

**NATIONAL DENTAL HYGIENE  
CERTIFICATION BOARD**



INVIGILATORS' GUIDE  
FOR THE ADMINISTRATION  
OF THE

**NATIONAL DENTAL HYGIENE  
CERTIFICATION EXAMINATION**

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# INTRODUCTION

Welcome to all the invigilators who are participating in the administration of the National Dental Hygiene Certification Board (NDHCB) Examination. Your assistance is truly appreciated.

This Guide provides you with the information necessary to familiarize yourself with the policies and procedures related to several different areas of examination administration. These include:

- ▶ Security measures;
- ▶ Administrative Procedures;
- ▶ Completion of necessary documentation;
- ▶ Return of the examination material to the Testing Agency;
- ▶ Troubleshooting Potential Problems.

Standard examination procedures are used to provide security of the examinations and to ensure, as much as possible, that all certification candidates write examinations under the same conditions.

**It is very important that you carefully read this Guide before the examination date, so that you know exactly what to expect. All invigilators will also have to sign a comprehensive confidentiality/security form on the day of the exam stating that they have read and understood this Guide.**

If you have questions or concerns, please do not hesitate to call the NDHCB at: (613) 260-8156.

**No unauthorized person may have access to the examination material.  
The examination material is to be guarded or locked AT ALL TIMES**



**O**n the EXAMINATION DAY, a staff person will be available at the NDHCB and at the Testing Agency offices to help resolve problems/issues. Please note the attached sheet (red) for contact numbers.

**Note :** *Wherever the feminine is used, it shall be construed as referring also to the masculine if the context so requires.*

## CHECKLISTS

There are several checklists included with the Examination Administration materials: Open the package(s) and ensure that ALL the examination material is included in the shipment by referring to the "Invigilator Checklist" (pink). **Do not** however open any poly-bagged booklet.

1. **Invigilator Checklist (Pink)**  
Reference list of all the materials that have been shipped to you and any additional specific supplies that you should bring with you to the examination site.
2. **Invigilator Statement Of Understanding (Yellow)**  
This form (one per invigilator) explains your responsibility for maintaining the confidentiality of the examination materials. It must be read and signed by each invigilator and returned with the examination materials.
3. **Contact Sheet (Red)**  
Contact numbers for the NDHCB and the Testing Agency should you need to call us on or before the examination day.
4. **Examination Materials Checklist (Green)**  
Complete Section "A" of the form NOW. It will also be used as a packing/reconciliation slip for the shipment of test booklets. To be included with the package and sent back to the address specified on the form with the exam material.
5. **Irregularity Report (Blue)**  
Any irregularities that occur before, during or after an examination administration should be reported to the NDHCB on this form.

## EXAMINATION MATERIALS INCLUDED IN THE SHIPMENT

1. **Attendance Rosters**
2. **In/Out Report**
3. **NDHCB issued Candidate Identification Cards**
4. **Candidate Statement of Understanding**
5. **Candidate Name Cards**
6. **Seating Chart** (*with candidates' name on stickers*)
7. **Examination Booklets 1 and 2** (*Count the number of booklets of each colour twice*).
8. **Answer Sheets** (*one with booklet #1 (A.M.) and another one with booklet #2 (P.M.)*).
9. **Candidate Feedback Questionnaire**
10. **Invigilator Feedback Questionnaire**

## ADDITIONAL SUPPLIES

1. **Return labels addressed to the NDHCB.**
2. **Prepaid Courier Service "Way Bill"** (*This is a shipping form — see "Returning the Examination Material" for details*)

**Call the NDHCB immediately and report whether or not you have received and checked everything and if there are any errors or omissions (so that the situation can be corrected prior to the examination administration if needed).**

## TIPS

- ☛ Familiarize yourself with the information outlined in the **Troubleshooting** section of this Guide, as you will need this knowledge if/when problems arise.
- ☛ Familiarize yourself with the examination site if the location is new to you.
- ☛ Locate a telephone (to make calls to the NDHCB or the Testing Agency or in case of an emergency).
- ☛ Locate washrooms and fire exits.
- ☛ Speak to the facility security personnel to make arrangements to lock the examination room during the lunch break (if applicable).
- ☛ Fold Name cards in “tent” shape and distribute them on the desks prior to the arrival of the candidates. Don’t allow candidates to switch seats. Leave sufficient space between candidates (as much as the size of the room permits).
- ☛ Introduce yourself to the candidates to help them feel at ease.
- ☛ Familiarize the candidates with the examination room and other pertinent locations (washroom, cloakroom, etc.).
- ☛ Read the enclosed verbal instructions carefully (pages 7 & 9) so that the candidates are aware of all the policies related to the examination administration.
- ☛ There is no note-taking by the candidates during the examination except in the margins of the examination booklets that can be used for rough work or scribbling. This information is also explained in all examination booklets.
- ☛ Move quietly about the room (wear soft-soled shoes) during the examination, to casually observe the candidates. However, in a small group, these observations can usually be made while staying seated.
- ☛ Maintain a quiet environment so that there are no distractions for the candidates. Avoid “chatting” among invigilators
- ☛ Invigilators are not allowed to use a laptop, computer or telephone during the exam
- ☛ Use a “common sense” approach to monitoring the examination site.
- ☛ No unauthorized person(s) may enter the examination room without your permission. *Record the name and time in/out of any such person as well as the reason for entering the exam room on the Irregularity Report (blue form).*
- ☛ As some participants may be sensitive to perfume or aftershave, we ask you to refrain from wearing scents. Thank you!

## EXAMINATION DAY SCHEDULE

08:15 – 08:20	—	Arrive/check room
08:20 – 08:30	—	Distribute name cards and Candidate Statement of Understanding forms at each seat
08:30 – 08:45	—	Candidates check in – <i>Candidates are to keep their ID Card and only return the stub to you if they have changes. They must also read and sign their Candidate Statement of Understanding form and return it to you.</i>

### MORNING SESSION

08:45 – 09:00	—	Verbal instructions, and
	—	Distribution of booklet #1 (each row/column gets a different colour) and answer sheet #1
09:00	—	Start of morning examination session
	—	Read and sign the Invigilator Statement of Understanding
	—	Fill the seating plan/chart using the stickers provided
12:00	—	End of morning examination session

12:00 – 12:40	—	Lunch break
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### AFTERNOON SESSION

12:40	—	Candidates check in
12:45 – 13:00	—	Verbal instructions
	—	Distribution of Booklet #2 (each row/column gets a different colour), Answer sheet #2 & Candidate Feedback Questionnaires
13:00	—	Start of afternoon examination session – make sure everyone is still sitting as per seating chart
16:00	—	End of afternoon examination session
	—	Candidates complete Candidate Feedback Questionnaire *
16:00 – 16:30	—	Sort Answer Sheets by examination booklets and return exam material (including seating chart and Statements of Understanding) to the Testing Agency via Courier service.

\* A copy of the Feedback Questionnaire is to be given to each candidate with their **afternoon** examination booklet and Answer sheet.

Feedback Questionnaires are picked up as Candidates finish the Exam or they can take them home, fill them and return them directly to the NDHCB

# EXAMINATION ADMINISTRATION

<p><b>BEFORE THE CANDIDATES ARRIVE FOR THE EXAM</b></p>	<p>Depending on the number of candidates, arrive at least <b>45 minutes</b> before the examination is scheduled to begin.</p> <ul style="list-style-type: none"> <li>✓ Check the ventilation, temperature, lighting and seating arrangements to ensure they are satisfactory. Make any adjustments as necessary.</li> <li>✓ Organize the examination material on your table/desk.</li> </ul> <p>The examination writing schedule is as follows:</p> <table style="margin-left: auto; margin-right: auto;"> <tr> <td><b>MORNING</b></td> <td><b>09:00 - 12:00</b></td> </tr> <tr> <td><b>LUNCH BREAK</b></td> <td><b>12:00 - 12:45</b></td> </tr> <tr> <td><b>AFTERNOON</b></td> <td><b>13:00 - 16:00</b></td> </tr> </table> <p>This is standard procedure (except for approved special accommodations) and should not vary unless arrangements have been made prior to the start of the examination with the NDHCB. It is recommended that the lunch break be 40-45 minutes. Candidates should return 15-20 minutes prior to the start of the afternoon session to allow enough time for you to check their ID, and to distribute the examination material.</p> <p><b>Random Seating</b></p> <p><b>Candidate Name Cards</b></p> <ul style="list-style-type: none"> <li>✓ Fold the candidate name cards provided, in “tent” shape and place them on each desk randomly <u>in advance</u>. Distribute the seats evenly throughout the examination room with enough room between each seat. <b>Candidates must not be permitted to choose their own seat location or to switch seats.</b></li> </ul> <p><b>Seating Plan</b></p> <ul style="list-style-type: none"> <li>✓ Use the “blank” seating chart provided (see separate 11” X 17” sheet) and the stickers with all the candidates’ names to record where everyone is seated.</li> </ul> <p><b>Security</b></p> <p><b>Candidate Statement of Understanding</b></p> <ul style="list-style-type: none"> <li>✓ Put one copy on each desk. Ask candidates to read and sign it. Collect them all. Return them with the exam material</li> </ul>	<b>MORNING</b>	<b>09:00 - 12:00</b>	<b>LUNCH BREAK</b>	<b>12:00 - 12:45</b>	<b>AFTERNOON</b>	<b>13:00 - 16:00</b>
<b>MORNING</b>	<b>09:00 - 12:00</b>						
<b>LUNCH BREAK</b>	<b>12:00 - 12:45</b>						
<b>AFTERNOON</b>	<b>13:00 - 16:00</b>						
<p><b>MORNING SESSION – AS THE CANDIDATES ARRIVE</b></p>	<p><b>As the candidates arrive for the examination verify their identification as they are admitted to the examination room.</b></p> <p><b>Candidate Identification Cards</b></p> <p>A photo identification card has been processed for each candidate registered to take the examination. Printed on the card are the name, address and identification number of the candidate, the date of the examination, the writing centre code, and the name of the examination.</p>						

- ✓ Ask the candidates to show a separate proof of identification (e.g., photo ID, driver's license).
- ✓ Give the candidate their ID Card after verifying that the photo and identification match.
- ✓ Indicate on the Attendance Roster that the candidate is present for the morning session by marking an "X" in the appropriate column. The names of the candidates writing the certification examination are alphabetically listed on the writing centre roster.
- ✓ Ask the candidates to verify the information printed on the Candidate Identification Card. If necessary, they should indicate any corrections on the Correction Stub (right hand portion of ID card), and return the Correction Stub only, to you so that the necessary changes can be made by NDHCB (include the amended stubs with the material to be returned). Unless otherwise indicated, examination results will be sent to the address on the Candidate ID card.

***If a candidate does not have a photo ID Card, call the National Dental Hygiene Certification Board immediately to verify the admittance of the candidate.***

- ✓ Candidates **keep their ID cards** as they will have to show it to re-enter the examination room for the afternoon session. It also contains their ID number which they will require to check their exam results on the NDHCB website when it is published.

**TELEPHONES  
ÉLECTRONIC  
AGENDAS**

- ✓ Advise candidates that all bags, purses, papers, notebooks and any electronic equipment (e.g. calculators, cell phones, I-pods, pagers, PDAs) are not allowed to stay with them. All **MUST** be turned off and left either **OUTSIDE** or **AT THE FRONT** of the examination room.
- ✓ Ask the candidates to be seated at their assigned seat. **Do not allow them to change seats** unless they have a valid reason to do so.
- ✓ Collect the Statements of Understanding from each candidate and make an "X" on the roster once you have collected back each signed form.
- ✓ Distribute one examination booklet and one answer sheet to each candidate — **BOOKLET 1 for the MORNING session**. Each vertical row/column **MUST** get a different colour, i.e. nobody should have the same colour booklet as the person sitting next to him/her (Remember bilingual candidates may request a copy of both the English and French booklets.) **Ask candidates not to begin until directed to do so.**

**15 MINUTES  
BEFORE  
THE EXAM (AM)**

## **VERBAL INSTRUCTIONS**

**State these points before the specific examination instructions are given.**

Indicate the location of:

- restaurants, rest area, etc. for the lunch break;
- the clock (if applicable);
- the exit(s);
- the washrooms.

**Read out loud the following instructions to the group:**

- “Read, print your name, sign and return the Candidate Statement of Understanding that you will find on your desk.”
- “Use only HB #2 type pencils to complete the answer sheet and to print information.”
- “Do not fold, bend or tear your answer sheet. Be sure to fill in the ovals completely and if you have to erase an answer, be sure to erase it completely. Also, make sure that you do not have any extraneous marks on your answer sheet.”
- “Complete the top portion of the answer sheet with: your name, date of birth, and the examination date and name. Print and fill the ovals for the five-digit Test Form number (it is located on the front of the examination booklet). Also fill in the information on the top right hand section of the answer sheet including the corresponding ovals for the Language of Writing, your Candidate ID number (ex: ---1 2345 – *leave the first three boxes blank*) and the Writing Centre Code. This is the only way that the NDHCB can identify your answer sheet. These instructions are also included in all examination booklets and on the back of answer sheets. (*Assist any candidates with the completion of the answer sheet, as necessary*).”
- “Only one person at a time can leave the room (i.e., to use washroom) while the examination is in progress. That person will sign out and will be escorted by one of the invigilators.”

- “The margins of the examination booklets can be used for rough work.”
- “Open your examination booklet and read the instructions and sample questions. Do not turn to the next page and begin working until you are instructed that the examination has started.”
- “Protect your answer sheet; you do not want the NDHCB to cancel your results because someone copied over your shoulder!!”
- “You will have 3 hours to complete this examination booklet. Your examination booklet and answer sheet are to be handed in before leaving the room. I will announce when there are thirty (30) minutes and fifteen (15) minutes working time remaining”.
- “When you have finished answering all the questions in the examination booklet you may leave the examination room but you may not leave within the first hour (except for illness or for an emergency). Don't forget to be back **by 12:45** at the **same assigned seat**”.
- “Before you begin, are there any questions?... **Open the examination booklet and begin working**”.

*Invigilators must scan the examination room to ensure that the only items on top of the tables are the ID card, one examination booklet, one answer sheet, and writing materials (pencils, eraser, highlighter, ruler, etc.). There should not be any books, extra papers or electronic equipment.*

***Only transparent water/juice bottles are accepted, with all labels removed.***

***Disposable earplugs are allowed but candidates must show them to the invigilator prior to the exam to make sure they do not contain any electronic device.***

**DURING THE  
EXAM  
(AM)**

- ✓ Indicate on the attendance roster those candidates that did not attend the examination session, by marking “absent” in the appropriate column.
- ✓ Each invigilator must read and sign the Invigilator Statement of Understanding if they have not done so yet. They are to be returned with the examination material.

	<ul style="list-style-type: none"> <li>✓ Complete the Irregularity Report form (blue), if necessary (refer to irregularities on pages 13-15 for details).</li> <li>✓ INFORM all the candidates when there is 30 minutes and 15 minutes working time remaining. (Write this on the blackboard if available).</li> <li>✓ Monitor the activity in the room to observe the candidates. This should be done discreetly. Abstain from “chatting” among invigilators.</li> <li>✓ Inform the remaining candidates that the time allotted for the examination is completed and ask them to stop writing and to hand in their examination material.</li> <li>✓ Only ONE candidate is allowed to leave the examination room at any given time (i.e., to go to the washroom). S/he <b>must be escorted by an invigilator</b>, and a second invigilator must stay with the remainder of the candidates writing the examination. Anyone who has to leave the exam room anytime except during lunch break or when they are finished must <b>sign the in/out report</b>. The Invigilator who will accompany this candidate must also sign and include the time they leave and the time they get back.</li> </ul>
<p><b>AFTER THE CANDIDATES HAVE COMPLETED THEIR EXAM (AM)</b></p>	<p>Control the return of the examination material to keep the distractions to a minimum for those candidates who are still writing the exam.</p> <p>Have them put answer sheets in <b>separate piles</b>, according to the <b>colour</b> of the <b>booklet</b> they had.</p> <p><b>Check the candidates' answer sheet prior to them leaving the examination room and ensure that:</b></p> <ul style="list-style-type: none"> <li>✓ The candidate ID number is correct and complete;</li> <li>✓ Marked ovals on the answer sheet are completely filled in all other marks are completely erased;</li> <li>✓ There are no holes or tears on the sheet all erasures are neat and complete;</li> </ul> <p><b><i>Ask candidates not to talk immediately OUTSIDE the examination room, so as not to disturb those who are still writing the exam.</i></b></p>
<p><b>DURING LUNCH BREAK</b></p>	<p>You are responsible for maintaining the security of all the examination material during the lunch break. Take the steps that are most appropriate to your writing centre to ensure that the security measures are maintained (e.g., <u>lock the examination room door before leaving</u>, lock the examinations in a filing cabinet or other locked area, etc.). You may need to call the security personnel responsible for the building to come and lock the door for you.</p> <p><b><i>You may wish to speak with the security personnel as you arrive at the writing centre site to discuss room security measures.</i></b></p>

**AFTERNOON  
SESSION**

Candidates should return 15-20 minutes prior to the start of the afternoon session to allow enough time for you to check their ID card and to distribute the examination material.

- ✓ Check NDHCB issued Candidates' ID cards. If a candidate arrives without an ID card, ensure her/his name is on the attendance roster. Refer to the "Troubleshooting" section of the Guide for details about this situation (pages 13-15).
- ✓ Indicate on the Attendance Roster that the candidate is present for the afternoon session by marking "X" in the appropriate column.
- ✓ Make sure each candidate has gone back to her/his **assigned seat**.
- ✓ Distribute one examination booklet — **Booklet #2 for the afternoon session**. Use colour distribution similar to the morning session. Distribute one new answer sheet and a Candidate Feedback Questionnaire to each candidate (put "X" on roster). The candidates have the option of completing the survey on the day of the examination and giving the completed survey back to you when they return their afternoon examination booklet, or to take the survey home with them to complete and mail to the NDHCB.  
**Ask candidates not to begin until directed to do so.**
- ✓ Scan the examination room once again to ensure that only authorized material is on the tables.

**15 MINUTES  
BEFORE THE  
START OF THE  
EXAMINATION (PM)****REPEAT THE FOLLOWING VERBAL INSTRUCTIONS:**

- ✓ "Remember to complete the top portion of the answer sheet." (*If necessary, refer to AM session instructions*).
- ✓ "Your examination booklet and answer sheet are to be handed in before leaving the room when you have finished answering all the questions in the examination booklet but you may not leave within the first hour (*except for illness or for an emergency*). I will announce when there are thirty (30) minutes and fifteen (15) minutes working time remaining".
- ✓ "Are there any questions? You have 3 hours to complete this examination booklet; the finish time will be 16:00 hrs (4 p.m.). **Open the examination booklet and begin**".

**DURING  
THE EXAM  
(PM)**

- ✓ Indicate on the attendance roster those candidates that did not attend the afternoon examination session, by marking "absent" in the appropriate column.
- ✓ Complete the Irregularity Report form (blue) if needed.

	<ul style="list-style-type: none"> <li>✓ Remind candidates to complete the Candidate Feedback Questionnaire and to hand it in with Booklet 2 of the examination <b>or</b> to forward it to the NDHCB as soon as possible.</li> <li>✓ Inform all the candidates when there is 30 minutes and 15 minutes working time remaining, (write this on the blackboard if available). When the time allotted for the examination is completed, ask them to stop writing and to hand in their examination material.</li> </ul>
<p><b>AFTER THE CANDIDATES HAVE COMPLETED THEIR EXAM (PM)</b></p>	<p>Control the return of the examination material to keep the distraction to a minimum for those candidates who are still writing the exam.</p> <ul style="list-style-type: none"> <li>✓ Have them put answer sheets in <b>separate piles</b>, according to the <b>colour</b> of the <b>booklet</b> they had.</li> <li>✓ Check the candidates' answer sheet prior to them leaving the examination room (see morning instructions).</li> <li>✓ Remind the candidates to take all personal belongings with them before leaving and to hand in their Feedback Questionnaire <b>or</b> to forward it to the NDHCB as soon as possible.</li> <li>✓ Ask candidates not to talk <b>OUTSIDE</b> the examination room, so as not to disturb those who are still writing the exam.</li> </ul>
<p><b>ONCE BOTH WRITING SESSIONS ARE COMPLETED</b></p>	<ul style="list-style-type: none"> <li>✓ Sort and count the examination material (separate coloured #1 Booklets with corresponding answer sheets and #2 Booklets with corresponding answer sheets) and place them in the package(s) to return to the NDHCB. Put the completed seating plan and the signed Statement of Understanding forms in the designated envelope.</li> </ul> <p>Complete the following examination administration forms. Details relating to their completion are outlined on each form.</p> <ul style="list-style-type: none"> <li>✓ Exam Materials Check List/Reconciliation (green).</li> <li>✓ Irregularity Report (blue).</li> </ul> <p><b><i>Please leave the examination room neat.</i></b></p>
<p><b>RETURNING THE EXAMINATION MATERIAL</b></p>	<p><b>Return the examination material <u>the same day of the examination or the next day following the examination.</u></b></p> <ul style="list-style-type: none"> <li>✓ Sort the answer sheets by booklet number and colour.</li> <li>✓ Remember not to fold, staple, bend or tear the answer sheets.</li> <li>✓ Don't forget to include each Candidate's Statement of Understanding (signed) and each Invigilator's Statement of Understanding (signed).</li> </ul> <p><b>DO NOT place the answer sheet(s) inside the examination booklet.</b></p> <ul style="list-style-type: none"> <li>✓ Send ALL examination material by Courier Service. The pre-paid "way bill" (shipping form), with the NDHCB account number, is enclosed</li> </ul>

with the examination material. There is **one way bill for every package**. Sign the way bill(s) before sending the material.

- ✓ Complete and affix the NDHCB return label and the Courier way bill to the package(s). Ensure that every package has the NDHCB return address and a Courier way bill.
- ✓ Mark all packages CONFIDENTIAL.

There are two options you can consider when returning the examination material to the NDHCB. Choose the option that is most convenient for you:

#### **Option 1**

Take the examination material to the Purolator service outlet that is closest to you and they will ship the package(s). This can be done on the day of the examination, if the outlet is still open, otherwise it must be done no later than the following day.

#### **Option 2**

Call Purolator right away or on the next day, and arrange for pick-up. You can find their phone number on the sheet provided with the courier service instructions. The Courier service will pick up the package(s) at the address you give to them, and you must be present at this location to give them the package(s).

**Contact the NDHCB if you have any questions. DO NOT SHIP the Examination materials if you are unsure about these procedures.**

**REMEMBER: You are responsible for all exam material until it is picked up by the Courier service. Never leave it unattended unless it is secured and NEVER leave it with someone else to ship it for you.**

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# TROUBLESHOOTING POTENTIAL PROBLEMS

## IRREGULARITIES

Irregularities occurring during the administration of an examination are to be reported to the NDHCB and the Testing Agency on the *Irregularity Report* form (blue). The report already includes the examination name, the writing centre location and code number.

If the situation to be reported pertains to specific candidates, you should also include the candidates' name and ID numbers, and clearly outline the nature of the irregularity and the action taken.

The Invigilator must then sign and date the report.

*The procedures for the most common types of irregularities are outlined below.*

## LATE ADMITTANCE TO THE EXAMINATION

The decision to admit a candidate who arrives after the examination has begun rests with the Invigilator.

If the reason for being late seems valid, and it is decided to admit the candidate, ensure that the candidate:

- ✓ takes the time to **read and sign** the Candidate Statement of Understanding;
- ✓ also takes the time to read the instructions in the examination booklet and is made familiar with any additional verbal instructions issued by you.
- ✓ correctly completes the identification portion of the answer sheet.
- ✓ Completes his/her test within 3 hours allotted per examination booklet (unless he/she was granted special accommodations).

*Indicate the information on both the Attendance Roster and Irregularity Report form (blue).*

## UNREGISTERED CANDIDATE

A candidate for whom you do not have a Candidate Identification Card and/or who is not listed on the Attendance Roster, **SHOULD NOT** be admitted to the examination. **Call NDHCB immediately for direction** (613-260-8156).

## NO CANDIDATE IDENTIFICATION CARD

If candidate has lost her/his ID Card for the afternoon session, ensure the name is on the attendance roster. Ask this candidate to produce identification (e.g., photo ID or compare signature) to verify identification. Have the candidate sign the Attendance Roster in the "Remarks" column. The candidate must be instructed to record the candidate number from the Attendance Roster onto her/his answer sheet.

Call NDHCB (613-260-8156) if you are unsure about the admittance of a candidate to the examination.

## INACCURATE DISTRIBUTION OF EXAMINATION BOOKLETS

If it is determined that examination booklet(s) have been mistakenly distributed, note the time and stop the examination. Inform the candidates of the problem and ask that the extra examination booklet(s) be returned. When done, note the time passed and resume the

examination. Allow extra time to make up for the delay while session was suspended. If the examination booklet(s) is (are) not recovered, contact the NDHCB as soon as possible.

## DEFECTIVE EXAMINATION BOOKLET

If a candidate reports that an examination booklet is defective (i.e., missing pages, print is blurred or faded), replace it with another of the **same booklet number and colour**. Additional examination booklets are provided for each centre. Ensure that the candidate signs and indicates her/his ID number on the new examination booklet. The candidate can then begin to work at the question that she/he stopped at.

The defective booklet should be marked “**DEFECTIVE**” on the front cover. Include the examination booklet with the *Irregularity Report* form (blue).

## DEFECTIVE ANSWER SHEET

If a candidate receives a defective answer sheet (i.e., print is blurred or faded), it should be replaced with a new one. A supply of additional answer sheets is provided for each centre. Have the candidate begin working at the number where she/he left off on the defective answer sheet.

**After the examination session has ended**, the candidate, under your supervision, is responsible to transfer those responses from the defective sheet onto the new sheet.

Mark the sheet “**DEFECTIVE**” and indicate the nature of the defect. Include the sheet with the *Irregularity Report* form (blue).

## SPOILED ANSWER SHEET DUE TO CANDIDATE ERROR

A candidate can sometimes misread or misunderstand instructions. As a result, the following errors can occur:

- ✓ Examination booklet question numbers may not match with those on the answer sheet consequently off-shifting the responses.
- ✓ Over-marked responses.
- ✓ Faintly marked responses.
- ✓ Incomplete erasure marks.
- ✓ Tear or hole in the answer sheet.

In cases where it is discovered that errors have occurred, replace the sheet while the candidate continues to use the original examination booklet. If necessary, in order to save time, this may have to be done after the examination session.

This condition is to be treated as a defective answer sheet and the procedure outlined in the previous paragraph should be followed.

## ERROR IN THE TIMING OF THE EXAMINATION SESSION

The timing of each session of the examination should be accurate, that is three hours (3) each.

If it is discovered before an examination ends that the session has been under-timed, or that there has been a loss of time due to an emergency or interruption, the session should be extended by the same amount of time lost.

If it is discovered that more time has passed than that specified above, the session should be stopped as soon as the error is discovered. Any over-timing IS NOT to be deducted from subsequent examination sessions.

Any error in the timing of an examination should be reported in the *Irregularity Report* form (blue). The report should include the number of minutes over or under the prescribed time.

## ERRORS IN TEST QUESTIONS

Any typographical errors or ambiguities in the wording of questions reported by candidates should be forwarded to the NDHCB/Testing Agency by recording the question and booklet number on the Irregularity Report form (blue).

## CANDIDATE LEAVING THE EXAMINATION

**Only ONE candidate** may be escorted out of the examination room (to the washroom for example) at **any given time**. Only upon the candidate's return another candidate may be escorted out. The candidate **must sign the in/out report** and the accompanying invigilator must also sign and include the time they leave and the time they get back.

If a candidate cannot finish the examination for whatever reason, collect all examination material used by the candidate. Report the incident on the *Irregularity Report form (blue)*. If the candidate decides to cancel the examination (before even starting it), it is the candidate's responsibility to advise NDHCB. The decision should also be reported by the Invigilator.

## CHEATING DURING THE EXAMINATION

Each candidate has signed a comprehensive "Statement of Understanding" regarding security and confidentiality before the beginning of this exam.

If a candidate is behaving in a manner that could be interpreted as giving or receiving assistance with the examination, **warn her/him** that she/he must stop the behaviour **IMMEDIATELY**. **Be specific**, i.e., "it appears that you are glancing at another candidate's answer sheet, please stop this behaviour." If the behaviour continues, **give a second warning** and report the behaviour to the NDHCB on the Irregularity Report (blue form).

If after the second warning the behaviour continues, **ask the candidate to stop the exam immediately, return her/his exam material and leave the examination room. Report the situation to the NDHCB as soon as possible**. If a second Invigilator is present, have her/him witness the measure you took on the Irregularity Report (blue form).

## ADDITIONAL IRREGULARITIES

A number of additional irregularities can threaten the right of candidates to a standardized testing environment, and may even negatively affect their examination performance. You should have already taken care to ensure that the room that has been booked for the examination is suitable (e.g., an environment that is well lit, quiet, and free from extremes of heat and cold along with other distractions). However, on the day of the examination it is possible that unforeseen circumstances may arise that expose candidates to these and other forms of testing irregularities. Any additional irregularities should be reported to the NDHCB or the Testing Agency by the Invigilator.

## EMERGENCIES

Special, unusual, or emergency situations may arise that can consequently cause an interruption or cancellation of an exam. The Invigilator should immediately contact the NDHCB or the Testing Agency so arrangements can be made for completing or rescheduling the exam. If an exam is delayed or interrupted temporarily due to an emergency situation, the time of the interruption must be recorded and proportional additional time must be added.