Online Invigilation Policy
2024/2025

Contents

Version number: 1.1	Approved by: Director Academic Services
Effective from: June 2025	Date for review: May 2026

Alternative format

If you require this Online Invigilation guidance in an alternative format, please contact the Student Support Team via Contact Us (phone +44 (0)300 303 5303), or your dedicated Student Support Team via StudentHome if you are a current Open University student.

Students living in Wales can speak with a student support adviser in Welsh on 029 2047 1170, should you wish to do so.

Summary of policy

This policy covers exams with online invigilation, which are the final assessed task for some undergraduate and taught postgraduate modules. Online invigilation means that an invigilator will be present online throughout your exam to monitor your behaviour, environment and conduct. It is used in exams for specific modules to uphold the academic integrity of the exam and/or meet the requirements of Professional, Statutory or Regulatory bodies who provide accreditation for your module or qualification.

The Online Invigilation Policy covers how online invigilation will be conducted, what you need to do before, during and after your exam, and what you should do if you experience any issues while completing your invigilated exam. It also outlines how you should make us aware of any additional requirements or arrangements you need during your exam so that we can put these in place. This policy should be read in conjunction with module specific information that can be found on StudentHome, your Module Guide and Module website. These resources will give you more information about the individual assessment tasks on your module and how they make up your module result, as well as including specific information about your invigilated online exam.

Exams with online invigilation at The Open University are completed online, in a location of your choice, using your own computer, stationery and equipment. You will also need to use additional software and other equipment such as a webcam to connect with an invigilator over the internet for the duration of your exam. The invigilator will check your identity and workspace and will monitor you via video and by observing your screen use throughout your exam.

If you have any queries or need guidance on how this policy may relate to your personal circumstances, please contact your Student Support Team using the details on StudentHome.

Version number: 1.1	Approved by: Director Academic Services
Effective from: June 2025	Date for review: May 2026

Introduction

This policy presents important rules about online invigilation for exams. You should read this carefully so that you understand what to expect, the preparations you need to make and what to do if you encounter any issues while you take your exam with online invigilation. It should be read in conjunction with the [Exam Policy](#), which gives more information about exams offered at The Open University and the rules that govern them.

You will be able to find more detailed information specific to your module and its exam on your module website.

Scope

What this policy covers

This policy applies only to the specific modules listed on the [Help Centre](#). You cannot request an invigilated exam for any other module.

What this policy does not cover

This policy does not cover:

- Students registered on a module with an exam that is not invigilated – see the [Exam Policy](#)

- Student registered on a module with an EMA or emTMA – see the [End-of-Module Assessment (EMA) Policy](#) or [End-of-module tutor-marked assignment (emTMA) Policy](#)

- Students registered for a non-credit bearing module

- Postgraduate research students

Policy

1. Purpose

The purpose of the Online Invigilation Policy is to provide you with clear up to date information about exams that feature online invigilation at The Open University. The objectives are:

- To clearly communicate how and why online invigilation will be conducted

- To describe what will happen before, during and after your invigilated exam

Version number: 1.1	Approved by: Director Academic Services
Effective from: June 2025	Date for review: May 2026

- To outline what will happen if you experience any problems while taking an exam with online invigilation

- To explain how you should make us aware of any reasonable adjustments you require during online invigilation.

2. Online invigilation

2.1 During online invigilation, an invigilator remotely supervises you throughout the timed duration of your exam. This to ensure that you take the exam yourself and complete it fairly without help from any unauthorised people or materials. Your exam may be taken at home or somewhere else you choose.

2.2 Using additional software to capture your use of unauthorised programmes and apps, and equipment such as a camera and microphone, your invigilator will check your identity and environment before you begin. They will also monitor your screen activity and workspace while you complete your exam. A list of acceptable photo ID is available on the Help Centre.

2.3 When completing an exam with online invigilation you will be asked to remove any unauthorised materials, such as notes and other devices, and will need to make sure you are not interrupted, and no one is in the room with you during the exam unless this has been approved by the University in advance.

2.4 Your exam will be monitored in real-time via audio and video, as well as recorded and reviewed after the exam is complete. You must accept the Meazure Learning Terms of Service to sit your exam. Meazure Learning's Privacy Notice supersedes The Open University's privacy notice for any audio and video footage or screen capture taken during the exam.

2.5 Any academic integrity concerns raised by the invigilator will be investigated by The Open University under the Academic Conduct Policy and Code of Practice for Student Discipline.

Preparing for your exam

3. Our responsibilities

3.1 A trained invigilator will be allocated to monitor you remotely during your exam.

Version number: 1.1	Approved by: Director Academic Services
Effective from: June 2025	Date for review: May 2026

3.2 We will provide guidance and support in advance and throughout your study of the module to help ensure your equipment meets minimum requirements, you can download and install relevant software, and you successfully complete any pre-checks required. This may be in the form of written guidance, videos, tutorials or other interactive or visual guides.

3.3 We will also provide an opportunity to undergo a mock invigilation experience where we simulate as closely as possible the processes that will be required during the online invigilated exam. The mock invigilation experience will not include any academic testing. This will be with one of our providers trained invigilators.

3.4 Wherever possible, we will support you to find a location to take your invigilated exam if your usual study environment is not appropriate.

4. Your responsibilities

4.1 To complete an exam with online invigilation you must accept the Meazure Learning Terms of Service to sit your exam as explained in section 2.4.

4.2 You will be required to use a device and webcam that meets a minimum specification. ProctorU lists its full equipment requirements on its website. You won't be able to take the exam using a smartphone, tablet such as an iPad, or Linux machine.

4.3 If you are unable to use a device that meets these requirements, you should contact your Student Support Team as soon as possible. We may be able to help fund additional equipment through Study Related Costs Funding.

4.4 You will be required to download additional software (google chrome if you do not already have it installed and an extension to the browser) to enable online invigilation of your exam. You can find more information on the online invigilation page of the Help Centre.

4.5 You should arrange to have access to a quiet and private workspace to take your exam where any unauthorised materials, such as notes or additional devices, are removed. You should make sure you will not be interrupted and do not have another person in the room with you unless this has been approved in advance. If you have concerns that you aren't able to access a suitable space, please contact your Student Support Team who may be able to give suggestions for alternative locations you could explore.

Version number: 1.1	Approved by: Director Academic Services
Effective from: June 2025	Date for review: May 2026

4.6   Prior to the exam day, you should download the software, test your equipment and attempt the mock invigilation experience to make sure your device and internet connection meet the minimum requirements. An invigilator will also be present during mock invigilation experience to help guide you. This will also help you understand what to expect, including how and when your invigilator will interact with you.

4.7   If you require reasonable adjustments to your exam, you must tell us in advance and before the deadlines outlined on the Help Centre. This might include needing to take rest breaks or use extra time but could also include adjustments to your environment that you may not have considered previously, such as keeping additional devices used for medical alerts close by. Further information can be found in section 6.

On the day of your exam

5.   Exam timings

5.1   Your exam will have a fixed start time. This will be displayed on the Assessment tab of your module website.

5.2   You should be ready to begin the pre-checks at your exam start time. The time you have available to complete your exam will begin only once all the required pre-checks are complete. The time you take to complete the pre-checks will not reduce the time available to complete your exam.

5.3   You will not be permitted to begin your exam pre-checks or complete your exam if you attempt to begin more than one hour after the communicated start time. Where this happens, you will be recorded as having not attended your exam.

6.   Pre-checks

6.1   Before your exam time begins, you will need to complete a series of pre-check activities using the software you have downloaded. This is to authenticate your access to the exam and verify your identity and exam environment.

6.2   You will be asked to complete an identity check to confirm your identity and that you are the student registered to complete the exam. This is done by taking a photo using your webcam of both your face and a form of photo ID such as a driving license or passport. A full list of types of acceptable photo ID can be found on the Help Centre. The details of this ID will be used only to verify your name and that the ID is valid. A record will be kept for 7 days by ProctorU. If we are unable to verify your identity, then we may need to keep this information for longer until your identity is successfully verified.

6.3   If we cannot complete ID verification, for example if you do not have your photo ID, you will be allowed to complete the exam but will be required to provide this evidence after it has finished. Where this is the case, we will contact you and advise you how and when you should provide the information we need. We may also review the recording of your exam session to help verify your identity. We may not be able to release your module result until your identification has been verified.

6.4   After completing the ID check, you will be asked to capture photos and videos of your workspace using your webcam and/or smartphone camera so that your invigilator can check your exam environment. The invigilator will make sure you have removed any unauthorised materials or devices, including smart devices such as smart watches, headphones and non-religious head coverings, that no one is in the room with you unless this has been pre-approved, and may ask you to show them the paper you will be using for handwritten exams. These checks are in place to make sure that your access is secure and to safeguard the integrity of your exam.

6.5   If you have specific requirements relating to your online invigilator, for example you require a female invigilator to complete identity checks for religious reasons, you must tell your Student Support Team as soon as possible and before the dates displayed on the Help Centre. Further information about requesting a reasonable adjustment is available below.

7.   Reasonable adjustments and additional arrangements

7.1   The Open University has a duty to make reasonable adjustments where a student would be at a substantial disadvantage as a result of their disability or circumstances in order to comply with its obligations under the Equality Act 2010 in England, Scotland and Wales, the Disability Discrimination Act 1995 (Amendment) Regulations (Northern Ireland) 2004, or any other statutory duty or obligation.

7.2   If you need access to any computing equipment or software you might normally use for Tutor-Marked Assignments (TMAs) you will need to tell your Student Support Team in advance. This is so that we can make sure the invigilation software is compatible with your specific requirements and that the invigilator aware that this is permitted while invigilating your exam. To do this contact your Student Support Team as soon as possible and request arrangements via the form on the Help Centre.

7.3 If you believe you will need additional arrangements to support you to complete your exam, such as extra time, to split your exam over more than one day, or supporting help from a scribe or amanuensis, contact your Student Support Team as soon as possible and request arrangements via the form on the Help Centre. There might be additional requirements that you need to make us aware of when taking an online invigilated exam that you may not usually consider alerting us to, for example if you use an additional device such as a phone or smart watch to notify you of medical emergencies, or aspects of your workspace that are different from a standard set up, such as screen overlays.

7.4 To make us aware of the additional arrangements you need, you must contact us before the date shown on the Help Centre to allow time for the arrangements to be put in place and for us to make your invigilator aware in advance. Your Student Support Team will confirm what evidence you need to provide to help us understand your needs and will give you further guidance on the arrangements that can be put in place. If you've already told us, you have a disability, your Student Support Team will contact you in advance to find out what arrangements you might need.

7.5 If you are experiencing a temporary illness or injury, we may be able to make additional arrangements to support you to take your exam. We will make efforts to put arrangements in place at short notice, however where this is not possible it may be beneficial for you to consider deferral or postponement if you believe your performance will be significantly impacted. Further information about what to do if you can't take your exam can be found on the Help Centre.

7.6 Further information about reasonable adjustments and additional arrangements can be found in the Exam Policy.

7.7 You may request an exam paper and submit written work for an assessment through the medium of Welsh. If there are no Welsh-speaking markers for your module, The Open University may send your work to be translated into English, and this translation would be assessed. If you would like to receive your exam questions in Welsh language, please email wales-support@open.ac.uk or cymorth-cymru@open.ac.uk. For information, please see Assessment through the medium of Welsh (Fersiwn iaith Gymraeg). If you submit your work in Welsh, it will be treated no less favourably than an English-language submission. Your mark will not be affected, and you should expect to receive your result at the same time as students who have submitted their work in English.

8.   Unauthorised materials

8.1   You may be permitted to use some materials to support you to complete the exam, for example supplied notes or materials such as a spreadsheet, a calculator or paper and pen for handwritten exams. Your invigilator might ask for you to hold these up to the camera before you begin. Further information about permitted materials for your exam can be found on your module website and will be displayed as part of the pre-checks. Information about what materials are not permitted and what we might do to maintain integrity of the exam can be found in [section 12](#).

During the Exam

9.   Live monitoring

9.1   Your invigilator will supervise your exam using audio, video and digital screen capture, known as live monitoring, to ensure the continued physical integrity of your workspace. We will also track and record your on-screen activity to monitor your use of additional resources.

9.2   All information recorded as part of live monitoring is captured during the pre-checks and exam itself. There is no recording after the exam finishes.

9.3   If your invigilator is alerted to suspicious activity, your exam will continue, and we will review the activity after your exam. In some circumstances, the invigilator might contact you verbally or via live chat to warn you that they are concerned about your activity and ask you to make a correction, for example if you try to access some restricted applications or materials, the video feed is interrupted or if someone enters the room. Further information about what we consider potential misconduct and what will happen can be found in [section 12](#).

9.4   The University will capture audio and video relating to your invigilated exam. These recordings will be reviewed if a problem arises during the exam or if potential suspicious activity is detected. As a result, they may be used as evidence during an academic conduct investigation.

10.   Handwritten exams

10.1   Your module website will confirm whether you need to handwrite the answers to your exam. You may be asked to present your completed handwritten exam to your invigilator by holding pages up to your webcam before you submit them. To upload and submit your handwritten answers, you will need to scan or photograph the pages using a smartphone camera or scanner. Additional time, known as Upload time is allocated for this purpose and will be shown on the timers on your module website when taking the exam.

11.   Taking breaks

11.1   We advise you don't take a break unless you absolutely need to. If you do need to take a break, you may take one break of up to 10 minutes, unless a reasonable adjustment has been previously agreed. Should you need to take a break and leave the room during the exam time, you should advise your invigilator. We may review instances where you leave the room during your exam to consider whether we believe you accessed additional materials or resources that might improve your performance while you were absent.

11.2   Following a break where you leave the room, you may be asked to re-complete checks of your workspace using your webcam or smartphone camera.

11.3   The exam timer will not be stopped while you are taking a break or recompleting checks of your workspace (if required), so any time you use for breaks will reduce the working time you have to complete your exam.

11.4   You must tell your Student Support Team in advance if you have additional requirements that mean you need longer or more frequent breaks, so that a reasonable adjustment can be considered. See section 7 for more information.

12.   Maintaining the integrity of the exam

12.1   You are expected to complete your exam alone without using unauthorised resources and must abide by the Academic Conduct Policy and Code of Practice for Student Discipline.

Version number: 1.1	Approved by: Director Academic Services
Effective from: June 2025	Date for review: May 2026

12.2   We will review cases where an invigilator raises concerns or flags an instance of potential misconduct. In addition, the invigilator may warn you verbally or via live chat if they believe there is activity that can be quickly rectified, such as someone entering the room. In most cases, you will continue and complete your exam and any investigation will be completed subsequently. Cases will be reviewed in line with the [Academic Conduct Policy](#).

12.3   The following are examples of what we consider instances of misconduct during an exam:

(i)   Use of unauthorised materials or resources that have not been supplied or approved in advance such as notes, unauthorised websites or documents, or module materials.

(ii)   Use of unauthorised devices such as an additional screen, a phone or tablet or smart devices such as watches or headphones.

(iii)   Use of assignment help services and websites or artificial intelligence programmes.

(iv)   Communicating with or receiving help from unauthorised people or materials while outside of your workspace during breaks, who enters the room or speaks to you during your exam, or contacts you online.

(v)   Attempting to take the exam on someone else's behalf or having someone attempt to take the exam on your behalf.

(vi)   Absence from the exam of more than 10 minutes (unless you have a reasonable adjustment which allows this).

12.4   If you are found to have committed misconduct in an online invigilated exam, your exam may not be marked or may be given a zero score. You will normally be asked to take the exam again, and your grade may be capped at the lowest grade of pass.

13.   Ending your exam

13.1   When you have finished and submitted your exam, you are able to end the invigilation. You can end all recording by leaving or closing the exam session. You should inform your invigilator that you have finished and are ending your session.

13.2   If you complete and submit your exam before the finish time, you can leave the exam session early. If you choose to submit and leave your exam early you will not be able to recommence even if this is within the exam time.

13.3   In extreme circumstances, such as abuse directed towards an invigilator, your invigilator will be permitted to end your exam.

After completing your exam

14. Your result

14.1 You will not receive any feedback from the online invigilation.

14.2 You will receive your exam result when you get your module result. This will be available on StudentHome. Further details are available in the Exam Policy.

Support

15. If something goes wrong

15.1 If you experience issues in downloading or setting up the software, or experience issues in contacting your invigilator, or have problems during the exam pre-checks, you should contact our online invigilation partner directly. Information about when you should contact them and how can be found on the Help Centre.

15.2 If something urgent and unexpected happens during your exam, such as a fire alarm or other emergency that interrupts your exam, then please take the appropriate immediate action. At the earliest opportunity if you are able to, you should return to the exam and contact the invigilator. After the exam you should contact your Student Support Team as soon as possible.

15.3 In most cases, you will be able to alert and communicate with your invigilator directly verbally or by using live chat during your exam. They will help you and instruct you on what to do next. If you are not able to contact your invigilator via live chat, you should contact your Student Support Team for further support.

15.4 If you experience other issues such as a technical problem after the exam has started, you can contact the invigilator and they will support you as required. If you are disconnected during the exam you should try to return to the exam as soon as possible and the invigilator will assist you in continuing. You may need to complete room checks again. The exam timer will not be stopped while you are disconnected or recompleting checks of your workspace (if required). After the exam you should submit special circumstances as set out in point 15.9.

15.5 If you require technical assistance to complete your exam you should first contact Proctor U's own support, if this is not possible you should contact the Computing Helpdesk. Should this not be enough to enable you to take the exam then you should contact your Student Support Team to discuss your options.

Version number: 1.1	Approved by: Director Academic Services
Effective from: June 2025	Date for review: May 2026

15.6   If you disconnect from your exam, have issues with your internet connection or encounter another issue related to your online invigilation or your invigilator and you cannot continue, you should contact your Student Support Team as soon as possible.

15.7   If you encounter an issue during your invigilated exam session that prevents you from submitting your exam you may be able to email your submission to the University. There is guidance on the Help Centre which includes information on how to email your script if technical problems stop you from submitting. The University will then investigate if we are able to accept and mark your script or if another course of action is required such as a discretionary postponement.

15.8   If you have an issue that prevents you from returning to the exam session and leads you to submit late, you should contact your Student Support Team as soon as possible.

15.9   If you able to complete at least part of your exam but circumstances outside of your control impacted your ability to complete it, you believe there was a problem with the invigilation, or you believe the additional arrangements put in place for your exam weren't adequate, you should submit Special Circumstances to make the Module Result Panel aware of the circumstances of your exam. Further information is available in the Special Circumstances Policy.

15.10   If, on the day, you experience circumstances outside of your control, such as illness, and are unable to submit your exam or you submit it after any late penalty period has ended, you should consider applying for a Discretionary Postponement to allow you to sit your exam at the next opportunity. You will be asked to submit evidence to support your application. Further information is available in the Postponement Policy.

Commitment to Equality, Diversity and Inclusion at The Open University

Policies are inclusive of all Open University Students, Learners, Enquirers and Alumni, regardless of age, civil status, dependency or caring status, care experience, disability, family status, gender, gender identity, gender reassignment, marital status, marriage and civil partnerships, membership of the Traveller community, political opinion, pregnancy and maternity, race, religion or belief, socio-economic background, sex, sexual orientation or trades union membership status.

Version number: 1.1	Approved by: Director Academic Services
Effective from: June 2025	Date for review: May 2026

Safe Space Reporting

The Open University is committed to creating a diverse and inclusive environment in which everyone feels safe and is treated with dignity and respect. Unlawful discrimination of any kind across The Open University will not be tolerated. Safe Space Reporting is available through an online tool through which staff, students, learners and visitors are encouraged to report incidents of assault, bullying, harassment, hate crime, or sexual harassment. It also provides information about what you can do if these incidents happen to you, or to someone you know, and where you can find support.

Glossary

Assessment

This term covers the variety of methods the University uses to measure your progress and learning during a module. The different types of assessment could include TMAs, iCMAs, exams, emTMAs and EMAs.

Break

A break during an invigilated exam is where you move away from the space you are using to take the exam during the exam time. This might include moving around the room or leaving the room entirely for a short period of time. Breaks can be approved ahead of time where you tell us in advance or may be unexpected.

Deferral

Withdrawing from the current presentation of your module, and then re-registering on a later presentation of that module.

End-of-Module Assessment (EMA)

One of the final assessed tasks within a module. On many modules, you have to work independently to produce an extended piece of work rather than sitting a traditional exam at the end of your study. For ease of reference, these essays, projects, portfolios, dissertations or other tasks that fall at the end of your module are referred to collectively as end-of-module assessments (EMAs).

End-of-Module tutor-marked assignments (emTMA)

Where a module does not have an exam or EMA, the last TMA on that module will be classed as an emTMA. If this is the case, your assessment strategy will clearly state which assignment is the emTMA. Please note that the 'final TMA' that comes before the exam, EMA or emTMA is not the same as an emTMA.

Exam (examination)

An exam is a time restricted final assessed task. Open University exams are completed at home or at a place you choose, using your own computer, stationery and equipment. They are submitted online by either uploading a file containing your answers, answering questions directly on screen or a combination of both, and normally take place during a short time period or submission window

Exam Time

This refers to the time you have to complete the answers to your exam. It does not include time to complete pre-checks or to upload and submit your answers.

Invigilator

This person monitors you while you are taking your exam. You can raise any issues you encounter throughout your exam session with them.

Late Penalty Period

A specified amount of time after the submission deadline when you are still allowed to submit your work but will incur a penalty for doing so. Late penalty periods vary per module.

Live monitoring

The method of observation while you are taking your exam. Live monitoring relies on a combination of software, your webcam and microphone to record you and detect potential suspicious activity.

Module Result Panel

The Module Result Panel (MRP) are responsible for the setting and marking of all controlled assessments for each presentation of a specific module, and for proposing a result for each student on a module presentation to the Cluster Examination and Assessment Board (Cluster EAB)

Online invigilation

The digital environment and methods that allow you to take your exam from a location of your choosing while ensuring the security and academic integrity of your exam.

Postponement

Where you are unable to complete your final assessed task i.e., exam, end-of-module assessment (EMA) or end-of-module tutor-marked assignment (emTMA), The Open University may give you permission to postpone it to the next available opportunity on a discretionary basis. This is called discretionary postponement.

Reasonable adjustment

The support the University has agreed to provide to remove or reduce any disadvantages you might otherwise face if you have a disability or additional requirements. You must [request a reasonable adjustment](#) with the University.

Scribe (Amanuensis)

A person who is employed to write down a student's exam answers where they are unable to do this themselves or by using assistive software.

Special Circumstances

If your performance in any of the assessment on your module has been affected by something beyond your control, you can bring these 'special circumstances' to the attention of the Module Result Panel for consideration when they agree your module result.

Upload time

A period of time, which varies per modules, given in addition to your exam time to prepare, check and upload your answers.

Related Documentation

You can refer to the following documentation in conjunction with this guidance document:

- [Academic Conduct Policy](#)

- [Code of Practice for Student Discipline](#)

- [Exam Help Centre resources](#)

- [Online Invigilation Help Centre resources](#)

- [Exam Policy](#)

Version number: 1.1	Approved by: Director Academic Services
Effective from: June 2025	Date for review: May 2026

Legislation of protected characteristics:

- [Equality Act 2010](#) in England, Scotland and Wales

- [Equality Commission Acts](#) in Northern Ireland

Further clarification

If you have any queries around the content provided within this document and how to interpret it, please contact your Student Support Team via StudentHome (or other appropriate office, for example Research Degrees Office for postgraduate research students via research-degrees-office@open.ac.uk). Alternatively, you can contact your Student Support Team through the 'Contact Us' option on the Help Centre if you are a current Open University student.

To check the latest postal address and other contact details please see [OU Offices](#).

Students living in Wales can speak with a student support adviser in Welsh on 029 2047 1170, should you wish to do so.

Feedback

If you have any comments about this policy document and how it might be improved, please submit these to SPR-Policy-Team@open.ac.uk.

Summary of significant changes since last version

This policy has undergone minor changes to a number of sections improving clarity for the reader about their online invigilated exam.