



Supervisor Guide

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Introduction

In order to maintain and guarantee the quality of exams, and to ensure that the necessary security policies are adhered to, EXIN enforces strict requirements for organizations that act as Accredited Exam Organizations (AEO). An AEO is an organization which is accredited by EXIN to organize and host exam sessions. An AEO provides the venue and independent supervisors for EXIN exams.

The aim of this Supervisor Guide is to provide Accredited Supervisors with all the necessary information to safely and correctly proctor EXIN exam sessions.

More information about EXIN is available on our website: www.exin.com

1. Security rules for the use of the exam materials

As a Supervisor for the EXIN exam sessions you play an important role in safeguarding the EXIN exams. Therefore, the below-noted rules need to be followed for each exam session. The content of the list below corresponds with the rules as recorded in the Non-Disclosure Agreement for Individuals that you have signed.

- You will receive the exam papers as provided by EXIN, the Attendance List, the Personal Exam Documents of the candidates, the answer forms for the candidates and, if applicable, the appendices or the case study for the exam (hereinafter to be referred to as the “**Exam Materials**”).
- You agree that the Exam Materials continue to be the exclusive property of EXIN. In case EXIN has the rights of a licensee regarding any of these Exam Materials, such Exam Materials continue to be the exclusive property of the licensor.
- You agree that all intellectual property rights (including but not limited to copyrights) with respect to the Exam Materials as well as the preparatory material thereof that were originally produced by EXIN and delivered to the Accredited Exam Organization, are vested exclusively in EXIN. EXIN shall therefore be deemed to be the maker or designer of the same, unless EXIN has the rights of a licensee regarding any of this Exam Materials, in which case the intellectual property rights vest in the licensor.
- You will ensure that under no circumstances the Exam Materials may be made available to third parties, disclosed, reproduced, distributed and/or used for purposes other than for the performance of the agreement entered into between the Supervisor and EXIN.
- You agree that these regulations will remain in effect after the completion and/or termination of the assignments to supervise exams on behalf of EXIN.
- You agree that these regulations will be governed by the laws of The Netherlands and you thereby submit to the non-exclusive jurisdiction of the courts of Utrecht, The Netherlands.

The safeguarding of the impartiality of an exam session is the most important function of proctoring a session. If you foresee any circumstance that will threaten the impartiality of the exam session, please notify EXIN.

Any incident involving accidental or deliberate disclosure and/or loss of information regarding exams (e.g. exam questions, candidate’s details) shall be reported to EXIN via an email to support@exin.com. The incident shall be investigated and followed up if necessary.

2. Rules for supervising exam sessions

When supervising an exam session, a Supervisor should act according to the following rules:

2.1 Arrival and first check

1. Arrive early at the exam location so that you have enough time to prepare the exam room and prepare the candidate sign-in process.
2. Inspect the exam room prior to the exam and check if:
 - there is adequate lighting;
 - there are reasonable temperature and air circulation conditions;
 - there is sufficient space between each candidate during the exam session:
Candidates will sit apart, with at least one (1) meter (= 1,09 yard = 3,28 feet = 39 inch) space in between or the candidate's desks are separated by non-transparent dividers so that candidates cannot read each other's work;
 - there is a clock visible to the candidates.
3. If the exam session is web-based you will also:
 - check whether there is a computer with internet connection for each candidate;
 - check whether each computer has a secured browser (see paragraph 3.1);
 - check if QuestionMark (EXIN's exam tool) works correctly on all computer (see paragraph 3.2);
 - make sure there is one spare computer available.

2.2 Reception of exam materials and candidates

1. Receive the exam package as provided by EXIN via the Accredited Exam Organization. The exam package will include: Instructions, Attendance List and Personal Exam Documents. In the package of a paper-based session, you will also find the Answer Forms and Exam Questions.
2. In the package, you will also find a letter for the supervisor with instructions on how to access and use the Digital Attendance List. This online page will give you access to the emergency procedures for web-based exam sessions and some instruction documents.
3. In case of a paper exam printed and sent to you by EXIN, ensure that all exam materials have been received in a sealed envelope and will remain sealed until the beginning of the exam session.
4. Identify each candidate and verify the candidate's registration data to see whether the person is allowed to take the exam. In doing this, pay attention to the following:

- ensure that the legal proof of the identity e.g., national ID card/passport, driving license, military card, employer identification card of each candidate corresponds with the registration data of the candidate. If the name or E-mail address of the person is not correctly registered, adjust this information on the Attendance List;
- if a candidate is not registered on the Attendance List but does want to take the exam, check whether there are any Last Minute registrations on the Attendance List. If available, fill in the name and email address of this person in the Correction Box of the Last Minute registration. Only one Last Minute exam can be used per person. A personalized exam for another candidate cannot be used in this case;
- in case of exam requests with extra exam time (e.g. dyslexia, exam in non-native language) check if the provided evidence for the additional time is valid;
- ensure that a candidate in never takes the exam using the identity of another candidate. This also applies to situations where other registered candidates are absent.

2.3 Entering Exam Room and Introduction

1. Guide the exam candidates into the exam room, and note the following:
 - ensure that electronic devices (like phones or tablets) are not taken into the exam room or are turned off;
 - ensure that no one but you and the candidates will be present in the exam room;
 - in case a candidate arrives after the start of the exam session, the candidate can only be admitted if none of the other candidates have completed the exam and left the exam room. It is at the discretion of the Supervisor to decide if the candidate will be allowed to access the exam room and will receive the full exam time. It is important to take into consideration the period for which the exam room is available;
 - in case of use of a dictionary (linguistic translation purposes only), dictionaries must be checked for notes prior to the exam session. Please note that an explanatory dictionary is not permitted (e.g. English-English);
 - in case of an open book exam, the permitted book must be checked for notes prior to the exam session;
 - in case of an open book exam, where translated publications are not available for the exam, the approved translated glossary is permitted for use during the exam;
 - certain EXIN exams allow candidates to use a simple (non-programmable) calculator. Calculators are needed to effectively answer the exam questions. No other calculators or mobile technology are allowed.
2. Give the candidates a clear explanation of the exam process before the start of the session. Inform the candidates about the following topics:
 - the name of the exam;
 - the permitted materials;
 - the exam starting time;
 - for web-based sessions: as soon as the candidate clicks on the button “start”
 - for paper-based sessions: as soon as you have given the signal to start;
 - the length of the exam;
 - the consequences of committing foul play (see also section 2.5);

- the policy on temporary absence from the room e.g. bathroom breaks. Only one candidate at a time is allowed to have a bathroom break. In case the candidate does not return within an acceptable period of time, please check what happened without leaving the session unsupervised;
 - what is expected upon completion of the exam (see also section 2.6);
 - that fifteen minutes before the end of the exam session, the remaining exam time will be announced (taking into account candidates with extra exam time);
 - the policy on the use of phones and other electronic devices: not allowed in the exam room or must be turned off;
 - that answers cannot be filled out on the exam paper with questions. Only answers filled out on the answer form will be processed;
 - the fact that giving more than one answer to a question means that the answer will be considered as incorrect (unless multiple answers are specifically allowed);
 - that the candidates must return all exam documents to the supervisor as soon as they have completed the exam;
 - that it is not allowed for candidates to take any papers or notes outside the exam room. Except for the personal exam document, as the candidate needs this document to confirm personal details in case of a paper exam;
 - that failure by a candidate to return all exam papers at the end of the exam session will invalidate the candidate's exam result;
 - that the Rules and Regulations for EXIN's exams apply. These rules and regulations can be downloaded via our [website](#).
3. If a candidate requires a special arrangement (like extra exam time, a reader or a larger font) you will be informed about this by the Accredited Exam Organization. Without EXIN's permission you are not allowed to grant the candidate(s) special arrangements. Always make a note of the provided special arrangements on the Attendance List.
4. If the exam session is web-based, inform the candidates that:
- once the exam has been submitted, it cannot be re-entered;
 - the 'End Exam' button should only be used when the exam is completed;
 - if the exam is interrupted due to internet connection failure, the Supervisor can assist with logging back in.

See paragraph 3.3 for more information.

Make sure to inform the candidates on the use of QuestionMark. See paragraph 3.4 for the instructions.

2.4 Distributing the exam materials and Personal Exam Documents

1. Double check whether every candidate is handed the correct exam materials and Personal Exam Document.
2. Explain how to use the Personal Exam document:
 - with paper-based sessions, the document is for the candidates to take home after the exam. With the document, candidates must complete and confirm their personal details online within 3 days of the exam session;

- if an exam session is web-based, the document contains the information needed to start the exam. See to the following:
 - the candidates should use the login information on the personal exam document to enter MyLogin and confirm their personal details to start the exam;
 - after confirmation, the link to QuestionMark (our online exam tool) is unlocked and the username and password are displayed on the screen. The candidate can then use the link to go to QuestionMark and start the exam. The username and password are only needed in case of re-entering the previously started examination. The login information on the personal exam document differs from the username and password for QuestionMark.

2.5 During the exam session

1. Position yourself so you can observe the candidates at all times.
2. See to it that the candidates will not commit fraud during the exam. Rules concerning exam fraud are:
 - candidates are not allowed to use books (*except in case of an open book exam*), notes or electronic devices;
 - candidates are not allowed to speak to each other;
 - candidates should not be able to look at each other's papers or monitors.
3. In case a candidate commits fraud, you will:
 - collect the exam documents immediately, or close the online exam;
 - inform the candidate that EXIN is entitled to declare the result invalid;
 - instruct the candidate to leave the exam room;
 - note in the Incident Box on the Attendance List: the name of the candidate(s) involved and a clear description of the incident.
4. Do not interfere with the exam process apart from instructing the candidates and announcing the remaining time.
5. Do not answer questions from the candidates concerning the content of the exam but note their questions in the Incident Box on the Attendance List. Please specify the candidate's name, the exam question and their feedback.
6. In case of a specific incident or special circumstances concerning the exam session, always make note of this on the Attendance List. Always note the name of the candidate involved.
7. Announce the remaining exam time fifteen (15) minutes before of the end of the exam session (taking into account candidates with additional exam time).
8. Make sure that the exam session ends on time.

9. If the exam session is web-based; see to it that the candidates do not use the computer for other purposes.
10. If any problems occur during the exam session which you cannot solve, please contact the Order Contact Person of the Accredited Exam Organization and ask for help.

2.6 After the exam session

1. Fill in and sign the Attendance List at the end of the exam session. Incidents during the exam session or feedback concerning the content of the exam (make sure to note the exam question nr.) should be noted in the Incident Box of the Attendance List. Make sure to note the candidate's name. If there's a change in Supervisor, please note this as well.
2. In case of a paper-based exam:
 - ensure that candidates take their Personal Exam Document with them to confirm their personal details within 3 days after the exam session;
 - ensure that each candidate has handed in all the exam materials (exam, answer form, notes) after completing the exam or when the exam time has expired;
 - if a candidate does not return all exam papers at the end of the exam session, the candidate's result will be nullified;
 - if you would like to provide your candidates with a preliminary result, you can use the EXIN App 'Marking on the Spot'. If you have used the app for all answer forms, you only have to take a picture of the Attendance List (or fill the Digital Attendance List in online) and EXIN can start processing the exam session. More information can be found on our [website](#).
 - make sure that all the original filled-out exam papers and the Attendance List are returned to EXIN by registered courier service within 24 hours after the exam session. With our Marking on the Spot app or by using our Self-Scanning and Shredding Service (attendancelist@exin.com), the documents can be returned digitally. More information on the available return procedures can be found in the exam package.
3. Ensure that the filled-in and signed Attendance List is sent to EXIN as soon as possible (at least within 24 hours after the exam session). The easiest way to do this is to use the Digital Attendance List. Instructions can be found in the exam package.
You can also use the paper Attendance List you received in the exam package. You can send it via email to attendancelist@exin.com. You can also use the Marking on the Spot app or include it in the exam package that you will be returning to EXIN (via courier or scan service).

2.7 Session for review and appeal

A candidate requiring a review of their exam needs to notify the Accredited Exam Organization, who will send the request to EXIN. You will receive the following documents for the review:

- appeal form;
- coaching report with exam questions, feedback (if available), the candidate's answers and the correct answers;

For review sessions the regular rules apply. The below additional rules are also applicable:

- for a review session, the candidate will be provided with the same amount of time as for the original exam;
- check at the beginning if the candidate has taken any notes with them. The candidate is only allowed to bring the literature of the exam in question. Check the books for hidden notes!
- after the review, the candidate can decide to lodge an appeal, by filling out the appeal form. Completing the appeal form must take place during this session;
- an appeal can only be submitted by completing the appeal form in Dutch or English. On the appeal form, an argumentation must be given for each question that the candidate decides to lodge the appeal for;
- collect the appeal form, coaching report and the notes made immediately after the session. The candidate is not allowed to take any notes home, so please make sure to check books for hidden notes.

All documents must be returned to EXIN by courier service within 24 hours after the exam or review session. If you make use of EXIN's Scanning and Shredding Service, then you may shred these documents and return the appeal form per email (if applicable).

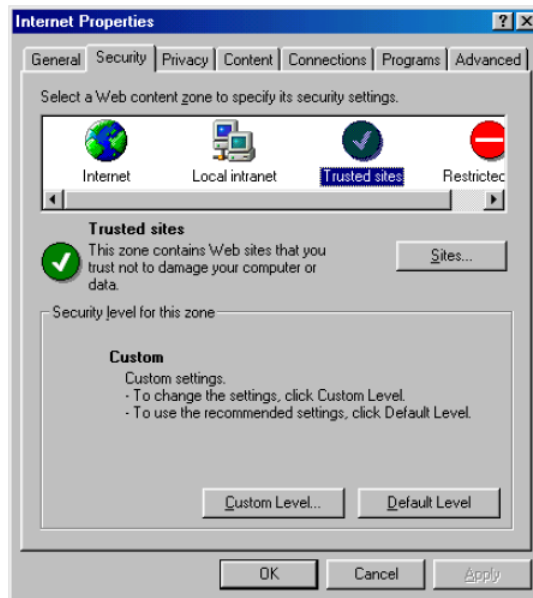
3. System requirements for web-based sessions and the use of QuestionMark

3.1 Use of browsers

- The EXIN online exam tool (the program which candidates use to do the exam) requires Internet Explorer 6.0 (or higher). A higher version is recommended. The screen resolution to display the exams should be set to 1280 x 1024.
- EXIN does not recommend using Google Chrome or Mozilla Firefox for web-based exam sessions.
- Disable pop-up blockers, stoppers or killers on all computers before using MyLogin and starting the exam.
- The browsers on all computers should have <https://exam5.exin.nl> as a trusted website. Below is an explanation on how to set this site as a trusted website using Internet Explorer.

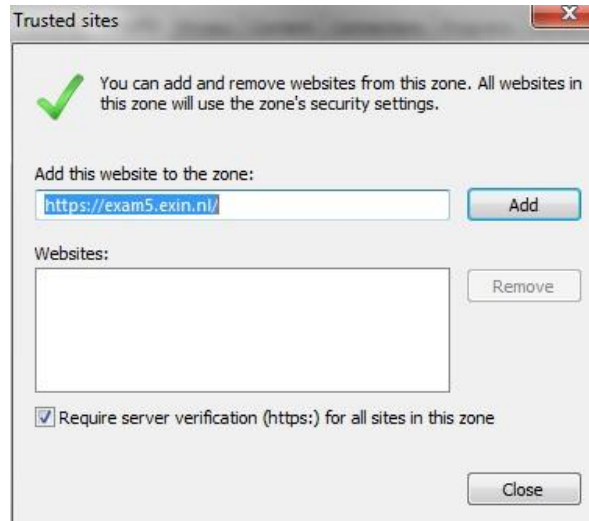
1. Open Control Panel by clicking Start->Settings->Control Panel
2. Open the Internet Options window by double clicking Internet Options
3. Click the Security Tab
4. Select the Trusted Sites item and click Sites

The following window appears:



5. Add <https://exam5.exin.nl> and <https://exam-em.exin.nl> then check the box **“Require server verification (https:// for all sites in this zone)”**.

If the above is processed properly, the sign of the Trusted Site will appear on the bottom of Internet Explorer whenever visiting <https://exam5.exin.nl>.



6. Ensure that all browsers are configured with the correct language settings. When for instance a Chinese exam is taken on a PC configured to Western settings, the following installation should be performed on Internet Explorer:
 - (1) Open Control Panel by clicking Start->Settings->Control Panel
 - (2) Open Regional and Language Options window by double clicking Regional and Language Options
 - (3) Select second Tab 'Languages'
 - (4) Check both boxes in the 'Supplemental language support' item
 - (5) Save your changes by clicking the OK button



3.2 Testing QuestionMark

To check whether QuestionMark works correctly, before an exam session, you can run a system test:

1. Start the web browser and go to <https://exam5.exin.nl>
2. Select the navigation language on the top right corner of the page. Please note that the navigation language does not affect the exam language.
3. To test if QuestionMark will work correctly, check if the test exam works. Select your language from the drop-down options. Use the below login details:

Username: exintest

Password: exin

3.3 Handling problems with QuestionMark

- Should a candidate need to re-enter QuestionMark, due to a loss of internet connection, the candidate should return to MyLogin and use the details on the Personal Exam Document to log back in, if needed. In MyLogin, the candidate can use the link to start the exam and click on the orange arrow to continue the exam.

Steps for candidate as described above:

Step 1: Go to <https://mylogin.exin.nl>

Step 2: Log in with details from Personal Exam Document

Step 3: Confirm personal details again (if needed)

Step 4: Click on 'Start Exam' to go to QuestionMark

Step 5: Click on orange arrow to continue the exam.

- Alternatively, you can send a PDF version of the exam to the Exam Recipient. The PDF can be printed and provided to the candidate. The Order Contact Person of your organization also has access to this Emergency Procedures.

3.4 Candidate instructions for using QuestionMark [PRINTABLE]

Starting the exam

After clicking 'Start Exam' in MyLogin, you will be redirected to QuestionMark.

Choose your language in the language box. Please note that the navigation language does not affect the exam language.



Welcome : EXIN candidate

Choose your language English

When you see a green arrow, you are starting a new exam. When you see an orange arrow, you are resuming an exam that you previously started. Click the arrow to go to the introduction page.

Here you will find the duration of the exam, the amount of points needed to pass, the maximum amount of points possible, and in some cases the number of the required appendix.

After carefully reading the information, you can start the exam by clicking the button "Start Exam".

Answering the questions

Click on the navigator button on the bottom of the screen.

The navigation tool will appear in the lower right corner.

The blue line around the question number (see nr 7) indicates the active question. By using the buttons "Next" and "Previous" you can go from one question to the next and back again. Clicking on the number of the question in the navigator will immediately take you to that particular question. After answering a question, the box of the question will change from dark to light gray. Flagging a question will mark the box with a black corner (see nr 2).



Problems or errors

In case of problems or errors during the exam, you must notify the supervisor.

Finished?

When you have answered and checked all the questions, click on 'End Exam'. You will see your preliminary result and you can view your Coaching Report by clicking on the feedback button.


4. How to use the Attendance List

The Attendance List consists of a minimum of two and maximum of six pages. Below is a description on how to use the paper version. You can also fill out the digital version of the Attendance List. The Digital Attendance List is part of the online Supervisor Page. Instructions can be found in the exam package. An Attendance List needs to be fully completed and signed for EXIN to process the exam session.


Attendance List – Page 1

The first page of the Attendance List should be filled in (and sent) as soon as possible, after the exam session has been finished. There are two items to address:

1. If there was an incident during the exam session, please describe it in the incident box; If there was no issue, leave the box empty.
2. When you followed the guidelines written in this document, and the session went according to the EXIN rules and regulations, please validate the exam session by signing the document.



ATTENDANCE LIST (To be filled in by the supervisor only)

Supervisor: John Smith	Session ID: 104440	
Customer: Sample Organisation	Customer ID: 103518	
Location: Sample Location	Exam Date: 13/05/2011 - 11:00	

2000078032

Incidents Box
If an incident occurred during the exam session, please write it down within this box. Please leave the box empty if no incidents occurred. Please write in English only.

JEREMY WHITE BECAME SICK DURING THE SESSION
AND COULD NOT FINISH THE EXAM. HE WILL
RESIT THE EXAM ON A LATER DATE.

Exam Validation

If you followed the guidelines described in the EXIN Supervisor Guide, and if the session went according to the EXIN rules and regulations, please write down your signature within the box to the right. Before you sign, please make sure that all information on the attendance list is complete and correct, and that the candidate names on the attendance list match the names on their legal documentation (e.g. passport). If you do not sign the attendance list, the exam session is not valid, and the exam results cannot be delivered.

Signature of the supervisor

Name: JOHN SMITH Date: 13/05/2011

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Incident Box
Write down any incident that occurred during the exam session that EXIN should know about.

Exam Validation
Fill in your name, the current date, and sign within the box.






Attendance List – From Page 2 onwards

The remaining page(s) should be filled in before the exam session begins. There are 3 things to address:

1. Check the candidate's name against his/her identification document;
2. Mark the box in the "Attendance Check" column, if the candidate attended;
3. If the name and/or email address of the candidate needs to be corrected, please fill in the Correction Box.



ATTENDANCE LIST (To be filled in by the supervisor only)

Supervisor: John Smith Customer: Sample Organisation Location: Sample Location		Session ID: 104440 Customer ID: 103518 Exam Date: 13/05/2011 - 11:00	 2000078032	
Attendance Check	Name & Email Check	Correction Box: Name & Email	Exam Details	
<small>Mark the box if the candidate attended. Always match the participant's name with his/her identification. Leave the box empty if the candidate did not attend.</small>	<small>If name/email is incorrect, please write down the correct name/email in the correction box to the right.</small>	<small>Only write in the correction box if the name/email of the candidate is incorrect. Leave the box empty if the name and email are correct. Please write in English only.</small>		
Registration number: 4206702 <input checked="" type="checkbox"/> 	Name: Jeremy White Email: jeremywhite@sample.com		ITV3F (Multiple Choice) - ITIL® V3 Foundation - 2 English, 2010.4 Duration: 60 minutes	
Registration number: 4206703 <input checked="" type="checkbox"/> 	Name: Julia Hill Email: juliahill@sample.com		ITV3F (Multiple Choice) - ITIL® V3 Foundation - 2 English, 2010.4 Duration: 60 minutes	
Registration number: 4206704 <input checked="" type="checkbox"/> 	Name: Last minute 1 Email: <small>Please write down the correct name/ email in the correction box to the right.</small>	ALICE JAMES ALICEJAMES@SAMPLE.COM	ITV3F (Multiple Choice) - ITIL® V3 Foundation - 2 English, 2014.4 Duration: 60 minutes	
Registration number: 4206705 <input checked="" type="checkbox"/> 	Name: Last minute 2 Email: <small>Please write down the correct name/ email in the correction box to the right.</small>	BEN DANIEL BENDANIEL@SAMPLE.COM	ITV3F (Multiple Choice) - ITIL® V3 Foundation - 2 English, 2016.3 Duration: 60 minutes	
Registration number: 4206706 <input type="checkbox"/> 	Name: Last minute 3 Email: <small>Please write down the correct name/ email in the correction box to the right.</small>		ITV3F (Multiple Choice) - ITIL® V3 Foundation - 2 English, 2016.3 Duration: 60 minutes	

Attendance Check

Mark the box if a candidate attended the exam session. If a box is not marked, the candidate will be registered as 'no show'.

If you accidentally marked the wrong box, write down the correction in the incident box on page 1 of the attendance list.

Total Number of Pages

Check if you have filled in **all pages** of the attendance list.

Do not forget to validate the exam session by writing down your signature on the first page of the attendance list. You should also report any incidents that have occurred during the exam session on the first page.

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Last Minute Candidates

In the Correction Box, fill in the name and email address of the candidate that took the Last Minute exam. Please write clearly.

Correction of Candidate Information

Always fill in this box for Last Minute Candidates. For other candidates, only use this box to provide corrections of the name and/or email address.

Contact

EXIN Holding B.V.

Arthur van Schendelstraat 650

3511 MJ UTRECHT

The Netherlands

www.exin.com

support@exin.com

+31 30 234 4880