
NorthMark

ENGLISH ASSESSMENT PLATFORM



INVIGILATION GUIDE

Running a supervised assessment session

Operational guide for NorthMark English exam rooms

VERSION

1.2

Commercial documentation

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Operational summary

Purpose	Help the supervisor prepare, launch, monitor and close a NorthMark English session under consistent and traceable conditions.
Supervisor role	Manage the room, check access, remind candidates of the rules, monitor events and record incidents without helping with assessed content.
Critical points	Candidate identity, individual access codes, Listening audio, full-screen mode, focus loss, technical incidents and session close-out.
Candidate script	A ready-to-read script is provided in chapter 4. It should only be adapted when local rules have been confirmed by the institution.
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1 Role and limits of the supervisor

The supervisor ensures the material and procedural integrity of the session. The role is not to assess candidates, comment on questions or help candidates understand English. The supervisor preserves fair conditions: each candidate uses their own access, works under the same rules, and incidents are recorded factually.

No content assistance

The supervisor must not translate instructions, explain vocabulary, rephrase a question, suggest an answer or confirm whether an answer seems correct. Only procedural support is allowed.

1.1 What the supervisor may do

- help a candidate reach the login page;
- check that headphones work and the volume is sufficient;
- remind candidates of timing, silence and general rules;
- identify a technical incident and follow the agreed procedure;
- record a supervision event: focus loss, full-screen exit, delay, withdrawal, audio issue or suspected collaboration.

1.2 What the supervisor must not do

- explain a question, answer option or English word;
- compare answers between candidates;
- allow a phone, translator, dictionary or unauthorised website;
- let a candidate use another person's access code;
- ignore or minimise an incident that may affect result interpretation.

2 Preparing the session

Good invigilation starts before candidates arrive. Preparation should reduce interruptions during the test: working equipment, clear candidate list, known rules and an identified escalation contact.

2.1 Room, devices and network

- confirm the room capacity and visibility for supervision;
- space workstations where possible, or organise seating to limit collaboration;
- test internet access and the NorthMark English site;
- prepare spare approved devices or peripherals if available;
- provide a visible clock or announce remaining time if needed.

2.2 Listening audio

Listening tasks require usable audio equipment. Before opening the session, the supervisor should confirm that headphones are available, connected and audible. If candidates use their own equipment, the institution must have approved this rule in advance.

Audio check

If a candidate reports an audio issue before starting a Listening part, the supervisor may help check volume, output device and headphone connection. The supervisor must not replay or comment on audio beyond the rules built into the interface.

2.3 Candidate list and access codes

- keep the official list of expected candidates at hand;
- prepare individual access codes without mixing them;
- give each code only to the matching candidate;
- keep unused codes out of sight;
- apply the agreed procedure for absent, late or unlisted candidates.

3 Welcoming candidates and launching

The opening should be short, clear and identical for the group. Candidates must understand that the test is individual, timed and supervised, without the supervisor entering into assessed content.

3.1 Identity checks

When required by the institution, the supervisor checks candidate identity before handing out the access code. If there is a doubt, the supervisor applies the institution rule and records the incident.

3.2 Set-up

1. Seat candidates at their workstations.
2. Hand each candidate the correct access code.
3. Ask candidates to put away phones, notes, documents and unauthorised tools.
4. Check that everyone reaches the login or instruction screen.
5. Read the candidate instructions in the next chapter before the test starts.

4 Instructions to read to candidates

The text below can be read as written before the start. It should remain simple and identical for the whole group.

Script to read

Good morning/afternoon. You are about to take an English placement test on a computer with NorthMark English. The test is individual and timed. You must work alone, without a phone, dictionary, translator, other website or outside help.

Before starting, check that your name or identifier matches your access. If it does not, raise your hand and wait for a supervisor.

During the test, you must stay in the assessment window. Leaving the window, changing tabs, exiting full screen or interrupting the session may be shown in the supervision interface. If you have a technical problem, raise your hand without closing the page.

For Listening questions, check your headphones and volume before answering. The supervisor can help with audio equipment, but cannot explain the content of the questions or recordings.

The supervisor can help you log in or solve a technical issue. However, they cannot translate instructions, explain a word, rephrase a question or tell you whether an answer is correct.

When you have finished, make sure your answers are submitted. Do not leave the room without the supervisor's permission.

4.1 Short reminders during the session

- "Work only in the test window."
- "Raise your hand if you have a technical problem."
- "I can help with login or equipment, not with answers."
- "Submit your test before leaving the room."

5 Monitoring during the session

During the assessment, the supervisor observes both the physical room and the supervision information displayed by the platform. The goal is not automatic sanctioning, but to identify situations that need clarification or recording.

5.1 Events to monitor

- focus loss or leaving the test window;
- full-screen exit when full-screen mode is required;
- connection problem, blocked loading or closed page;
- inaudible audio, faulty headphones or wrong output device;
- late candidate, absent candidate or early room exit;
- exchanges between candidates, documents or unauthorised device use.

5.2 What to do

Situation	Immediate action	Record
Single focus loss	Observe; remind the candidate to stay in the window if needed.	If repeated or significant.
Prolonged window exit	Move near the candidate and ask them to return to the test without discussing content.	Yes.
Audio problem	Check headphones, volume and output. Replace equipment if possible.	Yes if timing or Listening is affected.
Connection interrupted	Note the time, try recovery under procedure, contact the coordinator if blocked.	Yes.
Suspected collaboration	Separate discreetly if possible; do not accuse publicly; record the facts.	Yes.
Late candidate	Apply the local rule confirmed before the session.	If admitted or refused.

Stay factual

The incident log should describe what was observed, not interpret intent. Prefer "window exit observed for 1 min 42 s at 10:14" rather than "probable cheating".

6 Closing the session

The session is not finished when the last candidate stands up. It is finished when submissions, absences, incidents and access documents have all been handled.

6.1 Close-out checklist

- confirm that each candidate has submitted or is marked absent / unfinished;
- allow candidates to leave only after confirmation;
- collect, return or destroy access-code sheets according to institution procedure;
- complete the incident log with times and actions taken;
- send incidents to the named coordinator;
- keep no candidate data outside approved systems or documents.

Session closed

A session is considered closed when submissions, absences, incidents and unused access codes are all accounted for.

7 Incident log

The incident log helps the institution interpret results with the right context. It should be brief, complete and usable after the session.

7.1 Minimum information

- date, room and session name;
- incident time;
- candidate name, number or identifier;
- incident type;
- factual description;
- action taken;
- whether the candidate resumed, withdrew or could not continue.

7.2 Template

Time	Candidate	Incident	Action taken / outcome

8 Appendices

8.1 Supervisor summary

- Before: room ready, headphones checked, codes prepared, rules known.
- Start: identity checked, instructions read, unauthorised material put away.
- During: calm supervision, procedural help only, incidents recorded.
- End: submissions confirmed, absences handled, log sent, codes secured.

8.2 Reference phrase when a candidate asks for help

Recommended response

I cannot explain the test content or help you choose an answer. I can only help if you have a technical or navigation problem.

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