# **Scope Document for Exam Lab Invigilator (ELI)**

**Background**

Client is a leading provider of assessment platforms & engaged in conducting most prestigious academic and recruitment exams across the country and abroad. These Exams are conducted at various exam venues spread across the Country. These venues are either hired on long term contract/lease or on temporary/need basis based on the requirements

Client is looking at deploying **Exam Lab Invigilators (ELIs)** at the Exam venues to ensure proper invigilation in place to avoid any potential malpractices during exam at the venues. The Exam Lab Invigilator will be responsible to keep a close watch on candidates and any suspicious activities during the exam duration must comply with defined reporting and compliance matrix.

**Requirement**

In examination business, proper invigilation to prevent any kind of malpractices/ Unfair Means (UFM) is of paramount importance. The following elements are important for smooth conduct of exams –

* No intrusion
* No impersonation
* Prohibitive items should not be allowed inside the exam lab
* Entry of only authorized exam personnel in the exam lab, post verification of relevant documents and valid ID Proof
* ELI should preferably be Ex-bankers/Teachers/Ex-servicemen
* ELIs must be well groomed and well behaved for getting engaged in this line of business
* ELIs must be of 21 years or above age & should have graduated from any Government/ Government recognized University/ Board
* ELIs must be well groomed and well behaved for getting engaged in this line of business
* Guiding candidates to login as per process and ensuring timely start/ completion of exams
* Keeping close watch on all candidates and reporting all incidents
* Highlighting technical issues for immediate resolution to avoid any inconvenience to candidates
* All processes as per the guidelines, are followed to ensure successful end to end exam delivery

The Exam Lab Invigilator (ELI) deployed at each venue should ensure that the above are not compromised at any given point of time. A strict punitive action will be taken in case of any breach.

**Duties to be performed**

* Lead ELI will do the required planning of Invigilator requirement across different venues based on customer instructions & contractual terms. ELI list should be provided by vendor at least seven days prior to exam
* Lead ELI will ensure availability and deployment of Invigilator across all venues as per ratio, on the day of exam beforehand. Provisioning of additional Invigilator to manage any exigencies will also be done by Lead ELI
* Report to the center 2 hours 30 minutes prior to the exam start time
* Always carry an Original valid Govt. ID proof & employer ID Card
* Deposit mobile phone in the server room/ secure place after entering the venue. Do not carry mobile phone/any electronic device during the preparation of shifts/ while doing invigilation
* Co-operate with the security guards while getting frisked at any given point in time
* Carry printout of attendance sheet for candidates mapped in their respective labs
* ELI needs to register themselves with help of RDEs. The system will provide random allocation to labs and the same will be intimated to respective ELIs by RDE
* Show evidence of completing ELI and exam specific training/ certification
* Move only to the assigned Labs
* Move to the allocated exam room and launch the candidate systems as per the defined guidelines. Accountable for ensuring that PC is started with correct operating system
* Keep rough sheets/scratch pads on candidate’s desk (if applicable) before they reach the labs
* Once the candidates reach the lab, ensure that they’re not carrying any prohibited items inside the lab
* Verify the candidate’s admit card and ID proof and scribe declaration form, if applicable and then guide him/her to the registration desk
* Once Registration is complete guide the candidate to their allotted seat
* After candidates log in to the systems, announce in the lab that roll no. of candidates is pre-populated on screen and inform the password details to them
* Read out candidate instructions 15 minutes prior to the start of the exam
* Provide additional rough sheets to the candidates if anyone asks for it during exam
* Check the candidate’s system if anyone highlights any technical issues during exam
* If situation arises to move the candidate to another system, avoid moving him/her to another lab and try to accommodate in the same lab on a buffer system & then on a absent candidate system only after taking necessary approval from Venue Head/ IT Manager
* Candidates should be allowed to move out of the lab in an orderly manner - one candidate at a time following social distancing guidelines
* Monitors of the systems which are not in use (absent candidate/buffer systems) should be switched off and informed to the Venue Head
* In case, candidates need to visit washroom, they must be allowed only with an escort & if any candidate is not reporting back to her/ his seat during the exam, the same must be immediately informed to Venue Head
* Be extremely vigilant and keep a close watch on all candidates in assigned lab. Be watchful of any unfair practice in the exam hall. In case of cheating/ impersonation/ malpractice, immediately report it to the Venue Head
* Support the ground team to lodge official compliant to statutory authorities/ law enforcement agencies about usage any UFM/ unethical practice related to conduct of exam
* Ensure not to leave the exam room unattended under any circumstances
* Do not talk to other invigilators during exam. Keep taking rounds in the lab, and do not sit or stand at one place (behind a candidate) for too long during exam
* Ensure that candidates are treated respectfully and are not disturbed during the conduct of exam
* Ensure no candidate leaves the room even if the candidate finishes the exam before time
* If any candidate becomes unwell, highlight the same to Venue Head
* Report about any locking incident to respective Venue Head/ IT Manager, immediately and follow the instructions
* ELIs to deal with Unruly behavior by anyone in the lab.
* ELIs to ensure that the candidates are not damaging the monitors/ write on desks by using pen while reading the questions. All such events need to be documented & reported further
* ELI should document at end of shift whether any issues /malpractices were noted
* Assist Operations Team in fair and smooth conduct of all activities at the venue
* Follow any other instructions as per SOP or any exam specific instructions/ guidelines

**Locations:**

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| **City** | **State** | **No. of Positions** |
| Amritsar | Punjab | 10 |
| Ludhiana | Punjab | 2 |
| Dhanbad | Jharkhand | 50 |
| Hazaribagh | Jharkhand | 16 |
| Ranchi | Jharkhand | 60 |
| Berhampur-Ganjam | Odisha | 25 |
| Bhubaneswar | Odisha | 73 |
| Cuttack | Odisha | 27 |
| Dhenkanal | Odisha | 31 |
| Rourkela | Odisha | 30 |
| Ajmer | Rajasthan  | 30 |
| Bhilai Nagar/Durg | Chhattisgarh | 50 |
| Raipur | Chhattisgarh | 30 |
| Bilaspur CG | Chhattisgarh | 27 |
| Rajkot | Gujarat | 60 |
| Ahmedabad | Gujarat | 120 |
| Gandhinagar | Gujarat | 30 |
| Mahsana | Gujarat | 30 |
| Aanand | Gujarat | 30 |
| Vadodara | Gujarat | 60 |
| Surat | Gujarat | 40 |
| Aligarh | Uttar Pradesh | 15 |
| Bareilly | Uttar Pradesh | 34 |
| Gorakhpur | Uttar Pradesh | 40 |
| Jhansi | Uttar Pradesh | 31 |
| Kanpur | Uttar Pradesh | 55 |
| Lucknow | Uttar Pradesh | 100 |
| Mathura | Uttar Pradesh | 26 |
| Prayagraj | Uttar Pradesh | 40 |
| Varanasi | Uttar Pradesh | 50 |
| Haldwani | Uttarakhand | 30 |
| Dehradun | Uttarakhand | 37 |
| New Delhi | Delhi | 65 |
| Noida | Uttar Pradesh | 70 |
| **Total** | **1424** |