



TridentAwards
Security is our Business

Examination Handbook

Trident Awards is the brand used by Laser Learning Awards specifically in the security industry sector.

Contents

1.	Ordering Examination Papers and Notification of Courses.....	3
1.1	How to Order Exam Papers and Notify Trident Awards of Courses	3
1.2	Response Sheets	3
1.3	Paying for Exam Papers.....	3
2.	Cancelling and Changing Course Details	4
2.1	Cancelling Examination Paper Orders	4
2.2	Cancelling and Changing Examinations and Courses	4
3	Returning Exam Papers	5
3.1	How to Return Papers	5
3.2	Run Numbering	5
4	ID Queries, Queries and Voided Papers	6
5	Conduct of Examinations.....	7
5.1	Completing the Candidate List, Candidate Information Sheet and Response Sheet	7
5.2	Candidate Information	7
5.3	Identity Checks	10
	If you have a UK digital passport.....	10
	If you don't have a UK digital passport	10
5.4	Role of Invigilator	12
5.5	Who Can Invigilate	13
5.8	Examination Notice to Candidates (Written Exams)	17
5.9	Checklists for Invigilators (Written Exams)	18
5.10	Pre-Exam Notice Information for Candidates.....	19
5.11	Ending the Examination	20
5.12	Security of the Question Papers	20
5.13	Exemption Details	21
6	Re-sits	22
6.1	Centre Notification to Candidates who have Not Achieved	22
7	On-line Assessment.....	23

1. Ordering Examination Papers and Notification of Courses

1.1 How to Order Exam Papers and Notify Trident Awards of Courses

How do I order exam papers?

To order Examination Papers first register your course by logging in to the [Quartz Web Portal](#) seven days before the training course start date.

For more detailed instructions on how to log in to the Quartz Web Portal and register your courses and learners, please read the Quartz Web Portal User Guide which can be downloaded from the [www.trident-awards.org.uk/About Trident/Online Registration](http://www.trident-awards.org.uk/About%20Trident/Online%20Registration) webpage.

Register your learners as soon as possible, ideally when you register your course on the Quartz Web Portal, by downloading and completing the Trident ERegistration Learners Spreadsheet. It is also possible to add learners to your registered course before the start date of the course. If a provider fails to register learners to a course via the Quartz Web Portal and it is necessary for Trident Awards' staff to enter them, we reserve the right to charge for this at a minimum of £25.00 per run.

When do I order exam papers?

Please place orders at **least seven days** before the start date of the **training course**.

1.2 Response Sheets

For downloadable exams, the response sheets can be downloaded from the web portal or secure area of the website and the correct number printed.

1.3 Paying for Exam Papers

How do I pay for exam papers?

Once Trident Awards has received the examination paperwork at its office, after the exam has taken place, an invoice will be emailed to the centre.

[Back to Contents](#)

2. Cancelling and Changing Course Details

2.1 Cancelling Examination Paper Orders

No refunds can be given on paid for examination papers in any format.

2.2 Cancelling and Changing Examinations and Courses

Who shall I notify if I want to cancel my order?

Please ensure that you notify Trident Awards in writing of any cancellations or changes to orders 60 hours before the training start date. You can do this by email to trident@laser-awards.org.uk

Where the papers have been supplied via the web portal, Trident Awards will remove the file from the system.

What information shall I include?

Please include your centre name and number, run number, dates and times given on original order, names and numbers of trainers specified on the original order.

What should I do if I have a last minute change to the course run details?

If you have an emergency which means you need to change any of your course run details, such as a change of venue, trainer, or course times, or if you have to cancel a course at short notice or part way through the course, you must call the Trident Awards emergency number on 01932 578242 immediately to advise of the change of plan and the reasons for it. The emergency number can always be found on the Trident Awards website.

What could be the repercussions if I don't notify of any cancellations or changes?

Failure to do so could put your centre recognition at risk, and result in a fee being charged. If a change is made without notifying Trident Awards, and/or a Trident Awards representative pays an unannounced visit to a centre and the training or examination is not taking place in accordance with the details you have registered, the centre will incur a charge, and may be suspended pending an investigation. See Trident Awards website for current charges.

[Back to Contents](#)

3 Returning Exam Papers

3.1 How to Return Papers

Centres are responsible for returning completed examination response sheets, candidate lists and candidate information sheets within two working days of the examination. Any examination paperwork received later than **two workings days** after the examination date may not be processed until a full report has been submitted by the centre giving an explanation of the delay. As such, centres are advised to seek any financial settlement before allowing candidates to attend courses as non-payment is not a valid reason for the late submission of examination papers.

Any Centre found to be delaying the return of examination papers may have their centre recognition suspended and ultimately withdrawn.

When sending the papers, please pack the candidate list, candidate information sheets, response sheets and any copies of certificates for prior learning or exemptions together. Include Observation Assessment Records (CCTV and PI). Please keep multiple choice examination papers for CCTV or PI at your office for inspection by our Quality and Curriculum Reviewer. Please collate each individual learner's exam paperwork separately so that the candidate information sheet is on top, with the response sheets behind it. It is sensible to use staples to collate individual learner's exam paperwork you can put these in a plastic folder or elastic band to keep them together once stapled.

Any unused papers must also be securely destroyed by the centre after the examination. Failure to do so may constitute malpractice. Please use a traceable method in a secure envelope (e.g. Recorded Delivery or a courier) to return examination paperwork and make sure it is securely packaged. Trident Awards cannot accept responsibility for any documentation that is lost in transit.

Online examinations are sent to Trident Awards electronically; however, please return the candidate list and candidate information sheets to Trident Awards in the usual way, in a secure envelope using a traceable method.

3.2 Run Numbering

What is a run number?

When you notify Trident Awards of your training course and exam date or exam date for re-sit, you will be allocated a run number each time.

What is the run number used for?

When returning papers, it is important to remember that each run number is a unique identifier used by Trident Awards to track the progress of candidates who have attended a course together. Therefore, the run number relates to one training course only, and cannot be re-used.

It may be necessary to split a group of learners in to two groups for the examination if the room is only approved for a certain number. In this instance, you must state on the exam notification form the start times of each sitting and a separate run number will be generated for each one. Please note: you will need to allow **at least** half an hour between sittings to ensure all candidates have enough time for full briefing beforehand.

Please do not use spare exam papers from any run to examine further candidates. Any unused papers must be securely destroyed by the centre after the examination.

[Back to Contents](#)

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4 ID Queries, Queries and Voided Papers

Once the paperwork has been returned to Trident Awards after the examination, if there is an ID or any other type of query e.g. copy certificate for RPL not submitted, the following timeframes and actions will apply:

- Upon discovery of a query, Trident Awards will email the centre with the details and the latest date that the centre must respond to the query – this date is 3 months' after the initial query email date.
- The centre has three months following the date the initial query was emailed to them to respond to Trident Awards to the query and provide the relevant paperwork (if applicable).
- If Trident Awards has not had a response to the query after three months' then the candidate's exam paper(s) will be voided and no refund will be given.

Note: The centre is required to follow up the query and contact the candidate in a consistent and timely manner taking into account the stipulated timeframes. The centre is required to ensure that their invigilator checks that the ID provided by the candidate is suitable and of the required date range and ensures that all relevant forms and paperwork is correctly completed and submitted to Trident Awards.

Any candidate who has not produced a passport photograph and the correct ID requirements at the time of the examination must not be allowed to sit the examination.

[Back to Contents](#)

5 Conduct of Examinations

5.1 Completing the Candidate List, Candidate Information Sheet and Response Sheet

Candidate List

Please ensure that all sections of the candidate list are completed in CAPITAL LETTERS and that the invigilator has signed and dated it.

Note: It is important that the names on the candidate list match:

- those given on the candidate information sheet and
- those uploaded to the Quartz Web Portal.

Candidates' names must be in the same format that they intend to use on their SIA licence application form. The candidate list is available electronically from the web portal. The completed candidate list should be signed by the examination invigilator and returned to Trident Awards. Any discrepancies requiring correction will result in a charge being made to the centre.

Candidate Information Sheet

Please ensure that all relevant sections of the candidate information sheet, including the confirmation of candidate identity, are completed and that the candidate and invigilator has signed and dated it. It is the centre's responsibility to complete the centre name, centre number and run number at the top of the Candidate Information Sheet.

5.2 Candidate Information

1. Personal Details

Candidates should fill in their name, date of birth, postcode, gender and ethnicity as it appears on their legal documentation. Please ensure that candidates are made aware that this is key information and will be uploaded to the SIA Qualification Database. It is vital that all information is legible and accurate. Candidates should use BLOCK CAPITALS and dark ink and should avoid the use of nicknames. If the learner has completed their name details and signature ambiguously and this results in a certificate with an incorrect name being printed, then a fee will be charged for correcting their details and producing a new certificate, therefore it is the centre's responsibility to check the information is correct. Candidates should be reminded of the importance of using the same signature and photograph that they intend to use on their SIA licence application form, to prevent licence applications from being rejected or delayed.

2. Photograph

Passport photographs should be attached to the Candidate Information Sheet in the space provided, please do not use staples or paper clips as the papers will be scanned on arrival at Trident Awards. Any forms where the photographs are not attached may be returned to the centre and this will cause a delay in the issue of certificates. **Please ensure that the candidate's name is written on the reverse of the photograph so that if it becomes detached from the form it can be identified.** The photograph supplied should be the same as that submitted with the SIA Licence application form.

3. Signature

The learner should sign in dark ink. Please ensure that the candidate's signature does not overlap the box provided as this will be scanned and transmitted to the SIA database. The signature should match that which appears on the identity documents which will be submitted to the SIA.

Section Two: Confirmation of Candidate Identity

A nominated member of centre staff (e.g. training officer; recruitment officer) must check and fully record details of original documents provided by the candidate. This is an essential part of the quality assurance requirements and **must be completed prior to examinations taking place.** The

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nominated centre officer should also check that both the candidate's passport photograph and signature are valid. Candidates should be reminded of the importance of using the same signature and passport photograph that they intend to use on their SIA licence application form, to prevent licence applications from being rejected or delayed.

Where a driving licence is used as an identity document, it should be clearly specified whether this is a photo or paper licence. Licences issued before January 2000 are NOT acceptable as a Group A document, unless it is specifically stated that it is a photo licence.

Candidates should bring their identity documents on the day of each examination, when the examination invigilator will check the details against the information recorded. (See ID requirements section for full details). **Any candidate who has not produced both a passport photograph and the correct ID requirements at the time of the examination must not be allowed to sit the examination.**

Section Four: Security Industry Qualifications

Candidates should indicate which examination(s) or unit(s) is being taken, by placing a tick in the relevant box.

Section Five: Exemption Details including Pre-requisite for Upskilling Door Supervisors

Any exemption details should be completed by the invigilator for those candidates who are claiming partial exemption. **Documentary evidence of previous original certificates i.e. copies of certificates must be sent with the candidate information sheet to Trident Awards to support the claim for exemption.**

Upskilling Door Supervisors: if a candidate does not have their NQF certificate, they may provide their old SIA licence as evidence instead, provided this is a door supervisor's licence issued by the SIA to the candidate not more than three years earlier. **ONLY an NQF door supervision qualification certificate OR an SIA door supervisor's licence, is acceptable evidence.**

Response Sheet

Completing the Response Sheet

Please ensure that the invigilator completes the Exam Paper Number, Run Number, Centre Number, Examination Date and ticks if it is a re-sit. The candidate must enter their name and signature on the sheet.

Candidate Instructions

It is important that the instructions on the response sheet are read out before the examination begins. The correct examination paper number should be written in the appropriate box by the invigilator. Please ensure this is entered accurately, as the examination markers will use the answer key for the paper number provided. If the wrong paper number has been written in the box then the candidate cannot be marked against any other paper and this will result in them failing the unit.

When to Return Papers

Trident Awards must receive the completed examination papers within two working days of the date of the final examination. A secure envelope and a traceable method such as recorded delivery or courier must be used. Please ensure all candidate response sheets are complete as any that are not will be returned to the centre and this will cause processing delays.

If you are unable to return the papers within two working days of the examination, you must inform Trident Awards in writing by email giving full details of the reason. Failure to return

Examination Handbook



papers within one month of the examination will result in the papers being declared void and a review of the centre's recognition will be undertaken.

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Timescales

The following timescales will apply:

Activity	Timescale
Process of Examination Order and Examination Notification Forms	Orders must be submitted a minimum of seven days before the date of the training course.
Processing of Candidate Information Forms and Provisional Results	Five working days from receipt of correctly completed candidate list, candidate information sheets and response sheets.
Issue of Certificates	Three working days from completion of processing candidate list, candidate information sheets and response sheets.

[Back to Contents](#)

5.3 Identity Checks

As specified by the SIA, all centres offering licence linked qualifications, must confirm the identity of all candidates prior to the completion of documentation and the taking of examinations.

This is an essential part of the quality assurance and **MUST** be performed by the invigilator at the examination. The candidate's name on the candidate list, passport photograph and name on the candidate information sheet and name on the response sheet should match the name on the legal documents that will be submitted to the SIA to prevent licence applications from being rejected.

Please view the SIA's acceptable identification documents on their website:

<http://www.sia.homeoffice.gov.uk>

If you have a UK digital passport

Fill in your passport number at question D4 of the SIA licence application form and enclose:
One further identity document from group A showing your current address.

Or

Two documents from group B. At least one document must show your current address.

Note: All UK passports issued since 2002 are digital and some digital passports were issued before then. If the photograph and personal details are on page 31 (or 47 in Jumbo passports) and the photograph has been digitally reproduced, the passport is a digital passport. If the photograph and personal details are on the inside of the back cover, then the passport is **not** a digital passport.

If you don't have a UK digital passport

Two identity documents from group A. At least one document must show your current address and at least one document must show your date of birth.

Or

One identity document from group A and two documents from group B. At least one document must show your current address and at least one document must show your date of birth.

Group A documents

ID Code	Acceptable I.D.
A1	Signed valid passport of any nationality.
A2	Signed valid UK photo driving licence (both parts of the full or provisional licence are required if issued by DVLA in Great Britain or Northern Ireland). OR new valid UK photocard driving licensing issued by DVLA in Great Britain (not if issued by DVLA in Northern Ireland).
A3	UK original birth certificate issued within 12 months of birth.
A4	UK biometric residence permit.

Group B documents, ID documents from the Group B list have to show the current address, this doesn't necessarily have to be a UK address

ID Code	Acceptable I.D.
B1	Valid EU photo ID card.
B2	Valid UK firearms licence with photo.
B3	Signed valid UK paper driving licence or paper counterpart of a UK photo driving licence. OR a Northern Ireland DVLA photocard.
B4	Marriage certificate or Civil Partnership certificate, with translation if not in English.
B5	UK birth certificate issued more than 12 months after date of birth, but not a photocopy.
B6	Non-UK birth certificate, with translation if not in English.
B7	UK adoption certificate.
B8	P45 statement of income for tax purposes on leaving a job issued in the last 12 months.
B9	P60 annual statement of income for tax purposes issued in the last 12 months.
B10	Bank or building society statement issued to your current address, less than three months old. You can use more than one statement as long as each is issued by a different bank or building society.
B11	Mortgage statement issued in the last 12 months.
B12	Utility bill (gas, electric, telephone, water, satellite, cable) issued to your current address within the last three months. You can only send us one utility bill in support of your application.
B13	Pension, endowment or ISA statement issued in last 12 months.
B14	British work permit or visa issued in last 12 months.
B15	Letter from H.M. Revenue and Customs, Department of Work and Pensions, employment service, or local authority issued within the last three months. You can use more than one letter as long as each is issued by a different Government department or a different local authority.
B16	A credit card statement sent to your current address within the last three months. You can use more than one statement as long as each is issued by a different issuer.
B17	Council Tax statement issued in the last 12 months.
B18	Child benefit book issued in last 12 months.

Once satisfied, the invigilator must then check that both the candidate's passport photograph and signature are valid, and sign and date the relevant section in the candidate information sheet. The invigilator's signature will be taken as confirmation that these checks have been fully and accurately completed.

Any candidate who has not produced a passport photograph and the correct ID requirements at the time of the examination must not be allowed to sit the examination. Any candidate who is not yet 18 cannot sit the examination and must begin the course again, including training, once they are old enough.

Candidates should be reminded of the importance of using the same signature and passport photograph that they intend to use on the SIA Licence application form to prevent licence applications from being rejected or delayed.

Please ensure that where a driving licence is used as an ID document it is clearly specified whether this is a photo or paper licence. Licences issued before January 2000 are NOT acceptable as a Group A document unless it specifically states that this is a photo licence.

5.4 Role of Invigilator

The exam invigilator is the person in the examination room with responsibility for conducting the examination session in the presence of candidates. Invigilators have a key role in upholding the integrity of the examination process.

The role of the invigilator is to ensure that examinations are conducted in accordance with regulatory requirements, to:

- **Ensure that any candidate who has not produced a photo and the correct ID requirements at the time of the examination is not permitted to sit the examination.**
- Ensure that all candidates have an equal opportunity to demonstrate their abilities.
- Ensure the security of the examination papers and completed response sheets, before, during and after the examination.
- Prevent possible candidate malpractice.
- Prevent possible administrative failures.
- Ensure that SIA identity requirements are adhered to.

Invigilators must:

- Read the Trident Awards Centre Handbook and Examination Handbook prior to invigilating.
- Be appropriately trained in their duties.
- Give all their attention to conducting the examination properly.
- Be able to observe each candidate in the examination room at all times.
- Be fully conversant with the SIA requirements for confirming candidate identity.
- Inform the head of the centre if they are suspicious about the security of examination papers, completed response sheets or any other threats to the integrity of the examination process. In such cases, the head of the centre must inform **Trident Awards** immediately and send a full written report within five working days of the suspicion arising.

Invigilators must not:

- Carry out any other task (for example doing other work; using a mobile phone) in the examination room.

5.5 Who Can Invigilate

Recognised centres must ensure that invigilation is carried out by a person who has not prepared the candidates for the examination. This means that the trainer cannot act as the exam invigilator and should not be present in the examination room. It is not appropriate for invigilation to be carried out by a person related to or with an interest in any of the candidates sitting the examination.

It is the responsibility of centres to:

- Ensure that invigilators have read the Trident Awards Centre Handbook and Examination Handbook.
- Appoint exam invigilators, to make sure that the examination is conducted according to regulatory requirements.
- Ensure that all invigilators are responsible adults, appropriately trained in their duties.

At least one invigilator must be present for groups of up to 30 candidates. When only one invigilator is present, they must be able to summon help easily, without leaving the examination room, and without disturbing candidates.

5.6 Examination Venues

Centres must ensure that examinations take place in a suitable assessment environment.

This means that:

- Any room in which an examination is held must provide candidates with appropriate conditions for taking the examination. Attention should be given to conditions such as heating, lighting, ventilation and the level of outside noise.
- Display material, such as posters, wall charts, information leaflets, which might be helpful to candidates must not be visible in the examination room.
- A reliable clock (or other suitable time keeping device, e.g. time displayed via a computer screen) must be visible to each candidate in the examination room. The clock/display must be large enough for all candidates to read clearly.
- The following items should be on display in the examination room:
 - A poster advising candidates that mobile phones should be switched off and placed at the front (or back) of the room.
 - Examination notice for candidates. (See page 16).
 - Centre appeals procedure.
 - Emergency/evacuation procedures.
- There must be a sign, clearly visible to others in the building, that an examination is taking place.
- Information must be visible to all candidates showing the centre number, run ID and the start and finish times of the examination.
- Seating arrangements must prevent candidates from overlooking the work of others to prevent cheating or collusion. In particular, the minimum distance in all directions from centre to centre of candidates' chairs must be 1.25 metres.
- All candidates should be seated facing the same direction.
- For written examinations, each candidate should have a separate desk or table large enough to hold question papers and examination response sheets. Candidates who are not seated at individual desks must be far enough apart (minimum 1.25 metres) so that their work cannot be seen by, and contact cannot be made with, other candidates.
- For computer-based examinations: the room layout must be planned to prevent screens being read by other candidates; there must be at least 1.5 metres from the centre of each screen to the centre of the next screen; the clock is displayed on every computer screen in use; a trained administrator must be available during the examination to deal with any technical queries that may arise.
- There must be space for the invigilator to sit.

Centres are required to maintain records of how examination venues meet these criteria, to be made available to Trident Awards on request. False or misleading statements by centres in respect of examination venues may result in immediate suspension or withdrawal of centre recognition, and examination papers may be declared void.

Trident Awards reserves the right to make spot checks (otherwise known as 'unannounced visits') to any training or examination days.

Only approved rooms can be used, and Trident Awards must be made aware of the exact venue, including room number, in advance. Substitutes may not be used, unless there has been an emergency, such as a fire, in which case Trident Awards must be informed immediately, and before the examination begins.

Back to Contents

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5.7 Invigilation Requirements

Starting the Examination:

Before the examination starts, the exam invigilator must:

- Check that all candidates have the required identity documents and photograph, in line with current SIA policy, and that the relevant section of the candidate information sheet has been completed.
- **Advise candidates who are unable to provide the required identity documents and photograph that they cannot sit the examination, and that they must leave the examination room.**
- Make sure that the seating arrangements meet Trident Award's requirements (see examination venue requirements).
- Advise candidates of emergency/evacuation procedures.
- Inform candidates that they must follow the regulations of the examination
- Open the packets of examination papers, in the examination room in front of the candidates, and distribute to candidates.
- Check that candidates have the correct paper.

The invigilator must advise candidates that:

- They should write in blue or black ink.
- They should not make any marks on the examination paper.
- All mobile phones, or other electronic devices, must be switched off and placed at the front (or back) of the room.
- All items, excluding question papers and answer sheets and a pen, should be removed from their desk, and placed at either the front or back of the room.
- They should not ask for, and will not be given, any explanation of the questions and answers.
- If they leave the examination room, unaccompanied by a member of centre staff, they will not be able to return during the examination.

The invigilator must:

- Announce clearly to candidates when they may begin.
- Specify the start and finish time of the examination, and the earliest time that candidates can leave the examination room.
- Remind candidates that they cannot communicate in any way with, ask for help from or give help to another candidate while they are in the examination room.

The invigilator must not:

- Make any comment where a candidate believes that there is an error or omission on the question paper. However, in this situation, the invigilator must refer the matter to the head of the centre, who should send a report to their Trident Awards regional office.
- Give any information to candidates about possible mistakes in the question paper, unless there is an erratum notice, or permission has been given by Trident Awards.
- Comment on the content of the question paper.
- Offer any advice or comment on the work of a candidate.

During the Examination:

Invigilators must supervise candidates throughout the whole time that an examination is in progress. This means that:

- Invigilators must give complete attention to this duty at all times.
- Invigilators must not carry out any other task (for example doing other work, using a mobile phone) in the examination room.
- Invigilators are required to move around the examination room, quietly and at frequent intervals.
- Give frequent time checks

Summoning help during an Examination:

When one invigilator is present in an examination, they must be able to summon help, in case of an emergency, without leaving the room or disturbing candidates. A mobile phone may be used, and must be switched to silent alert, so as not to disturb candidates.

Candidates who arrive late:

A candidate who arrives after the examination has started must **not** be allowed to enter the examination room. Arrangements will need to be made by the centre to order examination papers for an alternative date.

Leaving the Examination room:

Candidates are not permitted to leave the examination room until at least twenty minutes examination time has elapsed (other than in an emergency/medical situation). Where candidates have completed their examination, and are permitted to leave before the finish time, they should be instructed to do so quietly, without causing undue distraction to others. The invigilator must ensure that all relevant sections of the examination response sheet (including the box indicating the number of changes made) are fully completed and signed before candidates leave the room.

Ending the Examination:

When ending the examination, invigilators should give sufficient notice to candidates. This is normally achieved by giving a fifteen minute and five-minute warning prior to the published finish time.

All examination papers and candidate response sheets should be collected and placed in a secure safe or a suitable lockable cabinet/storage unit prior to submitting to the Awarding Organisation for marking.

At no point should any indication be given to candidates as to whether it is believed that they have passed or failed the examination. The marking of examination papers by centre staff, to pre-empt awards will be treated as malpractice and could result in the withdrawal of centre recognition.

[Back to Contents](#)

5.8 Examination Notice to Candidates (Written Exams)

1. Regulations: Make sure you understand the rules

- a) Be on time for the examination(s). If you are late you will not be allowed to sit the test.
- b) Do not become involved in any unfair or dishonest practice during the examination.
- c) If you try to cheat, or break the rules in any way, your examination will be voided.
- d) Make sure you have all the required identity documents and a photograph and bring them with you to the examination room. Without them you will not be able to sit the examination.
- e) All items, excluding question papers and answer sheets and a pen, should be removed and placed at either the front or back of the room.
- f) Make sure your mobile phone is turned off and put at the back of the room.
- g) Use a blue or black pen to mark your answers.
- h) Do not try to talk, communicate with, or disturb other candidates once the examination has started.
- i) If you leave the examination room unaccompanied by a member of centre staff before the examination has finished, you will not be allowed to return.

2. Instructions during the examination

- a) Listen to the invigilator and follow their instructions at all times.
- b) Tell the invigilator at once;
 - If you think you have been given the wrong question paper.
 - If the question paper is incomplete or badly printed.
- c) Follow the instructions on how to mark your answers. Your invigilator will explain this to you.
- d) Do not write or record the examination questions on anything, only mark the answer sheet you have been given.

3. Advice and assistance

- a) If on the day of the examination you feel that your work may be affected by ill health, or any other reason, let your invigilator know.
- b) Raise your hand during the examination if;
 - You have a problem and are in doubt about what you should do.
 - You do not feel well.
 - You need a replacement pen.
- c) You must not ask for, and will not be given, any explanation of the questions and answers.

4. At the end of the examination

- a) Do not leave the examination room until told to do so by the invigilator.
- b) If given permission to leave the examination room before the published finish time, do so with disturbing other candidates.
- c) Do not remove your examination paper or response sheet from the examination room.

[Back to Contents](#)

5.9 Checklists for Invigilators (Written Exams)

This checklist summarises the essential actions for invigilating Trident Awards security industry written examinations.

1. Arranging the examination room

- a) Check that walls have been cleared of any material that may assist candidates.
- b) Check that you have the following on display:
 - Poster advising candidates that mobile phones should be switched off and placed at the front (or back) of the room.
 - Examination notice for candidates (see page 16).
 - Centre appeals procedure.
 - Emergency/evacuation procedures.
 - A reliable clock that all candidates can see clearly.
 - A board showing the centre number; run number; start and finish time of the examination.
- c) Ensure that desks are correctly spaced, all facing forward.
- d) Check that there is a sign clearly visible to others in the building that an examination is taking place.

2. Identifying candidates

- a) Check that all candidates have the required identity documents and photograph, in line with current SIA policy, and that the relevant section of the candidate information sheet has been completed.
- b) Advise candidates who are unable to provide the required identity documents and photograph that they cannot sit the examination.**
- c) Complete the candidate list.

3. Before the examination starts

- a) Tell candidates that they are now subject to examination conditions.
- b) Draw candidates' attention to:
 - Emergency/evacuation procedures.
 - Poster advising candidates that mobile phones should be switched off and placed at the front (or back) of the room.
 - Examination notice for candidates.
 - Centre appeals procedure.
- c) Tell candidates that they must place all items, excluding question papers, answer sheets and a pen, at either the front or back of the room.
- d) Open the envelope(s) containing the examination papers in the examination room.
- e) Tell the candidates:
 - To enter their personal details on to the candidate information sheet (if this has not already been completed).
 - To read the instructions on the front of the response sheet.
- f) Demonstrate to candidates how to fill in their answers on the response sheet.
- g) Remind candidates to use only blue or black ink.
- h) Remind candidates not to write on the examination paper.
- i) Tell candidates when they can begin, how much time they have, and when they can leave the examination room.
- j) Tell candidates that they must not write or record the examination questions on anything, they should only mark the answer sheet they have been given

4. **During the examination**
 - a) Be vigilant throughout. Supervise the candidates at all times to prevent cheating and distractions. This includes walking around the examination room.
 - b) Do not give any information to candidates about the content of any question or answer on the paper or the requirements for answering particular questions.
 - c) Do not carry out any other task whilst in the examination room.
 - d) Tell candidates to stop writing at the end of the examination time.

5. **At the end of the examination**
 - a) Ensure that candidates leaving before the finish time do so without causing distraction to others.
 - b) Collect all examinations paper and response sheets, ensuring that these are ideally kept in a secure safe before being sent for processing. If a safe is not available a suitable lockable cabinet/storage unit must be used.

5.10 Pre-Exam Notice Information for Candidates

This document should be read out to candidates before the examination starts.

1. You must now follow the regulations of the examinations.
2. You must not have in your possession any material that might give you an unfair advantage. This includes course material, leaflets and any notes that you may have made during your training course. These must along with any other items, excluding the question paper, answer paper and pen, be placed at the front (or back) of the room.
3. If you are found to have any material with you which is not allowed, even if you did not intend to use it, this will be reported to the awarding organisation and you will be disqualified from the examination.
4. You must have the relevant identity documents and photograph. Without them, you cannot take the examination.
5. You must switch off your mobile phone and place it at the front (or back) of the room.
6. Read the instructions on the front of the response sheet.
7. You must only write in blue or black ink.
8. You must mark your answers on the grid on the response sheet.
9. Do not make any marks on the examination paper.
10. You must not write or record the examination questions on anything, only mark the answer sheet you have been given
11. You may not communicate in anyway with another candidate.
12. You may not help another candidate or ask for help from another candidate.
13. If necessary, you should raise your hand to attract the invigilator's attention.
14. You must not ask for, and will not be given, any explanation of the questions and answers.
15. If you leave the examination room, you will not be able to return during the examination (unless you have been accompanied by a member of centre staff).
16. You may only leave the examination room when the invigilator has given permission. You must leave quietly if other candidates remain in the examination room.
17. The examination will last ____
18. The earliest time that you can leave is ____
19. The examination will finish at ____
20. You may now start. Good luck!

[Back to Contents](#)

5.11 Ending the Examination

When ending the examination, the invigilator should give sufficient notice to the candidates. This is normally achieved by giving a fifteen minute and five-minute warning to remaining candidates.

Five minutes prior to the end of the examination, the following actions should be taken:

- A five-minute notice of the end of the examination should be given to all candidates.
- At the end of the examination the approved trainer/examination invigilator should collect all examination papers and examination response sheets.
- DO NOT allow candidates to keep the examination papers or response sheets.

At no point should any indication be given to the candidates as to whether it is believed that they have passed or failed the examination. This information can ONLY be confirmed by Trident Awards. The marking of examination papers by the approved trainer/examination invigilator to pre-empt awards is malpractice and could result in the withdrawal of centre recognition.

5.12 Security of the Question Papers

Centre must ensure that:

- Appropriate security systems are in place to prevent unauthorised access to examination materials.
- Appropriate arrangements are in place to ensure that examination materials are delivered only to those authorised by the head of the centre.
- Examination papers are stored in a secure safe or a suitable lockable cabinet/storage unit prior to and following the examination.
- They have, and implement, a written policy on the safe transportation of test papers to all delivery sites.
- Examination materials (including response sheets) are stored in a secure safe or a suitable lockable cabinet/storage unit at all times. This includes venues other than the centre's registered address, i.e. alternative delivery venues.
- The confidentiality of candidate responses and candidate details are maintained.

Downloadable examination papers on the web portal can be accessed by centre staff (**not** the person delivering the training) 72 hours prior to the examination to enable sufficient time to print copies. Once printed, papers must be sealed in an envelope and locked in a secure safe or a suitable lockable cabinet/storage unit. Access must be restricted to the examination invigilator. At no point should the person delivering the training, or the examination invigilator have sight of the content of the examination papers prior to the examination.

Examination materials must be stored in a secure safe or a suitable lockable cabinet/storage unit and access must be restricted to authorised centre staff.

Note: the envelope(s) containing the examination papers must not be opened until five minutes prior to the examination start time.

Any centre found to be opening envelopes containing examination papers before the allowed time could be seen to be acting against procedures. This is serious malpractice and may result in withdrawal of centre recognition and examination papers being declared void.

[Back to Contents](#)

5.13 Exemption Details

It may be possible for candidates to claim exemption from part of the examination. A list of qualifications that provide part exemption can be found on the SIA website:

<http://www.sia.homeoffice.gov.uk>

Candidates must be made aware, before the examination, that they must bring an original certificate from an Awarding Organisation with them to the examination if they wish to claim exemption, and there must be a facility to make a copy of this to send in with the completed candidate information sheet.

A photocopy of the certificate must be attached to the candidate information sheet and included in the submission. **Failure to do this may cause delays in the certification and licensing of learners and may incur additional costs.**

It is the responsibility of the invigilator to perform exemption checks and to fill in the relevant section on the candidate information sheet. The only valid proof of exemption is an **original** certificate of the award from an awarding organisation, confirming the award of the qualification or unit and the details of the candidate. Photocopies are not acceptable; an original must be seen by the invigilator.

The invigilator must check that the documents provided are originals and that they are made out in the same name as the identity documents provided by the candidate. Any candidate who has changed their name must also show documents confirming this, e.g. Marriage Certificate. If satisfied the invigilator must then fill in the relevant section on the candidate information sheet. By completing this, the invigilator is confirming that they have seen an original certificate for a qualification or unit listed as exemption for part of the qualification on the SIA website.

It is vital that all information entered on to the candidate information sheet is accurate and legible. Please ensure that the details are entered in the right boxes and that the right information matches that given on the certificate. **Failure to enter accurate information may cause delays in the certification and licensing of learners and may incur additional costs.**

Checks on the process for claims for exemption are carried out as an integral part of the quality assurance procedures for the qualification. Trident Awards carries out regular checks on claims for exemption through access to its own records and consultation with other Awarding Organisations. It investigates any instances where procedures have not been adhered to or malpractice comes to light.

Where evidence is found that exemption claims have not been conducted thoroughly and with integrity, Trident Awards reserves the right to withdraw centre recognition, invalidate the certificate awarded and inform the SIA.

[Back to Contents](#)

6 Re-sits

6.1 Centre Notification to Candidates who have Not Achieved

Centres are required to contact candidates in writing to clearly notify them of any units or qualifications that they have not achieved. Then the candidate has the opportunity to re-sit the unit or qualification.

How do I order a re-sit?

Place your order in the usual way showing a course duration of one day and indicate in the description that the run is a re-sit.

How many times can a candidate re-sit?

There is no limit to the number of times a candidate can re-sit. It is advisable, however, that if they have failed twice, any further attempt must include the full training, and even some additional tutorials before sitting the examination.

How soon can a candidate re-sit?

There is no minimum time allowance between re-sits, but a centre must wait for the confirmation of results before they can book a candidate on to a second examination. This will confirm whether the candidate needs to re-train before re-sitting or whether they can sit the examination only.

For online candidates, a maximum of one re-sit in one day is allowed.

Do I still need to check their ID and provide a photograph?

Identity checking is a very important part of the quality process. It is essential that the centre checks the identity documents, and that the candidate provides a passport photograph at the time of the examination, even if this has been done at a previous course. This is the only way in which the centre can be certain that the candidate taking the re-sit is the same person. **If they do not bring both a passport photograph and acceptable identity documents then they cannot sit the examination.** Please ensure that the candidate completes a Candidate Information Sheet for each re-sit.

What do I do if I think a candidate should have passed?

If you wish to appeal against a result please do so in writing within 3 months of the results being issued. For guidance on this please read the Complaints and Appeals Policy and Procedure including Requests for Re-Mark of Examinations on the Trident Awards website.

A fee will be charged and payment should be included with the application. If the appeal is successful there will be refund of the fee paid. Details of fees can be found on the Trident Awards website.

[Back to Contents](#)

7 On-line Assessment

Centres wishing to take up this option for candidate assessment must submit a CR6 form to Trident Awards to confirm the technical requirements for IT equipment and ensure sufficient staff are trained to provide the required level of support for administration and invigilation. The centre must complete a CR2 form for each venue they wish to operate on-line assessments. All centres must familiarise themselves with the On-line Assessment guide for Trainers and Invigilators prior to delivering an exam via this method. Emergency papers will be provided to be used in the event of an IT failure. Full details of usage will be provided in each Emergency papers pack.

[Back to Contents](#)



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Trident Awards is the brand used by Laser Learning Awards specifically in the security industry sector.