

Handling of Exam Irregularities

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1. Candidates without admission form/valid identification document
2. Irregularities concerning barcodes
3. Irregularities related to mobile phone/electronic device/article that can email sound
4. Suspected cheating
5. Other emergency situations

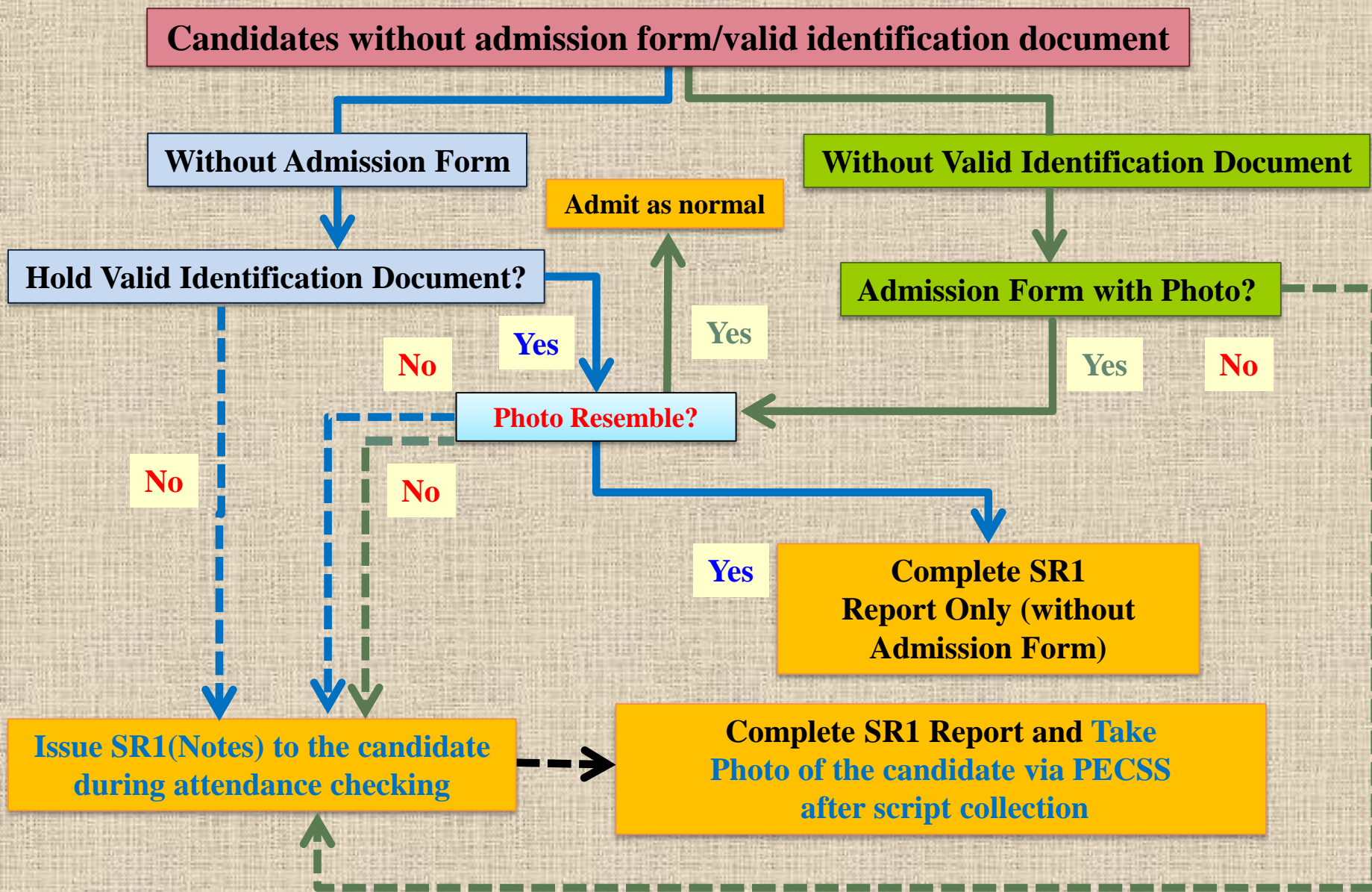
1. Candidates without Admission Forms (original)/Identification Document (original)

- Candidates must present the original of their Admission Form and Identity Card/valid identification document at each exam session. Candidates without sufficient identification documents for verification of identity should be given a copy of the [‘Notes for Candidates who cannot produce Admission Form and/or Valid Identification Document’-SR1\(Notes\)](#)
- The candidate should complete Part A of [Report Form SR1](#) and copy one of the paragraphs in Part B(1) on the form in the space provided so that his/her handwriting can be checked later while the Centre Supervisor (CS) should complete Parts B & C of the form

- The candidate should complete the information on the [back of the 'Notes for Candidates who cannot produce Admission Form and/or Valid Identification Document'-SR1\(Notes\)](#) and have a photo taken via the PECSS for future verification purposes. This arrangement applies to the following situations:

Admission Form	Identification Document with photo
X	X
<p style="text-align: center;">✓</p> <p>(Admission form has no photo <u>OR</u> photo does not resemble the candidate)</p>	X
X	<p style="text-align: center;">✓</p> <p>(Photo does not resemble the candidate)</p>

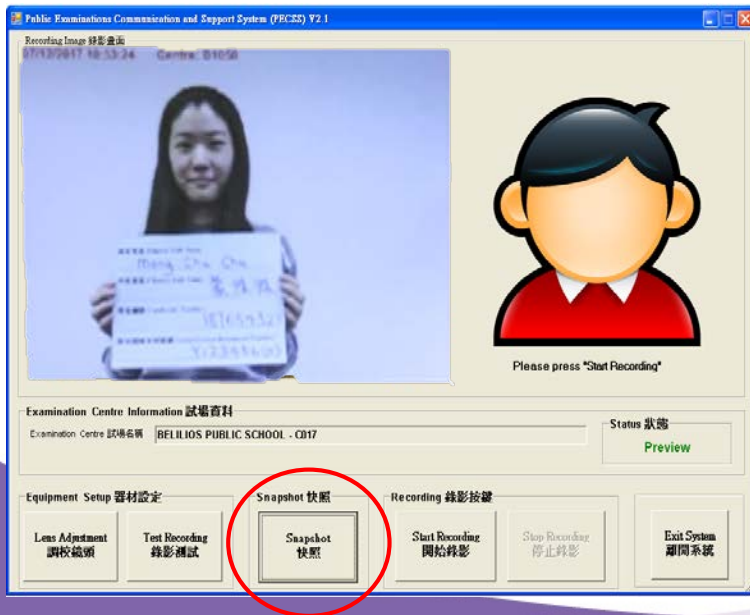
Candidates without admission form/valid identification document



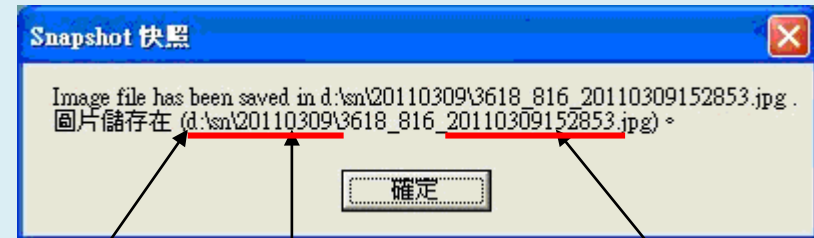
Taking Photo of Candidate via PECSS after script collection

1. Take a Snapshot

- Use the Web Camera for recording purpose (i.e. the camera facing the candidates)
- click the 'Snapshot'



2. A message will then appear to show the location of the snapshot file



- Snapshot will be saved to d:\sn\
- Folder of the current exam day
- File is named according to the date and time of its creation, in the order of year, month, date, hour, minute and second

Sending File to the Command Centre

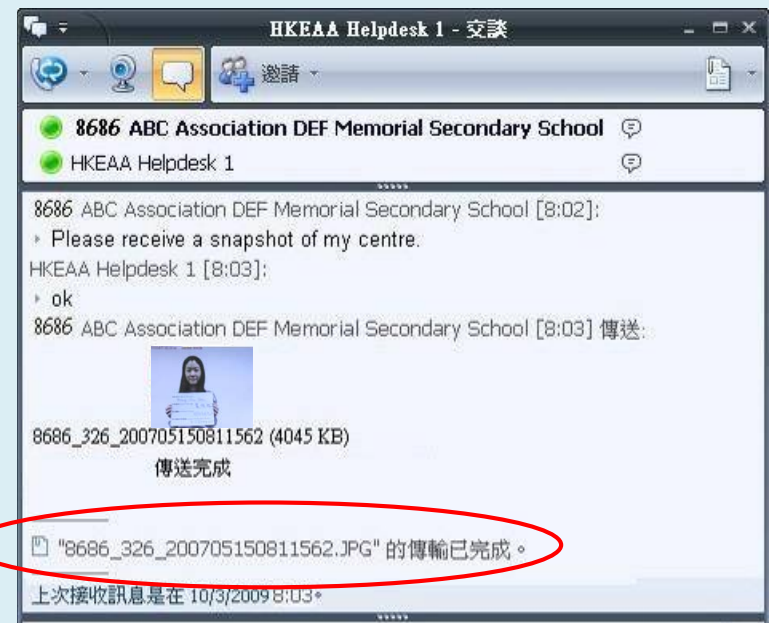
3. Open the Conversation window with HKEAA Helpdesk in the Contact List, click the 'File Transfer' button

➤ Select the file that you want to send from a file folder location



4. A file transfer invitation will then be sent to the Command Centre

➤ If the transfer is accepted, a 'Transfer of <filename> is complete' message will appear



Handling of Report Form SR1 and Answer Scripts

	Admission Form (original)	Identification Document (original)	Personalised Barcode Sheet*	Report Form to be Recorded	Attendance Taking	Scripts Handling	Centre Supervisor's Handbook (English Language – Hall)
Cannot produce identification document with a photo (original)	✓ (Does not bear photograph or the photograph does not resemble the candidate)	X	✓	<u>SR1</u>	The candidate should copy one of the paragraphs in Part B(1) on the form in the space provided so that his/her handwriting can be checked later	The script should be returned with those of other candidates present	Section IV Paragraph 17.3(3) Section III A Paragraph 9.2(3) Paragraph 9.3(6)
	✓ (Does not bear photograph or the photograph does not resemble the candidate)	X	X			The candidate should be given a spare barcode sheet* The script should be put into the Envelope for Special Reports and Related Scripts/Answer Sheets with the Report Form	
Cannot produce Admission Form (original)	X	✓	✓			The script should be returned with those of other candidates present	Section IV Paragraph 17.3(2) Section III A Paragraph 9.2(2) Paragraph 9.3(3)
	X	✓	X			The Centre Supervisor should write the candidate's name in pencil at the bottom right-hand corner on the front cover of the answer book. The candidate should be given a spare barcode sheet* The script should be put into the Envelope for Special Reports and Related Scripts/Answer Sheets with the Report Form	
Cannot produce identification document with a photo (original) and Admission Form (original)	X	X	✓			The script should be put into the Envelope for Special Reports and Related Scripts/Answer Sheets with the Report Form	Section IV Paragraph 17.3(1) Section III A Paragraph 9.3(4)
	X	X	X			The Centre Supervisor should write the candidate's name in pencil at the bottom right-hand corner on the front cover of the answer book. The candidate should be given a spare barcode sheet* The script should be put into the Envelope for Special Reports and Related Scripts/Answer Sheets with the Report Form	



2. Irregularities concerning Barcodes

- **Additional personalised barcode sheets** are provided for candidates who add/amend subjects or alter their names after the issue of admission forms;
 - Use ASTS to take attendance and collect answer scripts
 - scripts of these candidates can be collected and packed together with the scripts of other candidates
- **Spare barcode sheets** for the following cases:
 - Candidates' personalised barcode sheets are not available at the centre (e.g. wrong centre candidates)
 - Candidates' personalised barcode sheets are damaged or found to contain incorrect information
- Candidates who have used spare barcode sheets or who have not stuck any barcode labels on the cover of the Question-Answer Book should be recorded on Report [SR4b](#). Their answer scripts and Report SR4b should be placed in the 'Envelope for Special Reports and Related Scripts/Answer Sheets'

- In case of **insufficient barcode labels**, candidates should be asked to write their candidate numbers in the designated spaces for barcode labels on the remaining pages of the answer scripts (no need to use spare barcode sheets)
- If a candidate is found to have **barcode labels (including barcode labels from previous exam sessions) stuck on the personal belongings** (e.g. Admission Form), the case should be reported on Report [SR4g](#). The materials with barcode labels should be scanned and transmitted to the HKEAA for follow up or should be photocopied and attached to Report Form SR4g

3. Irregularities related to mobile phone/electronic device/article that can emit sound

- Locate the source of the ringing sound and instruct the candidate to switch off the mobile phone/electronic device/article (e.g. radios, timers, watches, etc.) and remove the battery (if possible) at once
- Electronic devices include tablets, mobile phones, multimedia players, electronic dictionaries, databank watches, smart watches or other wearable technologies with communication or data storage functions, etc.
- In case the mobile phone/electronic device/article is in operating mode, instruct the candidate to switch it off and put the phone inside a Mobile Phone Plastic Bag



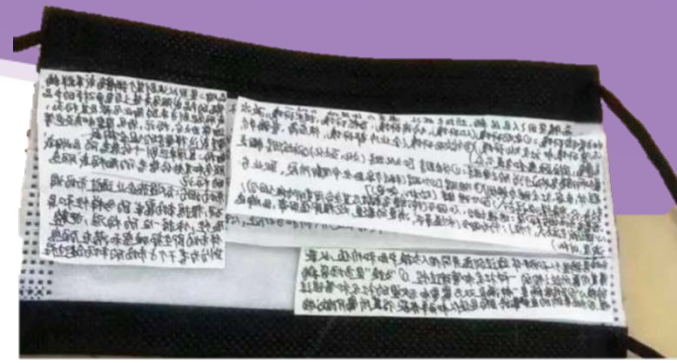


- If the device/article is too big, instruct the candidate to switch it off and place it under the chair till the end of the exam
- Ask the candidate to show the call logs/message records after the exam
- Record the time when the article emitted sound and other details on Report Form [SR4p](#) with all the boxes filled in
- No follow up action needs to be taken if the source of the ringing sound cannot be located and the ring stops



Part 8: Handling of Mobile Phones Irregularities

4. Suspected Cheating



- Examples: copying from the work of other candidates, obtaining unfair assistance from books/cribs, communicating with other people, using a mobile phone/electronic device in the toilet
- Remove the unauthorised materials, such as notes, books, pieces of papers, word-hidden/erasable pens, databank watches, etc. from the candidate immediately
- Handle the irregularities in the presence of an invigilator
- For doubtful cases (including reports by one candidate against another candidate), avoid disturbing the candidate being reported during the exam. Inform the candidates concerned after the exam to stay behind and complete report form SR4g



Part 9: Handling of Suspected Cheating

Use of hi-tech cheating tools

- The CS/invigilators should pay particular attention to electronic devices which are capable of recording, storing texts or communication to gain unfair advantage. Such tools may resemble ordinary stationery items or articles (such as pens, erasers, rulers, watches etc.)

mobile phone installed in a calculator



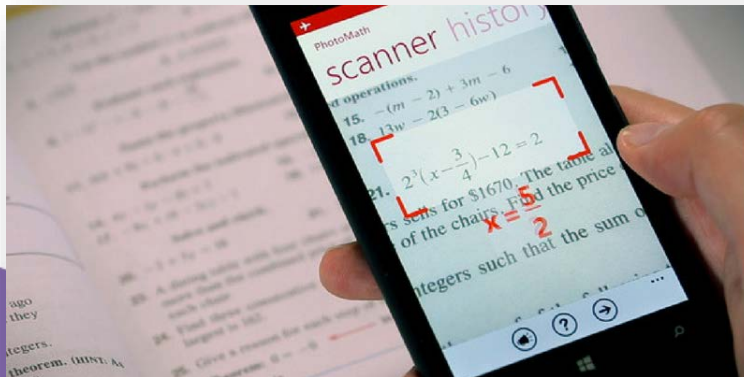
sport
watch



smart watches with mobile applications
installed or wireless technologies supported

Use of hi-tech cheating tools

- If an invigilator suspects a candidate cheating with such a tool including electronic devices, he/she must check the item and inform the CS immediately. All cheating tools should be removed immediately and kept as evidence. The candidate should be allowed to finish the exam and be asked to provide a written explanation on Report Form [SR4g](#) after the exam
- In the case of mobile phones or smart watches, they should be switched off and placed inside a Mobile Phone Plastic Bag. The handling procedures are the same as those of mobile phones



5. Other Emergency Situations

- In case there are other emergency situations (e.g. power failure, noise problem), please refer to Section 4 - Handling of Irregularities of the English Language Centre Supervisor's Handbook
- Please contact the HKEAA Command Centre via PECSS for handling of emergency during the exam

Handling of exam irregularities/complaints

Handle candidates' complaints about undesirable centre environment/conditions as soon as the problem arises:

- Attend to candidates' complaints about reception in the listening component promptly. Allow candidates to choose whether or not to move to the special room
- The Handbook for Candidates states that the HKEAA **will not accept** candidates' complaints about centre conditions not reported at exam centres, or claims about encountering reception problems but not going to the special room
- Candidates should provide specific information about the undesirable condition(s) encountered (e.g. time and duration of the noise/disturbance) before they leave the exam centre

Handling of exam irregularities / complaints

- For assistance, please contact the HKEAA staff at the Command Centre via PECSS (Tel no.: 3628 8380)
- Precautionary measures against COVID-19 are in place in exam centres. Any changes to the precautionary measures will be communicated to schools and announced via the HKEAA website (www.hkeaa.edu.hk) as soon as possible

CS Handbook for Eng Lang

- Responsibilities of CS, exam logistics, exam procedures, handling of exam irregularities (*i.e. Sections I, II, IIIA and IV*) and Notes for the Guidance of Invigilators (Hall Invigilators, Hall Invigilators (LT) and Special Room Invigilators)
- Exam procedures and announcements for individual papers (*Sections IIIB and IIIC*)
- For special centres, please refer to the CS Handbook for Special Centres

Familiarising school invigilators with Exam Procedures

- Important Notes to CS and Invigilators
- Video for CS on Major Exam Procedures (For SEN centres, refer to Video for Special Centres)
- Notes for the Guidance of Invigilators
- Familiarising with Invigilation Duties
- ASTS User Manual (Including ‘Special Arrangement on Attendance Taking and Script Collection due to the precautionary measures against COVID-19’)
- CSs are encouraged to arrange briefing/experience sharing sessions for own school invigilators

OTHER USEFUL INFORMATION

HKEAA website

www.hkeaa.edu.hk → Schools and Teachers → Teachers' Corner
→ Information for Teachers

www.hkeaa.edu.hk → Schools and Teachers
→ Public Examinations Communication & Support System (PECSS)
and Attendance & Script Tracking System (ASTS)