



The Chartered  
Institute of Logistics  
and Transport

# CILT(UK) Awarding Organisation

## Examination Instructions

### Paper Based

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## Examination Instructions – Paper Based

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**If any of the instructions stated in the following document are not adhered to, the Learning Partner and affected Learners may be subject to a Malpractice investigation in line with the CILT(UK) Awarding Organisation's Malpractice Policy.**

**Please be aware that the Awarding Organisation reserves the right to visit the assessment venues on the date of the assessment without prior warning to ensure that the assessment Instructions are being adhered to.**

## **Activities and Actions required before the assessment day**

### **Registering Learners for the Examination**

In order to enter for examinations, Learning Partners should follow the assessment registration process defined by the CILT(UK) Awarding Organisation (AO) in the Enrolment and Registration Policy and within the registration windows which are detailed in the relevant timetable. These are available on the CILT(UK) AO website:

If Learners have any special requirements that need to be considered for the assessment, these need to be applied in advance of the assessment and are subject to the Reasonable Adjustment application process and timescales, and meeting regulatory and policy requirements. All applications are considered by CILT(UK) AO on a case-by-case basis. For further information, please consult the CILT(UK) AO "Reasonable Adjustments" policy and forms available on the CILT(UK) AO website (See 'Awarding Organisation Policies and Procedures'): <https://ciltuk.org.uk/Qualifications>.

Once the entry deadline has closed, all entries are considered to be final.

### **Examination Venues and Environments**

There are several options where Learners can take their paper-based examinations. CILT(UK) AO will permit Learners to sit examinations at their Learning Partners establishment, a hotel meeting room (arranged by the Learning Partner), a hired meeting room (arranged by the Learning Partner) or a local University/College. It is the Learning Partner's responsibility to ensure that the assessment venue is suitable.

Additionally, workplace examinations may be permitted; however, the Invigilator must either be a Learning Partner member of staff or a member of staff from the workplace that has no direct relationship with the Learner. For example, the Invigilator could be a member of the HR Department but should not be the Learner's Line Manager. If Learning Partners are unsure of the suitability of an Invigilator, they must seek further clarification from the CILT(UK) AO. It is the Learning Partner's responsibility to ensure that the assessment workplace venue is suitable.

Learners intending to take the assessment overseas are not permitted to sit the assessment in their workplace. In the first instance, Learners should approach their local British Council to see if they can be accommodated. If this is not possible then an alternative venue must be sourced (such as a government regulated organisation). Any alternative venues must be agreed by the CILT(UK) AO in advance of the assessment date.

The assessment should take place in an appropriate and quiet environment where the learner will not be disturbed during the assessment. Any room in which an assessment takes place should provide Learners with suitable conditions for taking the examination. You should bear in mind heating, lighting, ventilation, and the noise level in the surrounding area. Should the assessment room be located adjacent to a busy thoroughfare, please consider placing signs on doors/walls etc. requesting quiet due to assessment in progress.

A reliable clock, showing the correct time and large enough to be clearly visible to each Learner, must be present in the assessment room. If more than one clock is in use, the Invigilator should ensure that all clocks are set to the same time.

The seating arrangements must prevent Learners from overlooking (intentionally or otherwise) the work of others. Where possible, Learners should have separate desks with tables big enough to hold question papers and answer booklets. Where separate desks are not possible Learners must be far enough apart so that their work cannot be seen by others with a minimum distance of 1.25 metres.

The Learning Partner must supply a seating plan and return this to the Awarding Organisation with the assessment scripts. Once a room has been prepared for an examination it must not be used for another purpose before the examination takes place, to ensure the examination conditions specified by CILT(UK) AO are in place and observed by all Learners when the room is opened.

Venues where examinations are taking place must not provide or display any materials or notes during the examinations, such as posters or handwritten notes on a whiteboard.

Learning Partners and Invigilators are not permitted to answer any questions relating to the content of the examination.

A separate room with an Invigilator may be required if a Learner has any additional arrangements approved for a reasonable adjustment which may cause a disturbance to other Learners, or other Learners are likely to cause a disturbance to the Learner. Alternatively, the Learner's individual case may merit the use of a separate room with another Invigilator. Where another room is required to accommodate a reasonable adjustment the Learning Partner must ensure this room also meets the requirements above.

For the avoidance of doubt, no assistance from others is permitted in any form from inside or outside the room whether in person or remotely, unless a relevant reasonable adjustment has been approved by CILT(UK) AO prior to the assessment for a specific learner(s), subject to the Reasonable Adjustment application process and timescales, and meeting regulatory requirements and the requirements of the Reasonable Adjustments policy. All applications are considered by CILT(UK) AO on a case-by-case basis. For further information, please consult the CILT(UK) AO "Reasonable Adjustments" policy and forms available on the CILT(UK) AO website (See 'Awarding Organisation Policies and Procedures'): <https://ciltuk.org.uk/Qualifications>.

The Learning Partner is responsible for ensuring that all their venues meet the above requirements.

## **Registration, Enrolment and Exam Pack Confirmations**

Once Learners have been registered to an assessment and the registration window has closed, CILT(UK) AO will email each Learning Partner a Registration Spreadsheet within 5 working days after the closing date, listing their Learners' assessment details.

The Learning Partner must check this data and report any errors to CILT(UK) AO promptly and no later than 2 working days after receipt of the spreadsheet. Please note that additional registrations will not be accepted by CILT(UK) AO after the closing date. In the event that a Learner(s) has been registered in error and a withdrawal request was not submitted by the Learning Partner to CILT(UK) AO before the closing date, the Learner will be withdrawn but the Learning Partner will still be charged the full assessment fee.

Any Learners that are not listed as registered for the relevant assessment on the final spreadsheet provided by CILT(UK) AO must not be permitted to undertake the assessment by the Learning Partner. In the event that an unregistered learner is permitted to undertake an assessment by the Learning Partner, CILT(UK) AO will review the incident in accordance with the CILT(UK) AO Malpractice policy.

The assessment packs will be forwarded to the relevant assessment Venue Contact in good time before the assessment date.

Once received, the security and adherence to the rules pertaining to the assessment pack are the responsibility of the Learning Partner and Contact for each venue.

On receipt of the pack, the Learning Partner Contact/Assessment Venue Contact should check the pack carefully, without opening any of the examinations. CILT(UK) AO should be notified immediately if there are any problems with the pack.

The pack must be kept in a secure storage facility until the day of the examination. This could be a safe, locked drawer or locked filing cabinet. Learners taking the assessment should not have any access to the assessment paper or any of the assessment stationery.

Learning Partners and Venues must not vary the date or start time of the assessment without prior approval from the CILT(UK) AO.

## **Invigilators**

Learning Partners are responsible for organising suitable Invigilators for Learners taking examinations on site, and at any external venues. Learning Partners must ensure that Invigilators are fully conversant with these instructions, the rules on invigilating and the Instructions for the assessment they are invigilating before entering the assessment room.

### **Conflicts of interest**

The Invigilator must not be the tutor, the Learners' line manager or team member, a subject matter expert for the area being examined, or present any other potential conflict of interest, be that personal or professional (including but not limited to family members, spouses, partners, carers, guardians or friends). The Learning Partner is responsible for identifying any potential invigilator conflicts of interest in good time prior to the assessment, and where necessary, making alternative invigilation arrangements that meet CILT(UK) AO requirements, to ensure the assessment takes place as planned. Invigilators will be required to complete a Conflict of Interest declaration as part of each Invigilation report. For further guidance, please see CILT(UK) AO's "Conflict of Interest" policy.

The Invigilator is the person in the assessment room responsible for conducting a particular assessment session. Invigilators have a key role in upholding the integrity of the external assessment process.

All Learning Partner and Invigilation staff present in the assessment room must wear a form of ID that is clearly visible to all Learners. The ID must show their name and role for the examination.

An Invigilator must be appointed for every paper-based examination. Invigilators should be appointed in the ratio of one Invigilator per 30 Learners. If groups of examinees number

more than 30, additional Invigilators must be appointed. If a cohort is split across more than one room, an Invigilator must be present in every room, with additional Invigilators required to the above ratio if there are more than 30 Learners.

### **Preparing Learners for exams**

**Before the exam day, Learning Partners must ensure they provide Learners with a full copy of these exam instructions and provide additional support outlining the behaviours and processes they must adhere to when they are in their assessment.**

**Where it is identified that Learning Partners do not adequately prepare Learners for their assessment day, the Learning Partner may be subject to a malpractice investigation in line with the CILT(UK) AO Malpractice policy.**

### **Resources Permissible in Examinations**

CILT(UK) AO run both closed book and open book assessments. Please refer to the relevant qualification syllabus to ascertain what is permitted for each applicable assessment.

Closed book assessment means that no supporting resource is admissible during the assessment. The objective is to test basic recall of core knowledge across all elements of the syllabus. An example of this type of assessment is Paper 1 Multi Choice of the CILT(UK) Level 3 Certificate of Professional Competence for Transport Managers qualification.

Open book assessments permit only learning material supplied by a Learners' CILT(UK) Accredited Learning Partner. This material is authorised by CILT(UK) AO to be used in conjunction with the relevant qualification. This may be audited should the Learning Partner be subject to an exam day inspection and/or during other monitoring activity conducted by CILT(UK) AO. Appointed Invigilators must ensure that all Learner's materials conform to the above.

The materials and literature that Learners take into the assessment must be hard copy.

Learners are not permitted to take in any handwritten notes (except for the annotations made in the materials as mentioned in the previous paragraph). Authorised learning material may contain marginal annotated written notes taken by the Learner during delivery of the training course. Annotations are an explanation or comment added to text, or a diagram, for clarification. Therefore, annotations must not be made on any blank pages that are in the material/literature. Learners must not access, retrieve, share or exchange materials and literature during the assessment and should retain these once the assessment has been completed.

Learners are not permitted to take note paper into the assessment. Rough work must be written in the answer booklet provided and crossed through with a single line if the learner does not want it to be considered as part of their answer. Where a separate answer booklet is not provided any rough work must be made in the question booklet.

The use of electronic devices to access materials, including laptops, mobile phones, tablet PCs, e- readers etc. is not permitted.

Candidates must not be in possession of the following items – iPods, mobile phones, MP3/4 players or similar devices, and watches (this is all types of watches including smart watches).

There must be no access to:

- a) data stored on the hard drive;
- b) email;
- c) portable storage media, e.g. floppy disks, CDs, memory sticks;
- d) pre-prepared templates;
- e) the internet

Learners may use physical calculators unless instructed not to. The calculator must be a basic calculator, scientific calculators are not permitted. The calculator must not be designed or adapted to offer language translators, symbolic algebra manipulation or communication with other machines, or with the internet. They must not contain stored information which could be retrieved during the examination. They must be a suitable size for the desk and should be powered by either solar panel or battery. The use of the calculator function on other electronic devices is not permitted; this includes but is not limited to watches (this is all types of watches including smart watches), mobile phones, tablet PCs, laptops, and e-readers which have data storage ability and/or can access the internet.

Where Learners wish to have their calculator admissible in the exam room, this must be checked by the invigilator before the Learner is admitted to the exam room. Should a calculator not meet the above criteria, this must not be permitted in the exam under any circumstances and the Learner will have to proceed with the exam without use of the calculator. Alternatively, the Learning Partner may choose to provide per checked calculators to Learners once they are in the assessment room, again, these must meet the above criteria.

Where a Learner identifies the need for a bilingual translation dictionary and this is permitted via the CILT(UK) AO Reasonable Adjustments policy, the Learning Partner must make CILT(UK) AO aware of this requirement before the assessment date. Where the Learning Partner has not made CILT(UK) aware of this requirement, these cases will be managed in line with the CILT(UK) AO malpractice policy.

Bilingual translation dictionaries must be checked by the Learning Partner to ensure that they meet the requirements of the CILT(UK) Reasonable Adjustment policy. Use of a bilingual dictionary must be arranged in advance of the assessment, subject to the Reasonable Adjustment policy process and timescales, and meeting regulatory and policy requirements. Adjustments are considered by CILT(UK) AO on a case-by-case basis. For further information, please consult the CILT(UK) AO “Reasonable Adjustments” policy and forms available on the CILT(UK) AO website (See ‘Awarding Organisation Policies and Procedures’): <https://ciltuk.org.uk/Qualifications>.

Monolingual dictionaries that define words and phrases, translators’ wordlists or glossaries are not permitted.

Please note that other than still water, food and drink is not permitted in the assessment room. Only clear glasses, bottles, containers etc. that are free from any labels are permitted.

Headphones or earbuds are not permitted; this includes earplugs, ear protectors, ear covers and ear defenders.

## Exam Day

The Learning Partner is to ensure that support is provided for lone Invigilators to cover all eventualities to ensure the assessment Instructions are adhered to at all times.

Appointed Invigilators must:

- Be fully conversant with the Invigilator instructions and sign a declaration to confirm this
- Give their full attention to conducting the assessment properly. They must not carry out any other tasks during the examinations, such as reading or marking
- Be able to observe all Learners in the assessment room at all times
- Ensure that Learners abide by the instructions set out on their paper
- Ensure that Learners do not bring any electronic devices (including laptops, mobile phones, tablet PCs, e- readers, smart watches etc.) into the room
- Ensure that Learners are not wearing watches (this is all types of watches including smartwatches)
- Ensure that where Learning Materials are permitted in the examination, Learners do not bring any other material into the room (textbooks, magazines, notes, etc). Invigilators must check Learning Materials before they are admitted with the Learner in to the exam room.
- Ensure that where Learning Materials are not permitted in the examination, Learners do not bring any material into the room (learning materials, books, magazines, notes, etc)
- Ensure that Learners do not bring materials into the assessment room that do not relate to conducting the assessment (such as books, magazines, newspapers, etc.)
- Ensure that calculators which Learners wish to admit to the exam room are checked before the Learner enters. The calculator must meet the requirements outlined in the Resources Permissible in assessments section; where they do not meet these requirements, the calculator must not be permitted for use in the exam.
- Ensure that the assessment room conforms to the specifications outlined in this guide.
- Ensure that every Learner's materials conform to the Awarding Organisation guidelines stated in the relevant syllabus and these assessment Instructions.
- Ensure that any plain sheets of paper for are free from any notes, calculations etc.(notebooks, pads etc are not permitted)
- Ensure that no-one enters or leaves the room without permission.
- Before the assessment Invigilators must check:
  - That the assessment is taking place in an appropriate room, with appropriate conditions.
  - That all Learners are able to view a clock from where they will be sitting.
  - Confirm that the seating arrangements allow for the correct distance between Learners to be maintained.
  - Supply a seating plan and return this to the Awarding Organisation with the assessment scripts.

- The ID of each Learner and record this as shown below.

## Beginning the Examination

The Invigilator should arrive at the venue in plenty of time before the assessment to ensure they can prepare in accordance with these instructions.

Examination conditions take effect as soon the invigilator allows Learners to access the examination room.

Once the Learners have entered the assessment room, they should be seated depending on the assessment that they are taking. The Learners must leave any bags or unauthorised belongings outside of the exam room, where this is not possible, they must be at the front of the room in the care of the Invigilator. No personal belongings are to remain within the reach of Learners.

The Invigilator must check the Learners' photographic IDs (e.g. a Driving Licence or Passport) and complete the appropriate section on the Invigilator's Report. Learners should also sign the Invigilator's report to confirm their attendance at the examination.

The Invigilator should read aloud the Invigilator Script, a copy of which is enclosed in the assessment pack, and begin the examination. The assessment papers come in a sealed packet. The papers should be opened in the presence of all the Learners in the assessment room, no more than 15 minutes before the assessment is due to begin.

The exam papers provided by CILT(UK) AO will display the Learner details; number, name and Learning Partner (Learners will not be required to complete these themselves on receipt of their exam paper) and Learners must ensure they confirm these details are correct before starting their exam.

Should a Learner identify they have been provided with the incorrect exam paper, they must alert the invigilator immediately for this to be rectified. Similarly, if a Learner believes they have the correct paper, but some Learner details are incorrect they must report this to the invigilator immediately. Where it is notified to the Invigilator that a Learner has an incorrect paper and/or they have incorrect details, this must be recorded on the invigilator report. It may be necessary for the invigilator to contact CILT(UK) AO to understand how any issues can be rectified before the assessment takes place, where this is the case, they should contact CILT(UK) AO at the earliest opportunity and again, this must be recorded on the invigilator report.

Where Learners are sitting a multi-choice exam, they will be provided with a full question paper which also contains their answer sheet as the last page of the examination paper. To complete a multi-choice exam, Learners must detach the last page of their exam paper and populate their answers on the answer sheet only. Any attempt to mark answers against the questions will not be considered for marking.

Where Learners sit any other form of paper-based exam (for example a case study exam), Learners will be provided with space following each question in the question booklet where they are able to provide their answers. Answers must be submitted in this space.

Any incidents should be noted on the Invigilator Report including the timings of when they occurred. If any Learners leave the room for a bathroom break, the time of departure and return should be noted on the report. The Invigilator should note any concerns about the examinations, such as suspected malpractice, or breach of exam conditions, escalating these to the Awarding Organisation immediately after the examination.

### **Late Arrivals**

If Learners arrive at the assessment venue after the start of the examination, they may be permitted to enter the assessment room up to 30 minutes from the start of the examination. However, this is entirely at the Learning Partner's discretion, and Learners may be refused entry. Any late arrivals must still finish the assessment at the time stated on the invigilator's report.

If the Learner is permitted to enter the assessment room, the Invigilator must ensure that they do so in a way that is not disruptive to any other Learners that have already started the examination. The invigilator must ensure the Invigilator Report is completed fully, as previously stated. To accommodate this, an assistant invigilator may be required to read the invigilator script to the Learner before they enter the assessment room.

### **Emergencies**

In the event of an emergency, such as a fire alarm, the Invigilator must:

- Evacuate the assessment room/building as appropriate, leaving all scripts in-situ.
- Continue to supervise the Learners and remind them that they are still under assessment conditions, and should not discuss any content relating to the assessment at any point.
- Note the time and length of the disturbance on the Invigilator Report.
- Allow the Learners the allotted time for the assessment in full, upon re-admittance to the assessment room.
- If possible, and where appropriate, the Invigilator can relocate Learners to an alternative room or place to complete the examination.
- Should exam conditions not be observed during the duration of a disturbance, the exam may not continue and should cease. All exams must then be posted back as is with details recorded on the invigilator report.

### **During the Examination**

The Invigilator must supervise the Learners throughout the entirety of the examination. They should move around the assessment area quietly and periodically during the examination but should avoid disturbing the Learners or distracting them in any way. The Invigilator must not answer any questions relating to the content of the examination.

If any Learners are disruptive during the course of the examination, the Invigilator can approach them and provide a verbal warning that this kind of behaviour may lead to expulsion from the assessment room. If the Learner continues to be disruptive, the Invigilator must ask them to leave the assessment room.

Learners should not leave the examination room during the assessment, except in the case of emergency, this is inclusive of bathroom breaks. Where a learner finds it vital to leave the

exam room during the assessment for a bathroom break, they must be accompanied by an Assistant Invigilator to the door of the nearest toilet, not leaving the building. Learners are not allowed to take any papers or notes out of the room during the examination. Only one person at a time may leave the room.

If an Invigilator is required to leave the room for any reason, another Invigilator must take over the role immediately; Learners must not be left unsupervised. Should Learners be left unsupervised, the exam must not continue and should cease at this time – exams which remain uncompleted must be returned to the Awarding Organisation along with all other stationary. There are a range of acceptable ways for an Invigilator to get help easily without leaving the assessment room and without disturbing the Learners, such as using a mobile phone. Mobile phones are only allowed in the assessment room for this purpose. Any mobile phone used in this situation should be kept on silent mode to prevent incoming calls or messages which may disturb the Learners.

The number of Invigilators in the room must not fall below the ratio of one Invigilator to 30 Learners. The Learning Partner is to ensure that support is provided for lone Invigilators to cover all eventualities to ensure the assessment Instructions are adhered to at all times.

Learners who have finished their assessment ahead of time are permitted to leave the assessment room early. They must hand their scripts to the Invigilator before they leave the room and will not be permitted to re-enter the assessment room. No Learners are permitted to leave in the last 15 minutes of the examination. Where a single candidate is sitting an assessment the discretion of the Invigilator may be used in allowing the Learner to leave within the last 15 minutes, however this must then be noted on the Invigilator Report.

Invigilators should inform Learners when 15 minutes of the allotted time is remaining, and when 5 minutes are remaining.

## **The End of the Examination**

At the end of the Paper Based assessment the Invigilator must:

- Tell the Learners to stop working but, allow them to finish the sentence they are writing.
- Ask Learners to check that they have the necessary information (Learner number and Learning Partner number) on the relevant documentation (exam papers and/or answer books).
- Ask Learners to collate the assessment stationery and return both the answer booklet and question paper to the invigilator.
- Collect and check that they have the correct number of scripts for the number of Learners.
- Make sure that the Invigilator's declaration and Invigilator Report have been completed and signed.
- Collect all unused stationery.
- The Invigilator must seal the scripts in the plastic bags provided in the presence of the Learners before they leave the assessment room.
- Once all of the above has been completed the Learners can leave the exam room.

## Packing and Sending Scripts

Invigilators must:

- Ensure that all relevant sections of the Invigilator Report have been completed, and that the report is sent back to the Awarding Organisation.
- Ensure the seating plan is sent back to the Awarding Organisation.
- Ensure that all stationery is sent back to the Awarding Organisation.
- Ensure that all examinations (even if not used) are sent back to the Awarding Organisation.
- Use the self-addressed envelope provided by the Awarding Organisation to send the scripts back.
- Send the scripts by Royal Mail Special Delivery or by Courier as soon as possible after the examination. Scripts should be sent immediately after the examination, but where Learning Partner/Venues are holding both a morning and afternoon examination, all of the scripts and stationery should be sent in one batch. When it is not possible to send packs back on the same day, all of the assessment stationery should be sealed in the return envelope but, may be kept overnight in a secure storage facility to be sent the next day. Learners should not have access to their scripts or any of the assessment stationery once the assessment has finished.

## Results and Certification

Results are released directly to Learning Partners in line with the dates on the assessment timetable. Learning Partners are responsible for disseminating the results to their Learners. CILT(UK) AO will not contact Learners directly. Any Learners that contact the CILT(UK) AO directly will be referred to their Learning Partner.

Digital Badges and e-certificates will be issued directly to the Learner via the email address detailed within our Creatio Portal and will be released upon completion of the qualification in full, in line with the dates on the assessment timetable. Where hard copy certificate are still applicable these will be released to the Learning Partners upon completion of the qualification in full, in line with the dates on the assessment timetable. Learning Partners must distribute certificates to their Learners.

**If a Learner's identity cannot be verified for their examination, results will be withheld until their identity can be verified.**