University of Oxford undergraduate admissions

Centre compliance requirements

For test centres planning to conduct University of Oxford admissions tests
Centre Compliance Requirements

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1. Introduction

This document must be read by any centre wishing to deliver the University of Oxford admissions tests for 2023. It sets out the requirements that the centre must meet. To be accepted as a centre for the administration of the admissions tests, a declaration of compliance for all areas must be made.

The test delivery and management service are being carried out by TCS (Tata Consultancy Services) on behalf of the University of Oxford as its agent. For the purposes of establishing test centre requirements and compliance, TCS has the authority to act on behalf of the University of Oxford. This document will refer to TCS as the agent and not to the University of Oxford for clarity. Contact will be with the TCS Test Centre Support team.

The TCS Test Centre Support team will be available well in advance of the dates for taking the admissions tests to check that the appropriate computer equipment, network connectivity and scanning facilities are available. The team will work with each centre to ensure that all requirements are in place before candidates take their tests. This will be done by asking centres to complete an online mock test.

Centres must refer to the requirements for the computers and network specified at the point of applying to become a University of Oxford Admissions Test centre. It is vital to note that the software is quality assured only to work on Microsoft Windows (version 10 and above) operating systems with physical English layout keyboards and external scroll mouse. No touch screen devices are permitted. Centres must have appropriate security systems and procedures in place to prevent candidates having unauthorised external communication with other users of computers or laptops.

2. Handling test materials

This section sets out the requirements for handling the test materials sent to the centre by the University of Oxford. Each numbered paragraph provides a condition that must be met by the centre.

2.1 The test materials must only be accessed in accordance with the University of Oxford’s specific instructions. Centres must have the relevant software installed to administer the tests and demonstrate that the appropriate security systems are in place to prevent unauthorised access to the test materials.

2.2 Electronic test materials must only be handled by members of staff authorised to do so by the Head of centre.

2.3 The Head of centre must ensure that authorised staff are familiar with the most recent instructions issued by the TCS Test Centre Support team.

2.4 Email accounts used for secure material access must belong to named individuals or be a group email account accessed solely by individuals authorised by the Head of centre to handle secure materials. Where group email accounts are in place, regular checks must be conducted to ensure all authorised individuals in the group still require access. Accounts used to access secure material must be audited regularly. Any unused or unneeded accounts must be closed promptly, for example when a member of staff has left the centre or changed roles.

2.5 Files must only be accessed by the named individual(s) to whom they have been sent. Emails or links to secure materials must never be forwarded or shared.
2.6 By accessing secure material, the individual is accepting personal responsibility for maintaining the security of the material.

2.7 Secure password management is critical. Passwords used to access secure material must be strong and changed regularly. Passwords must never be written down or shared.

2.8 The integrity and security of the electronic test materials must be maintained during the downloading, printing and collating process.

2.9 Do not create any unnecessary hard copies of the file, and securely destroy any unneeded hard copies once printing has been completed.

2.10 Report any deviation from these instructions to the TCS Test Centre Support team.

3. Test timings

3.1 Test start times will vary depending on the time zone of your country. Please see here for more details. For tests that are timetabled, test sessions must take place according to the University of Oxford’s timetable and will be restricted to the scheduled period.

3.2 Centres will need to plan and set up the sessions before the test date, considering that access to the tests will be restricted to the test window by the software.

3.3 Centres must inform candidates which session and room they should attend.

3.4 Centres cannot request variations to the date and timing of the tests for any of the following reasons (this list is not exhaustive):
   a) work experience;
   b) a school function or closure;
   c) a field trip;
   d) sporting events below international level;
   e) holidays and weddings;
   f) a candidate’s personal circumstances;
   g) a clash between papers of different awarding bodies or specifications in the same subject at the same qualification level.

4. Adherence to quality standards

4.1 The Head of centre must make sure that appropriate arrangements are in place so that invigilators can carry out adequate checks on the identity of all candidates. It is the responsibility of the Head of centre to ensure that invigilators are appropriately trained in their duties. Senior members of centre staff, such as an assistant headteacher, who have been authorised by their Head of centre may be present at the start of the test to assist with the identification of candidates.

4.2 Invigilators must establish the identity of all candidates sitting tests, with each candidate required to show photographic documentary evidence to prove that they are the same person who entered/registered for the admissions test, e.g. a passport or photographic driving licence.

4.3 Where it is impossible to identify a candidate due to the wearing of religious clothing, such as a veil, the candidate should be approached by a member of staff of the same gender and taken to a private room where they should be politely asked to remove the religious clothing for
identification purposes. Centres must inform candidates in advance of this procedure and well before their first test. Once identification has been established, the candidate should replace, for example, their veil and proceed as normal to sit the test.

4.4 The online attendance register should be completed to indicate which candidates are present.

4.5 Candidate test password information will be shared with individual candidates at the time of registration. On the day of the test, if there are any issues related to login, test centre administrators will have access to a portal that will allow them to see candidates’ login and password details. The password should be shared only with the candidate to whom it belongs either verbally or by typing on the screen. Writing/printing of passwords on paper is not permitted.

4.6 The invigilator must ensure that the correct ID and password are being used each candidate to log in. The candidates are responsible for entering their ID and password and for ensuring that the name of the test and their details are correct. If the information presented to the candidate is incorrect, they must notify the invigilator and cancel out of the test before starting. The invigilator must give the candidate the correct ID and password to access their test. If a candidate sits a test in another candidate’s name (whether or not it is intentional) this may constitute malpractice.

4.7 ‘Centre supervision’ means that a member of centre staff, or an invigilator, will always be in the same room as the candidates. Candidates must not bring any revision material to the testing centre and must not:
   a) be in possession of an electronic communication or storage device or have access to the internet;
   b) have contact with any candidate who has sat the test;
   c) be coached by a member of centre staff.

4.8 Only those senior members of centre staff authorised by the Head of centre to perform the specific tasks may be present in the room where tests are taking place. Senior members of centre staff must not provide advice and guidance on the test(s). They must not comment or advise on the order in which questions should be attempted.

4.9 The people present in the testing room cannot provide further guidance and clarity on the role of centre staff testing, other than invigilators and other staff authorised to do so. This notice must be brought to the attention of all members of centre staff so that they are clear about their role in the testing room.

4.10 Only candidates sitting the admissions test(s) must be present in the testing room while a test is taking place.

4.11 Centre staff who are called upon to enter the testing room during the test because a candidate has identified a possible problem which the invigilator is unable to resolve, such as a suspected error in the question, do not need prior authorisation from the Head of centre. If the University of Oxford Admissions team has not issued an erratum, then the instruction to candidates must be to answer the question as shown on screen. Centre staff must not provide advice to candidates without the permission of the TCS Test Centre Support team and only refer to any issue identified in general terms and make no reference to the content of the questions.
5. Appropriate invigilation arrangements

5.1 Invigilators are the people in rooms where testing will take place responsible for conducting tests in the presence of the candidates. CCTV cannot be the only means used for the purposes of invigilation. Invigilators have a key role in upholding the integrity of the external testing process. The role of the invigilator is to ensure that tests are conducted according to these instructions in order to:
   a) ensure all candidates have an equal opportunity to demonstrate their abilities;
   b) ensure the security of the testing materials before, during and after the test;
   c) prevent possible candidate malpractice;
   d) prevent possible administrative failures.

5.2 A training session on these current regulations must be held for any new invigilators and those facilitating an access arrangement for a candidate under secure conditions. An annual update meeting must be held for the existing invigilation team so that they are aware of any changes.

5.3 Centres must ensure that the testing of invigilators’ competence and their understanding of these regulations is rigorous. This must also extend to those facilitating an access arrangement. It is recommended that at least one invigilator should have proven IT skills and experience in conducting onscreen tests.

5.4 Technical help should be available throughout the tests in case of hardware or software problems and to assist with the invigilation of the tests.

5.5 A record of the content of the training given to invigilators and those facilitating an access arrangement for a candidate under secure conditions must be available for inspection and retained on file until the deadline for reviews of marking has passed or until any appeal, malpractice, or other results enquiry has been completed, whichever is later.

5.6 When contracting supply staff to act as invigilators, the Head of centre must ensure that such persons are competent and fully trained, and have a clear understanding what is and what is not permissible. An assurance from a recruitment agency, for example, would not on its own be sufficient.

5.7 An invigilator must be asked to declare whether they have invigilated previously and whether they have any current maladministration/malpractice sanctions applied to them. This will allow the Head of centre to be satisfied that the person is a competent invigilator of tests. As good practice, centres should consider devising a standard template which each invigilator is required to complete.

5.8 The Head of centre, a senior member of centre staff, such as an assistant headteacher, or the exams officer must ensure the following requirements are complied with:
   a) ensure that the guidelines document is available to invigilators in the main testing hall/room(s) either as an electronic copy accessible via a laptop or tablet or a printed paper copy;
   b) invigilators may be changed while tests are taking place, as long as the number of invigilators present in the testing room does not fall below the required number;
   c) when one invigilator is present, they must be able to get help easily, without leaving the testing room and without disturbing the candidates. An invigilator is only allowed a mobile phone in the testing room for this specific purpose. The mobile phone must be kept on silent mode and not left unattended in the testing room. The invigilator must not use the camera on the phone for any purpose and no photos of the test
items must be taken. This will also apply where the invigilator is additionally acting as a practical assistant, a reader, and/or a scribe;

d) ensure that all invigilators are suitably qualified and experienced adults who must not be current students at the centre. Although centres may decide who is suitably qualified and experienced, any relative, friend or peer of a candidate in the testing room must not be the sole invigilator;
e) ensure that a teacher, a tutor or a senior member of centre staff who teaches the subject being tested, is not an invigilator during the test.

5.9 Invigilators must take all reasonable steps to make sure that candidates do not have access to items: mobile phones; tablets; earbuds; watches (of any kind); any other digital or mechanical device. Following the invigilator’s announcement, any mobile phones or other unauthorised items in the candidates’ possession must be handed to the invigilator prior to the test starting. This also includes watches. If candidates have access to unauthorised items in the testing room this may be considered as malpractice.

5.10 This means that:
  a) all unauthorised items are left outside of the testing room;
  b) any pencil cases taken into the testing room must be see-through;
  c) any unauthorised items that have been taken into the testing room must be placed out of reach of the candidates (and not under their desks) before the test starts. This will normally be at the front of the testing room or a similar arrangement that enables the invigilator to control access to the items.

5.11 Food and drink may be allowed in the testing room at the discretion of the Head of centre. However, any food or drink brought into the testing room by the candidate or the centre must be free from packaging and all labels removed from drink containers.

5.12 To enable invigilators to check these items quickly and efficiently:
  a) food brought into the testing room by the candidate must be free of packaging and in a transparent container;
  b) water bottles must be transparent with all labels removed, which would include transparent, reusable plastic bottles.

5.13 Invigilators must be familiar with these instructions, give all their attention to conducting tests properly, and always be able to see each candidate in the testing room. They should not carry out any other non-testing related tasks in the testing room.

6. Appropriate access arrangements

6.1 Invigilators must be informed of those candidates with access arrangements and must be made aware of agreed the access arrangement(s). Any access requirement is to be provided to a candidate at the time of their test.

6.2 The centre must additionally use a ‘roving’ invigilator. The ‘roving’ invigilator will enter the room at regular intervals to observe the conducting of the tests, ensure all relevant rules are being adhered to, and support the reader or prompter in maintaining the integrity of the tests.

6.3 The centre is responsible for ensuring that the candidate and reader cannot be overheard by, or distract, other candidates. (This will also apply if the candidate uses a computer reader.)
6.4 Where the candidate and reader are accommodated in another room, on a one-to-one basis, the invigilator may additionally act as the reader.

6.5 Where candidates only require occasional words or phrases to be read, three or four candidates may share one reader. The candidate will need to put up their hand or use a prompt card when they need help with reading. If the group is accommodated in another room, a separate invigilator will be required.

6.6 Where a person is appointed to facilitate an access arrangement, i.e. a prompter or a reader, they are responsible to the exams officer and must be acceptable to the Head of centre.

6.7 The person appointed must not normally be the candidate’s own subject teacher or teaching assistant. Where the candidate’s own subject teacher or teaching assistant is used, a separate invigilator must always be present. The person appointed must not be a relative, friend or peer of the candidate. A private tutor cannot facilitate an access arrangement. The Head of centre must ensure that the person appointed is a responsible adult, is appropriately trained, and fully understands the rules of the access arrangements. It is not acceptable for a centre to use a student to facilitate access arrangements.

6.8 A prompter is a responsible adult who may sit beside the candidate in order to keep them focused on the need to answer a question and then move on to answering the next question. A prompter is not a practical assistant, or a reader, but the same person may act as such, provided permission has been given for any of these arrangements.

6.9 A prompter:
   a) may tap on the desk or on the candidate’s arm, depending on what is normal practice, in order to remind the candidate that they must pay attention to the question or that it is time for the candidate to move on to the next question;
   b) may use the candidate’s name as an appropriate prompt during the test in order to bring the candidate’s attention back to the test, e.g. ‘Jack’;
   c) must abide by the regulations, since failure to do so could lead to the disqualification of the candidate;
   d) must not advise the candidate about which questions to do, or about the order in which questions should be answered;
   e) must not give factual help or offer any suggestions or communicate in any way other than those listed above.

6.10 Any access equipment for screen-reading must be supplied by the centre. This includes, but is not limited to, specially-adapted keyboards or mice, headphones, coloured screen filters, etc.

7. Exam venues and rooms

7.1 Exam rooms must be equipped with a sufficient number of computer stations that meet the technical requirements for each candidate registered for the admissions test, plus an adequate number of reserve stations in case any technical difficulties arise. These must include a mouse and alphanumeric keyboard, plus additional devices such as headphones, if required.

7.2 Any room in which testing is taking place must provide candidates with appropriate conditions for taking the tests. The centre must pay attention to conditions such as heating, lighting, ventilation and noise, whether internal or external, intermittent or continuous.
7.3 Display material (such as maps, diagrams, wall charts and projected images) that might be helpful to candidates must not be visible in the testing room. Care must be taken with tests conducted in classrooms, laboratories or libraries.

7.4 A reliable clock (analogue or digital) must be visible to each candidate in the testing room and must be big enough for all candidates to be able to read clearly. The clock must show the actual time.

7.5 A board, flipchart, whiteboard should be visible to all candidates showing:
   a) the centre number, test and paper number, and
   b) the duration of the test

7.6 The seating arrangements must prevent candidates from overlooking (intentionally or otherwise) the work of others. The minimum distance in all directions from the centre of each chair to other chairs must be 1.25 metres.

7.7 Wherever possible, for timetabled tests:
   a) all candidates should face in the same direction;
   b) each candidate should have a table big enough to hold answer booklets along with the computer.

7.8 Candidates should normally be seated in candidate number order.

7.9 The centre must create a seating plan that shows the exact position of each candidate in the testing room. Any changes made to seating arrangements during the test must be noted on the seating plan. The seating plan must be available to the TCS Test Centre Support team upon request.

7.10 Candidates with access arrangements must be identified on the seating plans that are held as part of the centre records.

7.11 Internal school tests and mock examinations cannot take place in the same room while University of Oxford admissions tests are being conducted.

7.12 A room becomes a ‘designated testing room’ as soon as exams office staff begin to check and prepare it to ensure compliance. As soon as preparation for the tests begins, no other activity can take place in that room. Candidates sitting tests must not be allowed into the room until the preparation is complete and they are invited to enter the room, under supervised conditions, to start their tests.

7.13 The room remains a ‘designated testing room’ up to the point when all candidates have left and all materials such as candidates’ scripts, answer booklets, rough notes and any other resource materials have been removed from the room.

7.14 Centres must ensure that there is adequate time allowed for the set up and clearing of the room before and after the scheduled testing time. Throughout this period the room remains ‘designated’ and cannot be used for any other activity. Centres will need to determine what constitutes ‘adequate time’ to meet their individual needs, which will be influenced by factors such as the size of the room and the number and nature of the tests being conducted.
7.15 The battery capacity of any (unplugged) laptop computers must be checked before the
candidates’ test(s), and the centre must ensure that the battery is sufficiently charged for the
entire duration of the test. This will ease the need for smaller capacity rooms and access to
power points.

7.16 The centre must ensure that the blank answer booklets sent by the University of Oxford are set
out for candidates taking MAT and PAT using the ‘hybrid’ tests prior to the candidates entering
the test room. Candidates must also be provided with ‘rough working’ paper at the same time.
Additional ‘rough working’ paper can be requested by the candidates at any time during the
test.

8. Contingency planning
8.1 The TCS Test Centre Support team must be informed no later than 6 weeks prior to a centre
moving to a new address or relocating the secure storage facility.

8.2 In exceptional circumstances, where the size of the cohort means that it is not possible for all
candidates to sit the test(s) at the same time, the centre may split the cohort into two groups,
with one group of candidates sitting the test(s) earlier or later than the admissions tests
published starting time. The security of the admissions tests must always be maintained. It
would be required to seek prior permission from the TCS Test Centre Support team, who have
their own well-established contingency plans in place to respond to disruptions. It is important
that exams officers who are facing disruption liaise directly with the TCS Test Centre Support
team.

8.3 Centres should prepare plans for any disruption to tests as part of their general emergency
planning. It is important to ensure that relevant centre staff are familiar with the plan. Consideration
should be given as to how these arrangements will be communicated to candidates, parents and staff should disruption to tests occur.

8.4 In the event that the Head of centre decides the centre cannot be opened for scheduled tests,
the TCS Test Centre Support team must be informed as soon as possible so that alternative
arrangements can be made.

9. Guidelines before testing
9.1 Candidates are under formal testing conditions from the moment they enter the room in which
they will be taking their test(s) until the point at which they are permitted to leave.

9.2 Candidates must not talk to, attempt to communicate with or disturb other candidates once
they have entered the testing room.

9.3 Before candidates can start the test(s), the invigilator must:
   a) make sure that candidates are seated according to the set seating arrangements;
   b) tell the candidates that they must now follow the regulations for the tests;
   c) ask candidates to check that they have been assigned the correct test and received
      the correct answer booklets (applicable to MAT and PAT only);
   d) provide candidates with blank rough paper (applicable to all tests);
   e) tell the candidates to read the instructions on the onscreen test;
   f) check that candidates have all the materials they need for the test;
   g) tell the candidates about any erratum notices;
   h) instruct candidates about emergency procedures.
9.4 Invigilators must also give candidates the following information before the test. Candidates must:
   a) hand in their mobile phones and any other unauthorised items if they have not already done so. Failure to do so may lead to disqualification;
   b) write clearly and in black ink (applicable to MAT and PAT only);
   c) write their first name, surname, centre number, candidate number, course code and test name on their answer booklet(s) (applicable to MAT and PAT only);

9.5 Candidates must not use (applicable to MAT and PAT only):
   a) correcting pens, fluid or tape;
   b) erasable pens;
   c) highlighter pens in answers;
   d) gel pens.

9.6 The invigilator must:
   a) announce clearly to the candidates when they may complete the details on their answer booklet(s) (applicable to MAT and PAT only);
   b) specify the time allowed for the test(s);
   c) remind candidates that they are not allowed to communicate in any way with, ask for help from or give help to another candidate while they are in the testing room.

9.7 The invigilator must not:
   a) direct candidates to particular questions or particular sections of the answer booklets;
   b) make any comment where a candidate believes that there is an error or omission on the test. The invigilator must, however, refer the matter immediately to the exams officer. The exams officer will then verify the error or omission with the relevant subject teacher before reporting the matter to the TCS Test Centre Support team;
   c) give any information to candidates about possible mistakes in the test, unless there is an erratum notice or permission has been given by the TCS Test Centre Support team;
   d) re-phrase a question for a candidate;
   e) explain any subject-specific or technical terms to a candidate;
   f) offer any advice or comment on the work of a candidate.

The invigilator must not undertake any of the above as they constitute malpractice.

9.8 No external calculators or other mathematical equipment are allowed in the testing room. Calculators (if needed) will be built into the tests onscreen.

10. Guidelines during testing
10.1 Invigilators must supervise the candidates for the duration of the test(s), always giving their complete attention to this duty. Invigilators should be placed at the front, back and sides of the room if possible.

10.2 Invigilators must be vigilant and remain aware of incidents or emerging situations, looking out for malpractice or candidates who, for example, may be feeling unwell or require a toilet break. These incidents must be recorded on an incident log.

10.3 Invigilators are required to move around the assessment area quietly and at frequent intervals.
10.4 A candidate who arrives late and is permitted by the centre to sit the test must be allowed the full time for the test.

10.5 A candidate will be considered very late if they arrive:
   a) more than half an hour after the University of Oxford published starting time for a test which lasts one hour or more;
   b) after the University of Oxford published finishing time for a test that lasts less than one hour.

10.6 Where a candidate arrives very late for a test, centres must:
   a) scan or submit the script to the TCS Test Centre Support team in the normal way;
   b) warn the candidate that the TCS Test Centre Support team may not accept their script.

10.7 Centres must provide the following information:
   a) the reason the candidate arrived late, including any details of special arrangements made for the candidate to reach the centre;
   b) the actual starting and finishing times of the test;
   c) the time the candidate started the test;
   d) the time the candidate finished the test.

10.8 Centres must pay close attention to marking the attendance of all candidates on the attendance register. Failure to do so will affect the TCS Test Centre Support Team’s ability to deliver an accurate set of results.

10.9 Candidates who are allowed to leave the testing room temporarily must be accompanied by a member of centre staff. This must not be the candidate’s subject teacher or a subject expert for the test in question. Candidates must get the entire time that is allowed for that test.

10.10 A five-minute warning to candidates before the end of the test is permitted. This is at the centre’s discretion.

10.11 At the end of the test, invigilators must:
   a) tell candidates to stop working and remind them that they are still under test conditions;
   b) tell candidates that they must not remove any rough notes from the testing room;
   c) instruct candidates taking written tests (applicable to MAT and PAT only) to:
      i. make sure they have put all the necessary information on their answer booklet;
      ii. make sure their answers are correctly numbered.

10.12 Candidates who have finished their test and have been allowed to leave the testing room early must hand in their answer scripts (applicable for MAT and PAT only) before they leave the testing room. Those candidates must not be allowed back into the room.

10.13 Answer scripts (in the case of MAT and PAT only) must not be removed from the testing room until all candidates have completed the tests.

11. During testing: malpractice

11.1 Where a candidate is being disruptive, the invigilator must warn the candidate that they may be removed from the testing room. The candidate must also be warned that the TCS Test Centre Support team will be informed and may decide to penalise them, which could include disqualification. The invigilator must record what has happened.
11.2 Wherever possible, the invigilator should remove and keep any unauthorised material that a candidate may have had access to during the test. If necessary, the invigilator should summon assistance.

11.3 The Head of centre must report to the TCS Test Centre Support team immediately all cases of suspected or actual malpractice in connection with the tests.

11.4 The Head of centre has the authority to remove a candidate from the testing room but should only do so if the candidate would disrupt others by remaining in the room.

11.5 The Head of centre has a duty to monitor and report potential malpractice by invigilators and centre staff to the TCS Centre Support team immediately.

11.6 Where candidates commit malpractice, the TCS Centre Support team may decide to penalise them, which could include disqualification.

12. During Testing - Emergencies

12.1 When dealing with emergencies, staff must be aware of the centre’s policy and, where appropriate, any instructions from relevant local or national agencies.

12.2 In an emergency such as a fire alarm or a bomb alert, the invigilator must take the following action:
   a) pause the test on screen, or stop the candidates from writing;
   b) advise candidates to leave all answer booklets and scripts in the testing room;
   c) ensure the candidates leave the room in silence;
   d) ensure candidates are supervised as closely as possible while they are out of the testing room so that there is no discussion about the test(s);
   e) make a note of the time of the interruption and how long it lasted;
   f) allow the candidates the remainder of the working time set for the test once it resumes;
   g) if there are only a few candidates, consider the possibility of taking the candidates (with any answer booklets and scripts) to another place to finish the test;
   h) make a full report of the incident and of the action taken and submit this as a special consideration via the University of Oxford website.

12.3 There must be appropriate policies and procedures in place to:
   a) protect the network and the security of the hardware and software that is used to delivery on-screen tests;
   b) hold candidate responses.

12.4 The centre’s management of the secure test environment in which onscreen tests operate must be robust.

12.5 You should refer to any software specific instructions to safeguard:
   a) the security of the assessment content and responses;
   b) procedures for dealing with hardware, software and communication failures, which should normally allow candidates to continue the assessment session at a different workstation or at a later time, if necessary, without loss of working time
   c) procedures for starting and assessment after an unplanned break.
   d) Availability of IT personnel to resolve any technical issues.
12.6 As each incident will be different, advice must be sought from the relevant TCS Test Centre Support team as soon as it is safe to do so. This is particularly important where the centre is concerned about the security of the test(s).

13. After the test

13.1 Centres must ensure that all candidates’ work is saved and secure from unauthorised access.

13.2 Invigilators must:
   a) collect answer scripts before candidates are allowed to leave the testing room (applicable for MAT and PAT only);
   b) must ensure scripts are handled securely at all times.

13.3 The invigilator must ensure that the candidate and centre information are correct for each answer script. If a discrepancy is identified, the centre may correct the discrepancy or add to the information recorded by the candidate on the front of their answer script. This should be restricted to the centre number, candidate number, and/or candidate name.

13.4 Answer scripts are confidential. They should not be read or photocopied before they are sent to the TCS Centre Support team.

13.5 Centre must retain scripts (applicable to MAT and PAT only) in the centre’s secure room if kept within the centre overnight.

13.6 Answer scripts must not be released to centre staff until after the published finishing time for the test or, in the case of a timetable variation, until all candidates within the centre have completed the test.

13.7 The Head of centre must appoint staff to carry out the scanning activities (applicable for MAT and PAT only) The Head of centre must also make sure that appropriate arrangements are in place so that scanning personnel can carry out the scanning process as instructed by the TCS Centre Support team. Separate instructions will be available on the TCS Test Centre Support portal.

13.8 Senior members of centre staff, such as an assistant headteacher, who have been authorised by their Head of centre may be present during the scanning.

13.9 All scripts must be scanned latest by next day of the test. In case of exceptions, the TCS Centre Support Team must be notified the same day.

13.10 The test centre must report any deviation or potential breach from the instructions to the TCS Test Centre Support team immediately.

13.11 All Scripts for hybrid tests (MAT and PAT) must be kept securely until the end of January 2024.

14. Scanning the scripts

14.1 The scanning must be carried out in a secure environment and the integrity of the process must be maintained.
14.2 The scanner must be set up and ready for black and white scanning to the correct DPI (150) and file output format (PDF). The file size should not exceed 5 MB. Scripts must be prepared for scanning: to guillotine them, keep pages in the right order, all facing the same way (no inverted pages), candidate details are clear on the front page.

14.3 The scanned image of the answer booklet must be clearly readable and there should be no loss of information during the scanning process. Scanned answer booklets must each be manually quality checked. In case any scan is identified to be not clear, the physical answer booklet will need to be rescanned.

14.4 All the scanned pages of the answer booklet submitted by a candidate must be zipped and uploaded as per the instructions provided by the TCS Test Centre Support Team.

14.5 The files must be stored locally only for the purposes of scanning and must then be deleted immediately. The file must then be deleted from the deleted items folder. Any emails or links associated with the secure file must be permanently deleted.

14.6 Image quality must be checked before uploading to ensure that all the pages are have scanned properly, and are the right way up and in the right order.

14.7 Scripts should be kept in order once scanned (preferable by individual candidates) in case a re-scan is necessary.

14.8 If the TCS Centre Support team requests a script to be re-scanned, the centre must return the new file as soon as possible.

15. Contacting the TCS Test Centre Support team

15.1 The TCS Test Centre Support team can be contacted by email (oxford.testcentresupport@tcs.com) or by live chat feature on the registration portal post login. The details will be found on the admissions tests portal once a centre has been accepted to administer the tests.