

# Exam Centre Manager Instructions

NCEA and New Zealand Scholarship Exams

2024



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# WELCOME

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Thank you for taking on the role of Examination Centre Manager (ECM) for the 2024 NCEA and New Zealand Scholarship examinations. Your contribution is significant, and we wish you every success for this year's examination round.

Both you and your supervisory staff play an essential part in the success of these examinations.

Your role involves:

- a high level of security – for examination materials and all administrative processes
- a high level of digital literacy
- careful planning — you need to prepare for all examinations at all stages of the examination period
- a methodical approach — you need to follow all examination processes according to NZQA instructions
- having excellent attention to detail
- training — both receiving training from NZQA and running training for your supervisors.

This instruction booklet contains the essential information you will need for the role. Please make time to read through the booklet before attending the ECM training.

There may be times during the examination period when an unexpected problem arises. In these situations, consult with NZQA. We are available to help you with any decisions and actions you need to take.

As ECM you will work closely with your school's Principal's Nominee (PN) and your Exam Centre Officers (ECOs). The PN will help you identify examination rooms and spaces and ensure you have all you require for the successful running of all examinations.

Workplace health and safety is the responsibility of all employers and employees. It is important that you and your supervisors are aware and take precautions to avoid serious injury, illness or a dangerous incident in the workplace. Please ensure that you have read the health and safety Policy at the back of this instruction booklet. NZQA's full health and safety Policy is available on your ECM homepage.

The notes provided with your Letter of Offer invitation emphasise the confidential nature of an ECM's work. NZQA expects that confidentiality will always be maintained.

Please contact NZQA at any time should you wish to discuss any aspect of the operation of the examinations at your examination centre.

Alan Bailey  
Director, Assessment Production and Delivery  
Assessment Division  
NZQA

# EXAM TIMETABLE

2024 EXAMINATION TIMETABLE					
Examinations available digitally shown in blue.					
Date	Session	Level 1	Level 2	Level 3	Scholarship
Tue 5 Nov	AM	Lea Faka-Tonga	Mathematics & Statistics	Dance	Classical Studies
	PM	Gagana Sāmoa Spanish	Biology	Japanese Making Music Spanish	Statistics
Wed 6 Nov	AM			English	
	PM	Geography	Spanish	Cook Islands Māori Social Studies	German
Thu 7 Nov	AM		English		Latin
	PM	Reo Māori Kūki 'Āirani	Accounting	History	French
Fri 8 Nov	AM	Mathematics & Statistics		Chemistry	Accounting
	PM		Music		History
WEEKEND					
Mon 11 Nov	AM	French	Lea Faka-Tonga Te Reo Māori	Calculus	Samoa
	PM	Commerce	Korean	Agricultural & Horticultural Science Chinese German	Media Studies
Tue 12 Nov	AM	English			Physics
	PM	Korean	Drama	Samoa	
Wed 13 Nov	AM	Science	Chemistry	Drama	Geography
	PM	Gagana Tokelau Vagahau Niue	Geography	Biology	Art History
Thu 14 Nov	AM	Agricultural & Horticultural Science	Art History	Statistics	Drama
	PM	History	Chinese	Accounting	Agricultural & Horticultural Science
CANTERBURY ANNIVERSARY DAY (Fri 15 Nov)					
WEEKEND					
Mon 18 Nov	AM	Te Reo Māori	French	Latin Psychology Te Reo Rangatira	Chemistry
	PM	Japanese	Health	Economics	
Tue 19 Nov	AM	Chemistry & Biology	History	Physics	Te Reo Rangatira
	PM	Health Studies	Business Studies Cook Islands Māori	Health	
Wed 20 Nov	AM	Chinese (Mandarin)	Te Reo Rangatira	Lea Faka-Tonga	English
	PM	Social Studies	Classical Studies	Art History	Economics
Thu 21 Nov	AM	Physics Earth & Space Science	Latin	Te Reo Māori	Calculus
	PM		Economics	Korean	
Fri 22 Nov	AM	Religious Studies	Physics	Business Studies	
	PM	German	Media Studies		Biology
WEEKEND					
Mon 25 Nov	AM	Digital Technologies	Japanese	Geography	
	PM		Earth & Space Science		Religious Studies
Tue 26 Nov	AM		Home Economics	Classical Studies	Te Reo Māori
	PM		German	Home Economics	
Wed 27 Nov	AM		Social Studies	French	Japanese
	PM		Agricultural & Horticultural Science	Media Studies	
Thu 28 Nov	AM		Education for Sustainability Samoa	Earth & Space Science	Chinese
	PM			Music Studies	Spanish
Fri 29 Nov	AM		Dance		Earth & Space Science

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# CONTACT INFORMATION

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For ECM enquiries **during normal business hours**, use the freephone number 0800 222 230.

For email enquiries, use the email address [examcentremangement@nzqa.govt.nz](mailto:examcentremangement@nzqa.govt.nz).

A phone number for urgent after-hours enquiries during the examination period will be provided.

The NZQA free-post address for ECMs is:

Assessment Delivery Team  
Freepost 3221  
New Zealand Qualifications Authority  
PO Box 160  
Wellington 6140

## **Requesting additional exam materials**

If extra exam materials are required, such as additional green courier bags, clear plastic bags, or NZQA supplementary paper, fill out the Materials Request Form on the ECM homepage.

## **Requesting exam booklet pdfs**

If there are insufficient hard copies of exam papers prior to the start of an exam, the PN will need to request the required standard(s) online. NZQA will send a pdf to the PN before the exam start time and provide the password to open the file. There are specific stapling requirements PNs must follow for printed pdfs.

## **NZ Couriers**

**0800 692 722** - This will be available for ECMs between 8am and 5.30pm Monday to Friday.

## **Exam Centre Quality Assurance Process**

Each year, NZQA Exam Centre Quality Assurers will visit a portion of our exam centres. These visits will provide both the ECM and the school/kura with the opportunity to have their exam processes verified and to receive support from NZQA. The visit is an opportunity for the ECM to discuss any concerns/issues around managing the examinations at the exam centre, but also to showcase the work being undertaken and receive positive feedback.

A copy of the form which will be used by Quality Assurers during their visit is available for download from the ECM Home Page. Each section clearly defines the school's responsibilities during exam time, and those of the ECM. The form may be used as a checklist at the exam centre so that, in the event of a visit, the ECM can be fully prepared.

Following the visit, a written report will be sent to the ECM, the school Principal, PN and the NZQA School Relationship Manager.

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# KEY DATES

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## **Before exams**

- Early August
  - Meet with the PN/Special Education Needs Coordinator (SENCO) to discuss exam requirements.
- 12 August
  - ECM declaration regarding security and storage of exam booklets and materials must be completed.
- Mid-August
  - Delivery of Administration Material packs.
- 26 August
  - Final date for entries for barcoded exam booklets and NZQA printed attendance rolls.
- 13 September
  - Submit the Pre-exam Review form to NZQA
- 20 September
  - ECM first payment\*
- September
  - Assistant Manager pre-exam sessions are allocated.
  - ECMs receive digital logins (live environment).
- 7 October
  - Supervisor police vetting forms must have been received by NZQA.
  - Completed Exam Assistant (EA) agreements, MOUs, and employment documents required back from the PN/SENCO.
- 11 October
  - Digital indicator tick-box must be completed online.
  - Online planner must be submitted.
  - Assign digital candidates to rooms in Assessment Master.
- Mid-October
  - Run supervisor/EA training.
- 20 October
  - ECM second payment\*
- From 21 October
  - Delivery of secure pack outs (exam booklets and materials).
- Late October
  - Supervisors receive digital logins (live environment).
- 1 November
  - All exam centre officer agreements, non-paid EA MOUs and employment documents must be returned to NZQA.
  - All exam centre worker details must be updated online.

## **During exams**

- 5 November
  - NCEA and NZ Scholarship exams begin.
- 20 November
  - ECM third payment\*
- 29 November
  - NCEA and NZ Scholarship exams finish.

## **After exams**

- 20 December
  - ECM fourth payment\* and ECO first payment.
- By 22 December
  - Complete the ECM survey.
  - Return forms and unused materials to NZQA.
- 20 January
  - ECM and ECO mop-up payment.
- 20 February
  - ECM and ECO mop-up payment.

\* See Schedule B - Remuneration in your ECM employment agreement for specific information on what items are included in the payment.

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# RUN AN INITIAL PLANNING SESSION

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## OVERVIEW

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Meeting with the PN and SENCO at the exam centre, is among the initial responsibilities. They will provide important information about the school, the candidates, and any EAs. Maintaining regular communication with them before and during the exam period is essential as they are the point of contact at the exam centre.

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## CHECKLIST

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- Print a copy of the Exam Rooms list, Select Supervisor list, and police vetting list from the ECM homepage.
- Meet with the PN and SENCO to discuss exam requirements for the year.
- Complete the Pre-exam Review form jointly with the PN and submit to NZQA.
- Keep in contact with the PN(s) and SENCO(s) for changes.

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## INFORMATION

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### DELIVERY, STORAGE, AND PICK-UP OF EXAM BOOKLETS AND MATERIALS

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All exam booklets and materials must be delivered to and picked up from the school. Ensure that the office staff will make contact about any courier packages that arrive and confirm arrangements for pick-ups by the courier.

The school must provide a dedicated secure room for the ECM that:

- has space for the secure sorting of exam booklets
- provides facilities for exam booklets to be stored before, during, and after the exams in either a lockable cabinet/container, a lockable cupboard or a large filing cabinet
- is accessed by keys or electronically by only two authorised key holders (PN and ECM)
- needs to be electronically monitored by an alarm if possible. If the storage room is unable to be electronically monitored, then the school building must have a monitored alarm system or other security provisions, e.g., cameras
- has windows set high in the wall or covered, including the windows in any access doors, so no one can see into the room

In addition, the school should provide boxes for sorted exam booklets and non-secure materials, a phone, photocopier/printer, and a computer with internet access for ECM use.

Any alternative delivery, storage, and pick-up arrangements must be discussed with and approved by NZQA.



## SUITABLE EXAM CENTRE FACILITIES

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The school must have the ability to retain exam conditions while candidates are visiting the toilet. Toilets must be allocated specifically, where possible, for the use of exam candidates.

Toilets allocated for exam candidate use should be checked thoroughly by the PN or school staff for any evidence of notes, phones, textbooks, etc. Checking the toilets should be done immediately before the start of the exam and, if possible, at other times during the exam.

A break room or access to the staff room should be available for supervisors with the provision of a jug, cups, tea, coffee, and milk by the school.

## EXAM ROOMS

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The school must have enough suitable rooms that are able to be isolated from the normal activities of the school so that the candidates have a quiet environment.

The PN will provide details of the rooms/spaces which may be used for exams. Use the printed exam rooms list to note changes to room availability and capacity.

Discuss exam room requirements:

- Desks need to be arranged so that they are 1.5 m apart from one another in all directions (this can be measured from the middle of each desk). Desks must be configured to ensure candidates cannot easily read what is on the exam booklet or screen of others.
- The walls are cleared, or all material is covered. This excludes school crests, images of tūpuna/school luminaries, or emergency evacuation information.
- Whiteboards, pens, and a clearly visible timing device, either analogue or digital. New batteries need to be available in each room for any clock used.
- The suitability of rooms for specific exams has been considered. For example, exams with a listening/speaking component should not be in rooms near a noisy school canteen.
- Health and safety issues around the use of extension cabling in computer and digital exam rooms must be considered.

## DIGITAL EXAMS

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The school must be able to manage any digital exam according to NZQA requirements. This includes a stable internet connection, trained IT support staff, suitable rooms, and candidates trained in the use of digital devices and the digital exam interface.

Each digital exam room must be supplied with one device for supervisor use.

## AUDIOVISUAL REQUIREMENTS

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The school must provide any equipment needed to operate all exams with an AV component.

Confirm whether the school has any entries in the standards listed on page 4 of the Audiovisual Assessment Instructions. Confirm that the appropriate rooms, personnel, and equipment outlined on pages 5-9 of the Audiovisual Assessment Instructions will be met.

## PRINCIPAL'S NOMINEE RESPONSIBILITIES

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The PN must understand what their responsibilities are in the lead up to and during exams.

The PN responsibilities are outlined in Appendix C.

Confirm that the PN will:

- provide updates regarding late entries and Special Assessment Condition (SAC) approvals
- run a candidate briefing session for the ECM to introduce themselves
- ensure candidates have accessed the digital exam platform before the start of exams and know their learner logins
- organise an EA training session regarding the reader and/or writer/typist aspect of the role and assist the SENCO with employing EAs
- arrange for appropriate materials/equipment to be provided in exam rooms
- organise the management of computers for SAC candidates
- ensure disruptions during exams are minimised, including informing staff that they are not to enter exam rooms during exams
- contact NZQA during exams for PDF exam booklet requests and ensure the stapling requirements are met
- provide their phone number to the ECM and nominate a back-up if they are going to be off-site
- arrange for replacement admission slips to be printed
- arrange for staff to be available to clear calculator memories
- arrange for a school technician to be available and contactable during digital exams, exams with SAC computer candidates, and exams with audiovisual equipment requirements
- upload digital submissions (audiovisual recordings) from NZ Scholarship languages and Drama
- provide support for the ECM, specifically when they are the sole supervisor in a morning exam, and during possible breach of exam rules incidents
- ensure digital exam rooms meet health and safety requirements - if floor cabling is used.

## EMERGENCY SITUATIONS

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Ensure there is a communication strategy in place with the PN in the event of an emergency and that the PN has provided copies of, and discussed with the ECM, the school's emergency evacuation procedures.

During an emergency, the ECM remains in control of candidates within the exam room. If candidates must evacuate an exam room, the PN becomes responsible for them.

All ECOs should be familiar with all emergency procedures.

## SPECIAL ASSESSMENT

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Using the printed supervisor and police vetting list, the PN/SENCO must confirm:

- the number of EAs required, and their names and contact details
- which EAs are employed by, and will be paid by the school for all examination duties and which EAs should be employed and paid by NZQA

- that the EAs employed and paid by the school have valid police vetting status with the school
- the date that EAs will be trained by the school
- the names of SAC candidates and who their reader and/or writer/typist is for each exam will be given to the ECM by the required date
- the names of candidates that require a signing supervisor or signing reader and the name and contact information for the signer.

Confirm the requirements for candidates with identified health or other needs such as but not limited to:

1. special seating arrangements (e.g. two tables for students with enlarged/Braille papers)
2. managing diabetes (e.g. does the student use a cell phone app or need to eat?)
3. the nature of rest breaks (e.g. does the student need to stand up or leave the room?)
4. potential medical events (e.g. epilepsy)
5. students using a coloured overlay, magnifier, coloured paper or greyscale paper.

It is the PN/SENCO's responsibility to train EAs to be a reader and/or writer/typist and the ECM's responsibility to train EAs on exam processes.

#### CLASH CANDIDATES

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Candidates with two or more exams timetabled in the same exam session are called 'clash' candidates.

The PN will discuss these situations with clash candidates and provide each with a letter which details their exam arrangements, after these have been approved by NZQA. A copy of each candidate's letter should be provided.

NZQA is the final authority on how a clash is to be organised.

#### CANDIDATES FROM DIFFERENT HOME SCHOOLS

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Some candidates may sit their exams at an exam centre that is not their normal school. The PN at the host school (Kura Tuakana) should have a process in place, that has been agreed with the PN from the visiting school (Kura Teina), regarding the management of these candidates. Things to consider are.

- Where should the candidates report to, pre-exam?
- Do the candidates know their way around or will they be accompanied?
- Do the candidates need to be seated together in the exam room?
- Do the candidates need instructions translated to te reo Māori to be made available?
- Do the candidates have SAC requirements? Will they bring their own EA?
- Are any of the candidates sitting their exams digitally? Do they need to be set up to access the school network?

#### CANDIDATE BRIEFING

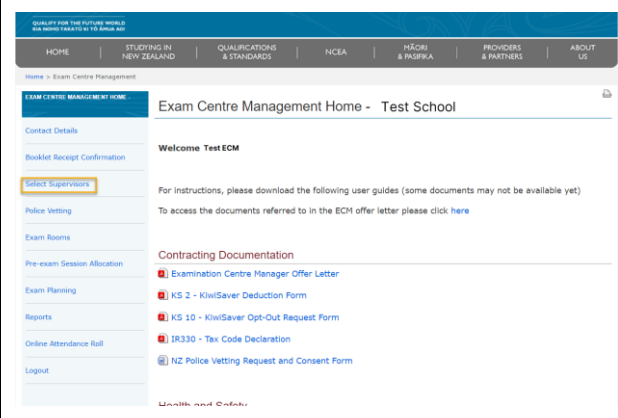
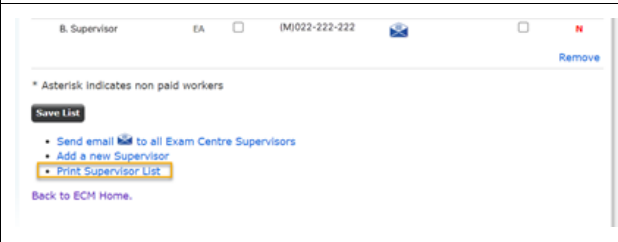
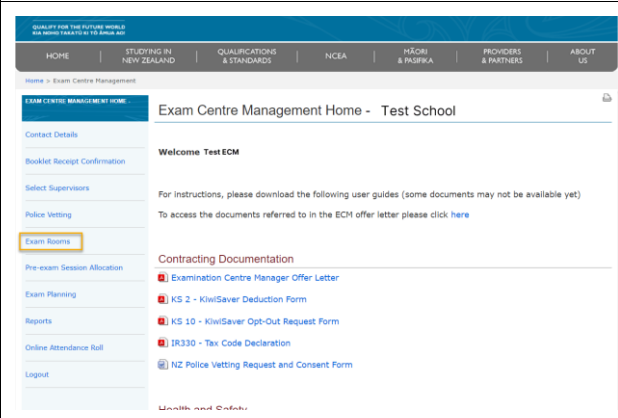
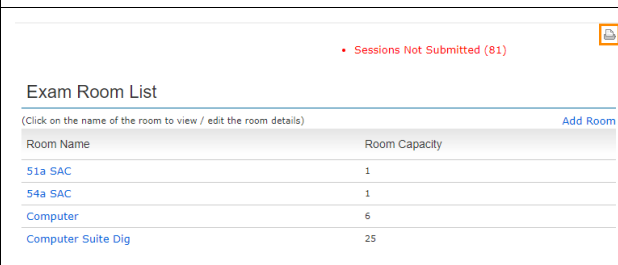
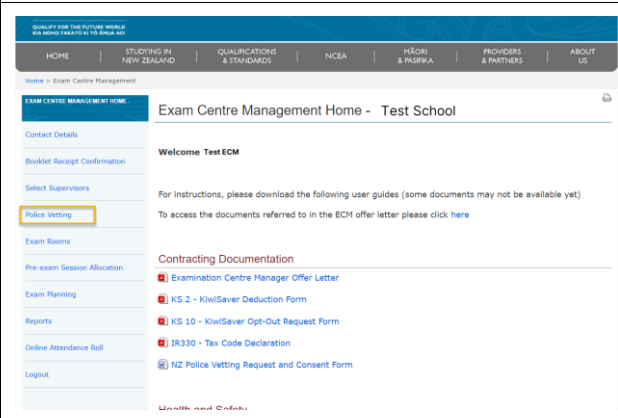
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The PN must arrange an exam briefing for candidates before they leave for study break. Attend this briefing to give details of:

- what time and where to report for exams
- the use and importance of admission slips

- what to bring - exam materials in a clear plastic bag, a device if required for a digital exam and headphones if needed.
- what not to bring - watches, paper for planning, notes, cell phones
- what candidates are to do if they are sick on the day of the exam
- evacuation procedures during the exams.

# WEBSITE

	<p>Click on the Select Supervisors link.</p>										
	<p>To print the supervisor list, click the print icon at the top of the page, or the Print Supervisor List at the bottom of the page.</p>										
	<p>Click on the Exam Rooms link.</p>										
 <table border="1" data-bbox="215 1467 810 1601"> <thead> <tr> <th>Room Name</th> <th>Room Capacity</th> </tr> </thead> <tbody> <tr> <td>51a SAC</td> <td>1</td> </tr> <tr> <td>54a SAC</td> <td>1</td> </tr> <tr> <td>Computer</td> <td>6</td> </tr> <tr> <td>Computer Suite Dig</td> <td>25</td> </tr> </tbody> </table>	Room Name	Room Capacity	51a SAC	1	54a SAC	1	Computer	6	Computer Suite Dig	25	<p>To print the rooms list, click the print icon at the top of the page.</p>
Room Name	Room Capacity										
51a SAC	1										
54a SAC	1										
Computer	6										
Computer Suite Dig	25										
	<p>Click on the Police Vetting link.</p>										

## Supervisor - Police Vetting Status



• Sessions Not Submitted (81)

### Exam Centre Staff - Police vetting status

Number of Exam Centre staff selected for 2019: 29

Full name	ECM/Supervisor	Valid Police Vet
Test ECM	Yes	N
Supervisor 1	Yes	N

To print the police vetting list, click the print icon at the top of the page.

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# ADD, UPDATE AND DELETE ROOMS

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## OVERVIEW

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It is important to have a central list of all spaces available to hold exams at the exam centre. This feeds into the online planner to allow the assignment of candidate numbers to appropriate rooms.

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## CHECKLIST

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- Use the room list reviewed by the PN to:
  - make any modifications to available rooms
  - delete rooms that are no longer available for use
  - add any new rooms that are now available
  - check the room capacities are accurate.
  
- Conduct a final check of the rooms with the PN to ensure they are available, up to date, and accurate.

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## INFORMATION

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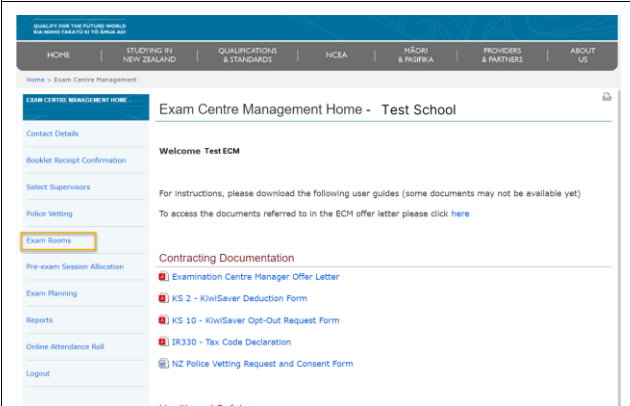
The exam rooms used in the previous year appear in the Exam Rooms link on the ECM homepage. Once the PN confirms the rooms available for use, update the list online.

Deleted exam rooms will not show on the list but can be added back if they become available again.

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## WEBSITE

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	<p>Click on the Exam Rooms link.</p>
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<p><b>Exam Room List</b></p> <p>(Click on the name of the room to view / edit the room details) <a href="#">Add Room</a></p> <table border="1"> <thead> <tr> <th>Room Name</th> <th>Room Capacity</th> </tr> </thead> <tbody> <tr><td><a href="#">51a SAC</a></td><td>1</td></tr> <tr><td><a href="#">54a SAC</a></td><td>1</td></tr> <tr><td><a href="#">Computer</a></td><td>6</td></tr> <tr><td><a href="#">Computer Suite Dig</a></td><td>25</td></tr> <tr><td><a href="#">D</a></td><td>25</td></tr> <tr><td><a href="#">Drama 1</a></td><td>4</td></tr> <tr><td><b>Hall</b></td><td>200</td></tr> <tr><td><a href="#">LS Comp SAC</a></td><td>20</td></tr> </tbody> </table>	Room Name	Room Capacity	<a href="#">51a SAC</a>	1	<a href="#">54a SAC</a>	1	<a href="#">Computer</a>	6	<a href="#">Computer Suite Dig</a>	25	<a href="#">D</a>	25	<a href="#">Drama 1</a>	4	<b>Hall</b>	200	<a href="#">LS Comp SAC</a>	20	<p>To edit an existing room, click on the room name.</p>
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<p><b>Delete Exam Room</b></p> <p><span style="color: red;">• Sessions Not Submitted (81)</span></p> <p>Room details</p> <p>Room Name: <input type="text" value="D"/></p> <p>Room Location: <input type="text"/></p> <p>Room Capacity: <input type="text" value="25"/></p> <p>Other room information: <input type="text"/></p> <p><b>Delete Room</b> <small>Click "Delete" to delete this room from the database.</small></p>	<p>Click on the Delete Room button.</p> <p><i>Note: You will not be able to delete a room if it has already been assigned for use in the online Exam Planner.</i></p>																		
<p><b>Add Exam Room</b></p> <p>Room details</p> <p>* indicates mandatory fields</p> <p>Room Name* <input type="text" value="Test room"/></p> <p>Room Capacity* <input type="text" value="5"/></p> <p>Room Location <input type="text"/></p> <p>Other room information <input type="text"/></p> <p><b>Add Room</b></p>	<p>To add a new room, scroll to the bottom of the page and enter the room details, then click the Add Room button.</p>																		



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# NOMINATE AND RECRUIT ECOS AND ECAS

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## OVERVIEW

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Nominating Examination Centre Officers (ECOs) and Exam Centre Assistants (ECAs) and ensuring their details, payment status, and role type are entered into NZQA's system is a key task.

The PN is responsible for identifying available ECAs and providing the ECM with their information.

An initial indication of how many ECOs may be needed can be calculated by looking at the largest session(s) on the online planner. Start looking for ECOs early so they can be employed, and police vetted before exams start.

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## CHECKLIST

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- Calculate the number of ECOs needed for the largest session and use this as the minimum number of ECOs required.
- Check the session with the highest number of reader and/or writer/typist candidates. Use this session as a baseline for the minimum number of Exam Assistants required.
- Use the Select Supervisors link on the ECM homepage to identify the list of ECOs and ECAs from last year.
- Check with the PN which ECAs are available to work this year, whether their payment status and contact details remain the same, and remove any who are not available from the list.
- Contact previous ECOs to establish whether they are available to work this year and remove any who are not available from the list.
- Check that the contact details are accurate on NZQA's system. Update if necessary.
- Fill identified recruitment gaps and add new ECOs to the list.

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## INFORMATION

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There are four ECO worker types:

- Supervisors
- Assistant Managers
- Relief Supervisors
- Exam Assistants (also called reader and/or writer/typist).

All ECOs must use the "Paid" (by NZQA) payment status.

ECAs can only work as exam assistants. These are normally teacher aides that are working during the exams as part of their employment with the school. ECAs must use the “Not Paid” (by NZQA) payment status.

## SUPERVISORS

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Supervisor duties include:

- receiving materials for an exam and preparing the room
- managing candidates as they enter the room and seating them in the correct place
- checking materials, emergency evacuation packs, admission slips, and IDs
- liaising with school staff to clear calculator memories
- starting the exam according to the NZQA procedures
- dealing with late-arriving candidates and absent candidates
- actively supervising candidates during an exam, including clash candidates and SAC candidates
- reporting incidents, potential breaches, and emergency situations according to NZQA’s procedures
- escalating situations and issues that arise during an exam, to the assistant manager or ECM
- monitoring attendance
- using the digital exam dashboard to monitor candidates sitting their exam digitally.
- ending the exam according to NZQA’s procedures and collect and organise materials, exam booklets, and forms

Determine supervisor numbers required for the largest exam session as a starting point; select those who are available first and employ others only if needed.

Have a supervisor on-call for emergencies. This may be someone who has supervised in the past, does not want to do much supervision, but is happy to be provisionally available if required. This person must be employed to NZQA.

Supervisors must not be teachers at the school but can be relief teachers, non-teaching school staff, or relatives of candidates if this is declared and managed through the conflict of interest process in their agreements.

Supervisors may also act in other roles, including as exam assistants on occasion, and may work as a supervisor at multiple exam centres.

## ASSISTANT MANAGERS

---

In addition to most of the supervision duties, assistant managers may undertake duties such as:

- assisting with the pre-exam sort of exam booklets
- assisting with the preparation of exam rooms
- liaising with the technician/PN regarding the set up and use of equipment in exams
- assisting with the management of supervisors in exam rooms
- assisting with the management of SAC candidates in separate accommodation
- providing relief breaks to exam centre staff during an exam

- assisting with the management of situations and issues that arise during an exam
- assisting with the completion of forms and other materials.

## RELIEF SUPERVISORS

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Relief supervisors are used to:

- provide support to an ECM who is a sole supervisor in an afternoon exam session
- supervise a clash candidate over lunchtime
- assist with the recording component during the last hour of New Zealand Scholarship language exams
- provide relief breaks to the ECM during an afternoon exam.

## EXAM ASSISTANTS

---

Exam assistants (EAs) work as a reader and/or writer/typist with individual SAC candidates. They have often worked with a candidate throughout the year; however, this is not always the case.

EAs also perform some of the supervisory duties normally performed by supervisors and need to be aware of NZQA's policies and procedures.

An ECO that works as an EA will be paid by NZQA for all or some of their worked sessions. An ECA that works as an EA will not be paid by NZQA for any of their worked sessions.

## ENTERING ECO AND ECA DETAILS ONLINE

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The ECM must complete the personal details online for all ECOs and ECAs before the nomination box is ticked.

Required details include a:

- formal name
- date of birth
- contact number
- email address
- paid status
- worker type
- digital login indicator.

## DIGITAL LOGIN INDICATORS

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The digital login tick box must be selected for any supervisor on the supervisor list that will require a login to be created for Assessment Master. This must be completed by Friday 11 October.

Late requests for supervisor logins must be managed manually.

## RECRUIT NEW ECOS

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Recruitment gaps typically arise due to ECOs being unavailable for work, either entirely or for specific sessions, or due to changes in candidate numbers and exam sessions from year to year, requiring additional resources.

ECMs have two main approaches to fill recruitment gaps: shoulder tapping and informing NZQA of advertising needs.

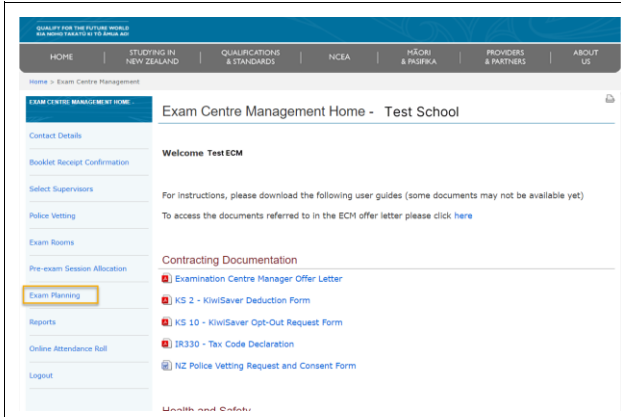
### Shoulder tapping

Shoulder tapping involves informally reaching out to potential candidates through social groups, professional networks, and special interest groups. ECMs can leverage the assistance of ECOs to suggest suitable applicants, as well as school staff, the Principals Nominee, and other ECMs. This method also encompasses individuals discovered through non-NZQA advertising channels, such as school boards and social media, and those with previous experience in exam centers who may not have worked in the previous year or for the specific exam center.

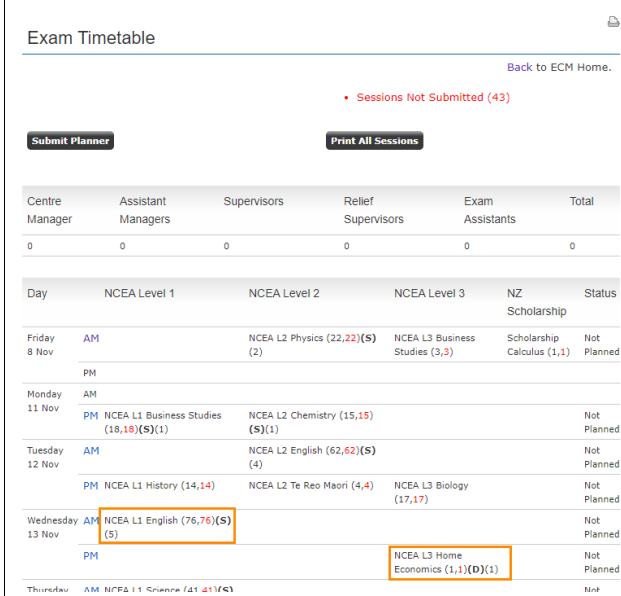
### Advertising

Advertising involves NZQA formally advertising positions and receiving applications, which are then provided to ECMs. It is the ECM's responsibility to conduct interviews, shortlist candidates, inform NZQA of selections, and add the chosen individuals to the eQA system.

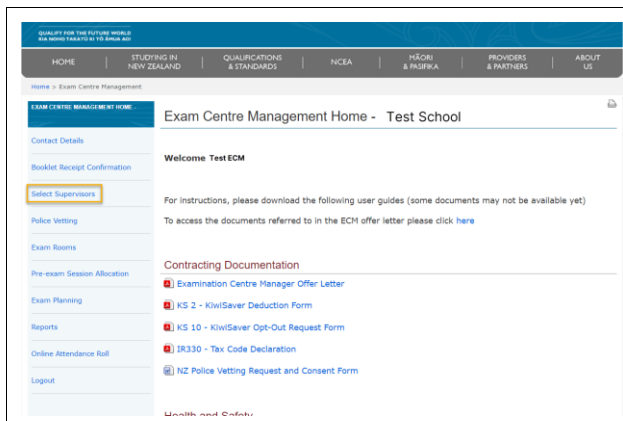
## WEBSITE



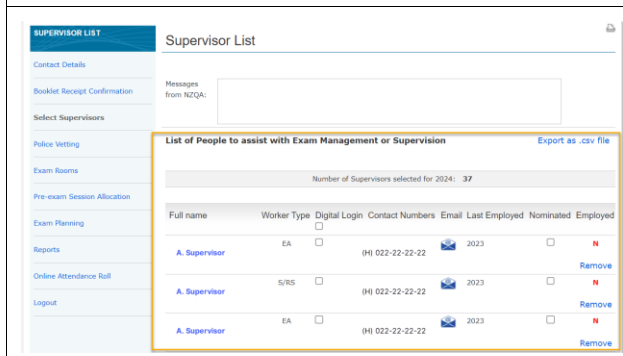
To see your school's exam timetable and entry numbers, click on the Exam Planning link.



Use the timetable overview screen to identify your biggest session, as well as any SAC sessions and digital sessions.



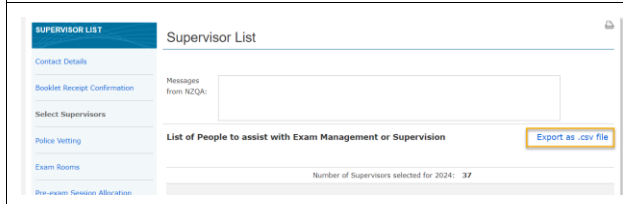
Click on the Select Supervisors link.



Review your list.

The contact information held in our system is displayed for each ECO and ECA. To see all the information for an individual, click on their name.

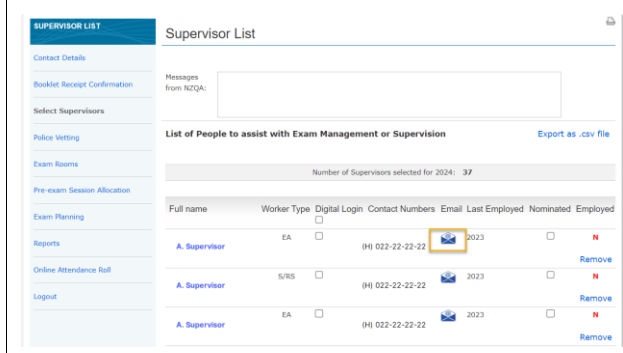
*Note: Your list appears in alphabetical order by surname.*



To download a list of ECO and ECA details into an Excel spreadsheet, click the Export as .csv file link.

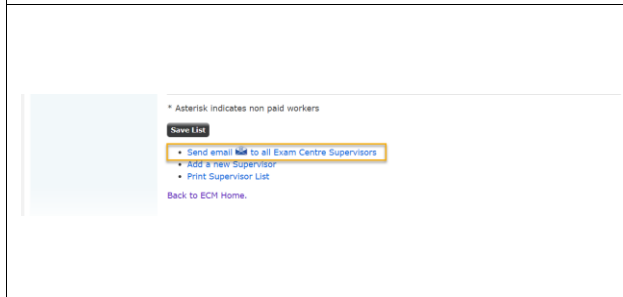


Open the downloaded file. You can then save it to your computer.



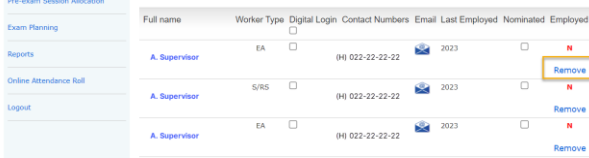
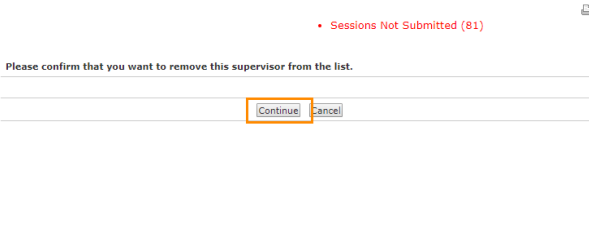

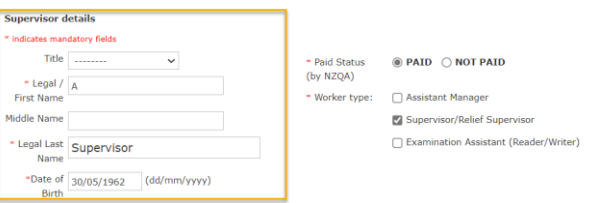
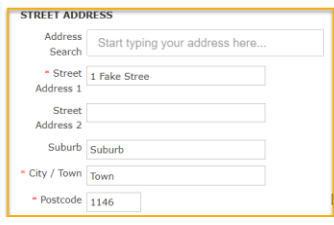
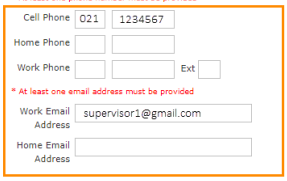
To email an individual, click on the Email icon to the right of their name. An email window will open containing their email address.

*Note: this will only work if a default email has been set up on the device.*



To email all your ECOs and ECA's, click on the Send email to all Exam Centre Supervisors link at the bottom of the page. An email window will open containing all email addresses.

*Note: this will only work if a default email has been set up on your device.*

	<p>To remove a person from the list who you know will not be working this year, click the Remove link to the right of their name.</p>
	<p>Click on the Continue button to confirm you want to remove them from your list or click the Cancel button to cancel.</p> <p><i>Note: Removing a person from your list does not delete them from our system. Their details will still be stored in our system in case you need to add them again in future years or re-add them to your supervisor list later.</i></p>
	<p>To edit a person's details, click on their name.</p>
	<p>Check the person's title, legal first name, legal last name, and date of birth are correct.</p> <p>To edit, type the correct information into the corresponding box.</p>
	<p>Check the person's street address is correct.</p> <p>To edit, start typing the correct address in the Address Search field, then select the address from the list of options provided by NZ Couriers. The address will then automatically populate in the fields below.</p>
	<p>Check the person's contact details are correct. At least one phone number and one email address is required. If only one email is provided, add it to both the work and home email fields.</p> <p>To edit, type the correct information into the corresponding box.</p>

<p>Supervisor Details</p> <p style="text-align: right;">• Sessions Not Submitted (81)</p> <p>Supervisor details</p> <p>* Indicates mandatory fields</p> <p>Title: [.....]</p> <p>* Paid Status (by NZQA): <input checked="" type="radio"/> PAID <input type="radio"/> NOT PAID</p> <p>* Legal / First Name: Supervisor</p> <p>Middle Name: [.....]</p> <p>* Legal Last: 1</p> <p>* Worker type: <input checked="" type="checkbox"/> Assistant Manager <input checked="" type="checkbox"/> Supervisor/Relief Supervisor <input type="checkbox"/> Examination Assistant (Reader/Writer)</p>	<p>Check the correct Paid Status is selected.</p> <ul style="list-style-type: none"> <li>PAID is for people who will be paid by NZQA.</li> <li>NOT PAID is for ECAs who will not be paid by NZQA.</li> </ul> <p><i>Note: People with Paid Status NOT PAID will display with an asterisk next to their name on your supervisor list.</i></p>								
<p>Supervisor Details</p> <p>Supervisor details</p> <p>* Indicates mandatory fields</p> <p>Title: [.....]</p> <p>* Legal / First Name: A</p> <p>Middle Name: [.....]</p> <p>* Legal Last Name: Supervisor</p> <p>* Paid Status (by NZQA): <input checked="" type="radio"/> PAID <input type="radio"/> NOT PAID</p> <p>* Worker type: <input type="checkbox"/> Assistant Manager <input checked="" type="checkbox"/> Supervisor/Relief Supervisor <input type="checkbox"/> Examination Assistant (Reader/Writer)</p>	<p>Check the correct Worker Type(s) are selected.</p> <p><i>Note: People with Paid Status NOT PAID will only have the Examination Assistant Worker Type available to select.</i></p>								
<p>Work Email Address: supervisor1@gmail.com</p> <p>Home Email Address: [.....]</p> <p><input type="button" value="Save"/></p> <p><a href="#">Back to Supervisor List.</a></p>	<p>Click the Save button once you have finished editing.</p>								
<p>* Asterisk indicates non paid workers</p> <p><input type="button" value="Save List"/></p> <ul style="list-style-type: none"> <li><a href="#">Send email to all Exam Centre Supervisors</a></li> <li><a href="#">Add a new Supervisor</a></li> <li><a href="#">Print Supervisor List</a></li> </ul> <p><a href="#">Back to ECM Home.</a></p>	<p>To add a new supervisor, click the Add a new Supervisor link at the bottom of the page.</p>								
<p>Search Supervisor</p> <p><a href="#">Return to supervisor list.</a></p> <p style="text-align: right;">• Sessions Not Submitted (81)</p> <p>Enter the last name and a letter for first name to start the search</p> <p>* required</p> <p>* Last name: [.....]</p> <p>* First name: [.....]</p> <p><input type="button" value="Search"/></p>	<p>Enter the person's last name and first name in the corresponding boxes and click the Search button.</p>								
<p>Supervisor Search List</p> <p>The person or people listed below already exist in the database. Please either select the name listed to edit the details below, otherwise contact NZQA on Freephone 0800 697 296</p> <table border="1"> <thead> <tr> <th>Full Name</th> <th>Street Address</th> <th>Home Phone</th> <th>Work Phone</th> </tr> </thead> <tbody> <tr> <td>A.Supervisor</td> <td>123 The Street The suburb The City</td> <td></td> <td></td> </tr> </tbody> </table> <p><a href="#">Click here</a> to continue if the person you wish to nominate is not listed above</p> <p><a href="#">Back to supervisor search page</a></p>	Full Name	Street Address	Home Phone	Work Phone	A.Supervisor	123 The Street The suburb The City			<p>If the person you are looking for is displayed, click on their name.</p>
Full Name	Street Address	Home Phone	Work Phone						
A.Supervisor	123 The Street The suburb The City								
<p>Work Phone: [.....] Ext: [.....]</p> <p>* At least one email address must be provided</p> <p>Work Email Address: [.....]</p> <p>Home Email Address: [.....]</p> <p><input type="button" value="Save"/></p> <p><a href="#">Return to search supervisor page.</a></p>	<p>Edit their details and click the Save button.</p> <p><i>Note: Make sure that the person is the actual person you are searching for, and not just someone with the same name. Check their contact information, name, and DOB match.</i></p>								

## Supervisor Search List

The person or people listed below already exist in the database. Please either select the name listed to edit the details below, otherwise contact NZQA on Freephone 0800 697 296

Full Name	Street Address	Home Phone	Work Phone
A.Supervisor	123 The Street The suburb The City		

[Click here](#) to continue if the person you wish to nominate is not listed above

[Back to supervisor search page](#)

If the person you were searching for is not displayed, click the [Click here to continue](#) so you can add them to our system.

Home > Exam Centre Management > Supervisor Details

## SUPERVISOR DETAILS

Contact Details

Booklet Receipt Confirmation

Select Supervisors

Police Vetting

Exam Rooms

Pre-exam Session Allocation

Exam Planning

Reports

Online Attendance Roll

Logout

### Supervisor details

\* Indicates mandatory fields

Title

\* Legal /

First Name

Middle Name

\* Legal Last Name

\* Date of Birth

\* Paid Status (by NZQA)  PAID  NOT PAID

\* Worker type:  Assistant Manager  
 Supervisor/Relief Supervisor  
 Examination Assistant (Reader/Writer)

### STREET ADDRESS

Address Search

\* Street Address 1

Street Address 2

Suburb

\* City / Town

\* Postcode

\* At least one phone number must be provided

Call Phone

Home Phone

Work Phone   Ext.

\* At least one email address must be provided

Work Email

Address

Home Email

Address

[Return to search supervisor page.](#)

Enter their details into the relevant fields.

\* At least one email address must be provided

Work Email

Address

Home Email

Address

[Return to search supervisor page.](#)

Click the Save button once you have finished editing.

*Note: The person will be added to the bottom of your list until you click the Save List button.*

\* Asterisk indicates non paid workers

• [Send email](#) to all Exam Centre Supervisors

• [Add a new Supervisor](#)

• [Print Supervisor List](#)

[Back to ECM Home.](#)

Click the Save List button at the bottom of the page to save the person to your list.

*Note: The person will appear in alphabetical order after clicking the Save List button.*

Repeat the above steps until your final list is a complete and contains everyone working at your centre for the current year.



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# EMPLOY ECOS AND ECAS

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## OVERVIEW

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All ECOs and ECAs must complete an agreement or memorandum of understanding, respectively, and complete various onboarding documentation.

It is the ECM's responsibility to indicate to NZQA which ECOs and ECAs should receive an application, assist all ECOs to complete their employment and onboarding, and to coordinate the employment of ECAs through the PN/SENCO.

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## CHECKLIST

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- Indicate which ECOs and ECAs should receive the application link.
- Provide ECOs with their current police vetting status.
- Assist ECOs in completing their online employment agreement and onboarding documents.

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## INFORMATION

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Once ECOs and ECAs have been rolled over or added to the Supervisor List and indicated an initial interest in applying for the role, ECMs should use the "Nominate" tick box to indicate to NZQA that the person should receive the application link.

ECMs should inform ECOs to expect the application email.

### ECO APPLICATION

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The application email contains an exam centre/role specific link to the job advert. The ECO/ECAs will need to register by entering their name, email address, and a password. The password must:

- contain at least 4 alphabetic character(s).
- be between 8 and 20 characters in length.
- contain at least 1 numeric character(s)

All mandatory questions, indicated with a red asterisk, need to be completed.

### ECO EMPLOYMENT AND ONBOARDING

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Once an ECO or ECAs has been offered the role, they will receive an email advising them that they must complete their offer pack. The offer pack includes the documents that they will be required to complete.

To access the offer letter and required documents, the candidate will need to log into the Careers Centre (<https://swf.nzqa.govt.nz/>) and click on the "Click here to get you signed up and started" button.

ECOs will receive the following documents:

- Offer letter
- Police vetting
- New starter form
- IR330
- Kiwisaver
- Code of conduct
- Conflict of interest.

ECAs will receive the following documents:

- Memorandum of understanding
- New starter form
- Code of conduct
- Conflict of interest.

### **Offer letter**

The offer letter contains the information relevant to the provisional offer for the role, including Schedules A which details the role descriptions and Schedule B which details the remuneration for ECOs. It is important the ECO reads the offer letter carefully, and enter or attach a digital signature (note this can only be entered using a mouse or touchpad), and Accept/Submit the offer.

### **Memorandum of understanding**

The memorandum of understanding includes the commitments between NZQA and obligations of ECAs while working as exam assistants during the exams.

### **Police vetting**

The Children's Act 2014 requires that all paid people who work with tamariki for government-funded organisations be safety checked, and to have these safety checks updated every 3 years.

ECMs should provide ECOs and ECAs with their current police vetting status from eQA.

ECOs must either indicate that they have a current police vetting status or download, complete (in hard copy) and upload a new police vetting form as part of their onboarding pack. The uploaded form must have Evidence of Identity section completed by either an NZQA delegate (e.g. the ECM) or trusted referee.

Information on police vetting requirements and completing the form can be downloaded from the ECM homepage (under heading Instructions and Guides).

To ensure ECOs are police vetted before the start of exams, onboarding must be completed by Friday, 4 October.

ECAs are not employed or paid by NZQA; they will normally have worked in the school and will already have been police vetted by the school.

### **New starter form**

The online new starter form requires basic personal details, as well as proof of nationality/ID, which must be uploaded. Both ECOs and ECAs must complete this form as part of their onboarding.

## **IR330**

ECOs must provide an IR330 each year that they are employed.

The IR330 must be completed online; the ECO should type in the name, IRD, tax code, and date fields, click the submit button, enter or attach a digital signature (note this can only be entered using a mouse or touchpad), and Accept/Submit the form.

## **Kiwisaver**

ECOs are not automatically enrolled into KiwiSaver as they do not meet the auto-enrol requirements, however, they can opt in each year if they provide a KS2.

The KS2 must be completed online; the ECO should select that they are eligible/want to opt-in, complete the online KS2 fields, click the submit button, enter or attach a digital signature (note this can only be entered using a mouse or touchpad), and Accept/Submit the form.

## **Code of conduct**

The code of conduct applies to all NZQA employees and others carrying out work on its behalf, and outlines both NZQA's commitments and expectations of personnel. ECOs and ECAs must read and accept the code of conduct.

## **Conflict of interest.**

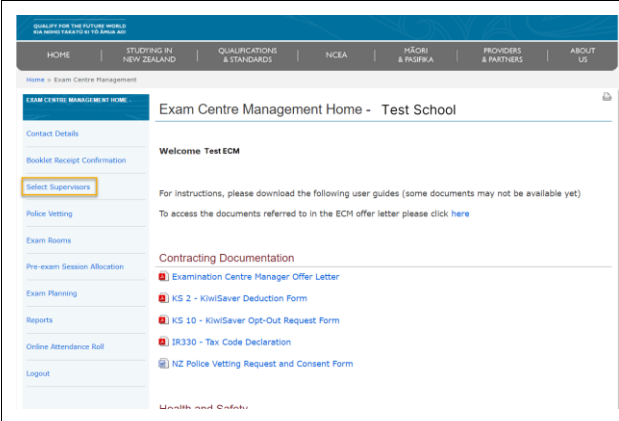
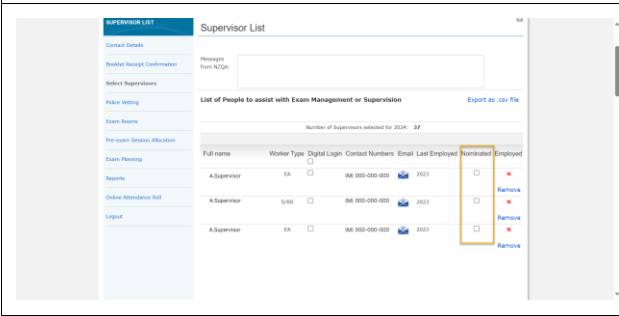
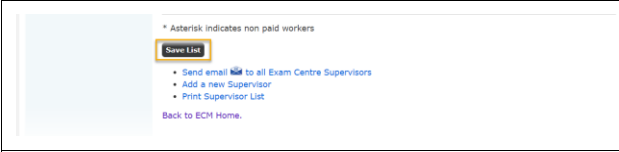
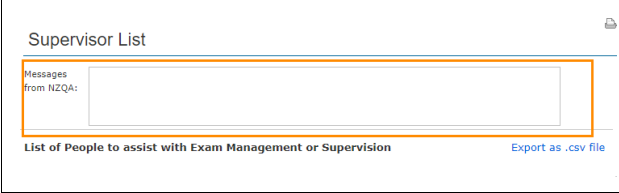
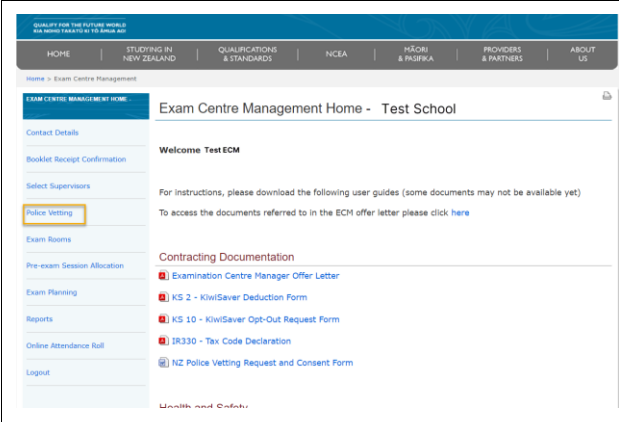
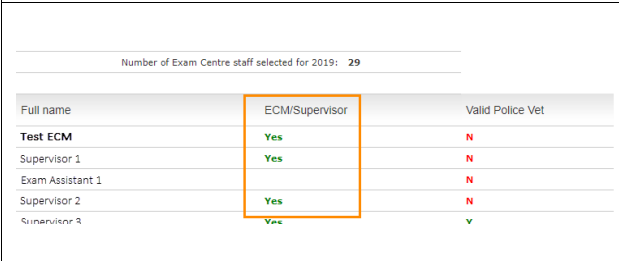
ECOs and ECAs must declare any potential or actual conflicts of interest they have. Potential conflicts may include:

- they have worked as a relief teacher throughout the year at the school
- they work in a non-teaching role at the school
- they are related to a candidate sitting exams at the school
- they are related to a candidate sitting exams at another school
- they are married to or related to a teacher at the school.

NZQA will assess the conflict and inform the ECO or ECA of any mitigations to manage any potential conflicts. Often mitigations would be:

- relief teachers and non-teaching role staff must have ceased their other duties while exams are on or once they have access to the exam booklets
- relatives of candidates must not be the sole supervisor in the room with that candidate
- exam matters will not be discussed with spouses or relatives who work as teachers at the school.

# WEBSITE

	<p>Click on the Select Supervisors link.</p>																		
	<p>Select the Nominate tick box for each person that should receive the application email.</p>																		
	<p>Click the Save List button at the bottom of the page to save your selections.</p>																		
	<p>Check the Messages from NZQA box periodically. NZQA will communicate any outstanding documents to you using this box.</p>																		
	<p>You must ensure that all your supervisors have a valid police vetting check with NZQA.</p> <p>Click on the Police Vetting link.</p>																		
 <table border="1" data-bbox="193 1854 815 2004"> <thead> <tr> <th>Full name</th> <th>ECM/Supervisor</th> <th>Valid Police Vet</th> </tr> </thead> <tbody> <tr> <td>Test ECM</td> <td>Yes</td> <td>N</td> </tr> <tr> <td>Supervisor 1</td> <td>Yes</td> <td>N</td> </tr> <tr> <td>Exam Assistant 1</td> <td></td> <td>N</td> </tr> <tr> <td>Supervisor 2</td> <td>Yes</td> <td>N</td> </tr> <tr> <td>Supervisor 3</td> <td>Yes</td> <td>Y</td> </tr> </tbody> </table>	Full name	ECM/Supervisor	Valid Police Vet	Test ECM	Yes	N	Supervisor 1	Yes	N	Exam Assistant 1		N	Supervisor 2	Yes	N	Supervisor 3	Yes	Y	<p>Your supervisor list will appear.</p> <p>The first column, ECM/Supervisor, indicates whether you have ticked that they are a supervisor (vs EA). You only need to complete police vetting checks for supervisors.</p>
Full name	ECM/Supervisor	Valid Police Vet																	
Test ECM	Yes	N																	
Supervisor 1	Yes	N																	
Exam Assistant 1		N																	
Supervisor 2	Yes	N																	
Supervisor 3	Yes	Y																	

Number of Exam Centre staff selected for 2019: 29

Full name	ECM/Supervisor	Valid Police Vet
Test ECM	Yes	N
Supervisor 1	Yes	N
Exam Assistant 1		N
Supervisor 2	Yes	N
Supervisor 3	Yes	Y

The second column, Valid Police Vet, is controlled by NZQA and indicates whether we have a valid police vetting check in our system. A red 'N' indicates that you will need to complete a form for this person. A green 'Y' indicates that we have a valid police vet check.

Police vets are valid for three years only.

*Note: NZQA will not change the indicator to a Y until we have received an acceptable result back from the Police. This may mean that you have submitted a police vetting form to us, but the red N indicator will still be showing for up to six weeks, depending on the speed the Police process the checks.*

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# COMPLETE THE ONLINE PLANNER

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## OVERVIEW

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Planning for exams is one of the major administrative tasks.

Completing the online planner will assist with day-to-day organisation of candidates, ECOs, and ECAs. There will be things that need to be considered, such as digital exams, exams that have an audiovisual component or Special Assessment Condition (SAC) requirements.

An exam session is a morning or afternoon of exams. Most sessions have more than one exam occurring at the same time.

The online planner shows how many rooms and supervisors will be used for each morning and each afternoon exam session.

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## CHECKLIST

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- Allocate SAC candidates to rooms.
- Allocate digital candidates to rooms.
- Plan for clashes.
- Allocate other candidates to rooms.
- Add the number of supervisors, EAs, and relief supervisors needed for each room.
- Submit the completed plan to NZQA for approval.
- Receive and check feedback from NZQA on submitted plan.
- Make changes, as required, for late entries and late SAC approvals.
- Assign digital candidates to rooms in Assessment Master.

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## INFORMATION

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### EXAM PLANNING RULES

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#### **Supervisor numbers**

Apply the ratio of one supervisor to every 35 candidates when allocating supervisors to rooms.

If extra supervisors are required beyond the normal number, to safely supervise candidates, contact NZQA for approval before recruiting or allocating these people.

#### **Assistant manager requirements**

An assistant manager may be appointed to assist with the running of an exam session when:

- 11 or more supervisors are employed (EAs are not included in this count)
- or
- there are more than 200 candidates
- or
- 10 or more separate rooms are required for SAC candidates.

### **ECM supervision requirements**

An ECM is not involved in direct supervision of candidates during an exam session when:

- there are **two or more** exam spaces in operation, with **two or more** candidates in each exam space

or

- five or more ECOs and ECAs are required to supervise candidates.

### **ECM sole supervision relief requirements**

If an ECM is required to supervise for a **morning exam**, the PN should be available to provide relief.

If an ECM is the sole supervisor for an **afternoon exam** a relief supervisor may be employed from 3.30pm onwards to provide a relief break and to ensure the ECM is not at the school alone after hours.

### **Digital exam supervision**

Apply the ratio of one supervisor to every 35 candidates when allocating supervisors to rooms.

In addition, in digital exam rooms, an extra supervisor may be allocated to monitor the dashboard if the room contains six or more candidates.

In digital exam rooms with five or fewer candidates, no additional dashboard supervisor is required.

The ratio of dashboard supervisors to candidates should be one to every 100 candidates (e.g. in a room of 10 candidates there would be two supervisors (one on the dashboard), in a hall of 150 candidates there would be seven supervisors (two on the dashboard)).

## SPECIAL ASSESSMENT CONDITION ENTITLEMENTS

SAC	Arrangements
Reader in isolated accommodation (R) (IS)	Candidates who are approved for a reader automatically get isolated accommodation. These candidates each need their own room with their own EA.
Computer/Writer in isolated accommodation (CU) (W) (IS)	Candidates may choose either a writer/typist or computer use. Candidates who are approved for a writer/typist automatically get isolated accommodation. These candidates each need their own room with their own EA and may also need a computer and access to a printer.
Computer use in small group accommodation (CU) (CO) (SM)	Candidates can share their separate accommodation with other candidates who have the same approved conditions, with one supervisor. These candidates need a computer and access to a printer.
Separate accommodation (IS) (SM)	This is provided whenever a reader and/or writer/typist is used, and for candidates who have a specific reason not to be with other candidates or in large groups of other candidates. Isolated accommodation candidates will need their own room with either an EA or supervisor, depending on other approved conditions. Small group candidates should be assigned to a room with a smaller number of candidates, if possible.
Extra writing time (ET)	Candidates entered for three standards, or a NZ Scholarship exam may be approved for extra time. They may or may not make use of their extra time allowance. Candidates entered in one or two NCEA standards in a session are not entitled to extra time. No special room or supervision arrangements are required.
Rest breaks (RB) (RB30)	Candidates entered for one or two standards may take rest breaks during the exam, with no extra time at the end to make up for the breaks. Candidates entered for three standards in an exam session or sitting an NZ Scholarship exam may be approved for rest breaks of up to 30 minutes, with an allowance of extra time at the end of the exam, based on time taken to rest. If they took 10 minutes of rest breaks during the normal exam session, they get 10 minutes added at the end of the exam. No special room or supervision arrangements are required.
Enlarged papers (EP)	Candidates requiring enlarged booklets will be provided with an A3-sized non-barcoded exam booklet, as well as a barcoded exam booklet. No special room or supervision arrangements are required. The candidate may benefit from being able to use two desks.
Special paper (SP)	A small number of candidates request exam booklets printed on coloured paper, or in different font sizes or greyscale. It is the PN's responsibility to provide the special exam booklet using a pdf provided by NZQA. Special exam booklets are non-barcoded. There will also be a pack of barcoded exam booklets for these candidates. Candidates needing to use a magnifier or coloured overlay do not need SAC approval to bring these into the exam room. No special room or supervision arrangements are required.



Braille paper (BP)	Candidates who are blind or vision-impaired may be provided with an exam booklet written in Braille. No special room or supervision arrangements are required. The candidate may benefit from being able to use two desks.
Supervisor who can sign (SS)	Candidates who are deaf may require a supervisor who is capable of signing. No special room arrangements are required.
Signing reader in isolated accommodation (SR) (IS)	Candidates who are deaf and who require the use of a reader may need a reader who can sign the content of the exam booklet. These candidates each need their own room with their own signing reader. Other arrangements will need to be in place to allow the signing reader access to the exam booklet before the exam is held.

## USING THE ONLINE PLANNER

The planner will provide real time details of:

- the number of candidates sitting each exam
- the number of candidates sitting the exam digitally
- details of candidates receiving special assessment conditions
- candidates who have an exam clash (two exams at the same time or three in one day).

It is the ECM's responsibility to enter rooms on the planner, allocate candidate numbers to each room, indicate if a room is being used for SAC or digital exams, assign the correct number of ECOs and ECAs for each exam session and enter names of ECOs managing each exam room. This information is required for timesheet approvals.

Once the online planner is complete it is reviewed by NZQA.

### **Candidate numbers**

The candidate entry numbers appear twice, in brackets. The first figure appears in black, the second in red. As candidates are allocated to rooms, the figure in red will reduce and eventually disappear once all candidates are allocated.

## EXAMS REQUIRING AUDIOVISUAL EQUIPMENT

Some exams require the supervisor to use audiovisual equipment (e.g. speakers to play an audio file or a television to play a recording). Digital language exams and digital Te Reo Rangatira exams will require candidates to wear headphones. Digital language and Te Reo Rangatira candidates do not need their own room, they may sit in the same room as candidates sitting other exams.

Check the Audiovisual Assessment Instructions for any exams that may require the use of audiovisual equipment and the planning requirements for these.

It is the school's responsibility to provide any necessary equipment.

## PLANNING FOR SPECIAL ASSESSMENT CONDITION CANDIDATES

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Sessions with SAC candidates are identified on the online planner by an (S) followed by a number. This number is part of the overall total number of candidates, not in addition to. SAC conditions do not appear on the planner until after the 26 August data files have been processed and may continue to appear until exams start.

A check box on the online planner must be ticked to indicate a room is being used for SAC candidates.

Only plan for SAC conditions listed on the planner. If the school disputes what special conditions have been approved, they must contact the NZQA SAC team.

Assign the EA the school has allocated to each candidate requiring a reader and/or writer/typist. Allocate supervisors to any SAC rooms where candidates do not need a reader and/or writer/typist.

It is the ECM's responsibility to organise supervisors for any candidates using computers. The school organises everything else, including any equipment required.

## PLANNING FOR CLASH CANDIDATES

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Sessions with clash candidates can be identified on the online planner by a (C).

Clash candidates who are entered for three or fewer standards across the two exams should sit both exams in the same three-hour session as it is possible to complete three standards in three hours. This excludes Scholarship exams.

Candidates who have an exam clash where there are more than three standards across the two exams will have to sit one exam in the morning and one in the afternoon.

Candidates with clashes will sit their exams at the correct time in the following order of priority:

- New Zealand Scholarship exams
- digital exams
- exams requiring audiovisual equipment (e.g. those with a listening, speaking or video recording component)
- the higher-level exam.

These candidates are supervised over lunchtime by a relief supervisor, to ensure that they do not have access to a phone or talk to any other candidates. They must be accompanied to the toilet.

Sequestered candidates are to bring their own lunch and may study for their afternoon exam.

## PLANNING FOR DIGITAL CANDIDATES

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Sessions with digital candidates can be identified on the online planner by a (D) followed by a number. This indicates the number of candidates from the total who are sitting the exam digitally.

A check box on the planner must be used to indicate a digital exam room. The digital tick box should not be used to indicate computer candidates or non-digital audiovisual exams.

The PN should indicate if any candidates with digital entries have decided to complete the exam on paper prior to exam day.

Digital candidates also need to be assigned to rooms in Assessment Master before the day of the exam.

#### USING THE NOTES FIELD

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There is a notes field for each exam session in the online planner which can be used to write brief notes to NZQA. Keep comments short, using abbreviations where possible. NZQA will reply to notes where necessary in this section.

#### APPROVAL OF THE ONLINE PLANNER

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Once the online planner is completed, submit it by selecting the Submit Planner button at the top of the exam timetable screen.

The final date for planner submission is Friday, 11 October.

Do not allocate any ECO or ECA names to exam sessions before NZQA has approved it, as changes may be required once it is reviewed.

Following planner approval by NZQA, ECOs are to be allocated by name to rooms for all exam sessions by clicking the Assign Supervisors link. This step is important for the approval of timesheets.

#### LATE ENTRIES

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Monitor all late entries with the PN/SENCO so the online planner can be adjusted. Late entries can be identified on the planner as a red number will appear, indicating there is an unallocated candidate. This late candidate will have to be placed in a room.

If many late entries appear on the planner, a new room and supervisor may be required.

Late entries made for SAC candidates can cause problems as they may be entitled to isolated accommodation, rest breaks, or need an EA.

The online planner does not need to be resubmitted each time changes are required for late entries and/or late SAC approvals. Contact NZQA to discuss any concerns about late entries or SAC approvals.

If extra supervisors are required at the last minute and there are not enough employed, contact NZQA and inform the PN.

# WEBSITE

Click on the Exam Planning link.

Centre Manager	Assistant Managers	Supervisors	Relief Supervisors	Exam Assistants	Total
0	0	0	0	0	0 <b>1</b>

Day	NCEA Level 1	NCEA Level 2	NCEA Level 3	NZ Scholarship	Status
Friday 8 Nov	AM <b>2</b>	NCEA L2 Physics (22,22)(S) <b>3</b>	NCEA L3 Business Studies (3,3)	Scholarship Calculus (1,1)	Not Planned
Monday 11 Nov	AM	NCEA L2 Chemistry (15,15) <b>4</b>			Not Planned
Tuesday 12 Nov	AM	NCEA L2 English (62,62)(S) (4)			Not Planned
Wednesday 13 Nov	AM NCEA L1 English (76,76)(S) (5)				Not Planned
Thursday 14 Nov	AM NCEA L1 Science (41,41)(S) (1)				Not Planned
Monday 18 Nov	AM			NCEA L3 Home Economics (1,1)(D)(1)	Not Planned
Tuesday 19 Nov	AM	NCEA L2 Biology (22,22)(S) (2)	NCEA L3 Geography (4,4)		Not Planned
Wednesday 20 Nov	AM NCEA L1 Mathematics and Statistics (77,77)(S)(4)				Not Planned
Thursday 21 Nov	AM	NCEA L2 Mathematics and Statistics (69,69)(S)(3)			Not Planned
Friday 22 Nov	AM			NCEA L3 English (35,35)(S)(1)	Not Planned
Monday 25 Nov	AM	NCEA L2 History (13,13)(S) (1)	NCEA L3 Health (2,2) (D)(1)	Scholarship Physics (1,1)	Not Planned
Tuesday 26 Nov	AM NCEA L1 French (1,1)(S)(1)	NCEA L2 Business Studies (7,7)(C) <b>7</b>	NCEA L3 Calculus (47,47)(C)(S)(2)		Not Planned <b>8</b>

This is a screen shot of the Exam Timetable overview.

- Total number of sessions allocated in the planner. This will update as you plan.
- Exam sessions (AM and PM)
- Number of candidates in an Exam (black)
- Number of candidates not allocated to a room (red)
- Number of candidates with SAC in this exam (e.g. (S:1))
- Number of candidates sitting this exam digitally (e.g. (D:1))
- Indication that there is a clash (C) in this session
- Session status. This will update as you plan and as NZQA approves your sessions.
  - Not planned: No planning has started.
  - Not submitted: Session has been planned but not submitted.
  - Submitted: Session has been submitted to NZQA for approval.
  - Change required: NZQA has reviewed the session and needs you to change something.
  - Question: NZQA has reviewed the session and has a question. This will be written in the notes box of the session.
  - Approved: NZQA has reviewed the session and has approved your plan.

Centre Manager	Assistant Managers	Supervisors	Relief Supervisors	Exam Assistants	Total
0	0	0	0	0	0

Day	NCEA Level 1	NCEA Level 2	NCEA Level 3	NZ Scholarship	Status
Friday 8 Nov	AM <b>1</b>	NCEA L2 Physics (22,22)(S) (2)	NCEA L3 Business Studies (3,3)	Scholarship Calculus (1,1)	Not Planned
Monday 11 Nov	AM				Not Planned

To start planning, click on the AM or PM link of your first session.

Tuesday 26 November 2019 - AM Session Print Session

Status: **Not Planned** Total Candidates in session: 55

Room Cap	Seats Left	Room Name	Remove Room?	NCEA L1 French	NCEA L2 Business Studies	NCEA L3 Calculus	Total	SAC room	Digital Exam room	Super-visors	Exam Assist	Relief Sup
<b>Total Candidates</b> 1 7 47 1												
<b>Total Allocated</b> 0 0 0 0												
<b>Difference (unallocated)</b> 1 7 47 1												

Function Room  
Hall  
Interview Room  
Room A

**Select** 2

Centre Manager	Assistant Managers	Supervisors	Exam Assistants	Relief Supervisors	Total
1	0	0	0	0	1

Tick this box if the Centre Manager will act as supervisor for this session

**Candidates with Exam Clashes** 3

Exam Code	NSN	Name	Exam Session	3 Exam Sessions on the same day
A123	123456789	Smith, John	NCEA L2 Business Studies	No
			NCEA L3 Calculus	No

**Candidates requiring Special Assistance** 4

Exam Code	NSN	Name	Session	Special Assistance Requirements	Exam Type
B111	134567892	Johnson, Jessica	L1 French	Isolated Separate Accommodation Use of a computer	Paper
C987	145678923	Miller, Paul	L3 Calculus	Isolated Separate Accommodation	Paper
D456	156789234	Garcia, Kate	L3 Calculus	Isolated Separate Accommodation Use of a computer	Paper

Messages From NZQA: 5

Messages From ECH: 6

**Save** **Reset Changes**

This is a screen shot of the Exam Session overview.

1. Total candidates for each exam in session
2. Rooms
3. Candidates with clashes
4. Candidates requiring SAC
5. Messages from NZQA
6. Messages to NZQA

*Note: Refer to your Audiovisual Assessment Instructions for information about subject specific planning requirements.*

Tuesday 26 November 2019 - AM Session Print Session

Status: **Not Planned** Total Candidates in session: 55

Room Cap	Seats Left	Room Name	Remove Room?	NCEA L1 French	NCEA L2 Business Studies	NCEA L3 Calculus	Total	SAC room	Digital Exam room	Super-visors	Exam Assist	Relief Sup
<b>Total Candidates</b> 1 7 47												
<b>Total Allocated</b> 0 0 0												
<b>Difference (unallocated)</b> 1 7 47												

Function Room  
Hall  
Interview Room  
Room A

**Select**

Click on the room name you are using for the session and click the Select button.

*Note: To select multiple rooms, click on the first room name, hold down the CTRL key on your keyboard, and select another room from the list. Click Select.*

Tuesday 26 November 2019 - AM Session Print Session

Status: **Not Submitted** Total Candidates in session: 55

Room Cap	Seats Left	Room Name	Remove Room?	NCEA L1 French	NCEA L2 Business Studies	NCEA L3 Calculus	Total	SAC room	Digital Exam room	Super-visors	Exam Assist	Relief Sup
90	90	Hall	<input type="checkbox"/>	0	0	0	0	<input type="checkbox"/>	<input type="checkbox"/>	0	0	0
25	25	Room A	<input type="checkbox"/>	0	0	0	0	<input type="checkbox"/>	<input type="checkbox"/>	0	0	0
25	25	Room B	<input type="checkbox"/>	0	0	0	0	<input type="checkbox"/>	<input type="checkbox"/>	0	0	0
5	5	Room Z	<input type="checkbox"/>	0	0	0	0	<input type="checkbox"/>	<input type="checkbox"/>	0	0	0

The selected rooms will be added to your plan.

To remove a room, tick the box next to the name of the room(s) you would like to remove, then click on the Save button at the bottom of the screen.

Tuesday 26 November 2019 - AM Session Print Session

Status: **Not Submitted** Total Candidates in session: 55

Room Cap	Seats Left	Room Name	Remove Room?	NCEA L1 French	NCEA L2 Business Studies	NCEA L3 Calculus	Total	SAC room	Digital Exam room	Super-visors	Exam Assist	Relief Sup
90	90	Hall	<input type="checkbox"/>	0	6	45	0	<input type="checkbox"/>	<input type="checkbox"/>	0	0	0
25	25	Room A	<input type="checkbox"/>	0	0	1	0	<input type="checkbox"/>	<input type="checkbox"/>	0	0	0
25	25	Room B	<input type="checkbox"/>	0	0	1	0	<input type="checkbox"/>	<input type="checkbox"/>	0	0	0
5	5	Room Z	<input type="checkbox"/>	1	0	0	0	<input type="checkbox"/>	<input type="checkbox"/>	0	0	0
8	8	Interview Room	<input type="checkbox"/>	0	1	0	0	<input type="checkbox"/>	<input type="checkbox"/>	0	0	0

Enter the number of candidates to sit in each room for each subject.

Tuesday 26 November 2019 - AM Session Print Session

Status: **Not Submitted** Total Candidates in session: 55

Room Cap	Seats Left	Room Name	Remove Room?	NCEA L1 French	NCEA L2 Business Studies	NCEA L3 Calculus	Total	SAC room	Digital Exam room	Super-visors	Exam Assist	Relief Sup
90	90	Hall	<input type="checkbox"/>	0	6	45	0	<input type="checkbox"/>	<input type="checkbox"/>	0	0	0
25	25	Room A	<input type="checkbox"/>	0	0	1	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0	0	0
25	25	Room B	<input type="checkbox"/>	0	0	1	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0	0	0
5	5	Room Z	<input type="checkbox"/>	1	0	0	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0	0	0

If any of the rooms are being used for SAC or digital, tick the relevant box.

Tuesday 26 November 2019 - AM Session Print Session

Status: **Not Submitted** Total Candidates in session: 55

Room Cap	Seats Left	Room Name	Remove Room?	NCEA L1 French	NCEA L2 Business Studies	NCEA L3 Calculus	Total	SAC room	Digital Exam room	Super-visors	Exam Assist	Relief Sup
90	39	Hall	<input type="checkbox"/>	0	6	45	51	<input type="checkbox"/>	<input type="checkbox"/>	0	0	0
25	24	Room A	<input type="checkbox"/>	0	0	1	1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0	0	0
25	24	Room B	<input type="checkbox"/>	0	0	1	1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0	0	0
5	4	Room Z	<input type="checkbox"/>	1	0	0	1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0	0	0
8	7	Interview Room	<input type="checkbox"/>	0	1	0	1	<input type="checkbox"/>	<input type="checkbox"/>	0	0	0
<b>Total Candidates</b>				1	7	47						
<b>Total Allocated</b>				1	7	47						
<b>Difference (unallocated)</b>				0	0	0						

Click the Save button at the bottom of the screen to update the totals.

Tuesday 26 November 2019 - AM Session Print Session

Status: **Not Submitted** Total Candidates in session: 55

Room Cap	Seats Left	Room Name	Remove Room?	NCEA L1 French	NCEA L2 Business Studies	NCEA L3 Calculus	Total	SAC room	Digital Exam room	Super-visors	Exam Assist	Relief Sup
90	39	Hall	<input type="checkbox"/>	0	6	45	51	<input type="checkbox"/>	<input type="checkbox"/>	2	0	0
25	24	Room A	<input type="checkbox"/>	0	0	1	1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	1	0	0
25	24	Room B	<input type="checkbox"/>	0	0	1	1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	1	0	0
5	4	Room Z	<input type="checkbox"/>	1	0	0	1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	1	0	0
8	7	Interview Room	<input type="checkbox"/>	0	1	0	1	<input type="checkbox"/>	<input type="checkbox"/>	0	0	1

Enter the number of supervisors, EAs, and relief supervisors in each room.

Centre Manager	Assistant Managers	Supervisors	Exam Assistants	Relief Supervisors	Total
1	0	0	0	0	1

Tick this box if the Centre Manager will act as supervisor for this session

If you are entitled to an assistant manager for a session, type the number into the Assistant Manager box.

Centre Manager	Assistant Managers	Supervisors	Exam Assistants	Relief Supervisors	Total
1	0	0	0	0	1

Tick this box if the Centre Manager will act as supervisor for this session

If you are required to act as a supervisor for the session, tick the Centre Manager will act as a supervisor box.

Messages from NZQA:

Messages from ECH:

Previous Session: 25 Nov AM Next Session: 27 Nov AM

Type any notes in the note box.

*Note: Your notes may include information for NZQA to consider when we are approving your planner or may just be notes for you to remember.*

Messages from NZQA:

Messages from ECH:

Click the Save button again.

Check that all the candidates are assigned and that you have enough ECOs to cover each room.

Messages from NZQA:

Messages from ECH:

Previous Session: 25 Nov AM Next Session: 27 Nov AM

Click on the Next Session link to continue planning.

Messages from NZQA:

Messages from ECH:

Previous Session: 25 Nov AM Next Session: 27 Nov AM

Repeat the previous steps for each session until all your sessions are planned.

When you reach the last session, click the Back to Exam timetable link.

Exam Timetable Back to ECM Home.

• Sessions Not Submitted (43)

Submit Planner
Print All Sessions

Centre Manager	Assistant Managers	Supervisors	Relief Supervisors	Exam Assistants	Total
0	0	0	0	0	0

Day	NCEA Level 1	NCEA Level 2	NCEA Level 3	NZ Scholarship	Status
Friday 8 Nov	AM	NCEA L2 Physics (22) (S:3)	NCEA L3 Business Studies (3)	Scholarship Calculus (1)	Not Submitted
	PM				
Monday 11 Nov	AM				
	PM	NCEA L1 Business Studies (18) (S:1)	NCEA L2 Chemistry (15) (S:1)		Not Submitted
Tuesday 19 Nov	AM	NCEA L2 English (62) (S:4)			Not Submitted

Check that there are no unassigned (red) numbers from your exam timetable screens. Check that there are no sessions with the status Not Planned.

Exam Timetable Back to ECM Home.

• Sessions Not Submitted (43)

Submit Planner
Print All Sessions

Once you are satisfied with your planner, you must submit it to NZQA for approval.

To do this click the Submit Planner button.

Exam Timetable Back to ECM Home.

• Sessions Not Submitted (43)

Submit Planner
Print All Sessions

Centre Manager	Assistant Managers	Supervisors	Relief Supervisors	Exam Assistants	Total
0	0	0	0	0	0

Day	NCEA Level 1	NCEA Level 2	NCEA Level 3	NZ Scholarship	Status
Friday 8 Nov	AM	NCEA L2 Physics (22) (S:3)	NCEA L3 Business Studies (3)	Scholarship Calculus (1)	Change Required
	PM				
Monday 11 Nov	AM				
	PM	NCEA L1 Business Studies (18) (S:1)	NCEA L2 Chemistry (15) (S:1)		Question

Periodically, check the status of your planner.

If a status changes to Change Required or Question, click on the AM or PM link of that session.

Messages from NZQA: Please assign a relief supervisor for the clash candidate

Messages from ECM:

Save
Reset Changes

Previous Session: 25 Nov AM      Next Session: 27 Nov AM

Assign Supervisors

- Back to Exam timetable.
- Back to ECM Home.

Scroll down to the Messages from NZQA box and read the comment. If a change is required, make the changes to your planner and click the Save button. If a question has been asked, type the answer to the question into the Note to NZQA box and click the Save button, then email NZQA to let us know this is ready to check.

Exam Timetable Back to ECM Home.

• Sessions Not Submitted (43)

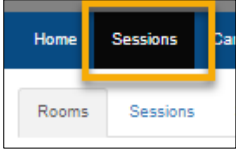
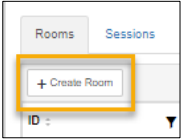
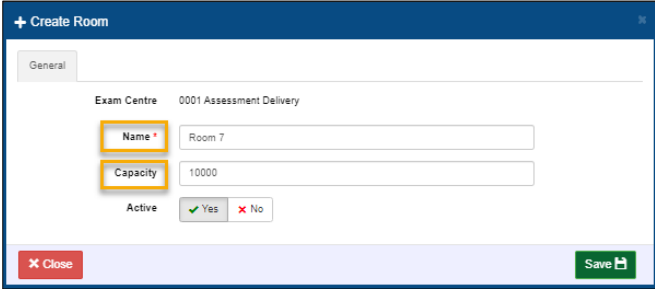
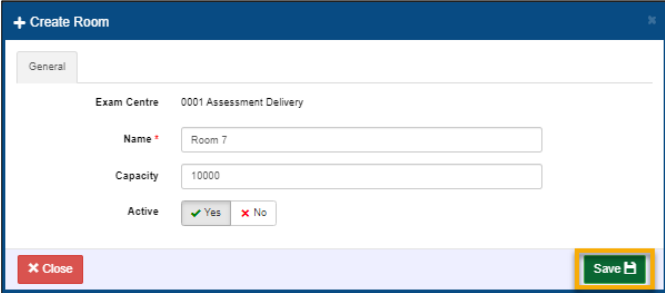
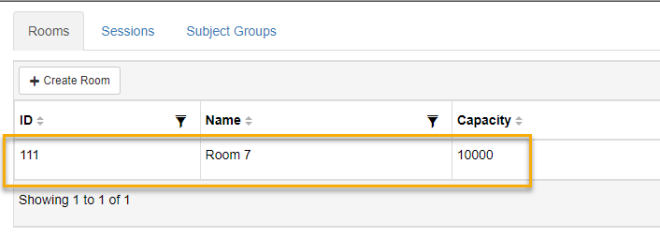
Submit Planner
Print All Sessions

Use the Print All Sessions button to print your planner.

Continue to check on your planner for late entries and late SAC approvals. Edit and update your planner as necessary. Once a session has the Approved status, you may assign ECOs names to each session. Please see page 32 of the ECM instructions on how to assign ECOs to sessions.

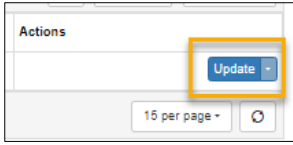
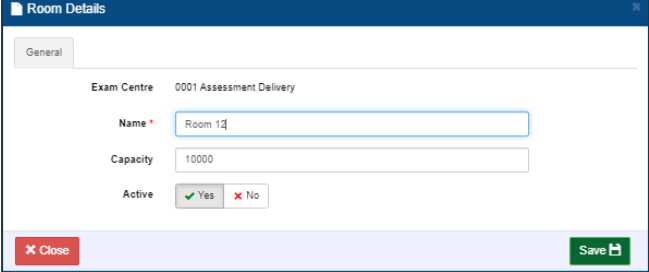
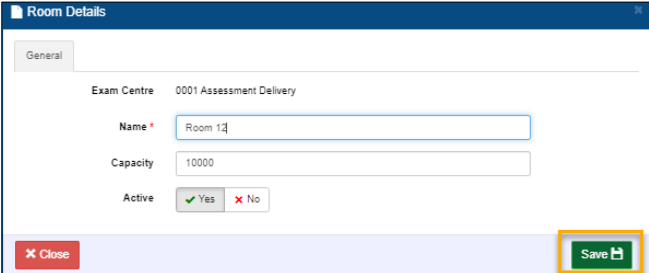
# ASSESSMENT MASTER

## CREATE ROOMS

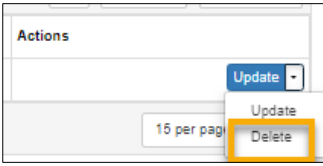
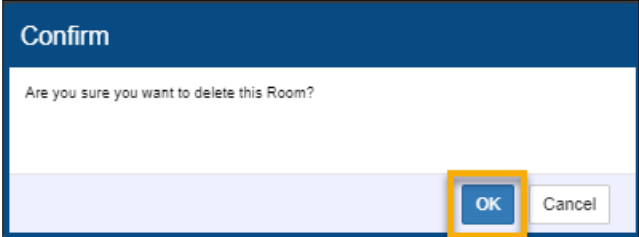
	<p>Before you can allocate candidates to rooms, you must first create your rooms.</p> <p>Click the Sessions tab.</p>						
	<p>Click +Create Room.</p>						
	<p>In the popup window type in the room details.</p> <ul style="list-style-type: none"><li>• Name field, type the name of the room (e.g. Room 7).</li><li>• Capacity field, type the number of students the room can hold. (we recommend setting the capacity to 10,000. You cannot allocate candidates over the room capacity).</li></ul> <p>Note: for single digital rooms (e.g. room 1), name the room 'room 01'. This is because when filtering by room typing 'room 1' into the filter will also include 'room 15' and 'room 19' etc.</p>						
	<p>Click Save.</p>						
 <table border="1"><thead><tr><th>ID</th><th>Name</th><th>Capacity</th></tr></thead><tbody><tr><td>111</td><td>Room 7</td><td>10000</td></tr></tbody></table>	ID	Name	Capacity	111	Room 7	10000	<p>The room you have created will now display in your room list.</p>
ID	Name	Capacity					
111	Room 7	10000					



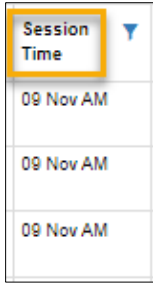
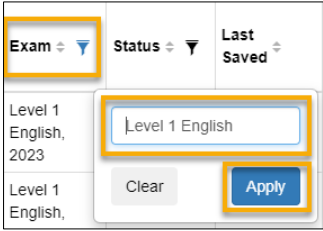
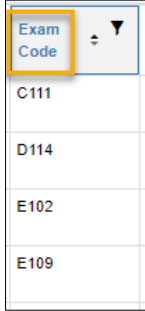
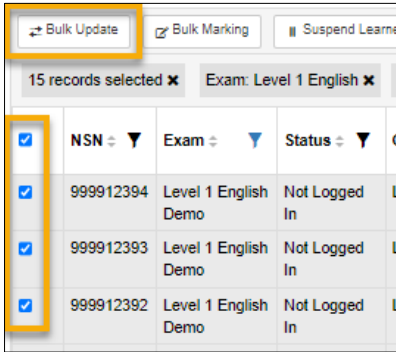
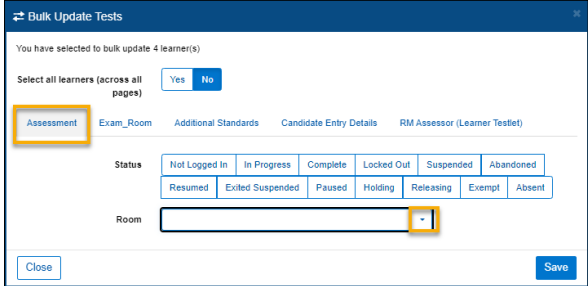
## UPDATE ROOMS

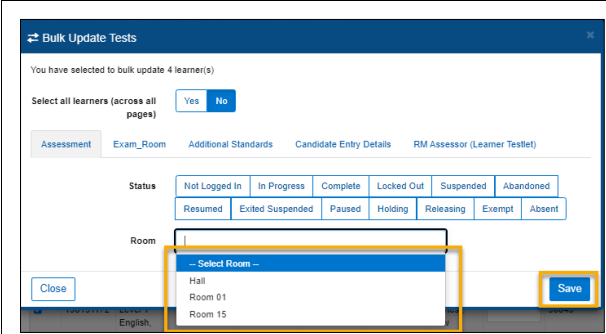
 <p>A screenshot of a table's 'Actions' column. A blue button labeled 'Update' with a downward arrow is highlighted with a yellow box. Below the button, there is a '15 per page' dropdown and a refresh icon.</p>	<p>In the rooms row that you want to update click the blue Update button.</p>
 <p>A screenshot of a 'Room Details' popup window. The 'General' tab is active. It shows 'Exam Centre' as '0001 Assessment Delivery'. The 'Name' field contains 'Room 14', 'Capacity' is '10000', and 'Active' is set to 'Yes' (checked). There are 'Close' and 'Save' buttons at the bottom.</p>	<p>In the popup you can change the:</p> <ul style="list-style-type: none"><li>• name of the room</li><li>• capacity of the room</li><li>• status of the room (if you select No in the Active field, the room will not be an option when you allocate candidates to a room).</li></ul>
 <p>A screenshot of the same 'Room Details' popup window. The 'Save' button at the bottom right is highlighted with a yellow box.</p>	<p>Click Save.</p> <p>The room will now be updated in your room list.</p>

## DELETE ROOMS

 <p>A screenshot of a table's 'Actions' column. A blue button labeled 'Update' with a downward arrow is shown. The drop-down menu is open, showing 'Update' and 'Delete' options. The 'Delete' option is highlighted with a yellow box.</p>	<p>In the rooms row that you want to delete click the arrow on the blue Update button.</p> <p>Click Delete from the drop-down.</p>
 <p>A screenshot of a 'Confirm' dialog box. It asks 'Are you sure you want to delete this Room?'. There are 'OK' and 'Cancel' buttons at the bottom. The 'OK' button is highlighted with a yellow box.</p>	<p>Click OK.</p> <p>The room will now be deleted from your room list.</p>

## ALLOCATION OF DIGITAL CANDIDATES TO ROOMS

	<p>On the Candidates tab, type the date and time (e.g. 9 NOV AM) of the exam session into the Session Time column filter.</p>
	<p>Type the name of the exam (e.g. Level 1 English) into the Exam column filter.</p>
	<p>Sort the Exam Code column A-Z by clicking the arrow on the Exam Code column twice. This order will match the order of your attendance roll.</p>
	<p>To bulk allocate candidates to rooms select the candidates who will be sitting in the same room by checking the boxes next to their NSNs.</p> <p>Click on the Bulk Update button.</p>
	<p>In the popup window select the Assessment tab. In the Room field, click the down arrow.</p>

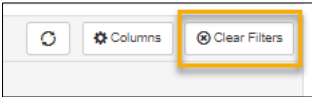


From the drop-down select the room in which you are seating the selected candidates. Supervisors will then be able to use this to filter on their specific room.

Click Save.

Room	Exam Code
Room 01	D114
Room 01	E102
Room 01	E109
Room 01	C111

The room name/number will be allocated to all selected candidates.



Once all candidates in that exam session have been allocated to rooms, clear the filters by clicking the Clear Filters button.

Repeat the bulk room allocation steps until all candidates have been allocated to rooms.

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# ASSIGN AND PRODUCE SCHEDULES

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## OVERVIEW

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Allocating worker names to rooms helps to keep track of who is working in each exam session. Once names have been allocated, reports are available to assist with the day-to-day running of the exam centre. This information is also essential for approving timesheets.

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## CHECKLIST

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- Assign assistant manager names and sessions.
- Assign supervisor, relief supervisor, and EA names for each room and each session.
- Indicate whether EA should be paid for the session
- Run the Supervision Schedule Report and provide details to each supervisor.
- Give the EA schedules to the PN/SENCO to distribute.

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## INFORMATION

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### ASSISTANT MANAGER PRE-EXAM SESSIONS

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The number of sessions that can be allocated for the pre-exam sort of exam booklets and materials will be shown on the Pre-exam Session Allocation link on the ECM homepage. The worker type “Assistant Manager” must have been ticked for the person to have pre-exam sessions assigned.

### SUPERVISOR AND EXAM ASSISTANT SCHEDULES

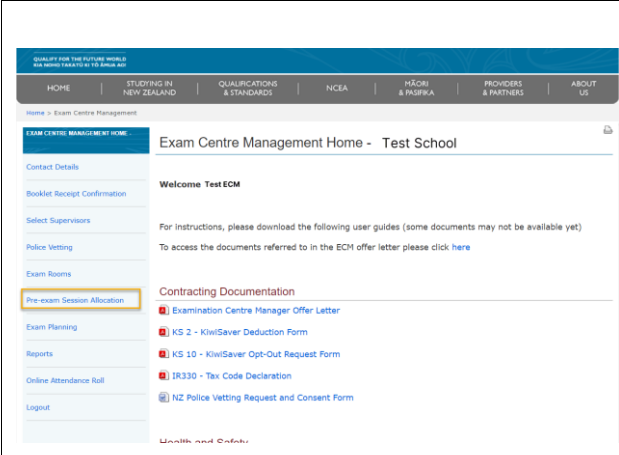
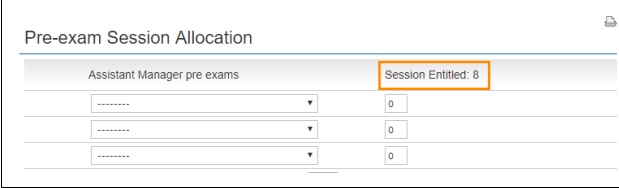
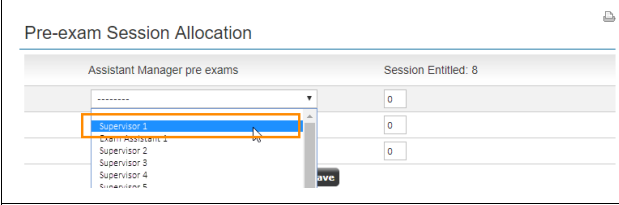
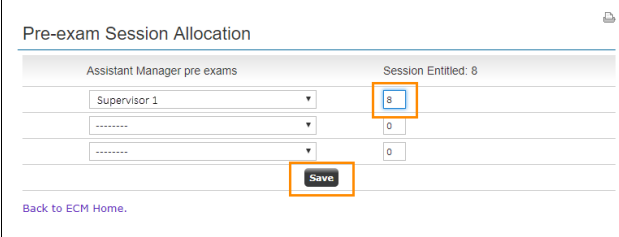
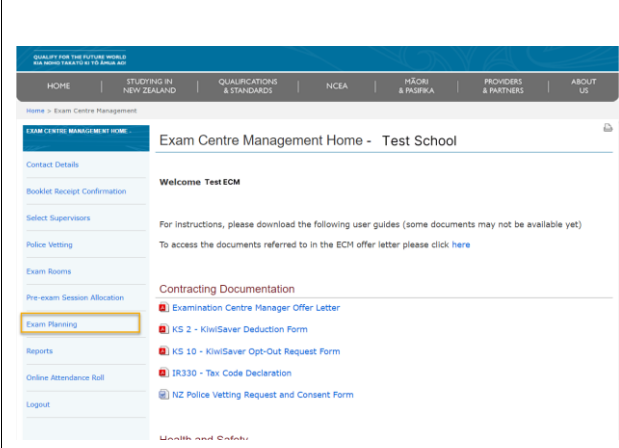
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Allocating the names of supervisors, relief supervisors, and EAs to rooms in the planner is essential. NZQA will not check this has been done, however, the reports that are produced are very helpful with organising and scheduling and assigned names are necessary to ensure ECOs are paid accurately. Assigned names must be kept up-to-date throughout the exams.

ECMs must indicate whether each EA assigned session is paid (by NZQA) or not paid (by NZQA).

An EA that is on an ECO agreement may have a mix of paid and not paid sessions. EAs that are on an ECA agreement will only have non paid sessions allocated

# WEBSITE

	<p>Click on the Pre-exam Session Allocation link.</p>
	<p>The number of pre-exam sessions you are entitled to will display at the top of the page.</p>
	<p>Use the drop-down box to select the name(s) of the people who will be assisting pre-exams. Only people with the role type Assistant Manager will appear on the drop-down list.</p>
	<p>Type the number of sessions each person will complete in the corresponding box. Click the Save button.</p> <p><i>Note: One session is equal to four hours.</i></p>
	<p>To assign ECO and ECA names to approved sessions, click on the Exam Planning link.</p>

Exam Timetable

Back to ECM Home.

**Submit Planner** **Print All Sessions**

Centre Manager	Assistant Managers	Supervisors	Relief Supervisors	Exam Assistants	Total
5	0	0	0	0	5

Day	NCEA Level 1	NCEA Level 2	NCEA Level 3	NZ Scholarship	Status
Monday 16 Nov	AM	NCEA L2 Physics (1)			Approved
	PM				

Once a session has the Approved status, you may assign supervisor names to each session. To do this click on the AM or PM link of the approved session.

*Note: This a requirement for ensuring payment of Exam Centre Officers.*

Messages from NZQA:

Messages from ECH:

**Save** **Reset Changes**

Previous Session: 25 Nov AM      Next Session: 27 Nov AM

**Assign Supervisors**

Click on the Assign Supervisors link at the bottom of the page.

Assign Supervisors

Tuesday 26 November 2019 - AM Session

• Sessions Not Submitted (43)

**Print Session**

Supervisors	No. of Supervisors	
Hall	2	.....
Room A	1	.....

Click on the drop-down list to view the people on your supervisors' list and select the name of the person you want to assign to the room.

*Note: The names appear in alphabetical order by first name.*

Exam Assistants	No. of Exam Assistants		Not eligible for payment
	1	Exam Assistant 1	<input type="checkbox"/>
	1	Exam Assistant 2	<input checked="" type="checkbox"/>

**Save**

For EAs, select the Not eligible for payment tick box if the person should not be paid for that session.

*Note: All EAs on an ECA agreement are not eligible for payment.*

Supervisors	No. of Supervisors	
Hall	2	Supervisor 1
		Supervisor 2
Room A	1	Supervisor 3
Room B	1	Supervisor 4
Room Z	1	Supervisor 5

Relief Supervisors	No. of Relief Supervisors	
Interview Room	1	Supervisor 1

**Save**

Repeat the previous steps until each space is allocated.

Click the Save button.

Relief Supervisors	No. of Relief Supervisors	
Interview Room	1	Supervisor 1

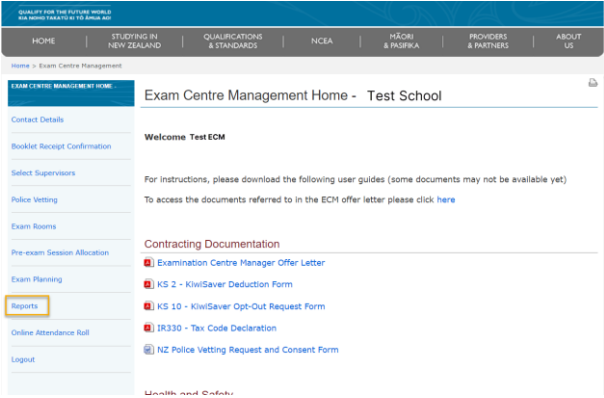
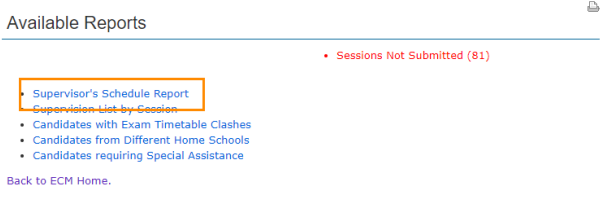
**Save**

Add Supervisor

**Back** to Exam Planner.

Click the Back to Exam Planner to return to the session view, or Back to Exam Timetable to return to the timetable overview.

Repeat the previous steps until all approved session have had names assigned.

	<p><i>Note: NZQA does not need to approve the names you assign to each room.</i></p>
	<p>To print supervisor schedules, click on the Reports link.</p>
	<p>Click on the Supervisor's Schedule Report.</p> <p>To print the report, either click the printer icon; or select file, then print.</p>
<p>It is now essential to update your assigned names as changes occur during exams, to ensure ECOs are paid for the correct number of sessions.</p>	

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# RECEIVE AND ORGANISE MATERIALS AND EXAM BOOKLETS

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## OVERVIEW

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Indicating receipt of the exam booklets advises NZQA that exam booklets have been delivered or prompts a follow-up if they have not been received.

Preparing exam packs for rooms ensures the smooth distribution of exam booklets and all other materials to supervisors and EAs on the day of the exam.

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## CHECKLIST

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- Advise office staff of the arrival date of exam booklets.
- Ensure the PN has prepared a secure location in which to immediately store the boxes upon arrival.
- Be present on the day of arrival to sign for the boxes and check all boxes have been delivered.
- Confirm receipt of exam booklets to NZQA via the ECM homepage.
- Check through the materials and exam booklets received to ensure there is nothing missing.
- Organise exam booklets and materials into room packs.
- Organise exam booklets and materials for SAC candidates.
- Organise exam booklets and materials for clash candidates.
- Download audio files required for exams.

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## INFORMATION

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Exam booklets and materials to assist with the management of exams will be sent to the school from Tuesday, 24 October.

An email will be sent with details of when NZ Couriers will make the secure delivery of exam booklets. Please respond to this.

Do not send or take any exam booklets or materials to another exam centre. Contact NZQA immediately if this is requested. No exam booklets are to be taken home for sorting.

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### CONFIRMING RECEIPT OF EXAM BOOKLETS

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Immediately after the boxes of exam booklets are received, check the total number of boxes received matches the total number on the courier label and confirm their receipt online through the Booklet Receipt Confirmation link on the ECM homepage.



Contact NZQA on 0800 222 230 immediately if the courier leaves any boxes or packages containing exam booklets without getting a signature, or they are damaged or appear to have been tampered with.

## CHECKING BOX CONTENTS

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Open the box labelled Packing Slip Enclosed first. If there are any issues with the packing slip, contact NZQA and they will email another slip.

All envelopes/bags/boxes containing exam booklets will have coloured labels on them.

- Level 1 — white label.
- Level 2 — blue label.
- Level 3 — yellow label.
- New Zealand Scholarship — green label.

Carefully check the contents of each box/pack against the packing slip to ensure the correct sets of exam booklets have been received.

Check that the exam centre number on the exam booklets is correct. Contact NZQA on 0800 222 230 immediately if it is not.

## PREPARE EXAM BOOKLETS FOR ROOMS

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Before the exam booklets arrive, collect some boxes that can be used to pack exam booklets for individual rooms.

### **1. Use the packing list to find exam packs**

The packing list will be ordered by exam date and will show the exam sessions on that date and the boxes in which the exam booklets for these exams have been packed.

Find the box containing the exam booklets for the first exam session and take out the packs of exam booklets.

### **2. Find attendance rolls for the exam session**

Find the attendance roll for the exam session from the Exam Administration Materials pack and use a copy to work from.

### **3. Check packs of exam booklets against the roll**

Use the exam code to check each set of exam booklets against the working copy of the attendance roll.

Do not try to work out how many exam booklets are in each pack and never open a pack.

### **4. Prepare exam packs for rooms**

Using the attendance rolls and the rooms indicated on the planner, separate packs of exam booklets out, in attendance roll order, and store them in boxes for each room. These boxes will be collected at the start of each exam by the supervisors. Note: papers for SAC candidates will be at the top of the exam booklet packs.

Add a working copy of the attendance roll which relates to the candidates whose packs are in each box. This roll will be used by the supervisor(s) in the room then returned at the end of the exam so that the online attendance roll can be completed.

## 5. Make final check

Check daily to confirm that all exam materials for the next day's exams are intact.

### TRANSLATED EXAM BOOKLETS

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Any candidate may request that their exam booklets are translated into Te Reo Māori. These exam booklets are printed in both Te Reo Māori and English, and are identified by a koru pattern down their spines.

Ensure that there is a translated exam booklet for each candidate who has been identified with (T) after their name on the attendance roll.

### DIGITAL EXAMS

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Digital candidates will be identified with (D) after their name on the attendance roll.

Flow-wrapped packs of exam booklets will be available for each digital candidate. These packs will have a coloured cover sheet:

- level 1 — green
- level 2 — blue
- level 3 — yellow.

Exam booklets must not be given to any digital candidate unless the candidate has asked to switch to paper.

Hard copy resource booklets for digital exams will be contained in a box stickered 'DR'. Candidates must be provided with this hard copy at the start of the exam.

### BUFFER PACKS

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Non-barcoded exam booklets are supplied for each standard if candidates at the exam centre were entered for the standard by 26 August. These packs are called buffer packs and they will only contain the standards for which the school has entries.

Additional exam booklets will also be provided for any candidate with a reader and/or writer/typist approved by 26 August.

Ensure some buffer packs have been included in the box for the room for unexpected candidates or candidates who request additional standards.

### PREPARE EXAM MATERIALS AND EQUIPMENT FOR ROOMS

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The Exam Centre Manager's Daily Notebook provides exam-specific information about materials and equipment that are required.

The box for each room should contain:

- photocopy of the Exam Centre Manager's Daily Notebook page for exams in that room
- photocopy of pages from Audiovisual Assessment Instructions, if required
- photocopy of the Pre-Exam instructions for late-arriving candidates to read
- NZQA supplementary paper
- Candidate Late to Exam forms
- Special Report of Supervisor forms
- Candidate Given Non-Barcoded Booklet(s) forms

- Possible Breach of Exam Rules Incident reports
- clear plastic bags
- ABS stickers
- Toilet Roll forms
- SAC report for supervisor to identify candidates with SAC conditions.

Alternatively, make up packs of these materials for each supervisor to use and re-fill as required during exams.

Digital exams also require:

- NZQA green note-making paper (to be handed out only upon request).

Additional equipment used in exams may include:

- a device with external speakers for playing audio files
- player and monitor for playing DVDs or video files
- a previously tested camera for filming New Zealand Scholarship Drama performances
- a previously tested recording device for speeches for New Zealand Scholarship languages, Te Reo Māori, and Te Reo Rangatira exams

Test all equipment required to ensure it functions and can be operated.

Refer to the Audiovisual Assessment Instructions for more information on material and equipment required for audiovisual exams.

#### PREPARE EXAM PACKS FOR SPECIAL ASSESSMENT CONDITION CANDIDATES

Check the Candidates requiring special assistance report. Remove sets of exam booklets for candidates who have isolated separate accommodation or small group separate accommodation, and label these packs ready for EAs and supervisors.

Clear labelling ensures candidates receive the correct exam booklets and the correct SAC conditions.

Label each candidate's pack with a sheet showing:

- their name
- their exam code (e.g. A106)
- the exam session name, date, and time (e.g. L1 Geography 18 Nov PM)
- the name of the room
- reason for pack removal (i.e. SAC).

There is an optional cover sheet for SAC candidate's exam booklets available from the ECM homepage. Destroy the cover sheet once a candidate has sat the relevant exam.

#### **Additional materials for inclusion with SAC candidate packs**

In addition to the other exam materials, SAC candidates will require:

- a set of non-barcoded exam booklets from the buffer pack for each candidate with a reader and/or writer/typist. Candidates do not write in these
- pink 'DO NOT WRITE in this booklet' stickers — one to be stuck on each non-barcoded exam booklet

- clear plastic bags for candidates using computers to put their exam booklets and computer printouts in. Make sure there are enough bags for each candidate: one per standard.

Stick the pink 'DO NOT WRITE in this booklet' sticker on the inside front of each of the non-barcoded answer booklets so that the words face the back of the booklet, and the blank side of the label faces the front.

Write the EA's name, followed by the name of the candidate on the blank side of each sticker used.

#### PREPARE EXAM PACKS FOR CLASH CANDIDATES

---

Check the list of clash candidates from the Reports link from the ECM homepage.

Find the sets of exam booklets for clash candidates and organise them according to when and where they will be sitting these subjects. Be aware that the candidate might be sitting both exams in the one exam session.

Label each candidate's pack with a sheet showing:

- their name
- their exam code (e.g. A106)
- the exam session in which they will be sitting the exam (name, date, and time, e.g. L1 Geography 18 Nov PM)
- the name of the room
- reason for pack removal (i.e. Clash).

#### LATE ENTRY EXAM BOOKLETS

---

The PN will arrange for PDFs of exam papers to be printed if there are late entries or late SAC approvals and there are not enough exam booklets in the buffer packs.

The PN must also print a late attendance roll from the school's high security website, or the ECM can print the late attendance roll from the reports section of the ECM homepage.

Ensure late exam booklets and late attendance rolls are included in the box for the exam room on the day of the exam.

#### CANDIDATES WHO RECEIVE NON-BARCODED EXAM BOOKLETS

---

Candidates who are entered for a standard after 26 August will not receive a barcoded exam booklet. Non-barcoded exam booklets will be used for these candidates, and it is essential these are labelled accurately.

Label these exam booklets as shown below.



A Candidate Given Non-Barcoded Booklet(s) form must also be completed, and the candidate must sign this form.

If there are many candidates using non-barcoded exam booklets in the same exam, complete one form and attach a copy of the attendance roll.

Any non-barcoded exam booklets must be returned to NZQA in a clear plastic bag with the completed form on top of the exam booklet(s) facing outwards. All booklets for one candidate may go in one bag.

## GREEN COURIER BAGS (KERMITS)

Green courier bags are provided for each exam and are used to send completed exam booklets and other exam materials to Blue Star for sorting.

There is at least one green courier bag specific to each exam. Green courier bags are labelled with the name of the exam (e.g. L1-MATH) and the date of the exam session. Each labelled bag should only contain the booklets for that specific exam.

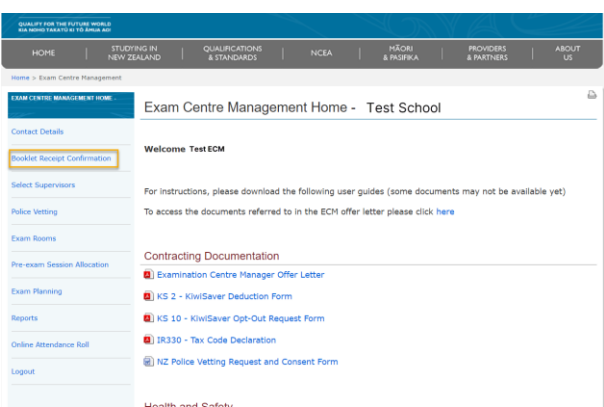
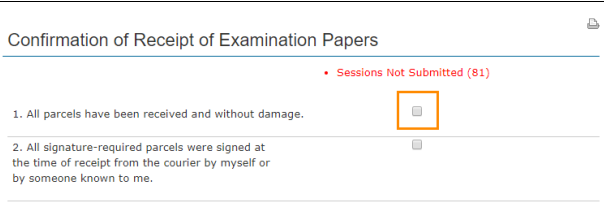
Spare green courier bags are also provided. These are labelled with the exam centre's code only, but no subject code. To label the bags, if used, write the subject (e.g. L2-ENGL) and the exam date on the label.


## AUDIO FILES

Audio files can be downloaded from the bottom of the ECM homepage onto a laptop and tested before the day of the exam they are required for. The passwords for the audio files will be emailed the week before the exam. A new password will be sent for each week.

Candidates who are sitting their language exams or Level 2 Te Reo Rangitaira exam digitally will use audio embedded in the exam; they do not require the use of audio files. They must, however, bring headphones to the exam.

## WEBSITE

	<p>As soon as you have received and checked you have the correct number of boxes of exam booklets you must indicate to NZQA that these have been received.</p> <p>Click on the Booklet Receipt Confirmation link.</p>
	<p>If all parcels were received and without damage, tick the corresponding box.</p>

<p>Confirmation of Receipt of Examination Papers</p> <p style="text-align: center;">• Sessions Not Submitted (81)</p> <p>1. All parcels have been received and without damage. <input type="checkbox"/></p> <p>2. All signature-required parcels were signed at the time of receipt from the courier by myself or by someone known to me. <input type="checkbox"/></p>	<p>If all signature required parcels were signed for by you or the PN, tick the corresponding box.</p>
<p>3. Date received : <input type="text"/></p> <p style="text-align: right;">For example: 02/09/2014</p> <p><input type="button" value="Submit"/></p> <p><a href="#">Back to ECM Home.</a></p>	<p>Enter the date that the boxes were received in the Date received box.</p>
<p>3. Date received : <input type="text" value="21/10/2019"/></p> <p style="text-align: right;">For example: 02/09/2014</p> <p><input type="button" value="Submit"/></p> <p><a href="#">Back to ECM Home.</a></p>	<p>Click the Submit button.</p>
<p>To download an audio file:</p> <p>On the main screen of your ECM homepage you will see a list of videos, documents, and audio files (during exams).</p>	
<p>Languages Audio Files</p> <p><a href="#">Instructions for Downloading Audio Files</a></p> <p>Use the link below to practice downloading and playing audio files</p> <p><input type="button" value="Schol French (2018)"/> Use password: SlimSeed17</p>	<p>To download one of these, click on the link.</p>
<p> Schol French audio.zip</p>	<p>This will download automatically, then you must click on the file at the bottom of your screen to open.</p> <p><i>Note: Refer to the Instructions for Downloading Audio Files for further instruction.</i></p>
<p>There are six types of reports you may view and print:</p> <ol style="list-style-type: none"> <li>1. Supervisor's Schedule Report: Use this report to provide each of your ECOs with a list of the sessions they are supervising, when, and where.</li> <li>2. Supervision List by Session: Use this report to view each day's sessions, who will be supervising, and where.</li> <li>3. Candidates with Exam Timetable Clashes: Use this report to view a list of candidates who have exam clashes (two or three exams on at the same time), which subjects are clashing, and when.</li> <li>4. Candidates from Different Home Schools: Use this report to view a list of candidates who will be sitting exams at your centre, but do not normally attend the school.</li> <li>5. Candidates requiring Special Assistance: Use this report to view a list of candidates who have been approved for special assessment conditions, which exams they are sitting, and whether they are sitting a digital exam.</li> <li>6. Late attendance roll: Use this report to download late rolls for individual exam sessions at your school.</li> </ol> <p>Note: if there are a large number of late candidates who are not all in the same room you may need to download a roll more than once and delete names accordingly, so they match the rooms they are in.</p>	

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Home > Exam Centre Management

**Exam Centre Management Home - Test School**

Contact Details

Booklet Receipt Confirmation

Select Supervisors

Police Vetting

Exam Rooms

Pre-exam Session Allocation

Exam Planning

**Reports**

Online Attendance Roll

Logout

**Welcome Test ECM**

For instructions, please download the following user guides (some documents may not be available yet)  
 To access the documents referred to in the ECM offer letter please click [here](#)

**Contracting Documentation**

- Examination Centre Manager Offer Letter
- KS 2 - KiwiSaver Deduction Form
- KS 10 - KiwiSaver Opt-Out Request Form
- IR330 - Tax Code Declaration
- NZ Police Vetting Request and Consent Form

Health and Safety

Click on the Reports link.

## Available Reports

- [Supervisor's Schedule Report](#)
- [Supervision List by Session](#)
- [Candidates with Exam Timetable Clashes](#)
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Click on the name of the report you wish to view.

To print the report, either click the printer icon; or select file, then print.

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# TRAIN SUPERVISORS AND EXAM ASSISTANTS

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## OVERVIEW

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Training Supervisors and Exam Assistants each year provides reassurance to NZQA that all Supervisors and Exam Assistants are familiar with, and follow, NZQA's rules and processes.

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## CHECKLIST

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- Organise a time and a venue for the training.
- Review all material relevant to the training.
- Bring to the training:
  - a copy of the online Supervisor List to confirm details
  - printed Supervisors Schedules from the reports section of the ECM homepage
  - employment documents follow-up
  - map of the school and copies of the emergency evacuation procedures
  - spare copies of Supervisor and EA Instructions
- Run the training referencing the Training your Supervisors booklet and using the training materials available to download from the ECM homepage.
- Ensure attendance is recorded.
- Follow up with supervisors after the training.
- Send the digital training website link, login, and videos to digital supervisors.

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## INFORMATION

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All supervisors must attend a training session, even those who are experienced, as each year there are changes to exam processes that need to be conveyed.

ECMs may run one training session for every 20 ECOs and ECAs. ECMs are paid for four hours for each training session. Supervisors are paid for four hours for completing their training. EAs (paid by NZQA) are paid for two hours for attending the first half of a training session. NZQA must be contacted and give approval if there is any intention to run and claim for additional training sessions.

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### VENUE FOR TRAINING

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The venue will most likely be a room at the school so that supervisors can familiarise themselves with the school surroundings. Access to a laptop, WiFi and data projector/screen will be required. Contact the PN to arrange for the use of a room at the school, and to



provide the necessary equipment. Ask for a map of the school identifying rooms and toilet locations. Copies of the emergency evacuation procedures should also be provided.

Arrange the training room so that everyone can see and hear and has a table for writing on.

Catering is not required for these training sessions but may be provided. NZQA does not pay for this.

#### PREPARATION BEFORE THE TRAINING

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Practise downloading/opening the Supervisor Training Video.

Review the “during exams” sections of the ECM Instructions, Audiovisual Assessment Instructions, and the training materials available for download from the ECM homepage before the training.

Practise using the dashboard for digital exams in the training environment.

Practise using the LMS online learning modules.

#### ACTIVITIES AFTER THE TRAINING

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After the training check that all attendees feel comfortable with what they must do, and answer any questions that they have.

It is recommended that each new supervisor has an experienced supervisor “buddy” if possible.

Digital supervisors must access the online video resources and practise using the dashboard in the training environment so that they are completely familiar with the tool and can use it comfortably in each exam. NZQA will email the ECM the login credentials to the training environment so that these can be distributed to their supervisors. Note: the login credentials for the ‘live’ environment will be emailed directly to digital supervisors.

To access the **training environment**, supervisors should use the following URL:

<https://am.train.nzqa.sonet.com.au>

#### TRAINING EXAM ASSISTANTS

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It is the PN’s responsibility to ensure all EAs are trained to do their reader and/or writer/typist role. This training may be carried out by the SENCO.

EAs (paid by NZQA) may also attend the first two hours of the supervisor training.

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# SET UP ROOMS

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## OVERVIEW

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Proper set-up and preparation of rooms ensures the focus is on candidates as soon as they arrive outside the room, and that the exam is supervised efficiently and runs smoothly.

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## CHECKLIST

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- Collect the box of materials and equipment for the exam room.
- Check the room is set up correctly.
- Ensure support from school staff and technician is available.
- Place packs of exam booklets on desks for paper exams.
- Do any preparation for reader and/or writer/typist candidates.
- Do any preparation for candidates sitting digital exams (see [Run a Digital Exam](#)).

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## INFORMATION

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### SETTING UP THE EXAM ROOM

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It is important to check that exam rooms are set up correctly for each exam. Check that each room has:

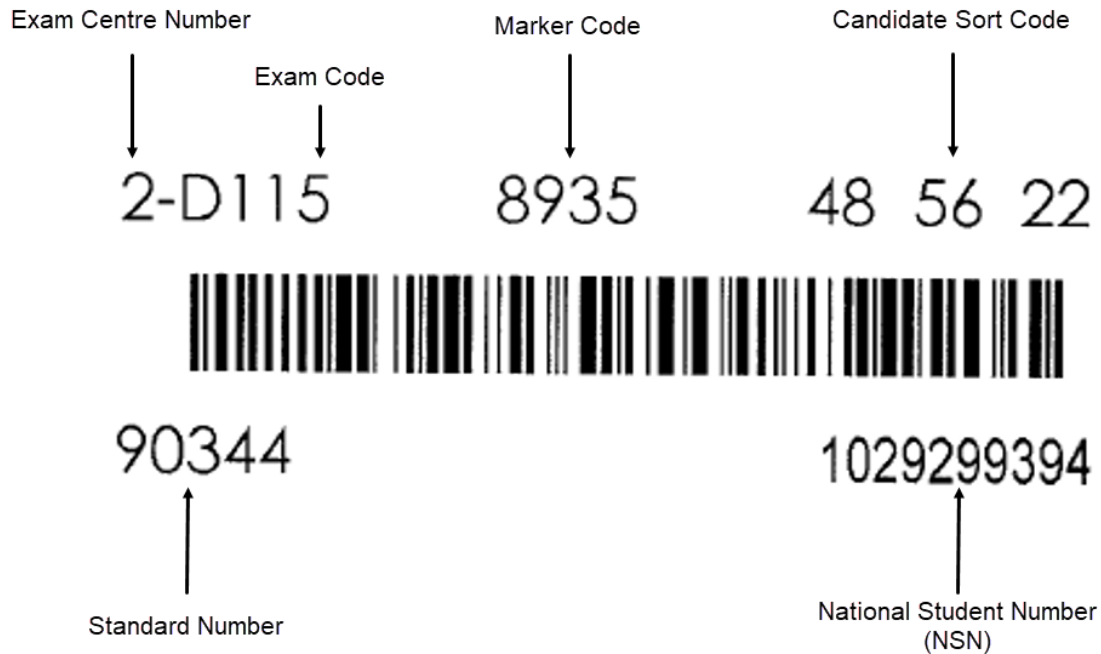
- a whiteboard and whiteboard pens to record the time elapsed in 15 minute intervals
- a working clock or timing device that is visible to all candidates, and that replacement batteries are available
- all material removed from the walls or covered up
- signs outside the room advising students that exams are on, reminding them to be quiet and advising them of prohibited items and exam protocols
- desks at least 1.5 metres apart in all directions to allow movement between the rows. There must be enough space at the back and front of the room for supervision from these locations
- an appointed teacher(s) available to clear calculator memories if this is an exam in which calculators can be used
- a technician available if this is an exam in which equipment is being used or it is a digital exam
- a diagram showing the evacuation route and assembly point for the room.

## PUTTING OUT EXAM BOOKLETS

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Booklets are to be taken to the room no more than 60 minutes before the exam start time. A process needs to be in place to transport papers to exam rooms which is secure and prevents damage.

Place the unopened sets of exam booklets on desks in attendance roll order, using each candidate's exam code. This code is in the top left-hand corner of their exam booklets (see diagram). Once booklets are inside an exam room the supervisor must not leave the room.



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# BRING CANDIDATES INTO THE ROOM AND START THE EXAM

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## OVERVIEW

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Candidates must be brought into the room in an organised, orderly, and calm manner to set the tone for the entire exam. It is important to check that candidates are in the correct room and exam, and that the materials they are bringing into the exam comply with NZQA's rules.

When it is time to start the exam, it is imperative that NZQA's Pre-Exam Instructions are read exactly as written, as these provide information to candidates on the conduct expected of them during their exam.

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## CHECKLIST

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- Organise candidates outside the exam room.
- Ensure a designated teacher has cleared calculator memories
- Check admission slips and New Zealand Scholarship candidate(s) IDs.
- Call candidates in groups to enter the room and direct them to their desks.
- Check admission slips match the NSN and exam code on the exam booklets once candidates are seated.
- Ask digital exam candidates to log in, access the digital exam, and wait at the exam access code screen (see [Run a Digital Exam](#)).
- Read the Pre-Exam Instructions and start the exam.
- Deal with late-arriving candidates.
- Process absent candidates' exam booklets.

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## INFORMATION

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### MANAGING CANDIDATES OUTSIDE THE ROOM

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Candidates should be at the room at least 20 minutes before the exam start time. They should assemble outside (possibly lined up) and brought into the room in silence, in attendance roll order.

Remind candidates that before they enter the room, they must turn off all cell phones and any alarms, remove all watches and any electronic devices and store these in their bags, away from their desks, or hand these to the supervisor.

School staff may assist with assembling candidates outside the room. They may only enter the room to clear calculators before an exam commences. After the exam starts, only the PN or technician may enter the room.

## BRINGING CANDIDATES INTO A ROOM

All candidates must show both sides of their admission slip before entering the room. The admission slip lists all exams a candidate is sitting. It must not contain any notes or handwriting.

If these have been lost, destroyed, or mislaid the candidate must get a replacement from the PN or school office before they can enter the room. These replacements must be signed by the PN or have the school stamp.

The document below is a sample of a candidate admission slip showing exams a candidate is entered. 'ORIGINAL' means it was sent directly from NZQA and not printed out at school.

**2019 Examinations Admission Slip**  
-- ORIGINAL --

Examination Centre: <b>9999 St Jude's School</b>	Exam Code: <b>D115</b>
<b>Harley Azure</b>	NSN: <b>198765432</b>
School: <b>9999 St Jude's School</b>	Sort Key: <b>ME</b>

This slip shows only your external entries. If any details are WRONG, contact your school immediately.

Examination Session	Date	Report Time
<b>NCEA L1 History</b>	<b>Tuesday, 12 November 2019</b>	<b>1:40 PM</b>
91003 Interpret sources of an historical event of significance to New Zealanders	91005 Describe the causes and consequences of an historical event	
<b>NCEA L1 English</b>	<b>Wednesday, 13 November 2019 9:10 AM</b>	
90849 Show understanding of specified aspect(s) of studied written text(s), using supporting evidence	90850 Show understanding of specified aspect(s) of studied visual or oral text(s), using supporting evidence	
90851 Show understanding of significant aspects of unfamiliar written text(s) through close reading, using supporting evidence		

New Zealand Scholarship candidates must additionally provide photographic ID (e.g. school ID card, driver's licence) or a personal recognition must be carried out.

Candidates must enter the room in silence. Call out five candidate exam codes, from the attendance roll and guide each candidate to the correct desk where their exam booklets are set out. Repeat until all candidates are seated.

Check the following:

- emergency evacuation packs have been placed under candidates' seats
- bags and coats have been left outside or well away from desks
- each candidate is at the desk with the correct pack of exam booklets; check this by making sure the exam code on the exam booklets matches the admission slip
- candidates sitting at the wrong set of exam booklets have been moved to the correct desk before the exam starts
- all candidate equipment - pens, pencils, rulers etc are - either loose or inside a clear bag on the desk
- drink bottles brought by candidates must be transparent sipper bottles (with no labels/writing on them). These are to be placed on the floor.
- hoods are down.

## STARTING THE EXAM

---

When all candidates are seated and quiet, begin reading the Pre-Exam Instructions aloud and in full, with no changes or paraphrasing (see [Appendix A](#)).

The reading should start in time to allow for managing amendments and handing out additional items. Do not rush the reading. If additional information is required, this may be given to candidates after the reading.

Do not start the exam before 9.30am for a morning exam and 2.00pm for an afternoon exam (unless advised by NZQA). If the Pre-Exam Instructions are completed before 9.30am or 2.00pm, candidates must wait in silence until the official exam start time.

## LATE-ARRIVING CANDIDATES

---

Keep a close watch for candidates arriving late. No extra time is permitted to compensate for their lateness. When a candidate arrives late:

- meet them at the entrance to the room
- show them to their correct desk and check their admission slip against their pack of exam booklets
- give them a copy of the Pre-Exam Instructions to read
- ensure they complete and sign the Candidate Late to Exams form.

If they do not have an admission slip or photo ID:

- check that the NSN and exam code on the roll match the exam booklets they are using
- contact the PN as soon as possible to come and identify the candidate.

Any candidate who arrives 30 minutes after the official start of the exam is not allowed entry into the room without the direct approval of NZQA. Ensure this is adhered to even if the exam starts late.

If there is a reason for the lateness of several candidates (e.g. train or bus fault), NZQA must be advised as soon as possible. NZQA may determine a slightly later starting time for some or all the candidates, depending on the circumstances. Do not delay the start of any exam without approval from NZQA.

## ABSENT CANDIDATES

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At either 10.00am or 2.30pm:

- remove the exam booklet packs from the desks of absentee candidates
- mark 'A' in the absent column on the attendance roll. Do not write anything else on the roll for an absent candidate
- fold a red 'ABS Absent' sticker round the top right-hand side of each absentee exam booklet pack. Make sure the sticker does not cover the barcode.

Do not open packs of absent candidates' exam booklets or use them for any late entry candidates.

## CANDIDATE EMERGENCY EVACUATION PACK

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A candidate may take items for an emergency evacuation into the room in a clear, sealable plastic bag. Contents could include a power bank, cell phone or other electronic device (switched off), watch, keys, money, bus pass, and medicines.

The pack stays under their chair unless they ask if they can access their power bank or if the room must be evacuated.

## BANNED ITEMS

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Candidates must not bring the following items into an exam room unless sealed in the emergency evacuation pack:

- blank paper or refill paper
- correcting fluid
- books, written notes or electronic notes
- cell phones
- English dictionaries, foreign language dictionaries, te reo Māori dictionaries or translators
- watches of any type (digital or analogue)
- any electronic device which has the capability to store, communicate and/or retrieve information except approved calculators.

Candidates are to put their calculator covers in their emergency evacuation pack or under their chair.

## CALCULATORS

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Any calculator used in NZQA exams must be silent, hand-held, non-printing and must contain its own power source. It must not be able to transmit or receive information from another source, used to bring in stored information, or used as a dictionary or translator.

Appointed teachers are required to check that all approved calculator memories have been 'cleared' before exams. This can be done either outside the room or in the room once all candidates are seated.

If the memory is not cleared, the candidate must not use the calculator in the exam. Two approved calculators may be allowed on the desk in a calculator-approved exam.

The following scientific and graphing calculators are approved for use at all levels of the NCEA and Scholarship exams for the following subjects:

- Accounting
- Agricultural & Horticultural Science
- Biology
- Business Studies
- Calculus
- Chemistry
- Economics
- Geography
- Mathematics & Statistics
- Physics
- Statistics
- Science

Manufacturer	Model	Type
Canon	F-717SGA	Scientific
Casio	FX-82 (including all variations)	Scientific
	FX-83 (including all variations)	Scientific
	FX-100 (including all variations)	Scientific
	FX-115 ES, FX-115ES plus	Scientific
	FX-570ES, FX-570ES plus	Scientific
	FX-991 (including all variations)	Scientific
	FX-9750 (including all variations)	Graphing
	FX-9860 (including all variations)	Graphing
	FX-CG10	Graphing
	FX-CG20	Graphing
	FX-CG50AU	Graphing
Dell	DL-1705	Scientific
Tech Inc	82ES	Scientific
	TY-TX800	Graphing
Deskwise	Scientific	Scientific
Jastek	JasCS1	Scientific
Mahobe	Scientific, DS-742CQ, DS-742ET, DS-750ET, DS-950ES	Scientific
	DS-742DQ	Graphing
Milan	M240	Scientific
Sharp	EL531 (including all variations)	Scientific
Texas Instruments	TI-30XB (including all variations)	Scientific
	TI-Nspire (including all non-CAS variations)	Graphing
	TI-84+ (including all variations)	Graphing

In addition to calculators from the previous list, candidates entering Level 3 Statistics, New Zealand Scholarship Statistics, and New Zealand Scholarship Calculus exams may use approved CAS-capable calculators:



Manufacturer	Model
Casio	ClassPad (including all variations)
	FX-Algebra 2.0, 2.0plus
Hewlett Packard	HP40g, HP40gs
Texas Instruments	TI-Nspire CAS (including all variations)
	Voyage 200
	TI89 Titanium

Note: A variation is a calculator of the same model, but different suffix (e.g. FX-82 Plus).

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# SUPERVISE CANDIDATES

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## OVERVIEW

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Candidates must be actively supervised, and supervisors must follow NZQA's supervision best practice to ensure all exams are run in a fair and equitable way.

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## CHECKLIST

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- Ensure active supervision and best practice is followed.
- Manage the supervision of clash candidates.
- Provide the approved conditions to SAC candidates.
- Follow all NZQA processes including for candidates using the toilet and requiring supplementary paper.
- Follow processes for candidates who wish to leave the exam early.

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## INFORMATION

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### CANDIDATE RULES

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Candidates have received the following rules before their exams.

- Follow all instructions of any supervisor.
- All work you submit for marking must be your own.
- You may only have approved calculators in the examination room once it has been checked and cleared of its memory.
- You are not allowed to bring the following into the examination room:
  - any electronic device unless it is switched off and inside the sealed emergency evacuation pack (an electronic device is anything that can store, communicate and/or retrieve information and includes all cell phones)
  - calculator covers
  - any paper – except for your admission slip
  - any notes in any form
  - any watch of any type (digital or analogue)
  - correcting fluid: if you use this your booklets will not be accepted for reconsideration or review.
- If you are sitting a digital examination, there are other exceptions to the rules.
- In an examination you are not allowed to:
  - talk to, communicate with or disturb other candidates
  - copy another candidate's work
  - communicate with the marker, including writing or drawing anything that could be viewed as offensive
  - leave the examination room within the first 45 minutes or the last 15 minutes of the examination

- touch or open any emergency evacuation pack without the permission of a supervisor.

Refer to the October Candidate Information Sheet available from the NZQA website for further instructions received by candidates.

## SUPERVISOR INSTRUCTIONS

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In addition to the candidate rules above, supervisors must also be aware of the following.

- The policy about drinking in exams — only transparent, sipper bottles with no labels/writing on them may be used. These are to be stored on the floor.
- Candidates should not eat during the exam, unless given permission by NZQA, because of a medical condition such as diabetes.
- If a candidate asks about a question, or the meaning of a question or a word, tell them “This is your exam. I cannot help you. Do the best that you can.”
- If a candidate indicates that they should have received a translated exam booklet, and do not have one, contact the ECM immediately. The PN can download pdf versions of translated exam booklets to be printed.
- Read through the Audiovisual Assessment Instructions for information on exams with special requirements.

## ACTIVE SUPERVISION AND BEST PRACTICE

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- Keep a close eye on candidates, from a variety of locations — the back, the front, and by moving along rows from time to time.
- Move around the room regularly to maintain effective supervision. Do not move in a pattern that candidates may pick up on.
- Do not allow candidates to leave the room in the first 45 minutes or in the last 15 minutes unless there is an exceptional circumstance.
- Keep a look out for raised hands.
- Mark off the exam ‘time remaining’ every 15 minutes on the whiteboard.
- Talking to other supervisors in the room should be limited to management issues only.
- Don’t perform other activities (e.g. looking at phone, reading, knitting) during the supervision of exams as this will divert attention from supervision duties.
- Wear soft-soled shoes as footwear noise can be distracting to some candidates.
- Drinks can be taken into the room but be aware that some candidates may find the smell, especially of coffee, distracting.
- A cell phone should be brought into the exam in case of emergencies or to deal with issues, it must be set to vibrate. Ensure all alarms are turned off and notifications are silent.

ECMs who are not actively supervising exams must have their cell phones on hand so supervisors and NZQA can contact them urgently.

## NEW ZEALAND SCHOLARSHIP EXAMS

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Candidates for New Zealand Scholarship exams do not require any special considerations and should be supervised in the hall or rooms, along with candidates for NCEA exams.

Because of the ‘high stakes’ nature of New Zealand Scholarship and the potential monetary rewards, it is very important that these exams run smoothly.

## CLASH CANDIDATES

---

Candidates with two or more exams timetabled in the same exam session are called 'clash' candidates. Usually, they will sit one of their exams in the morning session, be sequestered over the lunch break, and sit the other exam in the afternoon session.

Clash candidates need to be managed very carefully, as follows:

- they must remain in their morning exam for the full three hours
- they are not allowed to go to the toilet unaccompanied in the morning. They are to be escorted to and from the toilet by a school staff member who will ensure they do not talk to any candidates
- they must be supervised over the lunch period and escorted to their afternoon exam
- they may leave the afternoon exam after the first 45 minutes.

## SPECIAL ASSESSMENT CONDITION CANDIDATES

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Special assessment conditions are not to be provided for any candidate who is not listed on the SAC schedule, unless advised in writing by NZQA to do so.

### **Extra time**

- Candidates with extra time approved may stay longer at the end of an exam.
- Record the actual time they left on their exam booklets and the attendance roll.

### **Rest breaks**

- Candidates sitting one or two standards may take rest breaks during the exam.
- If the candidate is sitting three standards in the exam, or it is a New Zealand Scholarship exam, they may take up to 30 minutes of rest breaks. Their total rest break time may then be used beyond the three hours. If they took 10 minutes of rest breaks during the normal exam session, they get 10 minutes added at the end of the exam.
- The candidate will raise their hand and indicate they are starting a rest break.
- Record the starting time of the rest break, tell the candidate to watch the clock.
- During a rest break, a candidate must not do anything related to the exam.
- The candidate must remain at their desk, unless they have a medical condition which requires them to move around. If outside the room, this must be managed by school staff.
- At the end of the rest break the candidate is to raise their hand to advise that their rest break is complete. Record the elapsed time.
- Record the actual time they left on their exam booklets and the attendance roll.

### **Candidates with enlarged or special exam booklets**

- The candidate will receive both a barcoded exam booklet and their special exam booklet.
- Give the candidate a clear plastic bag for each standard they are sitting.

- The candidate may write in either the barcoded exam booklet or their special exam booklet, not both.
- Both the barcoded exam booklet and their special exam booklet should be packed into a clear plastic bag, barcode outward facing.

### **Candidate with a reader and/or writer/typist**

- The candidate will receive both a barcoded exam booklet and a non-barcoded exam booklet (with a pink 'DO NOT WRITE in this booklet' sticker), to read or have read to them.
- The candidate or writer/typist must write in the barcoded exam booklet.
- The non-barcoded exam booklet must be thoroughly checked for writing. If there is any writing in the non-barcoded exam booklet, both the barcoded exam booklet and the non-barcoded exam booklet should be packed into a clear plastic bag.
- If the candidate has used the non-barcoded booklet for planning, mark the front of the booklet "Planning only".

### **Candidates with computer use**

Some candidates are entitled to use a computer as part of their special assessment conditions in paper exams.

All candidates who will be using a computer as part of a SAC entitlement will have received information on exam procedures from their school.

The PN is responsible for ensuring that all computers used in an exam have been appropriately set up. See [Appendix E](#) for further details.

It is not the ECM's responsibility to arrange for a computer or printer to be available for a candidate's use in the exams. If a technical issue arises on start-up, extra time can be provided.

Supervision responsibilities during the exam are to:

- ask each candidate to prepare their header and at least a 7mm margin on the left and right of the page, and print a test sheet
- assist any candidate having difficulty entering their NSN, exam centre/exam code or standard number as their header
- collect the printing and check that each candidate has a printout. If they do not, call for the technician
- remind candidates that they must print out the work for each standard on separate sheets of paper as they complete each standard. Hand out one clear plastic bag to each candidate for each standard they are sitting
- collect printed work from the printer. Return printed work to each candidate as it comes out of the printer. Any work which is printed and cannot be identified is to be destroyed at the end of the exam.

Candidates may only ask for technical assistance if they have mechanical problems, software issues or printer issues. Do not help them with the exam.

The technician should be available in the event of any mechanical or technical fault.

If an issue occurs that requires technical assistance, record the time taken by the technician to resolve the issue. This time is to be given to the candidate at the end of the exam. If the problem is going to take more than 15 minutes to resolve, contact the PN.

Candidates will not receive extra time if they lose work that has not been saved.

To print candidate work, each candidate may have one of the following

- a printer of their own beside their computer. They can collect their own printing without standing up, or
- a printer in the room being used by other candidates. The supervisor will collect their printing and hand it to them, or
- a printer elsewhere in the school. The school must provide someone to bring printing to the exam room for distribution. Do not leave the room to collect printing or let the candidate leave their seat to collect printing.

#### CANDIDATE REQUESTS NZQA SUPPLEMENTARY PAPER

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NZQA supplementary paper is given to a candidate only if they have used all the pages in an exam booklet. It is not to be used to draft or plan. If a candidate requests NZQA supplementary paper:

- print your name and sign where indicated at the top of the sheet
- have the candidate complete the information at the top of the sheet
- give the candidate a clear plastic bag to put their exam booklet in at the end of the exam with the NZQA supplementary paper inside
- remind the candidate that they must only write the answers for one standard on the NZQA supplementary paper
- at the end of the exam check each bag contains the work for one standard only.

Answers written on any non-NZQA supplied paper that is not correctly identified will not be marked.

A pdf of NZQA supplementary paper may be requested in emergencies.

#### CANDIDATES WHO WANT TO USE THE TOILET

---

Candidates are not allowed to leave the room in the first 45 minutes or during the last 15 minutes. If a candidate must use the toilet within the first 45 minutes, allow them to go and complete a Special Report of Supervisor form with an explanation.

Complete the Toilet Roll each time a candidate is given permission to use the toilet.

Candidates are not to be escorted to the toilet or the sick bay by supervisors. This is the job of school staff if they wish to have candidates escorted to the toilet during exams.

#### CANDIDATES WISHING TO LEAVE BEFORE THE END OF THE EXAM

---

Candidates are not permitted to leave the room within the first 45 minutes or during the last 15 minutes.

When a candidate raises their hand and says that they have finished, do the following.

- Take the attendance roll to their desk.

- Check if they have used supplementary paper. If they have, check the details at the top of each sheet have been completed and write the number of supplementary sheets, or SAC computer candidate printouts on the attendance roll.
- Collect all exam booklets, even those with no writing in them, and check they match the number of standards on the attendance roll. The roll must indicate the exact number of exam booklets handed in.
- Write the time the candidate leaves on all exam booklets, in the box on the top right-hand side of the front cover, and in the Time Left column on the attendance roll.
- Supervise the candidate as they pack up, so they leave without talking to others, or creating a disturbance.
- Check the attendance roll is complete.

Sort all exam booklets collected into three piles:

- Absent packs
- exam booklets that contain writing
- void exam booklets where candidates have drawn a cross through the box on the front cover to indicate they have written nothing in the exam booklet.

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# DEAL WITH ISSUES DURING AN EXAM

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## OVERVIEW

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It is inevitable that some issues will arise during exams. It is important that everyone is equipped to deal with these issues as they occur, to maintain the progress of the exam and minimise the impact of issues on candidates.

Supervisors must advise the ECM of any issues that occur in their exam room and complete relevant documentation.

NZQA's processes must be completed correctly to ensure issues are documented and reported in a way that can assist with future investigations and decisions.

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## CHECKLIST

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- Deal with candidates with no admission slip.
- Deal with candidate and exam booklet issues and ensure correct completion of the relevant form.
- Deal with possible breaches of exam rules.
- Deal with emergency situations.
- Deal with issues during digital exams (see [Run a Digital Exam](#)).

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## INFORMATION

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### CANDIDATES WITH NO ADMISSION SLIP

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If a candidate arrives without an admission slip or any identification, and their name is on an attendance roll, send them to the PN to be identified and get a new admission slip.

If it is close to exam start time let the candidate start the exam and then contact the PN to come and identify the candidate.

### COMPLETING FORMS FOR RETURN TO NZQA

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Accurate completion of forms is extremely important. NZQA relies on this information to carry out investigations post-exams.

When completing a Special Report of Supervisor or a Candidate Given Non-Barcoded Booklet form, please ensure:

- all sections of the form are complete, do not leave any boxes blank
- an accurate but impersonal account of the situation is provided
- the candidate has read and signed the form



- at the end of the exam, the form is placed in a clear plastic bag with the relevant exam booklets. The form must be on top of the exam booklets facing outwards

If the issue affects many candidates in the same exam, complete one form and attach a copy of the attendance roll to show the affected candidates.

## COMMON ISSUES DURING AN EXAM

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Some common issues are listed below. Contact NZQA if an issue occurs where the solution is unclear. The following issues/situations will require completion of a Special Report of Supervisor form unless otherwise stated.

### **Candidate has one or more exam booklets which they say they have not entered or should have been withdrawn from**

- Tell the candidate not to write inside the exam booklet in any way.
- Tell them to draw a cross through the box on the front cover to indicate that they have not written in the exam booklet. It will then be marked as 'V' (standard not attempted).
- Keep the 'V' booklets in a separate pile.
- There is no need to complete a Special Report of Supervisor form.

### **SAC candidate has written answers in a non-barcoded exam booklet and their barcoded exam booklet**

- Remove any pink 'DO NOT WRITE in this booklet' stickers.
- Return both exam booklets in a clear plastic bag with the completed form.

### **Candidate writes in the wrong exam booklet**

- Label the exam booklet(s) clearly with the correct standard number that matches the answers written inside. For example, if answers to 91098 are written in exam booklet 91099, cross out 91098 and write 91099.
- Make sure both exam booklets are put in the same plastic bag with the completed Special Report of Supervisor form to be returned to NZQA.

### **Candidate exam booklet has loose pages, or is falling apart, or is damaged**

- Provide the candidate with a clear plastic bag, one per damaged exam booklet.
- Make sure damaged exam booklets are put in plastic bags so they can be identified pre-scanning.

### **Candidate becomes ill during exam**

- Contact the PN and quietly remove the candidate from the room into their care.
- If the candidate recovers and has not had contact with anyone who might assist them, they may return to the room.

### **Candidate sits exam but does not write in any exam booklets**

- If the pack has not been opened by the candidate, it must be opened.

- Ensure the box on the front cover has been crossed to indicate that the candidate has not written in the exam booklet(s). It will then be marked as 'V' (standard not attempted).
- Keep the 'V' booklets in a separate pile.

### **Candidate requests an exam booklet(s) which is not included in their pack.**

- Provide the exam booklet(s) from a buffer pack. If the requested exam booklet is not available in a buffer pack, the PN can access and print a pdf version.
- Label the exam booklet as shown:



- Complete a Candidate Given Non-Barcoded Booklet(s) form and have the candidate sign this form.
- Record the total number of exam booklets collected on the attendance roll.

### **Candidate asks to use the toilet more than twice during exam**

- Check the Toilet Roll has been completed for each toilet visit.
- Inform the candidate this has been reported.

### **BREACH OF EXAM RULES**

NZQA is required to uphold the integrity of external assessment. This includes investigating reports of possible breaches by candidates, schools, or other persons.

The best way to assist the team that resolves breaches of the rules at NZQA is to report clear, comprehensive information to them using the Possible Breach of Exam Rules Incident report, so they can fairly decide whether to initiate a possible breach investigation.

Reports of a possible breach are copied, with identifying names removed, and sent to the candidate with a request for explanation. The language used should be factual, unemotional, non-judgemental and give as much detail as possible. The Possible Breach of Exam Rules Incident report is a legal document and should be treated as such.

It is important to report every incident, not determine whether the incident is or is not a potential breach.

There are four types of possible exam breaches:

- authenticity/impersonation
- dishonest practice
- influencing/assisting/hindering
- not following instructions.

## COMPLETING THE BREACH REPORT

---

In any possible breach scenario, collect any necessary evidence and complete a Possible Breach of Exam Rules Incident report, either electronically or on the purple hard copy.

Complete the report by recording exactly:

- when and where the incident occurred
- what was observed and said
- details of all involved
- name(s) of witnesses who can corroborate the incident
- an assessment of the extent to which this candidate was advantaged, and/or other candidates disadvantaged
- any mitigating circumstances.

Where possible, please indicate clearly if a candidate was seen using unauthorised materials or if they just had unauthorised materials with them. The possible consequences of a reported breach for candidates depends on the type of breach, and potential for advantage to them and/or disadvantage to others.

## POSSIBLE BREACH SCENARIOS

---

Common possible breach situations include but are not limited to:

### **Candidate is disruptive in the exam room, before or during an exam**

- Pause any audio files or dance recordings if it is an audiovisual exam.
- Immediately warn the candidate(s) by saying, "That behaviour is not acceptable. If it occurs again, you will be removed from the room."
- If there is a recurrence of the behaviour, tell the candidate(s), "You have disturbed the exam again. I am calling the PN to come and remove you."
- Give all other candidates extra time at the end of the exam, if required, to make up for the disruption.

### **Candidate is impersonating another candidate**

- Do not confront the candidate.
- Contact the PN or a school staff member to discreetly check the room and confirm the identity of the candidate.
- If it is confirmed the candidate is an impersonator, ask the PN to remove the person from the room.
- Contact NZQA as soon as possible.
- The PN or staff member must write a short statement confirming the impersonation.

### **A candidate is found using a cell phone**

- With the PN's help, take a copy of any calls or messages and the time they were sent and received.

### **A candidate is found wearing a watch**

- Ask the candidate to remove their watch and place it in their emergency evacuation pack under their chair.
- If you suspect the watch is a digital smart watch and has been used to breach exam rules, ask the PN to assist with downloading any notes, screen shots or relevant information stored on the device.

### **A candidate has non-NZQA supplementary paper, notes, or books in the exam room**

- Take any non-NZQA paper, notes or books from the candidate to include with the report.

### **A candidate has writing on their hand or other body part**

- With the PN present, write down what is written onto a piece of paper or the PN can take a photograph. They must have the candidate's permission to do this.

If a candidate questions whether an item can be removed from them, contact the PN who will support you when managing such a situation.

If the candidate becomes unmanageable or non-compliant, contact the PN.

## EMERGENCY SITUATIONS DURING AN EXAM

---

ECMs and supervisors must be aware of the school's emergency procedures, and the ECM will have a communication strategy in place with the PN for emergency situations.

During an emergency, the ECM remains in control of candidates within the exam room. If candidates must evacuate an exam room, the PN becomes responsible for them.

If an alarm sounds and the room must be evacuated, tell candidates to follow these procedures, with no exceptions:

- Stop writing immediately and close your exam booklets.
- Leave all exam materials on your desks.
- Take your emergency evacuation pack from beneath your chair, but do not open it.
- Do not talk to anyone else about the exam and remain as quiet as possible.
- Go to the emergency assembly area now (remind them where this is).

In an emergency evacuation:

- Take the attendance roll when leaving the room.
- Make a note of the time the exam was stopped.
- Walk with the candidates to the official assembly area.
- When it is safe to do so, complete a Special Report of Supervisor form.

When the exam resumes:

- Return to the room and tell candidates to put their emergency evacuation packs back under their chairs.
- Ask the candidates to draw a line across the page in their exam booklet where they are resuming and write 'INTERRUPTION'.

- Inform candidates they will be given additional time at the end of the exam to make up the time lost. For example, if the emergency took 17 minutes, then add 17 minutes to the official finishing time for the exam. Do not give compensatory extra time.
- Complete a Possible Breach of Exam Rules Incident report if any candidates communicate with one another during the evacuation.

If the exam cannot resume:

- Inform the candidates that, if possible, their exam booklets will be recovered and marked.
- The PN or other school staff will determine when candidates are dismissed.
- The PN will apply for derived grade if necessary.

Any clash candidates being held over must be supervised carefully in the event of a school evacuation.

## REGIONAL OR NATIONWIDE EMERGENCIES

---

In the event there is an emergency that impacts an entire region or is nationwide, NZQA will provide communication to ECMs, as well as PNs and the general public, as soon as this is available.

Communications ECMs should expect in an emergency will consist of:

- a text message advising ECMs to check their emails and may include basic information regarding the continuation of exams
- an email with detailed information regarding the continuation of exams and advising procedures for any changed pick-up arrangements.

If the NZQA Wellington headquarters has been impacted by an emergency, the NZQA Auckland office will provide communication to ECMs.

ECMs should then communicate any emergency messaging to their supervisors.

---

# FILL OUT ATTENDANCE ROLLS

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## OVERVIEW

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Attendance rolls must be filled out accurately. It is important that the correct information is captured as the data from attendance rolls is used to assist NZQA in enquiries and dispute resolution.

All supervisors must be trained in the accurate completion of attendance rolls, they will manage the working copies of these in their rooms. Attendance rolls capture who was present, the number of exam booklets handed in by each candidate, when they left, and if any candidates used supplementary paper.

---

## CHECKLIST

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- Mark off absent candidates.
- For present candidates, correctly record the number of exam booklets collected (or a “D” if the candidate completed all their standards digitally), supplementary paper used or computer printouts, and the time left for all candidates that finish early.
- Deal with attendance roll issues.
- Enter attendance roll data online and submit to NZQA.

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## INFORMATION

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There must be no blank lines for any candidate on any roll.

### THE MAIN ATTENDANCE ROLL

---

The main rolls are produced by NZQA and contain all candidates whose entries were made by 26 August.

These rolls consist of three copies: white, blue, and yellow working copies for use in rooms before transferring data to the online roll.

Candidates are in a specific order on the attendance roll:

- Non-separate accommodation candidates, in exam code order.
- Candidates with isolated separate accommodation SAC conditions, in exam code order.
- Candidates with small group separate accommodation SAC conditions, in exam code order.

## THE LATE ENTRY ATTENDANCE ROLL

The late entry attendance roll captures late entry-candidates who do not appear on the main attendance roll.

The late entry attendance rolls can be produced by the PN from their school's high security login. They can also be downloaded by the ECM from the Late Attendance Roll link accessed on the ECM homepage in the Reports section.

## COMPLETING THE HARD-COPY ATTENDANCE ROLL

The attendance roll is to be marked accurately as follows:

- Write 'A' in the 'Absent' column, after 30 minutes when all absent (ABS) exam booklets have been collected. Do not write anything else on the roll for absent candidates.
- Write the actual number of exam booklets collected in the 'Number Standards Collected' column for every candidate present at the exam.
- If a candidate completes their entire exam digitally, enter a D in the Number Standards Collected column.
- If a candidate leaves before the end of the exam, write in the time that they left in the 'Time Left' column. Do not enter a time for those who remain the full three hours.
- Record the time a SAC candidate leaves to indicate any extra time used.
- Record the number of pages of supplementary paper used in the 'Extra Paper' column.
- Record the number of pages printed for any SAC computer candidate in the 'Extra Paper' column.

## ATTENDANCE ROLL EXAMPLE

				NZQA Attendance Roll							
Centre: 9999 ABC High School								<b>COMPLETE BOXES IN GREY AREA ONLY</b>			
Session: NCEA L1 Biology Tuesday 8/11/2022 PM											
Exam Code	NSN	Candidate Name	Standard		Number		Absent (A)	Standards Collected	Time Left	Extra Paper	
			91028	91037	91028	91037					
A116	015874125	CANDIDATE, Name9	<input type="checkbox"/>	<input style="background-color: #cccccc;" type="checkbox"/>	<input type="checkbox"/>	<input style="background-color: #cccccc;" type="checkbox"/>	<input type="checkbox"/>	1	40	<input type="checkbox"/>	
A117	013698574	CANDIDATE, Name10	<input style="background-color: #cccccc;" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input style="background-color: #cccccc;" type="checkbox"/>	<input type="checkbox"/>	D		<input type="checkbox"/>	
A118	012587412	CANDIDATE, Name11	<input type="checkbox"/>	<input style="background-color: #cccccc;" type="checkbox"/>	<input type="checkbox"/>	<input style="background-color: #cccccc;" type="checkbox"/>	<input type="checkbox"/>	A		<input type="checkbox"/>	
A119	012578963	CANDIDATE, Name12	<input type="checkbox"/>	<input style="background-color: #cccccc;" type="checkbox"/>	<input type="checkbox"/>	<input style="background-color: #cccccc;" type="checkbox"/>	<input type="checkbox"/>	D		<input type="checkbox"/>	
B116	012857774	CANDIDATE, Name13	<input type="checkbox"/>	<input style="background-color: #cccccc;" type="checkbox"/>	<input type="checkbox"/>	<input style="background-color: #cccccc;" type="checkbox"/>	<input type="checkbox"/>	D		<input type="checkbox"/>	
B120	012996396	CANDIDATE, Name14	<input type="checkbox"/>	<input style="background-color: #cccccc;" type="checkbox"/>	<input type="checkbox"/>	<input style="background-color: #cccccc;" type="checkbox"/>	<input type="checkbox"/>	1		<input type="checkbox"/>	
B121	014425896	CANDIDATE, Name15	<input style="background-color: #cccccc;" type="checkbox"/>	<input style="background-color: #cccccc;" type="checkbox"/>	<input style="background-color: #cccccc;" type="checkbox"/>	<input style="background-color: #cccccc;" type="checkbox"/>	<input type="checkbox"/>	2	3:52	<input type="checkbox"/>	
B122	012596387	CANDIDATE, Name16	<input type="checkbox"/>	<input style="background-color: #cccccc;" type="checkbox"/>	<input type="checkbox"/>	<input style="background-color: #cccccc;" type="checkbox"/>	<input type="checkbox"/>	D		<input type="checkbox"/>	
B123	012366625	CANDIDATE, Name17	<input style="background-color: #cccccc;" type="checkbox"/>	<input style="background-color: #cccccc;" type="checkbox"/>	<input style="background-color: #cccccc;" type="checkbox"/>	<input style="background-color: #cccccc;" type="checkbox"/>	<input type="checkbox"/>	2	3:40	<input type="checkbox"/>	

## ENTERING ATTENDANCE INFORMATION ONLINE

Working copies of the attendance roll should be handed to the ECM at the end of the exam. The information from the working copies must then be entered online, via the ECM homepage, and submitted to NZQA.

Complete the online attendance roll in the same way you would complete a paper copy of the roll. All candidates showing on the online attendance roll must have some data entered to submit the roll.

Online attendance rolls should be completed as soon as possible following the exam session. For large sessions, this can be done in the following days.

## ONLINE ATTENDANCE ROLL EXAMPLE

### Online Attendance Roll - Entries

Accurate completion of this form is essential. Ensure all fields are completed before clicking 'Submit'. Please retain all hard copies of the attendance rolls until July.

Centre	
Session	NCEA L2 Chemistry (L2-CHEM) 13/11/2024 AM
Generated	17/04/2024

Displaying 1 to 25 of 34 candidates [First/Prev] 1, 2 [Next/ Last]

Exam Code	NSN	Candidate Name	Exam Method	91164	91165	91166	Absent (A)	Number Standards Collected	Time Left	Extra Paper	Room#	Late Entry
O123	123456889	Candidate 1	Pr	91164	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	0	<input type="text"/>	<input type="text"/>
O133	123459989	Candidate 2	Pr	91164	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	0	<input type="text"/>	<input type="text"/>
O223	123454789	Candidate 3	Pr	91164	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	0	<input type="text"/>	<input type="text"/>
O423	123423789	Candidate 4	Pr	91164	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	0	<input type="text"/>	<input type="text"/>
O623	123987789	Candidate 5	Pr	91164	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	0	<input type="text"/>	<input type="text"/>
O183	120906789	Candidate 6	Pr	91164	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	0	<input type="text"/>	<input type="text"/>
O923	123450789	Candidate 7	Pr	91164	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	0	<input type="text"/>	<input type="text"/>
O123	124567789	Candidate 8	Pr	91164	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	0	<input type="text"/>	<input type="text"/>
O523	120987789	Candidate 9	Pr	91164	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	0	<input type="text"/>	<input type="text"/>
O173	123456889	Candidate 10	Pr	91164	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	0	<input type="text"/>	<input type="text"/>

Displaying 1 to 25 of 34 candidates [First/Prev] 1, 2 [Next/ Last]

[Back to session list](#)
[Save](#)
[Save & Close](#)
[Submit](#)

Total # of candidates for this session: **34**

### Walk-In Entry:

Exam Code	NSN	Candidate Name	Exam Method	91164	91165	91166	Absent (A)	Number Standards Collected	Time Left	Extra Paper	Room#	Late Entry
<input type="text"/>	<input type="text"/>	<input type="text"/>	Pr	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

[Add to Roll](#)



## ATTENDANCE ROLL ISSUES

---

The following issues/situations will require completion of a Candidate Given Non-Barcoded Booklet(s). Follow the process for filling out and returning forms outlined in the Deal with Issues During an Exam section.

### **A candidate does not appear on any attendance roll**

- Have the PN confirm the identity and NSN of the candidate.
- Write the name of the candidate and their NSN on the late entry attendance roll.
- Ensure that the standard numbers of the exam booklets provided to the candidate are indicated on the roll.
- Follow the process for labelling exam booklets outlined in the Deal with Issues During an Exam section.
- Enter the candidate onto the online attendance roll.

### **Many candidates do not appear on any roll**

- Have the PN confirm the identities and NSNs of the candidates and make the late entries so that the candidates appear on the online roll.
- Ensure a late entry attendance roll is provided and this is completed in the correct manner.
- Follow the process for labelling exam booklets outlined in the Deal with Issues During an Exam section.
- Fill out one Candidate Given Non-Barcoded Booklet(s) form.
- Attach a copy of the late entry attendance roll to the Candidate Given Non-Barcoded Booklet(s) form and pack these with the candidate exam booklets in a clear plastic bag.

### **Candidate is not found when entering into online attendance roll**

- Use the NSN to search for the candidate in the online attendance roll.
- If the NSN does not exist, or the candidate name that appears does not match the candidate who sat the exam, complete a Special Report of Supervisor and include the candidate's attendance details.

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# END THE EXAM AND COLLECT EXAM BOOKLETS

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## OVERVIEW

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Following the correct procedure for ending an exam ensures exam booklets can be collected in an orderly manner. It also helps prevent exam booklets from getting mixed up or going missing after the exam has finished.

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## CHECKLIST

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- Deliver the last 15 minutes announcement.
- Read the End of Exam Instructions.
- Collect all exam booklets, ensure any with supplementary paper, computer printouts, or forms are contained in plastic bags. And that void booklets are in a separate pile.
- Ensure the status of all digital exam candidates is showing as complete (see [Run a Digital Exam](#)).
- Take exam booklets and materials to the ECM.

---

## INFORMATION

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### THE LAST 15 MINUTES ANNOUNCEMENT

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Candidates are to be reminded when there are 15 minutes of an exam remaining. Announce the following:

“It is the last 15 minutes. No one may leave the room.”

### ENDING THE EXAM

---

At either 12.30 pm or 5.00 pm exams are to stop for all candidates who do not have extra time.

Read out the End of Exam Instructions (see [Appendix B](#)).

### COLLECTING EXAM BOOKLETS AND MATERIALS

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Move down the rows collecting the exam booklets. Check that:

- all exam booklets have been collected and recorded as collected on the attendance roll
- non-barcoded exam booklets are contained in plastic bags with a Candidate Given Non-Barcoded Booklet(s) form
- supplementary paper has been tucked inside the relevant exam booklet and contained in a clear plastic bag.

- possible Breach of Exam Rules Incident reports or Special Report of Supervisor forms are contained in clear plastic bags, with the exam booklet(s) if required
- SAC coloured or enlarged exam booklets with writing in them have been matched with the barcoded equivalent and contained in a clear plastic bag
- void exam booklets, where the candidate has drawn a cross through the box on the front cover, are kept in a separate pile from other exam booklets.

#### COMPUTER USE CANDIDATES

---

At the end of the exam:

- tell candidates to save and print any work they want marked.
- remind candidates that their printouts for each standard must be put inside the correct exam booklet; each exam booklet must be placed in a clear plastic bag and the top sealed. Work for one standard goes in one bag (i.e. a candidate entered for three standards submits three plastic bags).
- if a candidate indicates they are missing one or more printouts, ask them to check their work has the correct header on it and instruct them to print again. Return this work to them.
- it is the PN's responsibility to make backup copies on a computer of all candidate work completed, and to secure this in the event it is required later by NZQA. After this, all work completed by candidates on computers is to be deleted by the PN.

#### CANDIDATES WITH READERS AND/OR WRITERS/TYPISTS

---

Check that all answers are only written in the barcoded answer booklets.

If answers are written in non-barcoded booklets, or spread between a barcoded and non-barcoded booklet, both booklets must be contained in a plastic bag with a Special Report of Supervisor form.

Give all booklets with 'Planning only' written on the front to the ECM.

#### RETURN EXAM BOOKLETS AND MATERIALS TO THE ECM

---

At the end of each exam the ECM should be given the following:

- completed attendance rolls
- absent candidate exam booklets
- completed exam booklets
- exam booklets contained in clear plastic bags
- void exam booklets
- unopened digital exam booklet packs
- unused buffer packs
- flow wrap
- completed Toilet Rolls and Candidate Late to Exams forms
- leftover materials and equipment to be reused in future exams.

Do not give any exam booklets, unused buffer packs, resource booklets, or materials to school staff. The ECM will check these and decide what can be provided to school staff.

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# RUN A DIGITAL EXAM

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## OVERVIEW

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The instructions in this section are specific to digital exams, although supervisors must follow all normal exam processes in addition to the digital exam information.

There may also be digital exam specific situations and issues that supervisors must be prepared for.

The digital dashboard (Assessment Master) must be used to monitor candidate progress and identify potential technical issues.

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## CHECKLIST

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- Prepare digital exam rooms, login to and set-up the dashboard.
- Bring candidates into the exam room (see [Bring Candidates into the Room and Start the Exam](#)).
- Ask candidates to log in, access the digital exam, and wait at the exam access code screen.
- Read the Pre-Exam Instructions and start the exam.
- Deal with late-arriving candidates and absent candidates.
- Supervise the exam according to NZQA procedures (see Supervise Candidates).
- Monitor candidates using the dashboard.
- Provide the approved conditions to SAC candidates.
- Follow processes for candidates who wish to leave the exam early (see Supervise Candidates).
- Deal with issues, breaches, and emergency situations during the exam (see Deal with Issues during an Exam).
- Complete the attendance roll.
- Read the End of Exam Instructions.
- End the exam.

---

## INFORMATION

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### PREPARATION IN DIGITAL ROOMS

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Check that:

- candidates will not be able to read the screens of others

- the NZQA website URL is printed in large, clear letters on the whiteboard [www.nzqa.govt.nz](http://www.nzqa.govt.nz)
- packs of exam booklets are kept well away from candidates and are not put out on desks
- resource booklets have been placed face up on desks for exams that require them
- candidates who require a translated resource booklet (identified with a T on the attendance roll) have the translated resource booklet placed face up on their desk.

Set up the supervisor device being used and log in to the dashboard. Filter the exam session, exam room, set notifications and sort candidates into exam code order. Ensure you can see as many candidates as possible on one page.

Position the device so that when looking at the dashboard candidates can still be monitored. It is best to set the dashboard up at the back of the room.

Note down the exam access code to give to candidates at either 9.30am or 2.00pm.

#### BRINGING CANDIDATES INTO THE ROOM

---

Candidates entered for digital exams will complete their exam online. The equipment they use will be either a:

- computer installed in a computer room at the school
- portable laptop or device provided by the school
- portable device belonging to the individual candidate which they will bring with them and take away at the end of the exam (Bring Your Own Device, BYOD).

Candidates sitting a language exam or Te Reo Rangatira exam (any level) must bring headphones into the exam room.

#### **Admission slips**

If a candidate is sitting the exam digitally there will be a 'D' next to the exam session. If the candidate has no digital entry, they must do the exam on paper.

#### STARTING THE EXAM

---

Once all candidates are in the room, they should:

- turn on/log on to their device
- enter the NZQA URL into their browser
- access the link to the digital exam, and log in to the digital exam
- read through the information screens
- test their language keyboard if required
- test their headphones if required
- wait at the screen where the exam access code needs to be entered.

Ensure the exam access code is read out and written on the white board in digital exams.

#### LATE CANDIDATES

---

When a candidate arrives late, the supervisor must:

- escort the candidate to their desk and ensure they read a copy of the Pre-Exam Instructions and fill in the Candidate Late to Exams form
- remain with the candidate until they have logged on to their device
- direct the candidate to the NZQA URL on the whiteboard/screen
- remain with the candidate while they access the digital exam link and login to the digital exam
- advise them to read the information screens
- remain with the candidate if they need to test their language keyboard or headphones for a language exam or Te Reo Rangatira exam
- provide the 4-digit exam access code after the candidate has read the Pre-Exam Instructions, when they are ready to start the exam.

## ABSENT CANDIDATES

---

Thirty minutes after the start of the exam:

- mark 'A' in the absent column on the attendance roll for absentee candidates. Do not write anything else on the roll for an absent candidate
- ensure the candidate's status is 'Not Logged In' on the dashboard
- no absent sticker is required on the candidate's pack of exam booklets.

Do not open packs of absent candidates' exam booklets or use them for any late entry candidates.

## SUPERVISION OF CANDIDATES

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- Keep a close eye on candidate screens for websites other than the exam being accessed, or screen activity that does not appear to match a candidate's keyboard activity.
- Keep a look out for storage devices, e.g. USBs protruding from a candidate's computer.
- Candidates should not need to open their pack of exam booklets. Keep them in a box or under a desk - they are only to be provided to candidates who ask to switch to paper.
- Resource booklets must be available in hard copy for exams that require them.
- NZQA green note-making paper will be provided to give to candidates on request. This note-making paper must be kept secure. It must only be available to digital candidates and not given to any candidates answering on paper. Collect all green note-making paper in from candidates at the end of each exam.
- It is not the supervisor's responsibility to know the functionality of a digital exam. Candidates may be informed that there is a help guide within the digital exam that they can check for answers to their questions. IT staff should be called to assist with technical issues.
- Read through the Audiovisual Assessment Instructions for information on exams with special requirements.

## SAC CANDIDATES

---

SAC candidates who are approved for computer use and have elected to complete their exam digitally fall into three groups:

- **Candidates with computer use and small group accommodation**

These candidates should sit in the same room as other candidates completing the digital exam, i.e. no special SAC conditions. They have the option of reverting from the digital exam to the use of a word processing program or reverting to a paper exam.

- **Candidates with computer use and isolated separate accommodation**

These candidates must be housed separately in a room of their own with a supervisor. They have the option of reverting from the digital exam to the use of a word processing program or reverting to a paper exam.

- **Candidates with a reader and/or writer/typist and isolated separate accommodation**

These candidates sit in separate accommodation, with their EA. A candidate will either type their answers or have their writer type on their behalf. They have the option of reverting from the digital exam to the use of a word processing program, with their writer typing, or reverting to a paper exam with their writer writing on their behalf.

If a SAC candidate wishes to change from the digital exam to use of a word processing program, the device requirements set out in Appendix E must be met.

The supervisor or EA must:

- advise them that they must complete the standard they are working on digitally - they cannot submit one standard in part digitally / in part on paper
- ensure they have submitted and closed the digital exam
- give them their exam booklets
- at the end of the exam, ensure their printouts are inserted into the correct exam booklets and each exam booklet is contained in a clear plastic bag
- complete a Special Report of Supervisor form.

No extra time is allowed if the candidate wishes to change to use of a word processor.

Supervisors and EAs of digital SAC candidates in isolated accommodation will not have access to the dashboard. The ECM is to enter the room name on another supervisor's dashboard and ask that supervisor to monitor the candidate's status throughout the exam and ensure that their status shows as Complete at the end of the exam.

## DIGITAL EXAMS ISSUES

---

The following situations are specific to digital exams and will require completion of a Special Report of Supervisor form.

Forms are to be returned to NZQA in a plastic bag.

### **A candidate arrives from another school on the day of the exam and wishes to sit the exam digitally**

- Call NZQA on 0800 222 230 to discuss.

### **A candidate is entered for a digital exam and wishes to change to paper before the day of the exam**

- Candidates may change their minds about sitting an exam digitally and revert to paper, if this can be accommodated.
- If there is space in a paper exam room, the candidate should sit with all other paper exam candidates.

- Ensure the correct pack of exam booklets is given to the correct room supervisor.
- Their exam booklets should be treated the same as for all other paper candidates.

**A candidate is entered for a digital exam and wishes to change to paper on the day of the exam or during the exam**

- If a candidate decides to revert to paper once in the digital exam room, they must stay in this room to sit their exam. Due to this, candidates sitting a listening standard digitally using headphones will not be able to revert to paper.
- Explain to the candidate that they cannot do part of a standard digitally and part on paper. They must complete the standard they are doing digitally and then start the next on paper.
- Give them the correct pack of exam booklets.
- Once the candidate has moved to paper, they should not be allowed to continue to access their device.
- Ensure all exam booklets are collected when they leave the exam.
- No extra time will be given to candidates who decide to change to paper part way through a digital exam.

**A candidate who is sitting digitally wishes to complete a standard for which they are not entered**

- If a candidate wants to complete a standard they are not entered for, they must raise their hand and ask for the extra standard.
- Allocate the extra standard(s) to the candidate through the supervisor dashboard.
- Once an extra standard has been allocated on the dashboard, do not remove it.
- If the candidate wishes to sit the extra standard on paper and a paper copy is available, they may do so.

**A candidate arrives in the digital exam room but does not log in to the system and does not want to complete the exam on paper, or the candidate logs in but doesn't type anything**

- Mark the attendance roll with a D in the Number Standards Collected column.
- Change their status on the dashboard to 'In Progress', then to 'Complete'.

**A candidate's device is low on power during the exam**

- Candidates may bring a power bank into the room in their emergency pack which is kept under their chair.
- They must raise their hand and ask if they can get the power bank out of their emergency pack.

**A candidate has forgotten to bring headphones with them to their digital language or digital Te Reo Rangatira exam**

- Contact the PN to bring school-provided back-up headphones, if available.
- If no back-up headphones are available, the PN must apply for a derived grade for the listening standard.



## TECHNICAL ISSUES

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It is strongly advised that the Technician is called immediately to assist with the resolution of technical situations.

In all situations, complete a Special Report of Supervisor form.

### **A candidate has not created their Learner login prior to entering the exam room or has forgotten their password**

- Candidates will need to set up their account or reset their password through the NZQA website. They may need to access their emails to verify their account, this must be done on their exam device, not a cell phone. Contact the PN if there are issues.
- If the candidate is unable to set up their account or reset their password, you will need to direct them to the URL below and provide them with their verification code.  
<https://www.nzqa.govt.nz/NCEAbackup>

### **A candidate has not installed the language keyboard before their language exam starts**

- The candidate will need to install the correct language keyboard. This may result in them being locked out of the exam. Resolve the lock out according to the normal process.
- If the language keyboard cannot be installed, or the exam has already started, the candidate will need to write in English or switch to paper.

### **A candidate's headphones stop working while completing a listening standard**

- Contact the school Technician for assistance.
- If the school Technician can resolve the issue with the headphones, or the PN can provide back-up headphones, reset the playback of the audio file the candidate was listening to.
- If the issue cannot be resolved and no back-up headphones are available, the PN must apply for a derived grade for the listening standard.

### **A candidate's screen shows a 'loading' or 'possible loss of connection' message**

- Advise the candidate not to refresh their browser until the connection has been re-established.
- Contact the school Technician for assistance.
- Check the dashboard to see if the candidate is showing a loss of connection notification.
- Check the progress of the candidate on the dashboard to check all the work has been saved before the candidate refreshes or closes the browser.

### **All candidates are affected by a power outage or loss of wi-fi connection, or the school's anti-virus software takes control over the school's networked computers**

- Contact the school Technician for assistance, they may wish to call the NZQA Helpline (0800 222 230).

- Contact the PN or senior management and ask them to try to determine if the outage is localised or regional and whether power is likely to be reinstated within 15 minutes.
- Advise candidates to stop working and to wait in silence.
- Reassure candidates that any work completed digitally will not be lost and they will not need to re-do this work in any exam booklet.

## RESOLUTION OF TECHNICAL ISSUES

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If a technical solution can be found within 15 minutes, and the candidate(s) can continue digitally on their own device:

- Reassure the candidate(s) that any work completed digitally will not be lost.
- Determine the amount of time lost and allow the candidate(s) this extra time at the end of the exam.

If a technical solution cannot be found after 15 minutes and no other device is available to switch them to, the candidate(s) must continue the exam on paper.

- Allow the school Technician to copy any unsaved work into a word processing program and print.
- Give the candidate(s) the correct pack of exam booklets and a clear plastic bag.
- Once the candidate has moved to paper, they should not be allowed to continue to access their device.
- Determine the amount of exam time lost and allow the candidate(s) this extra time at the end of the exam.
- Ensure all exam booklets are collected at the end of the exam, regardless of whether they contain writing, and that printed answers are included with the exam booklet and placed in a clear plastic bag (one per candidate).

## BREACH OF EXAM RULES

---

The following breach situations are unique to digital exams. If any of these situations occur, complete a Possible Breach of Exam Rules Incident report.

### **A candidate asks to be unlocked as they are now locked out of the exam**

- If the candidate is suspected of going to another website, make a note of the site, or provide a description of what was seen on their screen. Unlock them via the dashboard.
- Monitor the candidate closely for the remainder of the exam, making a note of any other requests to be unlocked and adding these to the report.
- If the candidate does not try to re-enter the exam after being locked out, change their status to Complete so that their work is submitted.

### **A candidate is found with, or accesses, another portable device (e.g. USB/memory stick) or hard drive in the exam**

- Make a note of anything on screen which could have been accessed via the portable device or hard drive.
- Ask the PN to investigate what the portable device contains, and to provide written feedback for inclusion with the report.

- If the candidate wishes to continue with the exam, change their status to Not Logged In. They do not receive any extra time.

### **A candidate in a digital language or digital Te Reo Rangatira exam plays the audio out loud**

- Tell the candidate to mute their device.
- Tell the candidate “Ensure your headphones are properly connected. If the audio is played out loud again it will be considered a disturbance, and you will be removed from the room.”
- Reset the playback of the audio file the candidate was listening to.
- If there is a recurrence of the behaviour, tell the candidate, “You have disturbed the exam again. I am calling the PN to come and remove you.”
- Give all other candidates extra time at the end of the exam to make up for the disruption if required.

### EMERGENCY SITUATIONS

---

If an alarm sounds and the room must be evacuated, tell candidates to follow these procedures, with no exceptions.

- Stop typing immediately and click the Blank screen button at the bottom of your screen.
- Leave all exam materials on your desks.
- Take your emergency evacuation pack from beneath your chair, but do not open it.
- Do not talk to anyone else about the exam and remain as quiet as possible.
- Go to the emergency assembly area now (remind them where this is).

In an emergency evacuation:

- take the attendance roll when leaving the room.
- make a note of the time the exam was stopped.
- walk with the candidates to the official assembly area.
- when it is safe to do so, complete a Special Report of Supervisor form.

When the exam resumes:

- return to the room and tell candidates to put their emergency evacuation packs back under their chairs
- tell candidates to select the Return to exam button
- inform candidates they will be given additional time at the end of the exam to make up the time lost. For example, if the emergency took 17 minutes, then add 17 minutes to the official finishing time for the exam. Do not give compensatory extra time
- complete a Possible Breach of Exam Rules Incident report if any candidates communicate with one another during the evacuation.

If the exam cannot resume:

- reassure candidates that any work completed digitally will not be lost
- the PN or other school staff will determine when candidates are dismissed
- the PN will apply for a derived grade if necessary.

## COMPLETING THE ATTENDANCE ROLL

The attendance roll is to be marked accurately as follows:

- write 'A' in the 'Absent' column, after 30 minutes. Do not write anything else on the roll for absent candidates
- if a candidate completes their entire exam digitally, enter a D in the Number Standards Collected column
- do not enter a time left for any candidates that complete their entire exam digitally
- if a digital exam candidate switches to paper part way through an exam, complete the attendance roll as though they are a paper exam candidate.

## ATTENDANCE ROLL EXAMPLE

			NZQA Attendance Roll				<b>COMPLETE BOXES IN GREY AREA ONLY</b>			
Centre: 9999 ABC High School Session: NCEA L1 Biology Tuesday 8/11/2022 PM			Standard		Number					
Exam Code	NSN	Candidate Name	91028	91037	Absent (A)	Standards Collected	Time Left	Extra Paper		
A116	015874125	CANDIDATE, Name9		91037		1	40			
A117	013698574	CANDIDATE, Name10	91028			D				
A118	012587412	CANDIDATE, Name11		91037	A					
A119	012578963	CANDIDATE, Name12		91037		D				
B116	012857774	CANDIDATE, Name13		91037		D				
B120	012996396	CANDIDATE, Name14		91037		1				
B121	014425896	CANDIDATE, Name15	91028	91037		2	3:52			
B122	012596387	CANDIDATE, Name16		91037		D				
B123	012366625	CANDIDATE, Name17	91028	91037		2	3:40			

## ENDING THE EXAM

- Ensure the status of all present candidates is showing as Complete on the dashboard before allowing them to leave the room. The status can be changed to Complete from the Supervisor dashboard if this was not done by the candidate.
- Collect and destroy all used NZQA green note-making paper.
- If any packs of exam booklets have been opened, collect all exam booklets for the candidate and contain in a clear plastic bag with a Special Report of Supervisor form.

# ASSESSMENT MASTER

## SUPERVISION DASHBOARD

The dashboard provides supervisors with the ability to:

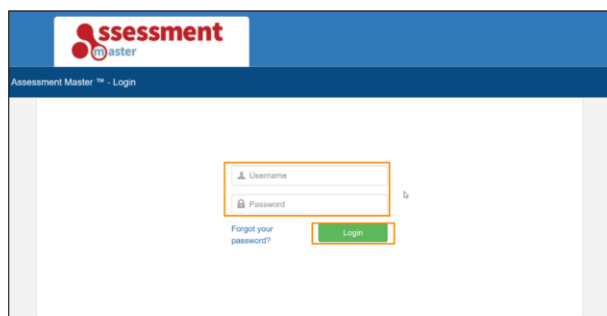
- allocate candidates to a room (ECM responsibility pre-exam)
- filter on a specific room and view lockouts and notifications for candidates in that room
- monitor candidates' connection to the server
- monitor candidates' progress during the exam
- reset a candidate's exam status, if required
- sort columns in either alphabetical, or numerical order
- bulk select and change all candidates to one specific status at the same time.

In each digital exam room only one supervisor needs to log in to the dashboard, but both supervisors should monitor this closely as well as actively supervise candidates in the room.

## LOGGING IN TO THE DASHBOARD

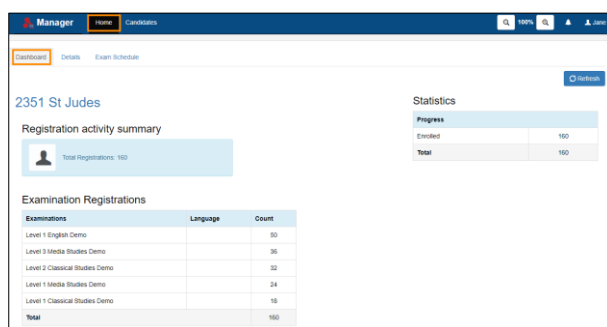
To log in to the dashboard enter the following URL in your browser (Google Chrome or Safari. Do not use Firefox, Internet Explorer or Edge):

<https://am.nzqa.sonet.com.au>



The next screen is the log in screen. Enter the username and password you have been sent by NZQA.

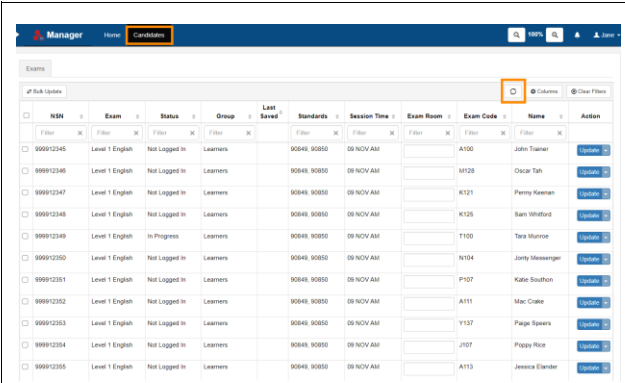
You will be prompted to create a new password when you first log in.



The first tab on your screen will be the home dashboard.

This tab gives a high-level view of the numbers of candidates sitting digital exams at your exam centre.

## COLUMN HEADINGS AND FUNCTION



The **Candidates** tab is where all the candidate information can be seen and where the digital exam is supervised. Details of candidates entered for all exams will be visible. You can sort and filter on columns to assist with monitoring your room. While supervising an exam, click the refresh button on the dashboard every couple of minutes to update the information.

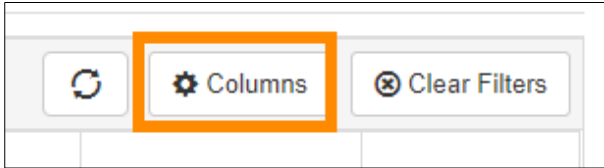
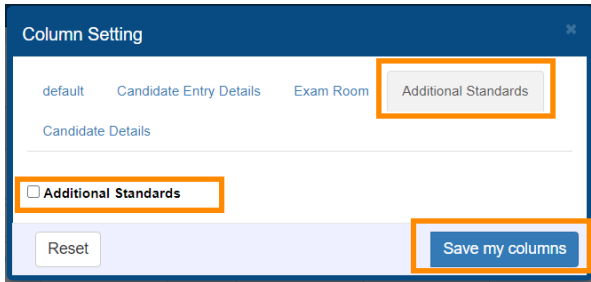
The table below lists the default columns on the dashboard and their function.

Column Heading	Function
NSN	This column shows candidate National Student Numbers (NSNs).
Exam	The level and subject of the exam.
Status	<p><b>Not Logged In</b> - the candidate has not logged on to the exam</p> <p><b>In Progress</b> - the candidate is working on the exam</p> <p><b>Complete</b> - the candidate has finished the exam and submitted their work</p> <p><b>Locked Out</b> - the candidate has moved away from the exam and is locked out - supervisor assistance will be required to re-enter the exam.</p>
Group	This column shows the term 'Learner'. It cannot be removed or changed.
Last saved	The most recent date and time the system has auto saved the candidate's work.
Session time	The date and time of the exam session.
Room	This column allows a room name to be entered. This is populated by the ECM prior to exams. Supervisors will filter on this column to see the candidates in their room.
Exam Code	This column provides the candidate's exam code, as shown on the attendance roll.
Name	This will display the candidate's full name.
Action	The blue Update button in this column allows you to change a candidate's status and view their progress during the exam.

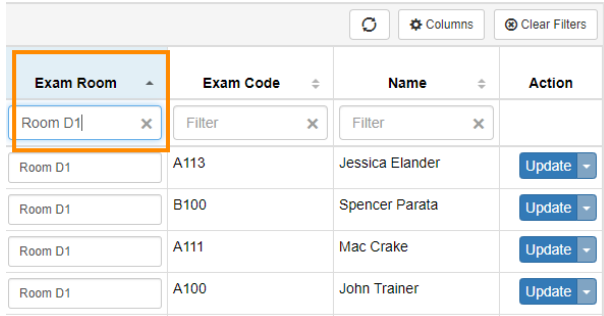
There are other columns that you may need to add to the dashboard. These are listed below. You will not need to see any other columns on the dashboard.

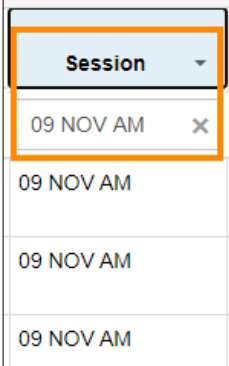
Column Heading	Function
Verification Code	This column shows the candidate's backup password if they cannot access their exam using their NZQA Learner login details. A separate URL and the candidate's NSN are also required for the backup process.
Standards	Standards that the candidate has been entered for.
Additional Standards	Any additional standards that have been added by the supervisor at the request of a candidate.
SAC	SAC conditions for the candidate.

## HOW TO EDIT COLUMNS

	<p><b>Columns</b></p> <p>This button allows you to access which columns you can choose to see on your dashboard.</p>
	<p>To add one of these columns, check the box next to the column name. Do not uncheck any of the columns NZQA has originally set for you.</p>

## FILTER BY SESSION TIME AND ROOM

	<p>A supervisor can use the Exam Room filter to display candidates in 'their' room only.</p> <p>In the Filter box, enter the number/name of your room (make sure this is entered correctly).</p> <p>Once the screen has refreshed, you will see only candidates who are sitting in this room.</p>
---	---

	<p>Filter on the date and time of the exam session in the Session Time column to only see the candidates in that session.</p>
---	---


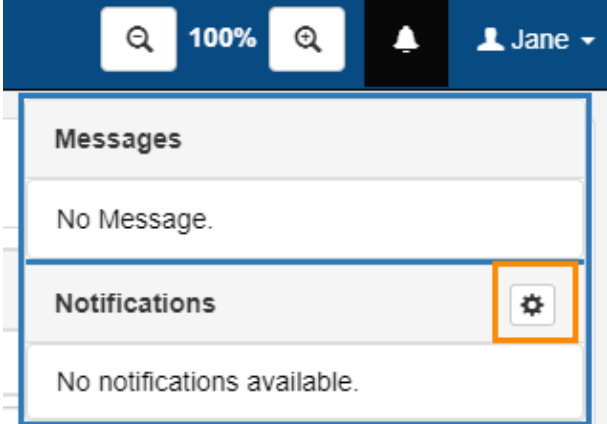
Once in your room, logon to the dashboard, enter your exam room name, and the date and time of the exam session in the filter boxes. These are the only candidates you will be monitoring during the exam.

#### FILTER NOTIFICATIONS FOR THE ROOM

On your dashboard you will receive a:

- locked-out notification when a digital candidate in your exam centre has been locked out of the exam
- loss of connection notification when a digital candidate in your exam centre has not had their work saved in the last 4 minutes.

You only want to receive notifications about candidates in your room. To receive notifications for your room only, you must filter the notifications for your room.

	<p>Click the Notification icon (the bell icon) at the top right-hand side of the dashboard.</p>
	<p>Click the settings icon next to Notifications.</p>



	<p>Click in the <b>Apply Filters</b> checkbox and select the <b>Exam Room</b> tab. Enter the name of your room exactly as it appears in the Exam Room Column. Click <b>Save</b>. Make sure you check that you have set the correct room for each exam you supervise.</p>
	<p>To clear the exam room notification, or to receive notifications for all candidates, uncheck the <b>Apply Filters</b> box and click <b>Save</b>.</p>

## CANDIDATE ACCESS TO THE DIGITAL EXAM

Prior to exam day, candidates must create a Learner Login on the NZQA website. Their learner login username and password will give them access to the digital exams.

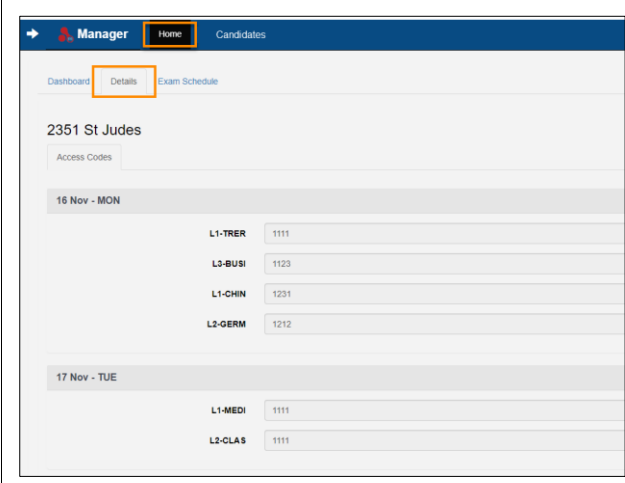
	<p>All exams are accessible via the NZQA website (<a href="http://www.nzqa.govt.nz">www.nzqa.govt.nz</a>).</p> <p>Candidates are to enter <a href="http://www.nzqa.govt.nz">www.nzqa.govt.nz</a> into their browser and then select the <b>Login now</b> button under the <b>Access Your External Assessment</b> tile.</p>
--	--

## THE EXAM ACCESS CODE

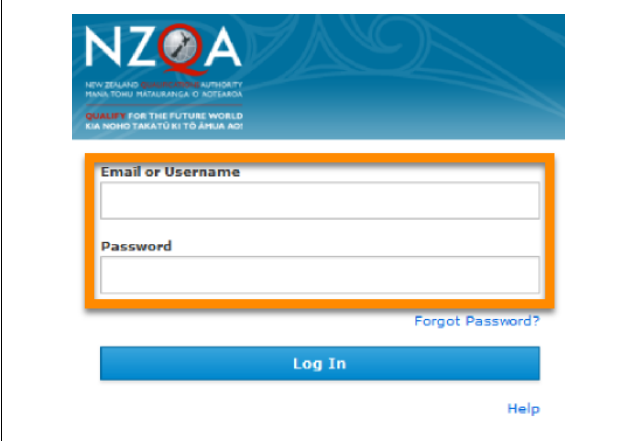
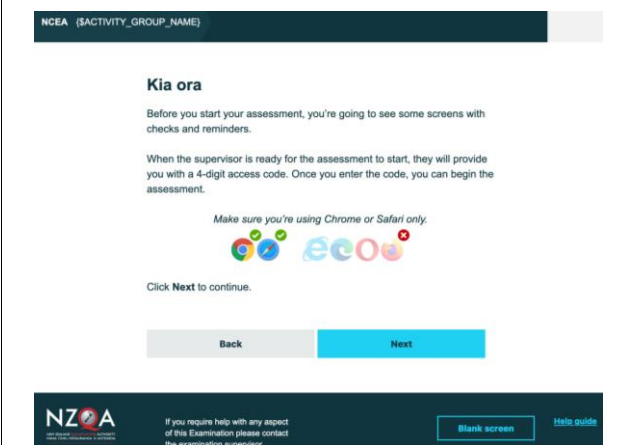
Every digital exam has a four-digit access code, e.g. 1234. Without this, candidates will not be able to start the exam. The code is exam-specific and is the same for all candidates.

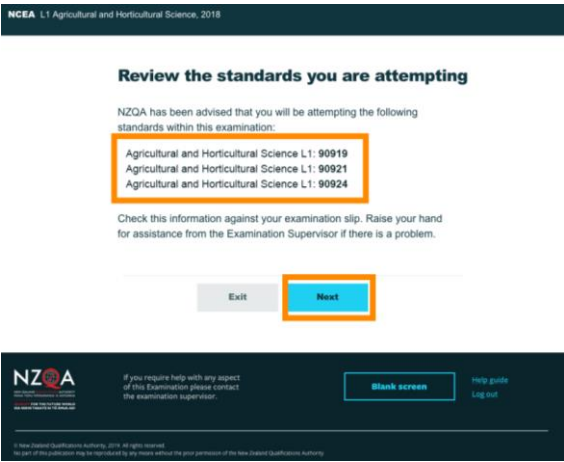
Supervisors should only access the code immediately prior to the exam session for which it is required.

The code must be secured by ECMs/supervisors until the start time, either 9.30am or 2.00pm.

 <p>The screenshot shows the Manager dashboard for 'Candidates'. The 'Home' tab is selected. Under '2351 St Judes', there is a table of access codes:</p> <table border="1"><thead><tr><th>Exam Session</th><th>Access Code</th></tr></thead><tbody><tr><td>16 Nov - MON</td><td>L1-TRER: 1111</td></tr><tr><td></td><td>L3-BUSI: 1123</td></tr><tr><td></td><td>L1-CHIN: 1231</td></tr><tr><td></td><td>L2-GERM: 1212</td></tr><tr><td>17 Nov - TUE</td><td>L1-MEDI: 1111</td></tr><tr><td></td><td>L2-CLAS: 1111</td></tr></tbody></table>	Exam Session	Access Code	16 Nov - MON	L1-TRER: 1111		L3-BUSI: 1123		L1-CHIN: 1231		L2-GERM: 1212	17 Nov - TUE	L1-MEDI: 1111		L2-CLAS: 1111	<p>Exam Access Codes will be available on the dashboard. To find the 4-digit Access Code for your exam, click the <b>Home</b> tab then the <b>Details</b> tab.</p>
Exam Session	Access Code														
16 Nov - MON	L1-TRER: 1111														
	L3-BUSI: 1123														
	L1-CHIN: 1231														
	L2-GERM: 1212														
17 Nov - TUE	L1-MEDI: 1111														
	L2-CLAS: 1111														

## CANDIDATE SCREENS AT THE START OF THE EXAM

 <p>The screenshot shows the NZQA login screen. It features the NZQA logo at the top, followed by the text 'NEW ZEALAND EDUCATION AUTHORITY' and 'HAKA TOHU MATURANGA O AOTIAROA'. Below this is a form with two input fields: 'Email or Username' and 'Password'. A 'Log In' button is at the bottom. There are links for 'Forgot Password?' and 'Help'.</p>	<p><b>Login screen</b></p> <p>This screen will appear once a candidate has clicked on the tile. They will enter their Learner login and password.</p>
 <p>The screenshot shows the NZQA welcome screen. It features the NZQA logo at the top, followed by the text 'Kia ora' and 'Before you start your assessment, you're going to see some screens with checks and reminders.' Below this is a paragraph explaining that the supervisor will provide a 4-digit access code. There is a note: 'Make sure you're using Chrome or Safari only.' with icons for Chrome, Safari, and other browsers. At the bottom, there are 'Back' and 'Next' buttons.</p>	<p><b>Welcome screen</b></p> <p>This screen will explain what screens the candidate will see prior to accessing the assessment content of the exam.</p>

	<h3>Review Standards screen</h3> <p>This screen identifies the exam and the standards for which the candidate has entries.</p>
<h3>Data collection agreement</h3> <p>By sitting this digital examination, you are agreeing that NZQA may collect and keep digital data about your examination activity. This activity data may include, but is not limited to:</p> <ul style="list-style-type: none"> <li>• your mouse movements and clicks</li> <li>• any screen information</li> <li>• any times you are locked out</li> <li>• all saved versions of your answers.</li> </ul> <p>NZQA will keep this data safe and not share it in any way that could identify you. NZQA may use it to identify possible breaches of the rules or improve future examination design.</p> <p>You may request a copy of this information using the contact form on the NZQA website.</p> <p><b>If you do not agree to NZQA collecting and keeping this data, you should not sit this examination digitally.</b> Ask your examination supervisor for the paper booklet(s) instead.</p> <p>At the bottom are 'Back' and 'Next' buttons, with 'Next' highlighted in orange.</p>	<h3>Data collection agreement screen</h3> <p>This screen contains a data collection statement for the candidate to read. Once they have read the screen, they need to click Next.</p> <p>If candidates do not accept the terms, they should not complete the digital exam and should swap to paper.</p>
<h3>Reminders</h3> <ul style="list-style-type: none"> <li>• Look at your own screen only.</li> <li>• If you need to go to the toilet, ask the supervisor for permission, then click on the blank screen button on the bottom right of your screen.</li> <li>• While you are participating in this exam your activities are monitored by NZQA.</li> <li>• If you move away from the exam, the system detects this and locks you out. Ask the supervisor for help to get back into the exam.</li> <li>• Press the <b>Close</b> button before you leave the exam room.</li> </ul> <p>At the bottom are 'Back' and 'Next' buttons, with 'Next' highlighted in orange.</p>	<h3>Reminders screen</h3> <p>This screen contains some basic reminders for candidates. These should be read carefully, before the candidate clicks <b>Next</b>.</p>
<h3>Check your headphones</h3> <p>If you are entered for the listening standard, click the <b>Play</b> (▶) button below and confirm:</p> <p><input type="checkbox"/> My headphones are connected, and I can hear the audio playback.</p> <p><input type="checkbox"/> The audio volume is at a comfortable level.</p> <p>Below the checkboxes is a play button and a timer showing '00:00 / 00:15'.</p> <p>If there is a problem, raise your hand to let the supervisor know.</p> <p>At the bottom are 'Back' and 'Next' buttons, with 'Next' highlighted in orange.</p>	<h3>Check your headphones</h3> <p>Only candidates sitting language or Te Reo Rangatira exams will see this screen. It allows candidates to check their headphones are connected and working correctly.</p>

## Check your language keyboard (if required)

If you would like to answer the exam questions in English, please click Next.

If you would like to answer in a language that requires the use of a language keyboard, you may use the box below to check that your language keyboard is working.

If your language keyboard does not work as expected, ask your supervisor to advise you of your options.

Back

Next

## Check your language keyboard

Only candidates sitting language exams will see this screen. If they are choosing to answer in a language other than English, they can check to see if their language keyboard is working correctly.

NCEA Level 1 Agricultural and Horticultural Science, 2018

### Enter your access code

When the Examination Supervisor is ready for the exam to begin they will share with you a four-digit code to enter. Once you have entered this code you can begin the exam.

ACCESS CODE

2 3 4 5

Back

Begin exam

NZQA

If you require help with any aspect of this Examination please contact the examination supervisor.

Blank screen

Help guide

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## Exam Access Code screen

Candidates cannot move beyond this screen until the Pre-Exam Instructions have been read and the Exam Access Code has been provided at either 9.30am or 2.00pm. Once the supervisor has read out the code and written it on the whiteboard, candidates enter it and click **Begin exam**.

NCEA Level 1 English, 2019

Standard 90849

Standard 90850

Standard 90851

Exam Overview

### Exam overview

This page shows you how your exam is structured and the pages you have completed. You can start by clicking on any of them and move freely between them during the 3 hours. Your work will automatically be saved while you complete the exam. Simply press the 'Finish exam' button when you are done.

90849

Achievement Criteria

Show understanding of specified aspect(s) of studied written text(s), using supporting evidence

Pages to be completed

90850

Achievement Criteria

Show understanding of specified aspect(s) of studied visual or oral text(s), using supporting evidence

Pages to be completed

90851

Achievement Criteria

Show understanding of significant aspects of unfamiliar written text(s) through close reading, using supporting evidence

Pages to be completed

Finish exam

REVIEW, FINALISE AND SUBMIT

NZQA

If you require help with any aspect of this Examination please contact the examination supervisor.

Blank screen

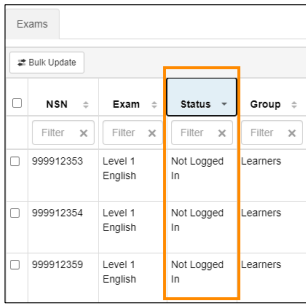
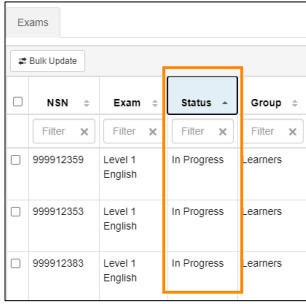
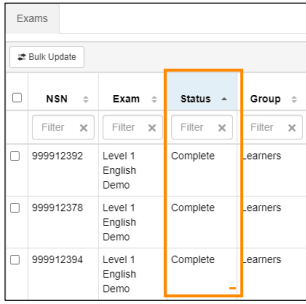
Help guide

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## Exam overview screen

Candidates can move freely between standards from this page. When they are ready to review and finish their exam, they click Finish exam from this page.

## CANDIDATE EXAM STATUSES

 <p>The screenshot shows the 'Exams' dashboard with a table of candidates. The 'Status' column for all three candidates is 'Not Logged In'. The 'Status' column header and the 'Not Logged In' text are highlighted with an orange box.</p> <table border="1"><thead><tr><th>NSN</th><th>Exam</th><th>Status</th><th>Group</th></tr></thead><tbody><tr><td>999912353</td><td>Level 1 English</td><td>Not Logged In</td><td>Learners</td></tr><tr><td>999912354</td><td>Level 1 English</td><td>Not Logged In</td><td>Learners</td></tr><tr><td>999912359</td><td>Level 1 English</td><td>Not Logged In</td><td>Learners</td></tr></tbody></table>	NSN	Exam	Status	Group	999912353	Level 1 English	Not Logged In	Learners	999912354	Level 1 English	Not Logged In	Learners	999912359	Level 1 English	Not Logged In	Learners	<p>At the start of the exam all candidates will have the status of Not Logged In. This means they have not yet accessed the exam.</p>
NSN	Exam	Status	Group														
999912353	Level 1 English	Not Logged In	Learners														
999912354	Level 1 English	Not Logged In	Learners														
999912359	Level 1 English	Not Logged In	Learners														
 <p>The screenshot shows the 'Exams' dashboard with a table of candidates. The 'Status' column for all three candidates is 'In Progress'. The 'Status' column header and the 'In Progress' text are highlighted with an orange box.</p> <table border="1"><thead><tr><th>NSN</th><th>Exam</th><th>Status</th><th>Group</th></tr></thead><tbody><tr><td>999912359</td><td>Level 1 English</td><td>In Progress</td><td>Learners</td></tr><tr><td>999912353</td><td>Level 1 English</td><td>In Progress</td><td>Learners</td></tr><tr><td>999912383</td><td>Level 1 English</td><td>In Progress</td><td>Learners</td></tr></tbody></table>	NSN	Exam	Status	Group	999912359	Level 1 English	In Progress	Learners	999912353	Level 1 English	In Progress	Learners	999912383	Level 1 English	In Progress	Learners	<p>Once a candidate has logged on to the exam their status will show as In Progress.</p>
NSN	Exam	Status	Group														
999912359	Level 1 English	In Progress	Learners														
999912353	Level 1 English	In Progress	Learners														
999912383	Level 1 English	In Progress	Learners														
 <p>The screenshot shows the 'Exams' dashboard with a table of candidates. The 'Status' column for all three candidates is 'Complete'. The 'Status' column header and the 'Complete' text are highlighted with an orange box.</p> <table border="1"><thead><tr><th>NSN</th><th>Exam</th><th>Status</th><th>Group</th></tr></thead><tbody><tr><td>999912392</td><td>Level 1 English Demo</td><td>Complete</td><td>Learners</td></tr><tr><td>999912378</td><td>Level 1 English Demo</td><td>Complete</td><td>Learners</td></tr><tr><td>999912394</td><td>Level 1 English Demo</td><td>Complete</td><td>Learners</td></tr></tbody></table>	NSN	Exam	Status	Group	999912392	Level 1 English Demo	Complete	Learners	999912378	Level 1 English Demo	Complete	Learners	999912394	Level 1 English Demo	Complete	Learners	<p>Once a candidate has submitted and closed their exam, their status should show as Complete.</p>
NSN	Exam	Status	Group														
999912392	Level 1 English Demo	Complete	Learners														
999912378	Level 1 English Demo	Complete	Learners														
999912394	Level 1 English Demo	Complete	Learners														

### Status changes during exam

During an exam, candidate statuses will change at different stages. It is important these status changes are monitored, in particular, Locked Out.

### CHANGING A CANDIDATE'S STATUS USING THE DASHBOARD

There may be occasions when you will need to use the Update button on the dashboard to change a candidate's status.

Example:

If a candidate must leave the room suddenly because they are sick and do not return, you will need to change their status from In Progress to Complete to ensure their exam work has been submitted.

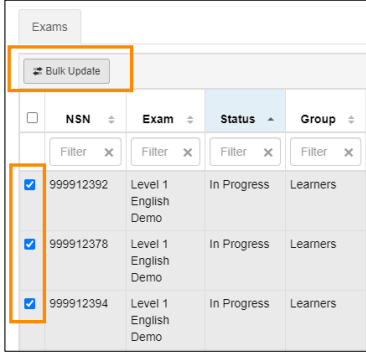
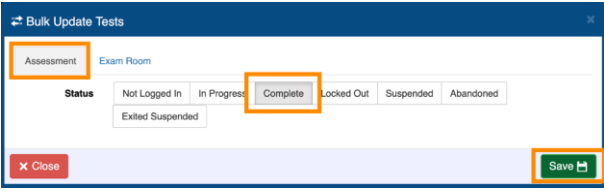
To change a candidate's status, click the blue Update button for that candidate, at the far right-hand side of the screen.

The status-changing window will open allowing you to change the status.

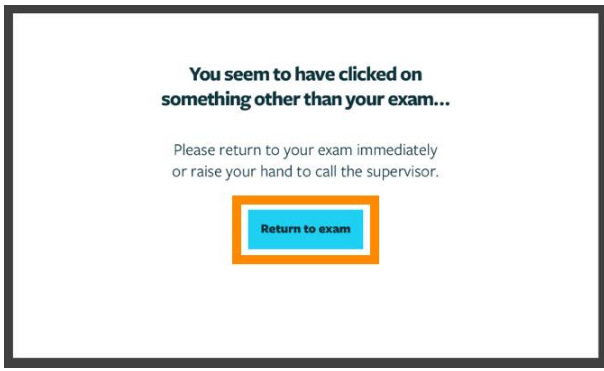
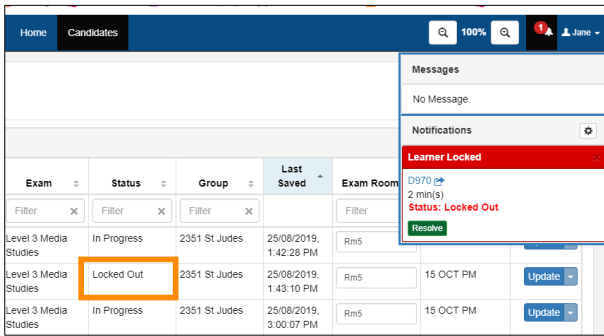
Select the new status and click Save.

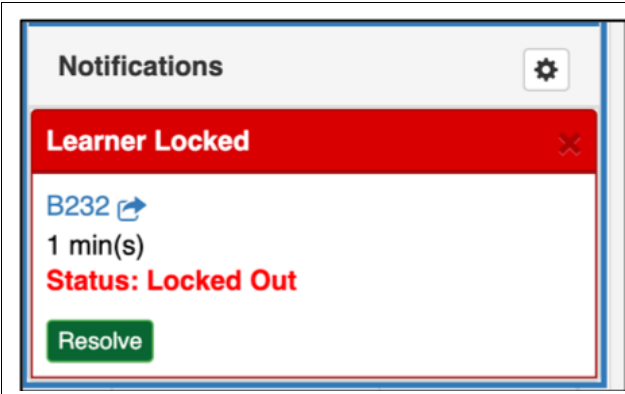
## BULK STATUS CHANGE

If you need to change all candidates showing a status of In Progress to one status, e.g. Complete, then:

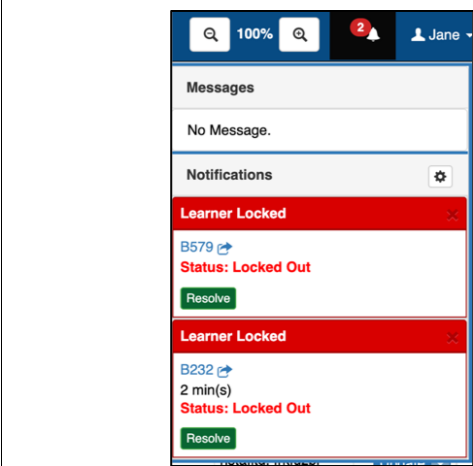
 <p>The screenshot shows a table with columns: NSN, Exam, Status, and Group. Three rows are selected with checkboxes. The 'Bulk Update' button is highlighted in the top left.</p> <table border="1"> <thead> <tr> <th>NSN</th> <th>Exam</th> <th>Status</th> <th>Group</th> </tr> </thead> <tbody> <tr> <td>999912392</td> <td>Level 1 English Demo</td> <td>In Progress</td> <td>Learners</td> </tr> <tr> <td>999912378</td> <td>Level 1 English Demo</td> <td>In Progress</td> <td>Learners</td> </tr> <tr> <td>999912394</td> <td>Level 1 English Demo</td> <td>In Progress</td> <td>Learners</td> </tr> </tbody> </table>	NSN	Exam	Status	Group	999912392	Level 1 English Demo	In Progress	Learners	999912378	Level 1 English Demo	In Progress	Learners	999912394	Level 1 English Demo	In Progress	Learners	<p>Tick the boxes next to the candidates showing a status of In Progress. Click on <b>Bulk Update</b>.</p>
NSN	Exam	Status	Group														
999912392	Level 1 English Demo	In Progress	Learners														
999912378	Level 1 English Demo	In Progress	Learners														
999912394	Level 1 English Demo	In Progress	Learners														
 <p>The screenshot shows the 'Bulk Update Tests' dialog box. The 'Assessment' tab is active. The 'Status' dropdown is set to 'Complete'. The 'Save' button is highlighted.</p>	<p>In the <b>Assessment</b> tab select the new status for all candidates and click Save. You should only need to change a status to either <b>Not logged in</b> or <b>Complete</b>. <b>Do not</b> select Locked Out, Suspended, Abandoned or Existed Suspended.</p>																

## LOCKED OUT STATUS

 <p>The screenshot shows a white pop-up message with a blue 'Return to exam' button.</p>	<p>If a candidate clicks away from the exam, they will receive this pop-up. The candidate must return to the exam immediately or they will get locked out of the exam.</p> <p>If they do become locked out, the supervisor will need to change the candidate's status to 'Not Logged In' so they can log in again.</p>																				
 <p>The screenshot shows the 'Candidates' dashboard. A table lists candidates with columns: Exam, Status, Group, Last Saved, and Exam Room. One candidate is 'Locked Out'. A notification pop-up is visible on the right.</p> <table border="1"> <thead> <tr> <th>Exam</th> <th>Status</th> <th>Group</th> <th>Last Saved</th> <th>Exam Room</th> </tr> </thead> <tbody> <tr> <td>Level 3 Media Studies</td> <td>In Progress</td> <td>2351 St Judes</td> <td>25/08/2019, 1:42:28 PM</td> <td>Rm5</td> </tr> <tr> <td>Level 3 Media Studies</td> <td>Locked Out</td> <td>2351 St Judes</td> <td>25/08/2019, 1:43:10 PM</td> <td>Rm5</td> </tr> <tr> <td>Level 3 Media Studies</td> <td>In Progress</td> <td>2351 St Judes</td> <td>25/08/2019, 3:00:07 PM</td> <td>Rm5</td> </tr> </tbody> </table>	Exam	Status	Group	Last Saved	Exam Room	Level 3 Media Studies	In Progress	2351 St Judes	25/08/2019, 1:42:28 PM	Rm5	Level 3 Media Studies	Locked Out	2351 St Judes	25/08/2019, 1:43:10 PM	Rm5	Level 3 Media Studies	In Progress	2351 St Judes	25/08/2019, 3:00:07 PM	Rm5	<p>Candidates who lock themselves out may have committed a possible breach of exam rules. If you suspect a breach, fill out a Possible Breach of Exam Rules Incident form.</p> <p>When a candidate is locked out a notification will pop up on the dashboard.</p>
Exam	Status	Group	Last Saved	Exam Room																	
Level 3 Media Studies	In Progress	2351 St Judes	25/08/2019, 1:42:28 PM	Rm5																	
Level 3 Media Studies	Locked Out	2351 St Judes	25/08/2019, 1:43:10 PM	Rm5																	
Level 3 Media Studies	In Progress	2351 St Judes	25/08/2019, 3:00:07 PM	Rm5																	

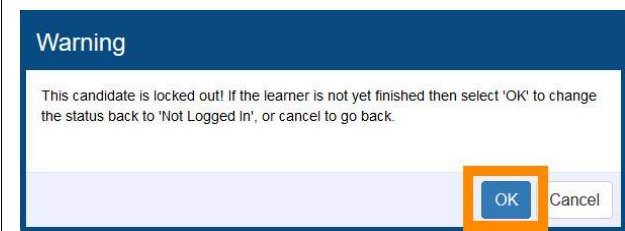


- The drop-down box shows:
- the exam code of the locked out candidate (B232)
  - the length of time the candidate has been locked out of the exam (1 minute)
  - the status of the candidate (Locked Out)
  - a Resolve button.

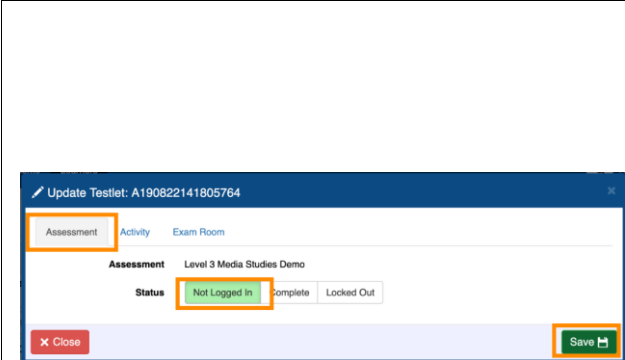


If more than one candidate locks themselves out, they will appear as an addition in the drop-down window, until they are resolved.

**RESOLVING A LOCKOUT**



To reinstate a candidate, click the green Resolve button in the drop-down window of the Lock out notification. A message will appear as shown. If the candidate wishes to be reinstated, click **OK**.



On the next screen, go to the Assessment tab, select Not Logged In and click Save.


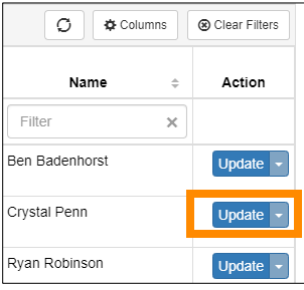
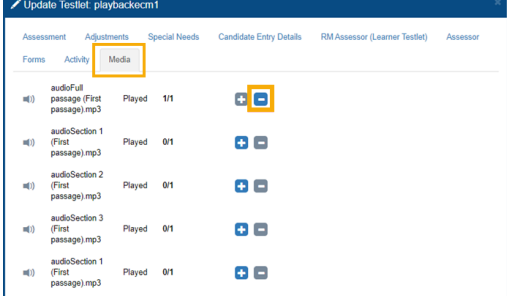
The candidate will be able to log back into the exam once you have changed their status. They will be taken back to the place they were at, before being locked out.

On the dashboard, the candidate's status will change to In Progress.

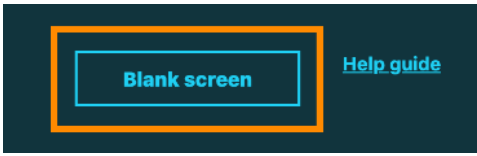
To clear the drop-down window, click Resolve again.

## RESETTING PLAYBACK OF AN AUDIO FILE

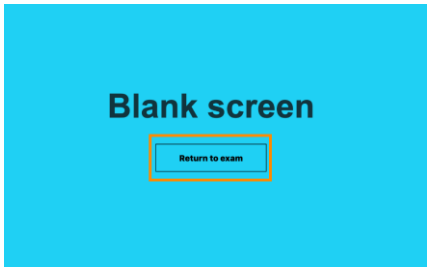
Candidates sitting a digital exam with an audio file are only permitted to listen to each audio section a certain number of times and are not able to pause the audio file once they click play. If there is an issue during the playing of an audio file and the candidate has not heard the file play, the dashboard supervisor will need to reset the playback count so the candidate can replay that section. It may take up to 60 seconds from when the playback is reset to when the candidate can play the file again.

	<p>Ask the candidate to indicate which audio file was playing when they had an issue. Audio files that have been played will be opaque in colour and show the word <i>Played</i>.</p>
	<p>On the dashboard, identify the candidate. Click <b>Update</b> in the Actions column. Go to the Media tab.</p>
	<p>In the Media tab, find the correct audio file. Naming conventions will match the candidates' screen.</p> <p>Click the minus ( - ) button next to the correct file. Click Save.</p>

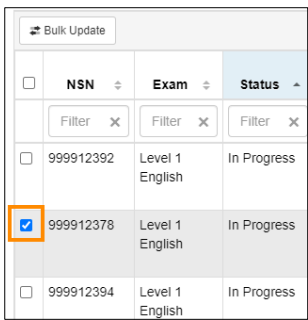

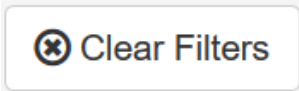
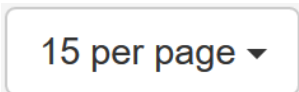

## TOILET BREAKS

	<p>In addition to normal processes, candidates must 'blank out' their screen before they leave their computer by clicking the button at the bottom of their screen. (This can only be done by the candidate.)</p>
---	---



	<p>When the candidate returns to their computer, they click on <b>Return to exam</b> to resume the exam. If a candidate has not disabled their screensaver prior to the exam, they may get locked out if they are away from their device for a few minutes. They will then need to be unlocked by the supervisor.</p>
---	---

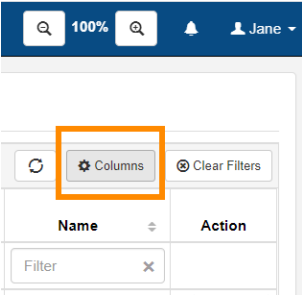
## OTHER FEATURES/FUNCTIONS OF THE DASHBOARD

	<p><b>Highlighting a row</b> To assist with following a row across the screen for one candidate, tick the box next to the candidate's NSN and the entire row will be highlighted.</p>
	<p><b>Refresh button</b> This allows you to refresh the screen. You should refresh every couple of minutes so that you can see changes to candidates' statuses.</p>
	<p><b>Clear Filters</b> This button clears any words/numbers entered in Filter fields.</p>
	<p><b>Number of candidates per page</b> If you select the drop-down arrow you can change the number of candidates showing on one page. Choices are 15, 25, 50 or 100.</p>
	<p><b>Page indicator / selector</b> This shows you which page of candidates you are on, allows you to select different page numbers or move to the first page or last page.</p>

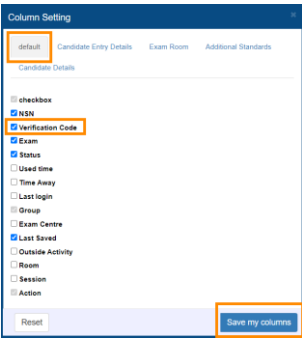
## CANDIDATE ACCESS IF CANDIDATE HAS NOT CREATED AN NZQA LEARNER LOGIN

If a candidate has not created an NZQA learner login account, they will need to be provided alternative login details and this URL: <https://www.nzqa.govt.nz/NCEAbackup>

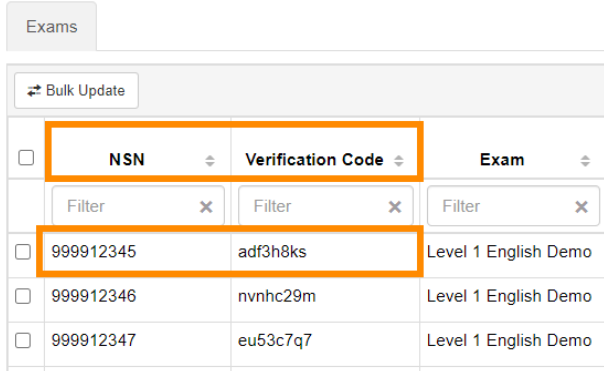
The candidate will use their NSN and Verification Code to login. Their NSN is on the dashboard and their admission slip. The Code can be found on the supervisor dashboard.



Click the **Columns** button to add Verification codes to the dashboard.



Check the box next to Verification Code on the **Default** tab and click **Save**.



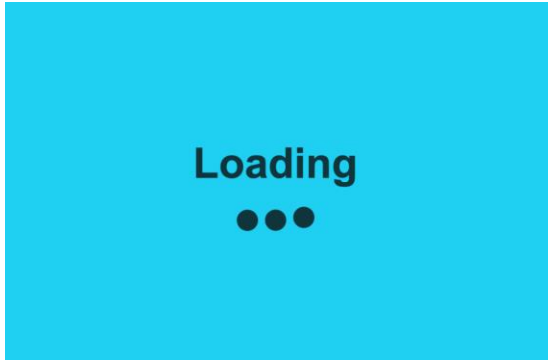
The NSN and Verification Codes will display on the dashboard.

Supply these to the candidate with the alternative URL link so they can access the digital exam.

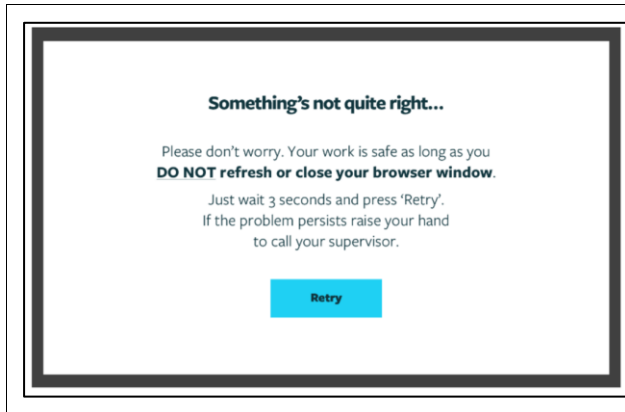
	NSN	Verification Code	Exam
<input type="checkbox"/>	999912345	adf3h8ks	Level 1 English Demo
<input type="checkbox"/>	999912346	nvnhc29m	Level 1 English Demo
<input type="checkbox"/>	999912347	eu53c7q7	Level 1 English Demo

## CANDIDATE SCREENS LOSS OF CONNECTION

The following screens may mean that the candidate's device is having connectivity issues. It is important that they do not refresh or close their browser until any possible loss of connection is resolved.

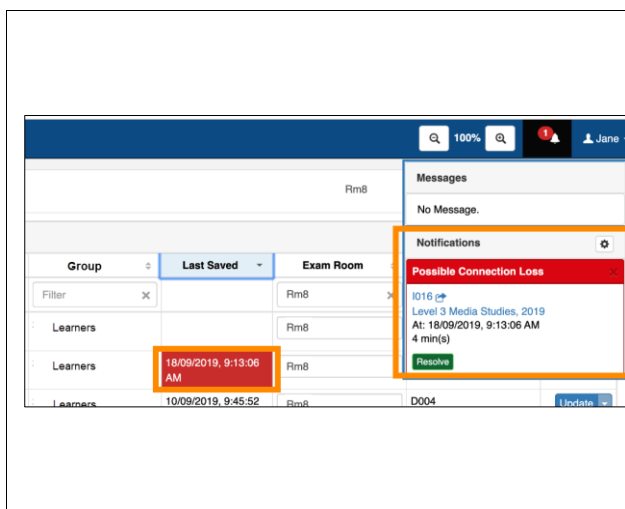


A candidate's screen shows a 'Loading' message.



A candidate's screen shows a possible loss of connection message.

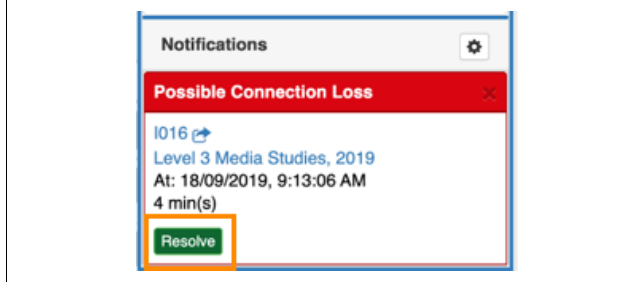
### POSSIBLE LOSS OF CONNECTION



A candidate who has a possible connection loss will have their Last Saved column highlighted in red, as shown in the screenshot below.

The notification and red highlighted column mean the candidate's work has not been saved for more than 4 minutes. Normally a candidate's work is automatically saved every 30 seconds.

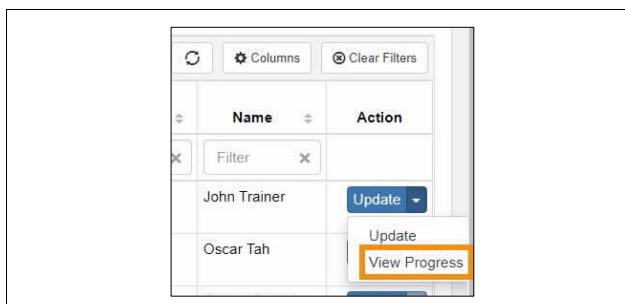
Once the candidate's connection is back, the Last Saved column will no longer be highlighted in red.



Once the issue has been resolved, click on Resolve to close the notification. (Note: This doesn't resolve anything, but simply shuts down the notification.)

Contact the school technician to assist in investigating the connection issue. Ask the candidate to stop working while a solution is found. NZQA will be monitoring the dashboard during examination session and will contact ECM after 15 minutes of inactivity.

### CHECKING A CANDIDATE'S PROGRESS



The most recent saved version of a candidate's exam can be viewed by the supervisor.

In the Action column, click the arrow next to update and click View Progress.

The view progress pop-up will show 5 columns. It will give the last saved date and time of each exam page.

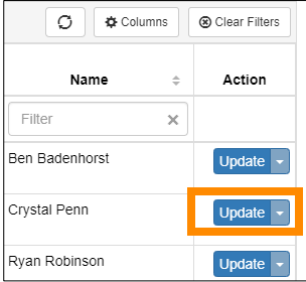
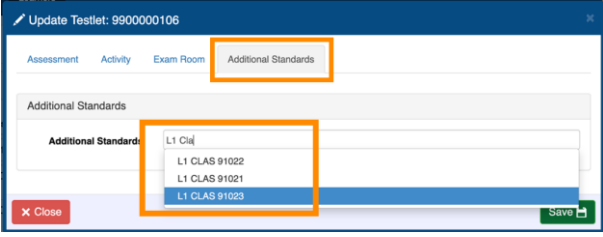
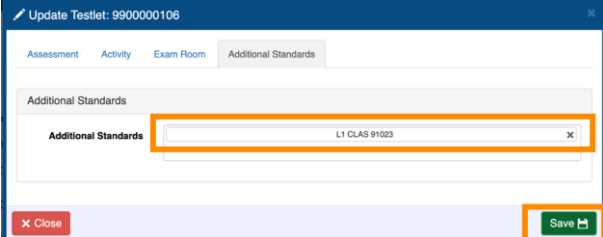
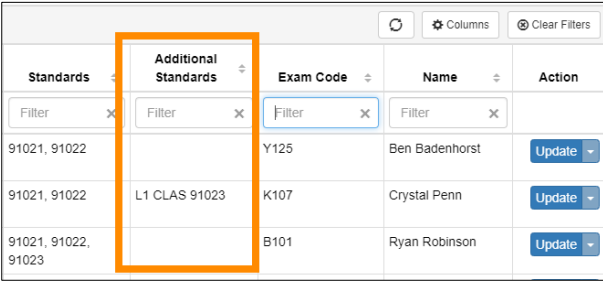
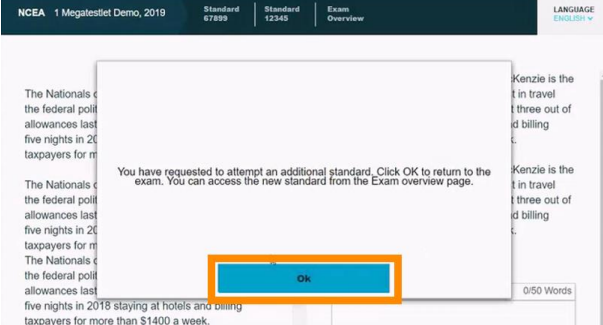
Activity	Answered	Response Date	Viewed	Actions
intro-1-Standards	No	05/11/2019, 2:46:49 PM	Yes	<a href="#">View</a>
intro-2-Data_Collection	No	05/11/2019, 2:46:51 PM	Yes	<a href="#">View</a>
intro-3-Reminders	No	05/11/2019, 2:46:53 PM	Yes	<a href="#">View</a>
intro-4-code-L1-ENGL-2019-PRD	No	05/11/2019, 2:46:59 PM	Yes	<a href="#">View</a>
intro-5-Overview	No	09/06/2020, 9:58:15 AM	Yes	<a href="#">View</a>
intro-6-Summary	No	09/06/2020, 9:58:08 AM	Yes	<a href="#">View</a>
L1-ENGL-2019-PRD-90851-Q1	Yes	25/03/2020, 5:53:54 PM	Yes	<a href="#">View</a>
L1-ENGL-2019-PRD-90850-Q1	Yes	25/03/2020, 5:55:41 PM	Yes	<a href="#">View</a>
L1-ENGL-2019-PRD-90849-Q1	Yes	25/03/2020, 5:55:28 PM	Yes	<a href="#">View</a>

Click the view button to open the exam page the candidate was working on when they were having connection issues.

Confirm with the candidate that the work has been saved (show them their work) and they can continue.

## ASSIGNING AN ADDITIONAL STANDARD

If a candidate requests to attempt a standard they have not been entered for, add the standard to the candidate's exam from the dashboard.

	<p>On the dashboard, identify the candidate.</p> <p>Click <b>Update</b> in the Actions column. Go to the Additional Standards tab.</p>																				
	<p>In the Additional Standards field, start to type the level and exam session name. As you type, the matching list of additional standards display.</p>																				
	<p>Select the standard the candidate wants to sit. Click Save.</p>																				
 <table border="1"> <thead> <tr> <th>Standards</th> <th>Additional Standards</th> <th>Exam Code</th> <th>Name</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>91021, 91022</td> <td></td> <td>Y125</td> <td>Ben Badenhorst</td> <td>Update</td> </tr> <tr> <td>91021, 91022</td> <td>L1 CLAS 91023</td> <td>K107</td> <td>Crystal Penn</td> <td>Update</td> </tr> <tr> <td>91021, 91022, 91023</td> <td></td> <td>B101</td> <td>Ryan Robinson</td> <td>Update</td> </tr> </tbody> </table>	Standards	Additional Standards	Exam Code	Name	Action	91021, 91022		Y125	Ben Badenhorst	Update	91021, 91022	L1 CLAS 91023	K107	Crystal Penn	Update	91021, 91022, 91023		B101	Ryan Robinson	Update	<p>The standard displays in the Additional Standards column if the column has been added to your dashboard.</p>
Standards	Additional Standards	Exam Code	Name	Action																	
91021, 91022		Y125	Ben Badenhorst	Update																	
91021, 91022	L1 CLAS 91023	K107	Crystal Penn	Update																	
91021, 91022, 91023		B101	Ryan Robinson	Update																	
	<p>Confirm that the candidate has the additional standard.</p> <p>When the standard has been released, the candidate's screen will show the message.</p>																				

## CANDIDATE SCREENS AT THE END OF THE EXAM

<p><b>Review, finalise and submit your answers</b></p> <p>You have left some questions unanswered. They are marked with a hollow rectangle below. You can click on any of the pages to add or edit them.</p> <p><b>Standard: 90919</b> Demonstrate knowledge of soil management practices</p> <p>Page 1 Page 2 Page 3</p> <p><b>Standard: 90921</b> Demonstrate knowledge of livestock management practices</p> <p>Page 1 Page 2 Page 3</p> <p><b>Standard: 90924</b> Demonstrate knowledge of horticultural plant management practices and related plant physiology</p> <p>Page 1 Page 2 Page 3</p> <p>WHEN YOU ARE READY</p> <p><b>Submit exam</b></p>	<p><b>Review, finalise, and submit your answers</b></p> <p>Candidates will see this screen when they are ready to submit their exam.</p> <p>This screen also warns candidates of any questions for which there is no response or a partial response, prior to exam submission. Candidates click the Submit exam button if they have finished.</p> <p>If a candidate wants to access their exam once it has been submitted, the supervisor can change their status to Not Logged In on the dashboard. The supervisor must complete a Special Report of Supervisor form.</p>
<p>NCEA</p> <p>Please participate in our User Satisfaction Survey by clicking here.</p> <p><b>NZQA</b> If you require help with any aspect of this Examination please contact the examination supervisor.</p> <p><small>© New Zealand Qualifications Authority 2019. All rights reserved. No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means without the prior permission of the New Zealand Qualifications Authority.</small></p>	<p><b>End of Exam Survey</b></p> <p>Once a candidate has submitted their exam, they can complete a short survey for NZQA about their experience. To access the survey, a candidate needs to click the link on the screen.</p> <p>If candidates stays for the full three hours, they may not start the survey until the End of Exam Instructions have been read and any exam materials have been collected in by the supervisor.</p> <p>If a candidate submits their work early, and wants to leave, they may do the survey, click Close on the final screen and then leave the exam when they have completed this.</p>
<p>NCEA Candidate Survey 2019</p> <p><b>You are done.</b> Please close this tab and return to the Digital exams page on the NZQA website for more information.</p> <p><b>Close</b></p> <p><b>NZQA</b> If you require help with any aspect of this Examination please contact the examination supervisor.</p> <p><small>© New Zealand Qualifications Authority 2019. All rights reserved. No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means without the prior permission of the New Zealand Qualifications Authority.</small></p>	<p>Once a candidate has completed the survey, they must click the Close button. This will set their status to Complete. If the candidate leaves without closing their exam properly, the supervisor should set their status to Complete on the dashboard.</p>

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# PACK EXAM BOOKLETS AND MATERIALS INTO COURIER BAGS AND RETURN TO NZQA

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## OVERVIEW

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Packing exam materials in courier bags using the proper process ensures exam booklets and materials are sorted and processed accurately and efficiently by the sort centre.

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## CHECKLIST

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- Email any breach reports to NZQA.
- Pack the green courier bag.
- Peel off the bottom section from the courier label(s) and stick it on the session page in the Exam Centre Manager's Daily Notebook.
- Give the green courier bag to the courier at the next pick-up.

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## INFORMATION

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### BREACH REPORTS

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The Possible Breach of Exam Rules Incident report should be emailed to [breaches@nzqa.govt.nz](mailto:breaches@nzqa.govt.nz) as soon as possible after the exam session.

The hard copy report, along with the exam booklet(s) and anything collected (e.g. notes, Toilet Roll) should be contained in a clear plastic bag.

### VOID EXAM BOOKLETS

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Double check that all void exam booklets have been identified and have a cross in the box on the front cover. Contain all void exam booklets in a clear plastic bag and attach a yellow Void sticker on the outside of the bag.

ECMs are not expected to verify whether void booklets do or do not contain writing.

### CANDIDATES WITH EXTRA TIME

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If exam booklets for candidates with extra time or rest breaks miss being included in the green courier bag, use a spare green courier bags and write the exam centre number, the exam and the session date on the courier label.

Do not put these late exam booklets in a bag with exam booklets for another exam.

### PACKING GREEN COURIER BAGS

---

Find all the green courier bags that are labelled with the name of the exam and the date of the exam session. It is important that the correct bag is used.

If one of the spare green courier bags is used, clearly and accurately write the name of the exam subject/level of the enclosed exam booklets, and the date of the session, on the blank label.

Pack the green courier bag as follows:

- void exam booklets in a clear plastic bag, in any order, with a Void sticker on the outside of the bag
- all other loose, barcoded exam booklets may be placed in the bag in any order (only one subject and level per bag)
- exam booklet spines must all face the same direction
- any completed exam booklets that are contained in clear plastic bags should be packed into the green courier bag. This includes:
  - exam booklets that have an accompanying Special Report of Supervisor form, Candidate Given Non-Barcoded Booklet(s) form, or Possible Breach of Exam Rules Incident report
  - exam booklets containing supplementary paper
  - SAC computer candidate exam booklets containing printouts
  - non-barcoded, translated, enlarged, or coloured exam booklets that accompany a barcoded equivalent.
- ABS packs with red ABS stickers around the right-hand side
- unopened digital exam booklet packs contained in a clear plastic bag in any order.

Do not send green resource booklets or coloured front covers of digital exam packs.

Record the number of NZ Scholarship exam booklets sent in the green courier bag in the Exam Centre Manager's Daily Notebook. Have someone else check this number before the green courier bag is sealed.

Before the courier bag is picked up by a courier, peel off the bottom section from the label and stick it on the session page in the Exam Centre Manager's Daily Notebook. This is a record of what was sent and must be kept until July the following year.

#### PICK-UP OF COURIER BAGS

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Generally, pick-ups will be made in the afternoon each day that the school has exams scheduled. ECMs must ensure that courier bags that miss the afternoon pick-up are stored securely overnight at the exam centre, to be collected the following afternoon.

#### UNUSED BUFFER PACKS AND RESOURCE BOOKLETS

---

Unused buffer pack exam booklets should be checked for writing before handing to the PN.

Do not give buffer packs to anyone other than the PN.

No unused buffer packs and resource booklets should be given to the PN until after the official exam finish time, even if all candidates at the exam centre have left early.

#### RETURN OF FLOW WRAP

---

As exams progress, collect the flow wrap from exam booklet packs for return to Blue Star for recycling. Flow wrap must be returned to Blue Star and not recycled by the exam centre.

Pack the flow wrap into the boxes the exam booklets were delivered in and attach a courier label addressed to Blue Star. Ensure the courier attached label covers any old courier labels



or these are crossed out. Once boxes are full give to the courier when they pick up the green courier bags.

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# APPROVE TIMESHEETS FOR ECOS

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## OVERVIEW

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Completing the claims online ensures ECOs that are paid by NZQA receive their payment in December.

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## CHECKLIST

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- As each ECO and ECA finishes their sessions for the year, confirm that the total sessions recorded for them in the online planner is accurate, and that non-paid sessions have been indicated.
- Check claimed sessions and trainings match rostered/expected sessions.
- Add notes to support approval.
- Escalate timesheets that cannot be approved or where there is a COI.

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## INFORMATION

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Further instructions regarding approval of timesheets will be sent to ECMs once screenshots are available.

All ECOs must have been allocated on the planner and each person's allocation should be checked and updated every day after exams.

ECOs that work at multiple centres will have access to timesheets for both centres and should only enter sessions and training specific to the centre on each timesheet.

ECAs (not paid by NZQA) will not have access to the timesheet but must be listed on the Supervisor List and kept up to date on the online planner.

Ensure NZQA can make contact with you by cell phone for the two weeks after exams so urgent issues can be resolved.

### SESSIONS

---

There should be no variance in the number of assigned sessions and the number of claimed sessions approved.

ECOs must have claimed the correct worker type for each session.

There should be no variance in total ECM sessions claimed unless this has been discussed with and approved by NZQA.

### ECM TRAINING

---

Attendance at an in-person ECM training and completion of the online training must be claimed via the timesheet within the month of attendance/completion.

## SUPERVISOR/EXAM ASSISTANT TRAINING

---

ECMs may run a four-hour training session for every 20 ECOs they must train. ECMs should claim the actual number of training sessions run on the timesheet. If this is over the amount allowed, it will not be approved, unless written pre-approval from NZQA can be provided.

Ensure the correct training type (supervisor or EA) is entered. Supervisors will be paid for attendance at a full training (4 hours), while EAs will be paid for attendance at a half training (2 hours).

No supervisor or EA should have attended more than one training session at a single centre with their ECM.

## EXPENSES

---

ECMs automatically receive an expense fee before exams begin to cover expenses they may have incurred in the purchase of additional materials required for examinations. ECMs may decide how to distribute this payment.

ECMs that attend an in-person ECM training should enter any expense claim on the timesheet and provide receipts.

Any other expenses entered on a timesheet must have been pre-approved by NZQA in writing and receipts must be provided.

## MILEAGE

---

NZQA uses the mileage rate provided by IRD for travel.

ECMs that attend an in-person ECM training should enter any mileage claim on the timesheet.

Any other mileage entered on a timesheet must have been pre-approved by NZQA in writing and receipts must be provided.

## ESCALATING TIMESHEETS

---

ECMs should escalate ECO timesheets to NZQA for approval in the following circumstances:

- The is a COI between the ECM or ECO.
- The ECO worked unplanned sessions at another centre.
- The ECO has claimed mileage or expenses.

## ACC CLAIMS

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Please advise NZQA of any incidents that may result in ACC claims.

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# SEND FORMS AND UNUSED MATERIALS BACK TO NZQA

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## OVERVIEW

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Sending forms and unused material back to NZQA after the exams ensures security of materials and allows NZQA to reference forms to resolve queries and issues.

Retaining working copies of the attendance rolls and the Exam Centre Manager's Daily Notebook allows the ECM to assist NZQA when following up with queries and issues.

## CHECKLIST

---

- Ensure that all completed Special Report of Supervisor, Candidate Given Non-Barcoded Booklet(s), and Possible Breach of Exam Rules Incident reports have been returned in a green courier bag.
- Ensure any remaining flow wrap has been collected and returned to Blue Star.
- Return other completed forms in navy courier bag.
- Return unused material in navy courier bag.
- Retain all working copies of the attendance rolls and the Exam Centre Manager's Daily Notebook until July the following year.
- Destroy the retained materials after July the following year. Ensure rolls are destroyed securely.

## INFORMATION

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### FINAL CHECK

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After the final exam, check:

- all completed Special Report of Supervisor, Candidate Given Non-Barcoded Booklet(s), and Possible Breach of Exam Rules Incident report have been returned
- there are no exam booklets amongst any left-over materials
- any leftover flow wrap has been sent back to Blue Star. Do not take the flow wrap to a local depot or give to the school to recycle.

If any completed forms or exam booklets have not been sent, pack them in plastic bags and return them immediately in a leftover green courier bag. Fill out a Special Report of Supervisor form to include with any unreturned exam booklets.

### RETURN COMPLETED FORMS AND UNUSED MATERIALS

---

Pack the following groups of forms into plastic bags:

- completed Candidate Late to Exam forms
- completed Toilet Roll forms.

Pack all the above, along with any other leftover unused materials and green courier bags into navy courier bag(s). If there are no leftover navy courier bags, use a spare green courier bag and label this 'Unused Materials'.

#### MATERIALS FOR RETENTION

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Retain all working copies of the attendance roll and the Exam Centre Manager's Daily Notebook until at least July the following year. This is essential as NZQA may require information from these to clarify situations arising around missing results and breach investigations.

---

# FILL OUT THE ECM SURVEY

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## OVERVIEW

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All ECMs are asked to complete a survey each year. This provides important feedback about exam processes, and NZQA uses the information from this survey to assist in their review of the exams.

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## CHECKLIST

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- Click the link in the survey email.
- Fill out the online survey.
- Submit the survey to NZQA when completed.

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## INFORMATION

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Just before the end of exams, NZQA will send an email with a link to the online survey. Please fill out all questions and add any comments.

Please be as specific as possible regarding suggestions for changes or improvements so that NZQA can address the issue.

NZQA uses the answers to the survey questions to get an overview of how processes are working for ECMs. All comments and suggestions are read and discussed to establish whether changes can and should be implemented. Certain topics from the survey may be shared with other teams at NZQA, e.g. questions regarding couriers may be shared with the logistics team.

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# APPENDIX A

## PRE-EXAM INSTRUCTIONS

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**Before the start of each exam read these in a clear voice so that everyone can hear. If there are candidates sitting their exam digitally in this exam ensure candidates are logged in, have accepted the exam rules and are waiting at the exam access code screen.**

**Read Section One to ALL candidates. Read Section Two if you have candidates sitting PAPER exams. Read Section Three if you have candidates sitting DIGITAL exams.**

### **Section One (All):**

- Listen carefully and follow all instructions.
- If you fail to follow exam instructions, you risk losing your results.
- Have your admission slip face up on your desk. You must not have written anything on your admission slip.
- Mobile phones and watches can only be in the exam room inside your emergency evacuation pack underneath your chair and must be turned off.
- You must not have any unauthorised material such as notes, paper, correcting fluid or books with you or in any pocket.
- You must not talk to, communicate with, or disturb any other candidates.
- If you need anything such as the toilet or are feeling ill, raise your hand.
- The exam is 3 hours long. You cannot leave in the first 45 or last 15 minutes, or without permission. You will be told when there are 15 minutes left. The official time is taken from this clock/timing device. (Point)

### **Section Two (Paper):**

- Do not open or write anything in any booklets until you are told.
- Check the exam code and NSN on your admission slip against the top booklet in the exam pack on your desk. If they don't match, raise your hand now.
- Now tear open the plastic wrap around your exam pack and check you have all the exam booklets you want to sit. Do not open any booklets.
- Check the exam code and NSN on all other booklets matches your admission slip. If there is a problem, or you do not have translated Te Reo booklets as requested, raise your hand now.
- Read the instructions on the covers of your booklets. Check you have any resource booklet you need.
- If you fill up all the pages in your answer booklet and need more paper during the exam, raise your hand.
- If you do not write in an answer booklet cross the box on the front cover.
- If you finish early, remain seated and raise your hand. All your booklets will be collected, even those with nothing written in them. Do not remove any answer booklets from the exam room. You will be told when you can leave.

### **Section Three (Digital):**

- Power banks must be kept in your emergency pack. If you need to use your power bank, raise your hand.
- If you log out of the exam, and want to continue, raise your hand.
- If you get locked out and cannot log back in and want to continue, raise your hand.
- If you want to make notes, raise your hand. You will be given NZQA-supplied note-making paper. This paper will be collected at the end of the exam.

- If you want to access an additional standard that you have not been entered in, raise your hand.
- If you want to change to the paper exam, raise your hand. All booklets will be collected when the exam has finished.
- If you finish early, submit your exam, remain seated, and raise your hand. A check will be completed to ensure you have submitted your exam and logged off, and all NZQA note-making paper and any booklets will be collected. Do not remove any answer booklets from the exam room. You will be told when you can leave.

**Read any amendments supplied by NZQA now. Then read the following instructions:**

- Are there any questions?  
(Pause here until exam start time.)
- It is 9.30am/2.00pm. You may start your exam.



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# NGĀ TOHUTOHU HEI TE TĪMATANGA O TE WHAKAMĀTAUTAU

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I mua i te tīmatanga o te whakamātautau me pānui i ngā tohutohu kia rongo pai ai ngā ākonga katoa. Me he ākonga e noho ana i te whakamātautau matihiko, me takiuru atu, me whakaae hoki ki ngā ture, ā, me tatari ki te mata wae here uru o te whakamātautau.

Pānuitia mai te Wāhanga Tuatahi ki ngā ākonga KATOA. Pānuitia mai te Wāhanga Tuarua me he ākonga e whakaoti ana i te whakamātautau Ā-PEPA. Pānuitia mai te Wāhanga Tuatoru me he ākonga e whakaoti ana i te whakamātautau Ā-MATIHICO.

## Te Wāhanga Tuatahi (katoa):

- Āta whakarongo mai, ā, me whai tika i ngā tohutohu katoa.
- Ki te kore koe e whai tika i ngā tohutohu, ka ngaro pea ō mahi.
- Whakaritea mai tō pepa whakaae i runga i tō tēpu, ko tōna tikanga – karekau he tuhinga ki runga.
- Me whakaweto ngā waea pūkoro me ngā wati, ā, me noho hoki ēnei ki roto i tō pēke ohotata kei raro i tō tūru.
- Kāore e taea te hari taputapu tauhou mai ki te whakamātautau, ki roto rānei i ō pūkoro, pēnei i ngā tuhituhinga atu, ngā pepa atu, ngā pukapuka atu, ngā pene whakatika, ngā aha atu, ngā aha atu.
- Kāore hoki e taea te kōrero, te pāhekoheko tahi rānei i tētahi atu ākonga.
- Ki te māuiui koe, ki te hiahia rānei koe ki te puta i te ruma pēnei i te haere ki te wharepaku, me whakatū tō ringa.
- E toru haora te roanga o te whakamātautau nei. Kāore e taea te wehe i mua i te 45 miniti hei te tīmatanga, i te 15 miniti hoki hei te whakamutunga. Me kī, kāore e taea te wehe poka noa i te whakamātautau. Ka whakamōhiotia koutou katoa hei te wā e 15 miniti e toe ana. Ka whai hoki koutou i te wā tūturu o te karaka nei. (Tohua ki te karaka).

## Te Wāhanga Tuarua (pepa):

- Kaua e whakatuwhera pukapuka, e tuhi rānei i roto i ngā pukapuka i mua i te kōrero whakaae.
- Āta tirohia tō pepa whakaae, ā, e rite ana te nama o te whakamātautau, me te tau ākonga ā-motu (NSN) ki tērā o te pukapuka tuatahi kei te pēke kirihou i runga i tō tēpu. Mēnā kāore e rite ana, me whakatū tō ringa ināiane.
- Whakatuwhera te pēke kirihou, ā, tirohia mēnā kei a koe ngā pukapuka katoa e tika ana engari kaua e wherawhera pukapuka.
- Tirohia ngā pukapuka katoa, mēnā e rite ana te nama o te whakamātautau me te NSN ki ērā kei runga i tō pepa whakaae. Whakatū mai tō ringa ināiane mēnā kei te raru koe, kāore rānei i a koe ō whakamātautau kua whakamāoritia.
- Pānuitia ngā tohutohu katoa kei te uhi o te pukapuka. Tirohia hoki mēnā kei a koe ngā pukapuka rauemi e tika ana.
- Ki te whakapau i a koe ngā pepa katoa i te pukapuka whakautu, whakatū tō ringa kia whai pepa anō.
- Tohua te pouaka kei te uhi o te pukapuka whakautu mēnā kāore koe i paku tuhi i roto i te pukapuka.
- Ki te mutu wawe koe, me noho tonu ā, me whakatū ringa. Ka kohia katoatia āu pukapuka ahakoa kāore he tuhinga i runga. Kaua e hari atu i ngā pukapuka whakautu i te rūma whakamātautau. Ka tukuna koe e te kaiwhakahaere.

## Te Wāhanga Tuatoru (matihiko):

- Me mātua noho mai ngā papa kōhao hiko ki roto i tō pēke ohotata. Ki te hiahia koe ki te whakamahi me whakatū tō ringa.
- Mēnā ka takiputa hē koe i te whakamātautau, me whakatū ringa.

- Mēnā ka rakahia kē koe ki waho i te whakamātautau, ā, kāore e taea te whakauru anō, me whakatū ringa.
- Ki te hiahia koe ki te tuhi ki runga pepa, me whakatū tō ringa. Ka whiwhi koe i ētahi whārangi pepa o NZQA, ā, ka kohia hoki ēnei i te mutunga o te whakamātautau.
- Ki te hiahia whātoro koe ki tētahi atu paerewa kāore anō koe kia whakaurua atu, me whakatū tō ringa.
- Ki te hiahia koe ki te huri ki te whakamātautau ā-pepa nei, me whakatū tō ringa. Ka kohia hoki ngā pukapuka katoa i te mutunga o te whakamātautau.
- Mēnā ka mutu wawe koe, me whakauru tō whakamātautau kātahi ka noho tonu koe me te whakatū ringa. Ka kitea e te kaiwhakahaere mēnā kua whakaurua tika tō whakamātautau, kua takiputa tika hoki koe, ā, kua kohia ngā pepa whārangi o NZQA me ngā pukapuka katoa. Kua e hari atu i ngā pukapuka whakautu i te rūma whakamātautau. Ka tukuna koe e te kaiwhakahaere.

**Me he kōrero tāpiri mō te whakamātautatu nei a NZQA, me pānui ināianeī. Kātahi ka pānui anō i ngā tohutohu e whai ake ana:**

- He pātai anō tā tētahi?  
(Me paku whakatā kia tae ki te wā tīmata o te whakamātautau.)
- Ko te 9.30am/2.00pm te wā ināianeī, me tīmata koe i tō whakamātautau. Kia kaha rā.

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# APPENDIX B

## END OF EXAM INSTRUCTIONS

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**Read Section One to ALL candidates. Read Section Two if you have candidates sitting PAPER exams. Read Section Three if you have candidates sitting DIGITAL exams.**

### **Section One (All):**

- Stop writing. The exam has ended.
- Please listen carefully. If you fail to follow exam instructions, you risk losing your results. Sit quietly until you are told you can leave.

### **Section Two (Paper):**

- Check that every booklet has your NSN on it. If you have used a non-barcoded booklet, check that you have written your name, NSN and Exam Centre number at the top.
- If you have used extra NZQA-supplied paper, check that you have written the correct standard, question number, and NSN at the top of each sheet. Check that a supervisor has named and signed each sheet.
- Put these sheets inside the correct booklet and put the booklet into a clear plastic bag and seal the top. Only one booklet goes into each clear plastic bag.
- The booklets are now going to be collected. You must hand in all booklets and say how many booklets you are handing in to the Supervisor. You must remain seated until everybody's booklets have been collected and you are told that you can leave.
- Ensure you have crossed the box on the front cover of any booklets you haven't attempted, separate them from your other booklets and hand them to the Supervisor.
- Do not hand in any resource booklets. These may be kept or thrown away.

### **Section Three (Digital):**

- Submit your exam now
  - Go to the exam overview page
  - Click finish exam
  - Click submit exam
  - Click close

(Check your dashboard to ensure all candidates have submitted their exam. Status will be "Complete".)

- Any paper provided for note-making will be collected now.
- Do not hand in any resource booklets. These may be kept or thrown away.
- If you want to, you may now complete the online survey. If you do not want to complete the survey, you may shut down your computer.

**Once all booklets have been collected and all digital exams have been submitted, read the following instructions:**

- Raise your hand if your booklets have not been collected.  
(Wait – check no hands go up)
- You may now leave quietly.

---

# NGĀ TOHUTOHU HEI TE MUTUNGA O TE WHAKAMĀTAUTAU

---

**Pānuitia mai te Wāhanga Tuatahi ki ngā ākonga KATOĀ. Pānuitia mai te Wāhanga Tuarua me he ākonga e whakaoti ana i te whakamātautau Ā-PEPA. Pānuitia mai te Wāhanga Tuatoru me he ākonga e whakaoti ana i te whakamātautau Ā-MATIHIKO.**

## **Te Wāhanga Tuatahi (katoa):**

- Me mutu te tuhituhi. Kua mutu te whakamātautau ināiane.
- Āta whakarongo mai. Ki te kore koe e whai tika i ngā tohutohu, ka ngaro pea ō mahi. Me noho wahangū kia tukuna nei koe e te kaiwhakahaere.

## **Te Wāhanga Tuarua:**

- Tirohia āu pukapuka katoa me tō nama ākonga ā-motu (NSN) kei runga. Ki te whakamahi i tētahi pukapuka kāore he uhangaro ki runga, tuhia tō ingoa, tō NSN me te nama hoki o te wāhi whakamātautau ki runga i te whārangi tuatahi.
- Mēnā kua whakamahia ētahi atu pepa nā NZQA, tuhia te nama o te paerewa, te nama o te pātai me tō NSN hoki ki ia whārangi. Tirohia hoki mēnā kua whakatūturu hoki ēnei pepa katoa e te kaiwhakahaere.
- Me rau atu ēnei whārangi ki te pukapuka, ā, ka rau anō hoki te pukapuka ki roto i te pēke kirihou. Kotahi noa te pukapuka kei ia pēke kirihou.
- Ka kohia ngā pukapuka katoa ināiane. Me mātua whakahoki mai ngā pukapuka, ā, me kōrero hoki e hia ngā pukapuka kei te hoatu ki te kaiwhakahaere. Me noho tonu koe kia kohia katoatia ngā pukapuka, ā, ka tukuna koe e te kaiwhakahaere.
- Me tohu i te pouaka kei te uhi o ngā pukapuka kāore koe i tuhi ki roto. Whakawehewehe ēnei pukapuka i ō pukapuka whakautu, ā, hoatu ki te Kaiwhakahaere.
- Kaua e whakahoki mai i ngā pukapuka rauemi. E taea ana e koe te pupuri, te whiua atu rānei.

## **Te Wāhanga Tuatoru**

- Whakaurua tō whakamātautau ināiane
  - Haere ki te whārangi tirohanga whānui o te whakamātautau
  - Pēhia te pātene 'kua mutu te whakamātautau'
  - Pēhia te pātene 'kua whakaurua te whakamātautau'
  - Pēhia te pātene 'kua mutu'

(Tirohia tō papatohu kia whakaurua ngā whakamātautau e ngā ākonga katoa. Ka kitea nei te kōrero 'kua oti')

- Ka kohia hoki ngā pepa mō te tuhituhi hukihuki ināiane.
- Kaua e whakahoki mai i ngā pukapuka rauemi. E taea ana e koe te pupuri, te whiua atu rānei.
- Ki te hiahia koe, ka taea te whakakī i te pepa patapatai ā-ipurangi. Ki te kore koe e hiahia, ka taea e koe te whakaweto i tō rorohiko.

**Kohi ana ngā pukapuka katoa, ā, uru ana ngā whakamātautau ā-matihiko katoa, pānuitia ngā tohutohu e whai ake ana:**

- Whakatū mai tō ringa mēnā kei a koe tonu āu pukapuka.

(Tirohia mēnā he ringa e tū ana)

- Tēnā koutou, kua mutu tēnei whakamātautau, ā, kua wātea koutou katoa ki te haere. Haere rā.

# APPENDIX C

## ECM/PN RESPONSIBILITIES

### NCEA & Scholarship exams annual activity timeline

## Before exams



#### Confirming assessment specifications



##### Principal's Nominee

- Reminds teachers to check [assessment specifications](#)
- Checks list of subjects offering [digital exams](#)
- Discusses with school leadership and decides which subjects to offer digitally.



##### Teacher

- Checks changes to [assessment specifications](#) for their subject.
- Provides input into decision about school offering [exams digitally](#).



#### Applying for Special Assessment Conditions



##### Principal's Nominee

- Liases with SENCO about referring students for [SAC testing](#).



##### SENCO/Teacher

- Makes and tracks applications through SAC tool.



#### Submitting student entries



##### Principal's Nominee

- Updates and submits data files on 1st of each month.
- Flags digital external entries and requests translated exams. Where unsure, enters students for digital as they can still move to paper.
- Monitors late entries.
- Ensure that [external entries](#) are checked by students before 1 Sept
- Ensures that SAC conditions are assigned to entries for SAC candidates.



##### Teacher

- Discusses options for standards and pathways with students.
- Provides updates and changes to student entries to the PN/data manager.



##### Student

- Talks with SENCO/teacher.
- Finds information on [SAC](#).



##### Student

- Discusses which standards they want to be entered for with their teachers.
- Checks their entries in their NZQA student login.

# Before exams



## Preparing students & school for exams



### Principal's Nominee

- Plans for practice exams/[derived grade](#) opportunities.
- Plans and runs practice/derived grade exams.
- Assesses [school's digital readiness](#) and prepares [infrastructure](#).
- Runs preparation meeting with staff and assembly with NCEA students, handing out Candidate Information Sheet and admission slips.
- Monitors student logins to check digital candidates can access the platform before the exams start.



### Teacher

- Plans and runs practice/derived grade exams.
- Does preparation activities with students, for example [completing past exams](#).
- If subject is being assessed digitally, prepares using the [teacher guide](#).



### Student

- Sets up/checks their [student login](#).
- For digital exams, does the [familiarisation activities](#) and past digital exams.
- Checks [personal laptop](#) is exam ready.
- Looks at past exams and exemplars.
- Reads Candidate Information Sheet.



## Appointing and preparing ECM



### Principal's Nominee

- Recruits for new [ECM](#).
- Shares ECM details with NZQA.



### Exam Centre Manager

- Completes ECM agreement.
- Completes on-boarding or refresher training in-person or through online learning modules.
- Reads through ECM Instructions.



## Identifying, employing & preparing supervisors



### Principal's Nominee

- Identifies possible [exam assistants](#) for SAC candidates. Trains exam assistants.
- Arranges laptops for the supervisor in each digital exam.



### Exam Centre Manager

- Calculates how many supervisors needed for paper and digital exams.
- Recruits supervisors.
- Completes supervisor training for paper and digital processes.
- Trains Exam Assistants.
- Processes and submits claims for supervisors and paid Exam Assistants after exams.



### Supervisor

- Once appointed, signs employee agreement and returns conflict of interest and police vetting forms.
- Attends a supervisor training held by the ECM.
- For digital exams, gets access to the digital exam platform for familiarisation.

# Before exams



## Planning & submitting exam sessions



### Principal's Nominee

- Timetable rooms for exams and advises ECM, including digitally equipped rooms.
- Provides [late/changed entries](#) and SAC changes to ECM.



## Receiving & organising exam materials



### Principal's Nominee

- Identifies and arranges secure storage for exam material.
- Works with ECM to manage the receipt of exam materials.



### Exam Centre Manager

- Updates exam rooms from last year's plan, including digitally equipped rooms.
- Checks with PN for late entries and SAC changes.
- Submits plan to NZQA.
- For digital exams, allocates students to rooms in the digital exam platform.
- Prints late rolls.



### Exam Centre Manager

- Receives exam materials in designated secure space.
- Sorts and prepares exam packs, including for SAC and clashes.
- Calls NCEA Helpline if any materials are missing.

# During exams

# After exams



## Running the exams



## Submitting material back to NZQA



## Managing results

### Principal's Nominee

- Ensures computers being used for SAC (non-digital) computer use entitlement are cleared of data and printer enabled.
- Arranges equipment for audiovisual exams.
- Ensures exam rooms are disruption free.
- Downloads and prints late papers.
- Ensures that a senior member of staff is onsite and contactable when the ECM is.
- Provides support to ECM as required.
- Provides a system to ensure that students can have an updated admission slip where there are changes or they lose them.
- Applies for candidate derived grades.

### Principal's Nominee

- Works with ECM to find secure space to store materials at school e.g. school office if they cannot be collected on the day of an exam.
- Uploads digital submissions e.g. audio recordings.

### Principal's Nominee

- Provides support to students who did not meet the requirements for the NCEA level and University Entrance, for example scheduling additional assessments and providing information on alternative pathways.

### Teacher

- Clears and checks calculators.
- Helps PN keep the exam centre disruption free.

### Teacher

- Provides support to students applying for reconsiderations and reviews.

### Student

- Brings [admission slip](#), [photo ID](#) and [emergency evacuation pack](#) to exam.
- For digital exams, brings [BYOD device](#), fully charged (if using).
- Requests any additional standards from the supervisor.

### Student

- Accesses results from the [NZQA student login](#) in mid-January
- Can view digital exam scripts on the exam platform.
- Can apply for a [review or reconsideration](#).

### Exam Centre Manager

- Manages the day to day running of exams at their exam centre, including management of all exam centre workers.
- Communicates any technical issues to IT support and NZQA if they arise during digital exams.
- Calls NCEA Helpline if any materials are missing.
- Manages any incidents or irregularities that may affect students in an exam room.

### Exam Centre Manager

- Packs exams materials and sends them to the sort centre.
- Ensures secure storage of materials until courier pickup.
- Reports incidents or irregularities to NZQA.

### Supervisor

- Ensures room set up is correct.
- Seats students at allocated desks and reads the exam instructions.
- Deals with potential breaches and disruptions.
- For digital exams assists with logging in, provides access codes and monitors supervisor dashboard.



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# APPENDIX D

## HEALTH AND SAFETY

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The following information is designed to assist all Exam Centre Staff, involved in any way with NCEA or NZ Scholarship exams, to be aware of the key health and safety elements of their role. We recommend reading NZQA's Health and Safety Policy in full. This can be found on the Exam Centre Manager's homepage.

- If you have any concerns about your health in regard to your ability to perform the duties of your position, you should immediately advise the person who appointed you. Previous injuries that may affect your ability to fulfil the role should be identified and discussed before accepting.
- The Exam Centre where you are working will have their own health and safety notices and procedures. The Principal's Nominee (PN) must discuss these (including evacuation procedures) with you when you meet before the start of the exam period.
- You should ensure that all incidents, injuries, pain, or discomfort at the Exam Centre are reported immediately to the PN and recorded in line with the Exam Centre procedures. Subsequently you should also inform NZQA.
- The PN at the Exam Centre will investigate all reported incidents and injuries and formulate plans and procedures for corrective action.
- If you require additional support, you can contact your liaison at NZQA to help establish a rehabilitation plan that ensures a safe return to work.
- In the event of any serious work accident, the PN at the Exam Centre will:
  - organise first aid or medical assistance for you; and
  - manage the accident scene for WorkSafe; and
  - complete any required documentation that may be required by NZQA for an investigation.
- You must identify and record all existing and new hazards and take all practicable steps to eliminate, isolate, or minimise the exposure to these hazards. If you think there are actions that should be taken by the Exam Centre or NZQA, please inform us of these.
- The PN at the Exam Centre will ensure you are made aware of existing or new hazards in your work areas and provide alternative work-spaces to eliminate these hazards.

Below are some tips to keep yourself healthy and safe from injury:

- **Leave plenty of time for travel** – This includes between buildings at the school which can be far apart. When in a rush, we are more likely to have a trip, slip or fall that leads to injury.
- **Wear sturdy footwear** - A good pair of shoes to walk around in will reduce the risk of tripping over.
- **Familiarise yourself with your surroundings** – Schools/kura often have speed bumps, bollards and other trip hazards.
- **Don't carry heavy loads** – Carrying a heavy load of papers may cause you pain. Think about taking multiple trips, asking for help or, checking with your PN if there is a trolley available.

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# APPENDIX E

## USE OF A COMPUTER FOR EXTERNAL ASSESSMENT

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These processes do not apply to students sitting digital exams.

These processes do apply in situations where a:

- student with the relevant SAC approval is using a computer to type instead of writing
- writer is using a computer to type for a student with the relevant SAC approval
- student is using a computer to type instead of writing as a result of the Computer Notification process.

Decision needed for each subject:

- Since a computer is interchangeable with a writer, students are encouraged to practise with both early in the year and decide which one they prefer to use for exams, by subject. For exam sessions the student must select Computer for the whole session, or Writer for the whole session (including when the writer has opted to type) and not standard by standard.
- Some specific examination sessions allow for the use of Extra Time to replace use of Computer or Writer for any student approved for Computer/Writer but not Extra Time. See Extra Writing Time Option.

Using a computer in an assessment or exam:

- Spell check and grammar check are allowed except for any standard that requires the student to demonstrate their use of writing conventions.
- Students (and typists) should set up headers on their pages before they start, with the standard number, standard name and their NSN (for external examinations) or name (for internally assessed standards or practice exams), to ensure their printed work is identifiable.
- A margin of at least 7mm must be set on the left and right of each page which is clear of any typing or writing.
- Students print their work during the assessment and the school organises a printer in the exam room or to a networked printer in a central location. If printing to a networked printer, the school organises delivery of printed pages to the exam room.
- USB flash drives or other portable storage devices are not to be used in timed assessments.
- When there is more than one student using a computer, they may be seated in one room unless approved for isolation. A student whose Writer has opted to type still requires separate accommodation as the student will be speaking.
- Where the assessment requires a diagram or graph or map to be drawn or completed, the student refers the marker to the relevant assessment pages (e.g. See Qu 3b on p7 in the answer booklet) and hand writes their answer there. Alternatively, if no space is provided in the assessment pages, the student leaves a space on their answer page, prints the page, and then draws in the space.
- Further specific instructions about external exam procedures are published each year.

### COMPUTER USE IN LANGUAGE EXAMS

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- A student may use a computer for any Language exam and should download the language keyboard software and fully enable it before starting the exam. Students planning to use language keyboards, should practise using these during the year.
- The same applies where a Typist is being used instead of a Writer.

### **School computers**

The PN is responsible for ensuring that students using a computer:

- do not have access to any external information via wireless, Bluetooth or similar
- have their mobile phones powered off and in their emergency packs or bags
- do not have access to any files created prior to the examination (except those that are systems-related)
- do not use flash drives or other portable storage devices
- cannot read the screens of other students
- are able to print from their computer to a supervised printer in the exam room or a networked central printer. If no printer is available in the exam room, a school-provided supervisor will be stationed at any networked central printer to gather any printed material and take it to the exam room, thus preserving the security and authenticity of the exam material.
- understand they may not collect printed work themselves.

### **Candidates' Own Devices**

PNs need to be aware that there are difficulties inherent in setting up students' own devices to ensure candidate work is authentic.

If students use their own devices, the PN is responsible for ensuring students:

- do not have access to any external information via wireless, Bluetooth or similar
- have their mobile phones powered off and in their emergency packs or bags
- do not have access to any files created prior to the examination (except those that are systems-related)
- do not use flash drives or other portable storage devices
- are able to connect their devices to a supervised school printer and print their work.

### **Technical resourcing for exams**

The PN will ensure that:

- a technician is readily available to assist the supervisor of the assessment
- any printer used is well-stocked with paper, and that replacement ink or toner cartridges are on-site in the event these run out during an assessment.

Technicians may only help with:

- mechanical problems
- software issues
- printer issues.

The time taken to resolve an issue will be recorded by the supervisor. This time will be added to the end of the examination for that candidate. If the time taken to resolve such an issue is going to exceed 20 minutes in an NZQA examination, the candidate is entitled to apply for a derived grade.

### **Backing up the assessment**

A backup of each student's work must be saved to a secure location only accessible to the PN.

All files created by a student for the examination are to be permanently deleted after backups have been made, and before the computer is next used.

# APPENDIX F

## GLOSSARY

### ACRONYMS AND ABBREVIATIONS

Acronym/abbreviation	Meaning
NZQA	New Zealand Qualifications Authority
NCEA	National Certificate of Educational Achievement
SRM	School Relationship Manager
PN	Principal's Nominee
SENCO	Special Education Needs Coordinator
ECM	Examination Centre Manager/Exam Centre Manager
ECO	Examination Centre Officer (NZQA paid assistant managers, supervisors, exam assistants, and relief supervisors)
ECA	Examination Centre Assistant (Non-NZQA paid exam assistants).
AM	Assistant Manager OR Assessment Master
EA	Examination Assistant/Exam Assistant
RS	Relief Supervisor
EC	Examination Centre/Exam Centre
MOU	Memorandum of Understanding
SAC	Special Assessment Conditions

### CONVENTIONS

Convention used	As opposed to...
Exam booklets	Exam papers
Candidate	Student
NZQA supplementary paper	Supplementary paper, NZQA provided supplementary paper
Green courier bags	Kermits, green e-pak
Pink courier bags	Guinea pigs, pink e-pak
Blue Star	Printlink
Special Report of Supervisor form	Blue form
Candidate Given Non-Barcoded Booklet form	Pink form
Possible Breach of Examination Rules Incident report	Purple form

Barcoded / non-barcoded	Personalised / non-personalised
Flow wrap	Plastic wrap

## DEFINITIONS

Term	Definition
Admission slip	A sheet of paper given to candidates that shows the exams and standards they have been entered in.
Assessment Master	The online platform used by NZQA to deliver digital exams to candidates.
Blue Star	The printing and sorting vendor used by NZQA.
Breaches	Occur when a candidate has not followed NZQA rules.
Buffers	Non-barcoded “extra” booklet packs provided to exam centres to allow for late entry candidates.
Candidate	A person who sits an exam at an exam centre.
Clashes	Occur when a candidate is entered for two or three exams that are scheduled for the same timetable slot.
Digital exam	An exam that is sat online, as opposed to on paper, using the Assessment Master online platform.
Flow wrap	The plastic wrap that contains a set of exam booklets.
MOU	An agreement between two schools that allows the candidates at one school to sit their exams at the other school.
NZ Couriers	The delivery vendor used by NZQA.
Personalisation	The process NZQA uses to barcode exam booklets to be specific to candidates, exam centres, exams, levels, and standards.
SAC	Granted to candidates who have medical or learning conditions which mean they need arrangements outside of the standard arrangements to sit their exams equitably.
Te Kura	The largest correspondence school in New Zealand.
Translation/translated booklets	Exam booklets where the questions have been translated into te reo Māori, at the request of the candidate/school.
Voids	Exam booklets where the candidate has not attempted the standard, but they were present at the exam.

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