruction from the syllabus.

The total duration of attendance per day, including course administration, progress tests, examinations and breaks, must not exceed nine hours, and within that time the period devoted to instruction on the syllabus must be limited to six hours.

Where a course programme results in a very short extra day of instruction or assessment, a day of nine teaching Units may be permitted, only ONCE during a course. This will be permitted as long as the combination of instruction, course administration, assessment or breaks does not exceed nine

hours. Any request for this exception must be submitted in writing to adr@sqa.org.uk, and a decision will be communicated to you within seven days.

Breaks

During periods of instruction there must be a break for refreshments of at least 10 minutes, at least once every one and a half hours, and a break for a meal of at least 45 minutes should be taken after the fourth teaching Unit of the day. However, if the start time of the course would require lunch to be taken too early, you may use your discretion as how best to split their breaks.

When examinations are being taken there must be a break of five minutes between each examination, and a break of at least 45 minutes after three hours of examinations (including the five-minute breaks).

Order of the programme

Programmes should normally follow the order in which the subjects are set out in the syllabus.

However, the syllabus has been designed to permit a certain amount of flexibility, and variations are permitted. The time allocated to each subject in the syllabus, and the order in which the subjects are covered within each module, is for you to decide. Nonetheless, there must be sufficient time to ensure complete coverage of the syllabus, and there must be a logical development of ideas.

Duration of the practical exercises

The syllabus requires five teaching Units to be devoted to the three mandatory core practical exercises for initial courses, and four for refresher courses.

- If the class on an initial course consists of two or fewer candidates, the practicals may be completed in three teaching Units. Similarly, if the class consists of six or fewer candidates, they may be completed in four teaching Units.
- On a refresher course, if the class consists of two or fewer candidates, the practicals may be completed in two teaching Units, or if six or fewer candidates, in three teaching Units.

NB – Please note an additional variation programme is not required in the above circumstances.

As the syllabus permits a certain amount of flexibility, the time allocated to each topic within the practical exercises, and the order in which the topics are covered, is for you to decide. However, there must be sufficient time to ensure complete coverage, and there must be a logical development of ideas. It is recommended that the teaching Units are run as follows: one teaching Unit for the written emergency exercise, one teaching Unit for emergency aid, and two teaching Units for fire in initial training or one for refresher training. The additional teaching Unit must be used to supplement these exercises as required.

Actual course programmes

You must produce actual programmes for every course you run. Whenever possible, a Pre-Approved Programme should be used as the basis for the actual programme to be followed.

The programme must list the modules to be covered, in the order in which they will be covered. It must show the start time for each day of training and for each element of the course, the times and durations of all breaks, and the time when each day of training will finish. It must also show the times allocated to subjects not included in the syllabus. Examples of non-syllabus material include

pre-course briefings, documentation, the teaching of non-syllabus topics and written confirmation tests. Oral confirmation questioning must be included in the time allocated to a subject.

The programme must include the examinations to be taken, clearly showing the order in which they are to take place, their duration, and the duration of the breaks in between them.

It must also show, either on the programme, or on a separate notice, the names of all instructors, and the parts of the course for which they will be responsible.

The programme must be adhered to. An exception to this requirement is that the order in which examinations are taken may be altered if this is more convenient for the mix of candidates or modules.

The instructor conducting the course must be in possession of or have access to the actual programme being followed. This must be made available to an SQA External Verifier or Invigilator where requested.

Candidates must either be given individual copies of the actual programme or a briefing of the actual programme or it should be displayed in the classroom.

Specialisation courses

The Regulations identify three specialisation courses for carriage in Tanks, Carriage of Substances and Articles in Class 1, and Carriage of Radioactive Material in Class 7. It is permissible for each of these specialisms to be run as a free-standing course, with its own examination at the end. A free-standing course must be notified as a separate course.

These specialisation courses are included in the list of pre-approved courses. See Appendix A and Appendix E for details.

Tankers

The minimum number of teaching Units for each part of the syllabus is generally aligned with the recommendations in Section 8.2 of the current edition of ADR. However, the ADR recommendation of a minimum of twelve teaching Units to cover the initial tanker training syllabus has been reduced to ten classroom-based teaching Units. The shortfall of two teaching Units is expected to be completed by the employer of the candidate providing training relating to the specific aspects of the tanker technical equipment and operation.

47. Adding a new course programme

Any course programme that is not one of the pre-approved course programmes listed in this manual requires prior approval from SQA. The details of the new proposed course programme must be saved on the ‘programmes’ tab of your database record. The proposed programmes must be uploaded using the Variation Template document (downloadable from the DGDT website), at least 14 days before its intended use. You should do this by selecting ‘variation’ from the drop down menu, and then attaching the proposed programme file.

The variation programme should detail duration (e.g. 45 mins, 15 mins, etc) rather than specific times (e.g. 0915 hrs, 1030 hrs, etc). Specific times will be notified when training courses are uploaded.

Once the programme is uploaded, select ‘Submit Programme for Approval’. The default status for the programme will be ‘proposed’, and you will be unable to use this programme until it has been

approved. When you submit the record, you must notify SQA of the request for approval by e-mail to adr@sqa.org.uk. A decision will be made, and you will be notified within seven working days. If approval is granted, SQA will change the status of the programme to 'approved', and it can then be used for notifying courses.

When uploading a programme to the database, it is best practice to name the description the same as the programme.

52. Minimum instructor qualifications — general

Instructors conducting courses covering Core, Practicals, Packages, Classes 2, 3, 4, 5, 6, 8 and 9 and the Tanker specialism, must meet the following standards to be approved:

Hold a current ADR Driver Training Certificate covering the modules on which they are required to instruct.

Hold a recognised qualification as a trainer or instructor of adults, or provide evidence of substantial experience of preparing and running courses for adults on job related topics, in a formal classroom environment, and

Demonstrate that they have substantial operational experience of the transport of the dangerous substances for which training is to be conducted either:

- in a managerial/supervisory capacity, or
- as drivers/operatives, or
- provide evidence in the form of a qualification, eg a current Dangerous Goods Safety Advisor Vocational Training Certificate, or
- demonstrate substantial experience relevant to the training to be covered that, in the opinion of the Department or SQA, is of an equivalent or superior standard.

Equivalence may also be achieved through the successful completion of a formal training course covering operational and instructional matters. This involves a number of assessments of knowledge and ability that have been recognised in advance by the Department or SQA.

Instructor refresher training

An instructor may refresh an existing ADR Driver Training Certificate on a course on which they are conducting the training only if SQA are notified at least 14 days prior to the examination date and you nominate an independent invigilator (not the instructor) for the examinations. The independent invigilator must complete an Invigilation Report Form and sign and return a copy of it to SQA along with all the completed Examination Answer Sheets.

Alternatively, an instructor may attend a training course in the same way as any other candidate whose ADR Driver Training Certificate is due to expire.

Instructors attending a refresher training course must not be treated in any way differently from any other candidate. The training and examinations may be taken at the instructor's own training centre or with another approved training provider.

Instructor qualifications – Class 1

Instructors required to conduct Class 1 (Explosives) courses must, in addition to the requirements in Section 9.6 overleaf, demonstrate that they have substantial operational experience in the transport of explosives either:

- in a managerial/supervisory capacity, or
- as a driver/operator, or provide evidence that they have attended a recognised Class 1 instructors course.

Instructor qualifications – Class 7

Instructors required to conduct the module on radioactive material of Class 7 must meet specific standards in addition to the requirements in Section 9.6 overleaf. Each potential instructor must provide written evidence of their qualifications and experience, specific to radioactive material, which can be shown to be of an adequate standard.

Additionally, each potential instructor should already have actual experience in the transport of radioactive materials, and must be able to conduct the assessments during the practical exercises that are part of this module.

Class 7 instructors are expected to keep themselves up-to-date with any technical or regulatory changes to ADR.

Instructor qualifications – first aid

In order to conduct the First Aid element of the Core Practical Exercises, an instructor must meet the following minimum requirements:

- meet the general standards for instructors as laid out in Section 9.6 and
- be in possession of a current valid First Aid at Work certificate.

As an alternative to holding a First Aid at Work qualification, instructors who meet one of the following criteria will be acceptable, providing that the general instructional qualification as laid out in Section 9.6 is also met and that all qualifications are current and up to date:

- Registered General Nurses
- paramedics
- first aid Instructors from the armed services

NB - Please be aware when instructors refresh their First Aid at work certificate the refresher should be the 2 day requalification First Aid at Work course. All other First Aid certificates, including Emergency First Aid at Work certificates will not be considered acceptable.

Instructor qualifications – fire fighting

To conduct the use of fire extinguishers element of the Practical Exercise, a training provider must show that the instructor has either received formal training as a fire officer or instructor from the fire service or the armed forces, or been given formal training from another competent source (which may include training by a fire extinguisher manufacturer), or has substantial experience of having trained adults in the theoretical and practical aspects of firefighting.

Please note online training is not acceptable.

Instructor upgrading

The fact that an instructor may have been approved for a limited range of modules does not preclude you from arranging further training and practical experience to add to the instructor's range. This can vary from 'shadowing' a number of sessions run by a colleague, to formal attachments to companies running the appropriate road transport activity (not applicable to upgrading to Class 1 and/or Class 7 instruction). You must keep documentary evidence of this training.

The training of instructors engaged by consortium members may be vetted under consortium arrangements, and the recommendations of the consortium will be taken into account when instructor approval is being considered. (See Section 5.)

67. Photograph and Signature Guidance

What type of photograph is acceptable?

- A recent, colour photograph of the head and shoulders, in sharp focus with the entire face visible.
- Your photograph should be passport-standard and portrait orientation (taller than it is wide).
- Landscape photos will not be accepted.
- Please ensure you have a neutral expression with your mouth closed and eyes open.
- Look directly at the camera.
- Please do not wear hats or anything that covers your face and be free of glare from glasses, etc.
- Photographs must be taken against a plain and light background.
- Please write your candidate number and date of birth on the back of your photograph.
- All photographs and signatures uploaded must be JPEG file format

83. Examinations

Introduction

Training providers have a particular responsibility with regard to the administration and conduct of examinations for the following reasons:

- You are acting as the agents of SQA and are responsible for ensuring that SQA rules regarding the conduct of examinations are complied with consistently and fairly.
- Each training provider may be approved as an examination centre, and normally conducts examinations for its own course members.
- Examinations may be conducted by the instructors who also run the courses.
- Examinations must only be conducted as notified in the approved programme.

The aim of this section is to ensure that you do everything necessary to adhere to the SQA rules and that the conduct of examinations is fair and efficient.

Computer-based examinations

Preparing candidates for computer-based examinations

Training providers must make arrangements for any candidate to have access to the mock exam facility during a course to be examined by this mode of delivery.

The mock exam is accessed via the main SQA online database URL.

https://adr.sqainfo.net/dgslive/home.asp

Login name: candidate

Password: Candidate1

The authentication code to be entered is: mockexam

When running a mock examination, you must make candidates aware:

that the test does not 'count' towards their final award, and that the purpose

- is to provide an experience of the format, process, pace and pressure of the test and to confirm their preparedness to succeed in the real examination.
- of the fail-safe features of the software, and provide an opportunity to become familiar with the navigation through the examination. The aspects of navigation that must be covered include:
    - how to navigate forwards and backwards through the examination
    - the ability to review the full examination and then return to a particular question
    - the method of leaving items initially unanswered then returning to them
    - changing answers to questions.

Candidates must be allowed additional practice opportunities if necessary. The online exam is accessed via the main SQA online database URL. https://adr.sqainfo.net/dgslive/home.asp

Login name: candidate

Password: Candidate1

It is at this stage where the candidates will be prompted to enter an authentication code (unique candidate code to access examinations).

Contingency planning

SQA has put in place contingency plans for the computer-based examinations should certain situations arise during a session. The aim of this section is to outline the issues that may arise and what your actions should be.

Temporary loss of connection with assessment

If a candidate's internet connection is broken midway through an examination, the candidate will not be able to go back in to access his/her assessment when the connection is recovered. An authentication code cannot be reused because the session will still be in progress on the assessment server.

In this situation, the invigilator must inform the examination secretary immediately. The examination secretary must then contact the SQA administrator. SQA will recover the assessments for the affected candidates and reset the authentication codes for these modules.

Once this is confirmed, the invigilator will be able to restart the candidate's examination using the relevant authentication code. All of the candidate's chosen answers prior to the loss of connection will be retained, and the candidate will be allocated the remaining time for the examination plus five minutes for the disruption if required.

Total loss of internet connection

If the centre loses internet connection and it is unlikely that the connection will be recovered to complete the examination session, the invigilator must provide the paper-based examinations for those modules that are partly or fully incomplete. The completed paper-based Examination Answer Sheets are to be passed to the examination secretary and returned to SQA following the instructions for a paper-based examination.

Those modules that are fully completed by the computer-based delivery method for each affected candidate will be retained by SQA and treated as the candidate's attempt for that module. Any paper-based responses returned during this contingency for modules completed by the computer-based model will be disregarded.

If in any doubt, contact SQA for confirmation that the questions have been completely answered.

Examination secretary

You are to appoint an examination secretary, whose name and contact details are to be notified on the database. You are responsible for ensuring that these details are kept up to-date. The main duties of the examination secretary are the security of examination papers, the administration of examinations, and the supervision of invigilators. See Section 12.4 for further details.

Duties of the examination secretary

Examination paper rotation

The number of different examination papers for each module is limited, so the same papers are to be used on a rotational basis.

You must ensure that you record the examination papers used for each course, on the course record on the database. If a particular candidate is using a different examination paper series from the other candidates on a course, you must ensure that the exam paper series is amended via the examination matrix on the database, and that details are entered in the Notes box on the course record. Candidates re-sitting examinations following failures must not take the same paper series from the immediately previous sitting.

Security

When you are first approved, one set of examination papers is issued. Your examination secretary must check that the number of papers received tallies with the covering documentation, and then sign and return the enclosed form to SQA confirming receipt of the papers. SQA will upload the signed document to your document tab on the database. You can request further sets of examination papers by applying in writing to SQA, explaining why the additional papers are required.

On first receiving the papers, you must open an inventory, recording the date of receipt and the numbers of papers held. The receipt of further sets of papers, the withdrawal of papers, and the destruction of spoiled papers must also be recorded on the inventory.

Papers must be kept under secure conditions at all times, as follows:

- When not in use, papers must be kept in a safe or a secure cabinet to which access is limited to the examination secretary and one other responsible person.
- Papers must be signed out/in from the safe or secure cabinet.
- When out of the control of the examination secretary, papers must be kept in a secure briefcase or similar container, and may only be issued to examination candidates for the duration of the examination.
- Used and unused papers must be treated with the same degree of security.
- There must never be any possibility that any unauthorised person is able to take a copy of an examination paper, or to obtain or remove any such copy.
- Papers are never to be reproduced for any reason whatsoever.

If further copies of examination papers are required due to papers being soiled or damaged, a request must be put in writing to the ADR team at adr@sqa.org.uk and the soiled or damaged papers returned to SQA by secure means.

Requests for a full replacement set of examination papers will be considered on a case by case basis and a charge may be payable for this request. Please contact SQA in writing advising of the reason for the request at adr@sqa.org.uk

Before the examinations

The examination secretary must:

- ensure the invigilators are properly briefed.
- check that a Candidate Registration Form has been completed by every
- candidate, that all details are correct, and that the declaration regarding practical assessments has been completed and signed by an authorised person.
- ensure that the details for all candidates attending the training and sitting the examination have been entered onto the relevant course record on the database. This should have been done at the enrolment stage of the course, or if this is not possible, no later than the start date of the course.
- ensure that the candidates' address information is up-to-date and accurate — ADR Driver Training Certificates are sent directly to the address held on the database.
- ensure that photographs and signatures for all candidates attending the training and sitting the examinations have been uploaded onto the relevant course record in the database. All candidate photographs and signatures must meet SQA Guidelines. (see document library).
- complete the examination matrix on the database to ensure all information is correct.
- Ensure the invigilator has access to the examination matrix to ensure each candidate sits the correct papers. Ensure all candidates provide photographic identification to be checked by the examination invigilator at the start of the examinations. This is to ensure that the person taking the examination is the same as the person who attended the training, in the event of the invigilator being different from the instructor.

In addition to these steps, for online examinations the Examination Secretary must:

- ensure that once all candidate data has been input and verified, the computer-based examination session is created on the training course record. Provide the candidate authentication codes from the online database to the invigilator.
- ensure that the invigilator has access to the relevant paper-based examinations as a contingency should there be an issue with the computer-based examinations.

Following the paper-based examinations

The examination secretary is to receive completed examination material from the invigilator, and is responsible for ensuring that everything has been completed correctly, and that SQA rules for completion and dispatch are complied with.

- Ensure that an Examination Answer Sheet has been completed for every examination taken, that each one has been correctly and clearly completed, that the correct paper and series numbers have been entered, and that the candidate number and course number is correct.
- Ensure that the Examination Answer Sheets are properly checked off against the SQA examination matrix and batched by module THEN alphabetically by candidate surname. Under no circumstances should you retain a copy/record of the candidate's answers.
- Ensure that each candidate has a photograph and signature uploaded onto the database.
- Ensure that the Examination Answer Sheets and examination matrix for that course are securely sealed in an envelope, then despatched to SQA by secure 'signed for' delivery. SQA cannot be held responsible for the loss of examination material sent by normal mail services.

SQA reserves the right to return any Examination Answer Sheets to the training provider that are incomplete and do not meet the guidance. If this occurs twice within a six-month period, you will automatically be given a Grade 3 quality assurance rating. (See Section 14.)

It is a condition of your approval that completed answer sheets and relevant material are dispatched to SQA within five working days of the end of the course. It is the responsibility of the examination secretary to ensure that completed Examination Answer Sheets are sent to SQA under all circumstances, including the closure of the company. You are advised to record the despatch of papers and ensure that they are sent only by 'signed for' delivery.

SQA invigilators may choose to return the completed examination materials direct to SQA, or to sign and seal the package for the training provider to return unopened to SQA. (See Section 12.5.)

Following the online examinations

Once all examinations have been completed, the examination secretary must mark the course as complete on the online database.

Publication of examination results

The results for online examinations will be available immediately after the completion of all examinations for the course. The results for paper-based examinations will normally be available on the database within 20 working days of receipt of accurately completed examination materials. From the course record, you will be able to print a report of the examination results via the 'Results Matrix' tab. This will provide notification of each candidate's module results.

The examination secretary is responsible for ensuring that the candidates are informed of their examination results. It is SQA policy not to disclose examination results to candidates.

84. Duties of the invigilator

Training providers must appoint an invigilator for every course. Invigilators are responsible for ensuring that candidates correctly complete the documentation and that examinations are properly conducted. Invigilators must adhere to the following:

Invigilator duties for all examinations

- Ensure that the training provider has carried out the necessary identity/security checks at the commencement of the course and prior to the examinations, when the invigilator differs from the course instructor (See Section 11.4).
- Ensure that each candidate knows which examinations are to be taken, and that this accords with the training provider's own records.
- Ensure that the examinations take place as detailed on the approved programme to which they refer and that they occur at the time and place previously notified to SQA.
- Check to see if any candidates are to be permitted to take examinations under the adjustments for candidates with additional support needs. (See Section 12.8.)
- Ensure that the seating in the examination room is arranged in such a way that there is no possibility of collusion or interference. Candidates should be adequately separated to ensure no possibility of collusion. The invigilator must be able to see all the candidates at all times during the examinations.
- During the examination session there may be situations where candidates are sitting papers of different lengths. In such instances, if possible, it is recommended the candidates should be accommodated in separate rooms to avoid disruption caused by some candidates leaving the hall before others.
- If candidates are sitting papers of different lengths, ensure that candidates are aware of their finish times by writing this on the board before the exams begin. Stress to those candidates who are due to finish earlier the importance of leaving the examination room quietly.
- Ensure that all displays of material that may be of assistance to candidates in answering questions are not visible to the candidates.
- Ensure that the candidates do not have access to reference material, notes, etc. These should either be left outside the room, or placed where they cannot be seen.
- Ensure that candidates understand that all queries regarding the examinations must be channelled through the training provider, and must not be addressed directly to the Department or SQA.
- Ensure that candidates understand the appeals procedure (see Section 15). Candidates should also be informed that the marking and result calculation processes fall within the scope of the Data Protection Act Section 12.
- Before the first examination (and again for any candidate joining subsequently) give a briefing, covering the following points:
    - Emphasise that all mobile telephones and other hand-held devices must be switched off.
    - Explain how to attract the attention of the invigilator.
    - Explain that the examination is being taken under SQA rules. Anyone found to be colluding with anyone else, or guilty of any other irregular conduct likely to give an advantage will be asked to leave, and the Examination Answer Sheet will not be processed. They will not be permitted to take any remaining examinations. Their previously-sat examinations will be returned, with a statement on the incident by

the invigilator. The candidate will be allowed the opportunity to make a statement which must be returned to SQA.
    - Tell the candidates how many questions there are, and how long they have to complete the question paper.
    - Advise candidates to read the instructions and to check their work.
    - Explain that they may leave when finished, but that they must do so quietly, without disturbing other candidates.
    - Explain that once they have left the room they may not return until the next examination is due.
- At the end of the examinations, the invigilator must:
- not discuss the papers with candidates, or permit any review of the answers with anyone
- complete the Invigilator Report Form and ensure it is returned to the examination secretary. Forms can be downloaded from the Document Library on the database.

Additional invigilator duties for paper based examinations

- Check that the question papers are clean and have no marks on them before they are issued. Make sure that the number of question papers held is known in advance to ensure that all are returned following the examination.
- Check the papers for defacement again after the examination, and count the papers to ensure that there are as many after the examination as there were before it.
- Issue each candidate with an Examination Answer Sheet and a pen with black ink.
- Explain how to complete the Examination Answer Sheet. Write the course number from the examination matrix, the question paper reference and the date on a board for the candidates to copy. Check that each one has completed the first sheet correctly.
- Ensure that the candidates sign each Examination Answer Sheet.
- Tell them that the question papers must not be marked or written on.
- Explain how to record and amend answers on the Examination Answer Sheet.
- Describe how question papers and Examination Answer Sheets are to be handed in at the end of each examination.
- When the examination has finished, check the Examination Answer Sheets for completeness and legibility, and ensure that they have been signed by the relevant candidate. Amendments may only be made to boxes referring to the candidate information. No amendments are permitted to the candidate answers after the examination has finished.
- Ensure that question papers and Examination Answer Sheets are returned to the Examination Secretary by the fastest possible secure means.

Additional invigilator duties for online examinations

- Ensure that the training provider has provided access to the relevant paper based examinations as a contingency should there be an issue with the online examinations. (See Section 12.2.)
- Ensure that before the start of the exams the following technical checks have been performed on all workstations to be used:
    - All necessary computers and peripherals (including spares, if available) are in working order.
    - The centre's communication links are working and meet the requirements of the examination.

    - The website is displayed on all screens at the login page, and the workstations have been configured to the requirements of the test, eg the SQA Online Assessment Client application has been downloaded. This can be done by clicking the 'Check Workstation' task on the login page.
    - The online examination works correctly on all the equipment to be used — this can be done by using the demonstration mock exam facility.
- Before the first examination (and again for any candidate joining subsequently) give a briefing, covering the following points:
    - Ensure that all candidates are aware that they will be taking the examinations by computer and that they have all had the opportunity to use the demonstration mock examination and understand how to use the system.
    - Ensure that all candidates are in receipt of their authentication codes for the particular examinations, and that they understand which order the papers will be sat in and when they will be required to enter the authentication code.
    - Ensure that once all the online examinations have been completed successfully, the examination secretary is informed at the earliest opportunity.

93. Standards

You must have in place systems and procedures that ensure that:

- a nominated person is responsible for the standards of course delivery.
- the quality of instruction is assessed at regular intervals during the year, and that a written record of assessment and any necessary remedial action is maintained. All such checks must include sub-contractors.
- there are documented in-house quality systems and procedures covering the standards of instruction, administration and the conduct of examinations.
- internal quality assurance must include checks to ensure that the approved
- course material is being properly used, that the course delivery is in the appropriate style, and that approved training programmes are being adhered to.
- any shortfalls in instructor performance are rectified either by coaching and counselling, by further training, or by disciplinary action.
- instructors are informed of all regulatory, technical or procedural changes affecting course content as soon as they occur, and that they incorporate all such changes into their teaching immediately.
- course material is kept up-to-date. (See Section 7).
- premises and resources continue to comply. (See Section 13.3.)

If you have only one nominated instructor, and/or do not have the infrastructure to meet the requirements above, you can be adjudged to meet them through use of, and acting on information from:

- external quality assurance conducted by SQA
- classroom questionnaires.

Quality of premises and resources

All the facilities provided for training must continue to comply with the standards upon which initial approval was based. This includes classrooms, classroom equipment, domestic arrangements and all health and safety provisions.

Particular emphasis must be placed on premises that are being used as part of your mobile approval. It is never acceptable for a training provider to pass responsibility for standards to a third party. The procedures and check lists upon which initial approval of a mobile facility was based must be adhered to.

94. Additional notes on the conduct of mobile sites

If you run mobile courses, you must ensure that the same quality criteria are applied to mobile venues as at your head office location. Follow this advice:

- Re-examine your mobile sites procedures and check lists. Ensure that they are still valid, and if not, update them, and submit for re-approval.
- Where practical, inspect a mobile site when booking it. Often the provider of the location has a vested interest in giving you assurances that may not be totally valid.
- In particular, ensure that you know what the conditions will be at the time the course will be taking place. A room that is quiet and spacious when it is seen at a weekend can turn out to be noisy and either full of extraneous bits and pieces or devoid of the promised tables, chairs, TV, etc. when the course is run.
- Make sure that the room is big enough to accommodate the number of candidates booked.
- Always confirm any agreement reached with the mobile site provider in writing.
- Always take personal responsibility for ensuring that the instructors have all of the necessary notes, publications, signs, examples, class room aids, etc. with them every time.
- Remember that, even when you have a written agreement with the site provider, any contraventions of the standards in the Manual of Practice are your responsibility. It is your approval that is at stake.
- Above all, ensure that courses run at mobile sites are at least to the same standard as the ones on your own premises.