Central Student Administration (CSAO) are responsible for the preparation of the exam timetable, submission of papers, the actual running of the examinations, and collection of scripts. The exams organised by CSAO include:

- End of year exams that take place in May - June during the summer term;
- Resit exams in August;
- Exams that departments run at other times - eg KBS exams in January.

CSAO ensure the academic integrity of all formal University examinations through enforcement of examination regulations, and to provide a comfortable and conducive space for all candidates.

During the main exam session in 2019, over 13,000 students sat papers for more than 850 different modules across several campus locations. This totalled over 57,000 individual seating’s, with adapted arrangements provided for over 1600 students.

CSAO require the support and cooperation from schools and students throughout the exam preparation period to ensure a smooth operation.

This document has been put together to highlight each task undertaken by CSAO in the lead up to the exam period. Detailing the processes and stages of each month and what is expected from schools and students.
Process Overview

Steps taken in preparation for the May – June examination period

- Contacting Chief Examiners
- Assessment Pattern Check
- Scheduling Requirements
- Religious Observances
- Examination and Assessment Check
- Timetable Scheduling
- Draft Timetable
- Final Timetable Release
- Exam Paper Submission
- Exam Paper Check and Print
- Invigilator Recruitment
- Management of students requiring adapted arrangements (ILP)
- Exam Paper Distribution
- Exam Venue Set-Up
- Exam Period
- Script Collection and Reporting

- December
- January
- February
- March
- April
- May
- June
Central Student Administration

**Process step by step**

Applicable to Canterbury and Medway. Actions required by schools highlighted as.

**Contacting Chief Examiners**

December – January

Chief Examiners are the primary contacts for examination matters, however SAMs and Heads of Administration (HoAs) are also included for information.

First contact asks for confirmation of the Chief Examiner and administration list, to ensure the contact details are correct for the academic year. A schedule of dates and timelines, brief description of the processes involved and what we require from the Chief Examiners is then provided. This is called the “Briefing note”.

Requirements from Chief Examiners and administration include:

- Clear and timely information about how modules should be examined (does the module need to be co-scheduled or sequenced with any other module? are additional materials e.g. language dictionaries permitted/required?).
- Timely submission of question papers and all accompanying materials (pictures/chart etc.) in the correct format.
- Checking of rubric information/proo reading of question papers.
- Forwarding of all relevant information from CSAO to individual examiners as necessary and in return.

**Assessment Pattern Check**

December

CSAO will review records are set up correctly for the exam period. To ensure students will be examined correctly and as expected for their modules. A report will be sent to schools where changes or further clarification is required.

**Scheduling Requirements**

January

Chief Examiners are required to inform CSAO of exam arrangement requests by submitting specific scheduling requirements to exams@kent.ac.uk.

Arrangements include:

- Modules which need to be scheduled at the same time as they have shared content / same exam paper.
- Modules which need to be scheduled in a particular order.
- Modules which have more than one exam paper (this applies to a small amount of papers).
- Modules which do not need to be scheduled as they are handled internally by the school.

Any changes to the Chief Examiner list must be reported to exams@kent.ac.uk.
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- Journalism have a number of “dummy modules” allocated to records which relate to professional examinations which need to be added to the schedule. (Avoid clashes with Kent exams).
- Modules that are core to a programme that would ideally be spread through the relevant period.

A deadline for these requirements is set for end of January. The exact date is provided in the Chief Examiners briefing note communication.

**Religious Observance – Student**

*February*

Students wishing to observe a religious commitment on a particular day during the published examination period should notify CSAO by emailing exams@kent.ac.uk before the set deadline.

Requests received before the deadline will be factored into timetable scheduling.

Students should be referred to the CSAO webpages for more information – Religious Observance

**Examination and Assessment Check – Student**

*January – February*

Students are required to confirm their details are correct for the upcoming exam period. They must ensure they are registered for the correct modules and are to be assessed as expected (ie Coursework and/or exam).

It is imperative these checks are conducted to certify students are not missed or on the wrong module before the timetable scheduling begins.

Schools should encourage student participation.

**Timetable Scheduling**

*January – March*

Scheduled during weeks 25-30 for all students who require formal examinations.

CSAO use the information held for students on modules, and the information provided by the Chief Examiners (on scheduling requirements) to compile an examination timetable. This will be scheduled during weeks 25-30 for all students who require formal examinations. CSAO must ensure the timetable:

- Fits in the space available in the time available.
- Meets University protocols:
  - Involves no clashes for candidates.
  - Requires no student to sit more than three consecutive exams (other than in exceptional circumstances).
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- Ensures that all students with extra time requirements sit only one paper per day (other than in exceptional circumstances).
- Ensures as far as possible within the resources available, that all undergraduate finalist candidates are examined in the first half of the examination season to allow for tight marking deadlines.
- As far as possible within the resources available, meets your requirements and expectations and provides you with an efficient and reliable turnaround time for your scripts.

In order to fit exams in with marking / exam board requirements, CSAO will need to schedule exams on Saturday afternoons during weeks 1-2 of the exam period. It may also be necessary to schedule exams on Saturday afternoons during weeks 3-4.

**Draft Timetable**
**March**

CSAO will provide the draft timetable to Chief Examiners for review, in early March.

It is imperative that any queries or issues are reported to CSAO (exams@kent.ac.uk) as soon as possible.

**The draft timetable must NOT be distributed to students**

**Final Timetable Release**
**March**

Published to school administration staff prior to the student release in the same week, approximately two weeks before end of spring term.

This must not be distributed to students, students can access their own personal timetable once released.

Student personal timetable includes:
- Module code
- Exam location
- Start time

**The first timetable announcement will be made on twitter**

Seating plans are also produced at this point by CSAO for each session. These are available to students on the day of their exam. These are used to maintain order when taking attendance and collecting scripts. Several different modules can take place in the same venue at the same time. It is therefore imperative seating plans are followed when collecting and returning scripts to schools.
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**Exam Paper Submission**

*March*

Deadline for exam paper submission takes place in week 22. The exact date is provided in the Chief Examiner briefing note.

Schools are required to upload papers and the exam paper checklist for each module to SharePoint in the relevant school folder. Schools should take note and use the guidance provided on CSAO webpages for formatting papers and uploading documents.

| School guidance for exam paper submission |

Schools will need to confirm what administration staff require permission to SharePoint.

CSAO require the papers early due to tight time restraints. Over a 6 week period, CSAO carefully checks in excess of 850 individual exam papers. This includes formatting, spelling, grammar and the structure of the questions. CSAO also check that any additional materials, case studies etc. have been provided if referenced on the question paper. Each paper is then sent to the Print Unit with a request for the required number of copies and any additional requirements such as coloured paper for students with adapted arrangements.

CSAO manage the recording and storage of all printed papers.

Stationery requirements for each paper is recorded using the exam paper checklist provided by the school. CSAO need to ensure accurate exam stationery is available for each venue for each session.

**Invigilator Recruitment**

*February - April*

CSAO employ approximately 150 invigilators on the Canterbury campus, and 80 at Medway. For the main venues a ratio of 1 invigilator: 40 candidates is used, with a balance of male and female invigilators.

CSAO are responsible for the recruitment, contract issuing, shift allocation and training for all invigilators.

Scribes and Readers are also recruited in this period to work with students who require this support.

The management of invigilators is huge task to undertake.

**ILP Requirements – Students requiring adapted arrangements**

*December - April*

CSAO are responsible to provide recommended adapted arrangements for students registered with Student Support and Wellbeing (SSW). CSAO liaise with SSW closely throughout this period.

Arrangements include extra time, amanuenses, individual rooms, PCs and specialised equipment/software. In 2019, over 1600 students on the Canterbury campus alone had adapted exam arrangements.
Central Student Administration

These candidates have a considerable impact on the timetable – those requiring extra time (currently) cannot be scheduled to sit more than one examination per day. Many of these students are on programmes with a fixed diet of modules, which effectively puts the whole of their cohort on a one exam per day restriction. These limitations make it very difficult to move other events around within the exam timetable.

The process for recording students with adapted arrangements begins in December. A report is received weekly with all new ILP (Inclusive Learning Plan requirements). Numbers and requirements are monitored throughout to prepare for the upcoming exam period.

CSAO provide three different venues for adapted arrangements; Smaller Venue, PC Room and Individual Rooms. CSAO are responsible for the arrangement of rooms, student room allocation and providing the correct equipment for each session.

**Exam Paper Distribution**

CSAO manage the secure storage and transport of all exam papers to the exam venues for the required session. With over 850 different modules taking place, papers are meticulously organised into a distribution order which is closely monitored.

For students who require adapted arrangement exam papers are pre packed for each session. Each room will be mixed with students taking different papers, requiring different stationery.

A report is taken from the database where student needs are recorded. The required amount of each exam paper are then removed from storage and placed into packs for each room. Each room pack includes a list of students and their requirements along with the stationery rubric.

**Exam Venue Set-Up**

CSAO are responsible for the:
- Venue Booking
- Exam desks and chairs
- Signs
- Senior Invigilator work stations, with PC access
- Printers
- PC venues
- Available stationery (Exam paper booklets (4 different types), Actuarial & CEST books, spare pens etc)
- Delivery of equipment and exam papers

[View the exam venues here]
Central Student Administration

**Exam Period**
May – June

**Summer term: weeks 25 – 30**

**Script Collection and Reporting**
May – June

**Script Collection**
Collection of exam scripts (Canterbury)

The CSAO exams team will be based in the office by Sports Hall 3 in the Sports Centre. Scripts can be collected from the office.

Collection of exam scripts (Medway)

For collection locations please contact medwayexams@kent.ac.uk

Schools must be aware scripts are not available immediately after exams, as staff need to collate and account for (usually over 1,300) scripts after the session, before rooms can be set out for the next session. This includes collation of scripts from candidates with special requirements that may have been allowed extra time, or sat in an alternative location outside of the four main exam centres.

Script collection times will be communicated to Chief Examiners.

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**Reports**

After every session, CSAO will upload the exam seating plan, ID check, absence check, attendance list and exam session report.

**ID Check:** Students who have provided their KentOne card
**Absence Check:** Taken by invigilators, marked on seating plan
**Attendance List:** Formal list correlated against returned exam scripts by CSAO
**Session Report:** Completed by Senior Invigilator, includes information on any anomalies during the session, late arrivals and any venue issues

All of these reports are available to school administrators who have permission to access the SharePoint site.

It is the schools responsibility to check these reports and contact students who do not attend.

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**Useful Contacts**

Contact the Central Student Administration Office:
Canterbury exams: exams@kent.ac.uk
Medway exams: medwayexams@kent.ac.uk
www.kent.ac.uk/csao/exams/index.html