



Effective exam invigilating in English

Language issues

UM Language Centre
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Invigilator Training

- Goals of training session
 - To highlight language required by invigilators
 - To practise delivery of standard phrases
 - To increase linguistic flexibility in context

What the training can and cannot do

- The training aims to:
 - Increase awareness of language needed
 - Practise individual delivery
- The training cannot:
 - Improve your general language (much)
 - Explain all exam committee rules

Group Task

Divide into small groups and quickly list the points you might need to explain to students

You may wish to list your points under headings:
pre-exam, during the exam, routine situations,
unusual situations.

Any specific areas of concern.

Keys to successful communication

- Understanding the students' state of mind
- Politeness
- Clear instructions
- Delivery
- Body language

Students' state of mind

- Nervous
- Insecure
- In a rush / or not realising urgency
- Different priorities (passing exam, not following procedures)

So:

They may not listen properly, they may be aggressive or rude, OR, they may be cheating

Politeness

- Using “please”

Start or End all instructions with “please”

- *Please would you sit down now*
- *Please would you put your bag under the table*

- *Would you leave the room now please*
- *Would you hand in your paper please*

Politeness

Using “Would you..”

- *Would you please sit in your designated seat*
- *Would you please raise your hand if you need assistance.*
- *Would you please leave the hall quietly*
- *Please would you report to the escorts outside the hall*

Politeness

Using “I’m afraid.. ” to soften bad news

- *I’m afraid you have to put your books away*
- *I’m afraid you cannot leave the room for 30 minutes*
- *I’m afraid that I have to report this*

Politeness

Using “I’m sorry.. ” This is not an apology

- *I’m sorry but you are not allowed to wear a watch.*
- *I’m sorry but if you leave the room, you may not return, as we are within 30 minutes of the end of the exam.*

Politeness

Using “I’m sorry.. ”

- *I’m sorry but you are not allowed to take a shower*
- *I’m sorry but you cannot leave the hall, without an “exit card”*


Clear instructions


- Give a clear instruction not a concept
 - 😞 *There will be a desk with your number on it where you have to sit with your ID on the desk in front of you.*
 - 😊 *Please sit at the desk with your number on it. Please put your ID card on the desk.*

Clear instructions

- 😞 *If you put your bag under the table it will not get in the way if we have to evacuate the room in the case of emergency.*
- 😊 *Please put your bag under the table*

Clear instructions

 *Outside the hall are people who will escort you to the toilet when you need to go if it is not within 30 minutes of the end of the exam, in which case you cannot leave the room and you need this pass.*

 *Please present this pass to the escorts outside the hall. They will escort you to the toilet.*

Clear instructions

☹️ *There are specifically allocated toilets for you to use and I will show you where you have to go if you come with me.*

😊 *Please follow me and I will show you which toilet you are to use.*

Sequential instructions

- Make it logical
 - 😞 *You can open your paper after you have put your bag under the table when you have taken everything out of it that you need.*
 - 😊 *Please take everything out of your bag that you need. Put your bag under the table and then you may open your paper.*

Delivery

- Speak slower than normal
- Emphasise the key words
 - *"Please put **your** ID card on your table"*
 - *"Please put your **ID card** on your table"*
 - *"Please put your ID card on **your** table"*
 - *"Please put your ID card on your **table**"*

Body language



“That’s our mission statement. If people follow that, everything else seems to fall into place.”

Group task

Please share a situation from your past experience where you have had to intervene or answer a question:

- What was the situation / question?
- What did you say?
- Can we improve on that response?
- **Practise responding to these examples**

Some areas needing explanation.

Have we covered them all?

- How the room is laid out
- What they are allowed to take in with them
- What to do with bags they have with them
- Rules on mobile telephones
- Rules on leaving the room
- Procedure for using the toilet
- Procedure for re-entering the room

Some areas needing intervention

Have we covered them all?

During exam:

- Student seen / heard talking
- Student asks to leave the room
- Student seems to have papers on his lap
- Student asks to take something from his bag
- Student's suspicious conduct during WC break

... watch carefully !





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