

## **Patent Examination Board Instructions for ICPA Designated Contacts January 2025 Examination**

### **1 Introduction**

PEB would like to thank firms and Designated Contacts for supporting its work by providing facilities and invigilation for the 2024-2025 ICPA Examinations.

As a Designated Contact you have agreed to undertake responsibility for managing the invigilation of candidates sitting the ICPA examination at your workplace.

It is important that PEB retains the confidence of candidates and the profession in the integrity and rigour of the examinations. It is, therefore, essential that you follow these Instructions.

You should, therefore, ensure you are familiar with, and understand, these Instructions before the start of the examination.

You should also read the Essential Information for Candidates and the Technical Requirements and Guidance documents. You are advised to have a copy of each available in the examination room(s).

### **2 Designated Contacts**

#### **2.1 The Designated Contact**

A single Designated Contact within a firm will have overall responsibility for the conduct of the ICPA examinations.

In respect of candidates taking examinations at their office, the Designated Contact must:

- ensure the integrity and security of the PEB examinations;
- provide an emergency mobile phone contact number to PEB that will be used if it is necessary to phone Designated Contacts during the examination, for example because there is an error in the Question Paper;
- supervise other Invigilators;
- ensure the invigilation instructions in Section 3 are followed;
- ensure the examination room(s) is suitable (see Sections 4.2 and 4.3);
- ensure the minimum IT requirements have been put in place and are working (Section 4.4);
- print question papers and distribute them to candidates at the examination start time of 10 am UK time (Section 5.2).
- supervise and assist with the scanning of any forms at the end of the examination (Section 5.6);
- in the event of issues arising during the examination, complete the Designated Contact Report form (Appendix 2) and email it to [peb@cipa.org.uk](mailto:peb@cipa.org.uk) after the examination.

Question papers will be emailed to Designated Contacts at the examination start time so that printing can be carried out (See Section 5.2). The Designated Contact is therefore advised to put plans in place in case s/he is unavailable on the examination day.

### 3 Invigilation

If necessary, the Designated Contact should arrange for additional suitable members of staff to assist with invigilation.

#### 3.1 The purpose of Invigilation

Invigilation should:

- ensure all candidates have an equal opportunity to demonstrate their abilities;
- ensure the integrity and security of the examination;
- prevent and report on any candidate malpractice;
- prevent and report on any administrative failure.

#### 3.2 Invigilation Tasks

If you are invigilating the examinations, you must:

- familiarise yourself with these instructions before the examinations start;
- have a copy of these instructions to hand during examinations;
- have an emergency contact mobile telephone to hand that is charged and set to silent. The PEB will use the emergency contact number that the firm has provided if it is necessary to get in touch (for example if an error in the question paper has been found);
- inform PEB as soon as reasonably possible if there is reason to believe there might be an error in the examination question paper;
- maintain the security and confidentiality of all aspects of the examination, including question papers, candidate responses and candidates' personal data;
- assist candidates with scanning and uploading their completed forms;
- inform PEB after the examination if you have any concerns about the security and integrity of the examination or about potential malpractice.

You must **not**:

- respond to queries about the content of the examination question paper or individual questions, or offer any advice to candidates. Any such queries should be referred urgently to PEB.

#### 3.3 Invigilation Dos and Don'ts

You must:

- be able to observe each candidate in the examination room at all times;
- give full attention to supervising the examination: it is not acceptable to read, work, text message, etc.
- avoid walking around the examination room unnecessarily;
- **not talk** except to transmit essential information to other invigilators (away from the earshot of the candidates if possible) or to candidates;
- not eat crunchy food (e.g. crisps, apples);

- be vigilant and ready to respond, for example if there is suspected malpractice, or if a candidate has a technical problem, or becomes unwell (see Section 7 below);
- ensure any candidate who leaves the room for a rest break (if this has been approved under reasonable adjustments) is accompanied; otherwise the candidate cannot be re-admitted to the examination;
- not allow candidates to leave the room between 12.15 and 12.45 pm if other candidates are still completing the examination.

## **4 Managing the Examinations**

### **4.1 Health & Safety**

It is the firm's responsibility to ensure that any Government, or other relevant guidance in force at the time of the examinations, is followed, and likewise that candidates' health and safety concerns are dealt with appropriately.

PEB cannot advise on health and safety issues.

### **4.2 The Examination Rooms**

The rooms to be used for the examinations should be located:

- where you can be reasonably confident that candidates will not be disturbed; and
- ideally close to toilet facilities. While examinations are in progress, access to the toilet facilities should be restricted to the examination candidates. If this is not possible then you will need to arrange for additional invigilators to be available to escort candidates to the toilet.

You may wish to consider beforehand whether colleagues who normally work close to the examination room(s) should be warned beforehand that the examinations will be taking place.

It is recommended that "Quiet Please – Examination in Progress" notices are posted on the door of the examination room and in the area around it.

### **4.3 Setting up the examination room**

You are advised to set up the room before the day of the examination.

The following should be available in each examination room:

- a copy of these Instructions for Designated Contacts;
- a copy of the Essential Information for Candidates;
- a copy of the Technical Requirements and Guidance for Candidates;
- blank paper for candidates to make rough notes – lay out 5 sheets for each candidate and have spare paper available if required;
- spare black pens for candidates;
- Register – will be sent to the Designated Contact's email address in the week before the examination (can be completed on screen);
- Designated Contact Report form (Appendix 2): complete on screen only if any incidents or issues occur during the examination and email to PEB ([peb@cipa.org.uk](mailto:peb@cipa.org.uk)) within one the day of the examination).

**Other:**

- Items such as books and notes that would not normally be permitted in public examinations should either be removed from the room or be placed where they cannot be accessed by candidates.
- Check beforehand whether a fire alarm test is scheduled to take place during the examination. If it cannot be cancelled, you will need to warn candidates before the start of the examination and record it on the Designated Contact Report form.
- Disconnect any telephones and/or remove them from the room.
- Ensure there is a working clock in the room that is showing the correct time. The clock on the PEBX system shows candidates how much time they have left, but interruptions in internet connectivity or a firewall may result in it not showing the correct time.

On the examination day, candidates will need to have their computer set up and be ready to access the PEBX system before the Examination Start Time.

It is therefore strongly recommended that the Designated Contact, or a Deputy, should be in the examination room **in sufficient time before the examination start time** to ensure the examination room is in order, to answer any queries, and to help candidates log on and check their IT equipment.

It is essential that candidates can start the examination on time. The Upload End Time at 12.45 pm is the absolute deadline for candidates to upload their Answer documents and completed forms to the PEBX system. The PEBX system does not extend the time allowed if candidates have started their examination late.

#### **4.4 Minimum IT requirements**

Refer to the Technical Requirements and Guidance document Section 1 for information about the IT requirements.

#### **4.5 Items permitted and not permitted in the Examination Room**

Refer to the Essential Information for Candidates Appendix 1 for items permitted, and not permitted in the examination room.

Candidates who have essential medical equipment with them should bring it to the attention of an invigilator before the examination starts.

### **5 On the day of the examination**

#### **5.1 Examination Timings**

See the Essential Information for Candidates Section 2.

Examination times are printed on the front of the Question Paper.

#### **5.2 Printing the Question Paper**

On the day of the examination, candidates will be able to access the Question Paper and forms from the PEBX system at 10.00 am. PEB will also email the Question Paper and Resource Pack to the Designated Contact's email address at the examination start time.

You should:

- Print one copy for each candidate. It may be quicker to print one copy and photocopy additional copies.
- Check that the Question Papers and Resource Pack are correctly collated (in page number order). You do not need to staple the Question Papers: candidates will probably want to spread the pages out on their desks.

In the examination room, you should:

- Check that candidates do not have any non-permitted items on their desks.
- If they wish to keep a jacket or jumper on their chair, ask them to show you what is in the pockets.
- Remind candidates that mobile phones and other electronic devices must be switched off and left where they are not accessible during the examination.
- Remind candidates they must log onto the PEBX system using the email link sent to them previously.

### 5.3 Starting the Examination

Candidates should enter the examination room early enough for them to log on to their computers, check their computers are working, log onto the PEBX system, adjust their chairs and generally ensure they are comfortable.

- Remind candidates they must complete the Declaration screen and download the Answer document before they can access the Question Paper and Answer document onscreen.
- Candidates have 10 minutes Download Time and 15 minutes Reading Time.

Candidates who arrive late **cannot** be allowed additional time at the end of the examination. **The PEBX system does not accept Answer document(s) that are uploaded after the end of the Upload Time at 12.45 pm and they will not be marked.**

### 5.4 ID and Register checks

It is likely that Designated Contacts (or whoever is leading the invigilation) will know candidates at least by sight. If not, you should check the candidate's Examination Instructions Letter matches the details on the register.

Record attendance or absence in accordance with the instructions on the Register.

Any candidates who arrive late should be admitted. Record late candidates on the Register and on the Designated Contact Report form (candidate number, time of arrival, and relevant circumstances).

Email the completed Register to [peb@cipa.org.uk](mailto:peb@cipa.org.uk) at the end of the examination.

### 5.5 At the end of the Examination

Do not give candidates a time warning: the PEBX system will give candidates two audible warnings. See the Essential Information for Candidates Section 2.

However, candidates are advised NOT to rely on the audible warnings because they may not occur if the internet connection is lost. Therefore, there must be a working clock in the room where all candidates can see it.

An Invigilator must remain in the examination room as long as there are still candidates finishing their examination, even if they have gone beyond the time allowed.

## 5.6 Scanning and Printing of Forms

You should ensure you follow the guidance on forms in the Technical Requirements document Section 8.3.

Use of a corporate shared “scan to email” system is allowed, so long as an Invigilator is supervising the process and ensuring examination conditions are maintained. In this situation **only**, it is permitted to have email open and to use it during the last 25 minutes of the Examination time i.e. from 12.20 to 12.45 pm.

## 5.7 Completing the Designated Contact Report Form

In the event of issues arising during the examination, complete the Designated Contact's Report form (Appendix 2) and email it to [peb@cipa.org.uk](mailto:peb@cipa.org.uk) after the examination.

## 6 Candidates with Reasonable Adjustments

Reasonable adjustments can only be put in place if they have been approved by PEB in advance of the examination. The names of such candidates and the arrangements allowed are shown on the register and/or advised to the Designated Contact if out of the ordinary.

The PEBX system is programmed to ensure candidates with Reasonable Adjustments have the Examination Time plus the Upload time and any Extra Time approved under the Reasonable Adjustment. You do not need to monitor how candidates with Extra Time or Supervised Rest Breaks use their allotted time.

Extra Time and Supervised Rest Breaks are allocated at the rate of 15 minutes per hour of the examination i.e. to a maximum of 30 minutes.

If possible, candidates with Reasonable Adjustments should be seated in a way to minimise disruption to them and other candidates.

**Extra Time Candidates**      Seat away from the door of the examination room.

**Supervised Rest Breaks**      Seat near the door of the examination room. Supervised Rest Breaks should be taken in a different room. An Invigilator must accompany the candidate at all times during a supervised rest break.

Supervised rest breaks are allocated at the rate of 15 minutes per hour of the examination up to a maximum of 30 minutes. It does not matter how the candidate chooses to use the time available (i.e. they may take a break of 20 minutes and a break of 10 minutes) as long as it does not exceed the maximum.

## 7 Unexpected events

**In the event of a serious, urgent event occurring during an examination that you cannot resolve, you should email [pebxsupport@cipa.org.uk](mailto:pebxsupport@cipa.org.uk) or telephone PEB/CIPA on 020 7405 9450 for advice. This email address will be monitored only during examinations and should be used only for urgent technical issues.**

### 7.1 Technical problems

Guidance on dealing with technical problems is set out in the Technical Requirements and Guidance document Section 9.

If the internet connection fails at the start of the examination and if, 10 minutes after the Examination Start time, candidates are still unable to access the Answer document, they

should open a Word document, save it using their candidate number as the file name, and start typing up their answers.

If candidates lose the link to the PEBX system during the course of the examination, they will be able to continue working on their Answer document. Loss of connection will not impact on candidates until it is time for them to upload their Answer documents at the end of the examination. They should attempt to re-establish the connection. If this is not possible, the Designated Contact should email [pebxsupport@cipa.org.uk](mailto:pebxsupport@cipa.org.uk).

Report all such technical issues using the Designated Contact Report form stating the time and period that loss of connection occurred. PEB will be able to verify that loss of internet connection has occurred from the PEBX audit data.

## 7.2 Suspected error in the Question Paper

Candidates might ask whether there is an error in a question. You should tell them:

- that you are not allowed to answer questions about the question paper content;
- that they must use their own judgement to answer the question as they think appropriate;
- that you will seek advice from the PEB and get back to them.

Arrange for an Invigilator to remain in the examination room. Telephone or email the PEB (020 7405 9450 or [pebxsupport@cipa.org.uk](mailto:pebxsupport@cipa.org.uk)) for advice.

At the end of the examination, use the Designated Contact Report form to report the issue (or non-issue), the action you took, and any impact.

If investigation confirms that there was an error in the Question Paper, PEB will take steps to ensure no candidate is disadvantaged.

## 7.3 Fire alarms, security alerts and other disruptions

Tell candidates to leave all question papers and materials in the examination room.

Evacuate the examination room and follow the firm's fire procedures.

Instruct candidates not to discuss the Question Paper while they are out of the examination room.

Supervise them as closely as possible.

You **must phone or email** the PEB for advice.

Note time and length of the interruption. **You cannot allow the candidates additional time.**

**You must report the incident in full** to the PEB on the Designated Contact Report form. Once PEB has received this Report, PEB will apply Special Consideration procedures. You should explain this to candidates. Neither you nor the candidates will need to do anything further.

## 7.4 Candidate Illness

An Invigilator should remain in the examination room while someone else seeks appropriate medical assistance.

Use the PEB Designated Contact Report Form to report the time and length of the disruption, candidate numbers of those affected, and any actions taken.

Phone the PEB for advice if required.

### **7.5 Suspected Malpractice**

If you suspect malpractice (see Appendix 1), advise the candidate(s) of your observations and that the PEB will be informed.

Remove any unauthorised material or equipment from the candidate's desk. Allow the them to complete the examination. The materials/equipment removed must be returned to the candidate at the end of the examination.

Use the PEB Designated Contact Report Form to detail any incidents of suspected malpractice, and the action you took. PEB will investigate all incidents of suspected malpractice.



## **Appendix 1 PEB Malpractice Policy**

Malpractice is any deliberate action or practice that threatens the integrity of any PEB examination. The PEB strives to prevent the occurrence of malpractice in its examinations, in order to safeguard their consistency and integrity.

### **The following are examples of candidate malpractice:**

- Misuse of assessment material, introduction of unauthorised material into the room where the candidate is sitting the exam. Unauthorised material includes: study notes, study guides, own blank paper, personal stereos. Except where they are specifically required to enable remote invigilation to be carried out, mobile phones and other similar electronic devices constitute unauthorised items.
- Obtaining, receiving, exchanging or passing on information which could be examination related by means of talking or using written papers /notes/material on the internet or on a computer or other electronic device.
- Copying from another candidate
- Collusion - working collaboratively with other candidates
- Disruptive behaviour including the use of offensive language
- Failing to abide by the instructions or advice of an invigilator, supervisor, or the PEB in relation to the examination rules and regulations
- Impersonation - pretending to be someone else or arranging for another to take one's place in an examination.

### **Reporting and Outcomes**

All incidents of malpractice, irrespective of the nature of the incident, will be reported to the PEB in writing.

Candidates accused of malpractice will be made fully aware in writing at the earliest opportunity of the nature of the alleged malpractice. Candidates will have the opportunity to respond in writing to any allegations. Such responses should be submitted within 14 days of receipt of the allegations.

### **The PEB will determine:**

- Whether the regulations have been adhered to
- Where the culpability lies for the breach in regulations
- The appropriate measures to be taken to protect the integrity of the award and to prevent future breaches as well as mitigate against any adverse effect
- The nature of any penalty to be applied.

### **Penalties**

The severity of the penalty will depend on the nature of the malpractice and the extent of any mitigation but may include:

- A mark of zero for the particular examination where malpractice was adjudged to have occurred
- A mark of zero for the particular examination where malpractice was adjudged to have occurred and a mark of zero for other PEB examinations taken in that year
- Permanent exclusion from all or a particular group of PEB examinations
- If the candidate is a CIPA member, PEB will advise CIPA of the malpractice finding. PEB may also inform IPReg.

Any candidate whom the PEB has decided is guilty of malpractice shall have the right of appeal (see Appeals Policy).

