SOP: Proctor/Invigilator Responsibilities and Conduct Guidelines

This SOP defines the **proctor/invigilator responsibilities and conduct guidelines**, detailing the roles and duties during examinations, including verifying candidate identities, maintaining a secure and quiet testing environment, monitoring for academic integrity, managing examination materials, and handling any irregularities or emergencies. The guidelines emphasize professionalism, impartiality, confidentiality, and adherence to institutional policies to ensure a fair and smooth examination process.

1. Purpose

To set out standardized procedures and ethical conduct expectations for proctors/invigilators during examinations, ensuring reliability, fairness, and compliance with institutional policies.

2. Scope

This SOP applies to all staff members assigned as proctors/invigilators for any institutional examination.

3. Responsibilities

- **Identity Verification:** Confirm the identity of each candidate with valid photo identification and the exam roster before the examination begins.
- **Examination Environment:** Ensure the examination area is organized, secure, well-lit, and free from unauthorized materials or distractions.
- **Academic Integrity Monitoring:** Vigilantly observe all candidates throughout the exam to prevent and detect academic misconduct such as cheating, plagiarism, or use of unauthorized devices.
- **Material Management:** Distribute, collect, and account for all examination materials. Safeguard the confidentiality of question papers and answer scripts at all times.
- **Time Management:** Clearly communicate exam start, duration, and finish times. Promptly report five and one-minute warnings before the exam ends.
- **Handling Irregularities:** Document and report incidents such as rule violations, candidate illness, disturbances, or emergencies immediately, following institutional protocols.
- **Candidate Support:** Address legitimate queries regarding examination instructions, and ensure a supportive but impartial demeanor.

4. Conduct Guidelines

- **Professionalism:** Maintain a calm, courteous, and competent presence at all times. Refrain from personal conversations or activities unrelated to the examination.
- **Impartiality:** Treat all candidates fairly, without favoritism or prejudice.
- **Confidentiality:** Do not disclose examination content or candidate information. Discuss irregularities only with authorized personnel.
- **Compliance:** Follow all institutional policies, applicable regulations, and standard operating procedures.
- **Preparedness:** Familiarize yourself with examination instructions, seating plans, emergency procedures, and reporting formats before the exam.

5. Incident Reporting and Emergencies

- Document any incidents or emergencies in the official incident log.
- Report all incidents to the exam coordinator or designated authority as soon as possible.
- Follow the institution's emergency protocols in case of fire, illness, or other hazards.

6. Review and Compliance

This SOP will be reviewed and updated periodically. Non-compliance with these guidelines may result in disciplinary action.

7. References

- Institutional Examination Policy
- Code of Academic Conduct
- Emergency Response Procedure