

Section III B: Examination Procedures (SEN Centres) Tourism and Hospitality Studies Papers 1 & 2

THS

(SEN Centres)

SEN Hotline: 3628 8917

Note: For examination centres presided by invigilator(s) only, the invigilator(s) should assume all the responsibilities of the Centre Supervisor (CS) and make references to the relevant sections/paragraphs of the CS Handbook (SEN Centres) and the booklet of Specimen Documents (SEN Centres) in order to familiarise themselves with the examination procedures.

A. Before the Start of the Examination

1. Distribution of Stationery

- 1.1 The CS/invigilators should refer to the 'List of Items Required for the Examination' (see *Specimen 8*) and distribute the following items before the admission of candidates:

Tourism and Hospitality Studies Paper 1 : (1) a personalised barcode sheet [see *Specimen 7B(i)*];
(2) a DSE(D) answer book (see *Specimen 18B*); and
(3) a multiple-choice answer sheet (see *Specimens 18A*).

Tourism and Hospitality Studies Paper 2 : (1) a personalised barcode sheet [see *Specimen 7B(i)*]; and
(2) a DSE(B) answer book (see *Specimen 18B*).

Notes:

- (1) **Please do not use surplus multiple-choice answer sheets from previous year.**
- (2) **Candidates who are approved to use an enlarged MC answer sheet will NOT be given a normal MC answer sheet.**

The CS/invigilators need **not** distribute DSE(D) answer book (for Paper 1) and DSE(B) answer book (for Paper 2) to candidates who will use Speech-to-text (STT) software. Supplementary answer sheets should be provided to candidates upon request, together with a short white string.

- 1.2 Write the centre number and name of subject/paper on the blackboard/notice board before the admission of candidates:

Centre Number	: H1005S
Centre Name	: ABC School (Classroom)
Subject	: Tourism and Hospitality Studies
Paper	: Paper 1
Language Version	: English
Examination Time	: [Please write down the exact starting time after the start of the examination; the exam finishing time does NOT need to be written]

2. Distribution of Barcode Sheets

The barcode sheets should be distributed on the appropriate desk according to the tailor-made seating plan prepared by the CS and the candidate number. The CS should refer to *Section IIIA paragraph 1 of the CS Handbook (SEN Centres)* while the invigilators should refer to *paragraph 17 of the Notes for the Guidance of Invigilators (SEN Centres)*.

3. Special Examination Arrangements (SEAs)

For the points to note on SEAs, the CS/invigilators should refer to the relevant section/paragraph listed below in the *CS Handbook (SEN Centres)* and *Notes for the Guidance of Invigilators (SEN Centres)*:

	The CS should refer to the <i>CS Handbook (SEN Centres)</i> :	The invigilators should refer to the <i>Notes for the Guidance of Invigilators (SEN Centres)</i> :
CS Working File	<i>Section II paragraph 1</i>	<i>Paragraph 7</i>
SEAs	<i>Section II paragraphs 9 – 11</i>	<i>Paragraph 8</i>
Seating Arrangements in SEN Centres	<i>Section II paragraph 4.3</i>	<i>Paragraph 9</i>
Examination Time and Break Time	<i>Section IIIA paragraph 8</i>	<i>Paragraph 10</i>
Early Leave	<i>Section IIIA paragraph 8.4</i>	<i>Paragraph 27</i>
Special Question Papers for Candidates	<i>Section IIIA paragraph 2</i>	<i>Paragraph 11</i>
Use of Ancillary Aids/Equipment	<i>Section IIIA paragraph 3</i>	<i>Paragraph 12</i>
Use of Special Answer Sheets/Graph Papers	<i>Section IIIA paragraph 4</i>	<i>Paragraph 15</i>
Irregularities Concerning SEAs	<i>Section IV paragraph 11</i>	<i>Paragraph 13</i>
Provision of Assistance to Candidates	<i>Section IIIA paragraph 10</i>	<i>Paragraph 14</i>

4. Admission of Candidates

- 4.1 Candidates can be admitted into the examination centre at least **15 minutes** before the start of the examination.
- 4.2 During bad weather, candidates will appreciate being allowed into the school premises earlier.
- 4.3 If more than one-fifth of the candidates have not arrived by 8:30 am for the first session (possibly due to a traffic accident or bad weather), the CS could exercise his/her discretion to delay the starting time for up to 15 minutes. If the CS wishes to delay the starting time further, he/she should call the HKEAA by phone (SEN Hotline: 3628 8917).
- 4.4 In case of a territory-wide issue (e.g. adverse traffic conditions, power failure, etc.) or doubtful weather conditions (e.g. the possible hoisting of a Typhoon Signal No. 8 or above, or the issue of a Red or Black Rainstorm Warning), the HKEAA will take contingency measures, such as delaying the examination starting time or postponing the examination. For the handling of bad weather or special circumstances, please refer to *Section IV paragraph 2 of the CS Handbook (SEN Centres)*.
- 4.5 The CS/Invigilators/School technician should set up and turn on the Examination Surveillance System (ESS) **at least 20 minutes** before the start of the examination.

5. Late Arrivals

- 5.1 Candidates who arrive late should be admitted to take the examination regardless of the time of arrival. **No extra time should be given.** It is not necessary to record information on latecomers unless an irregularity is observed. **However, if the latecomers arrived at the examination centre 30 minutes after the start of the first written examination, the CS should record the candidate number and the arrival time on Report Form SR4g (see *Specimen 23A*). The CS/invigilator do not need to require the latecomers to provide personal information or sign on the Report Form.** For the handling of latecomers for 2nd examination session, please follow the steps in *Section IIIA paragraphs 8.3(3) and 8.3(4) of the CS Handbook (SEN Centres)*.
- 5.2 **The invigilator should remind those candidates arriving at the centre after the first announcement to switch off their mobile phones.** After the candidates are seated, they should

be reminded to put their mobile phones under their chairs immediately in a position clearly visible to the CS/invigilators before they start working on the question papers. (*Note: Mobile phone reminder card has ceased to be provided.*)

- 5.3 The CS should advise invigilators to check whether the candidates have put down their candidate number on their answer scripts/MC answer sheets and affixed barcode labels in the designated spaces at an appropriate time. All these must be done **during the examination**. Candidates who fail to stick the barcode label(s) on the answer scripts as instructed will risk a mark penalty in the paper concerned and the possibility of their answers **not** being marked.

6. Use of Calculators

Candidates have been told in the 'Handbook for Candidates' that the use of electronic calculators, including programmable calculators, is permitted in any non-language examination sessions but the calculators must have the 'H.K.E.A.A. APPROVED' or 'H.K.E.A. APPROVED' label or they may receive a mark penalty. (**Note:** For some calculator models where the space for pad-printing is limited, the size of the label will be reduced accordingly.) For further information, the CS should refer to *Section IIIA paragraph 5 of the CS Handbook (SEN Centres)* while the invigilators should refer to *paragraph 20 of the Notes for the Guidance of Invigilators (SEN Centres)*.

7. Important Notes before the First Announcement

7.1 Language Medium of Announcement

All announcements should be in the same language medium as that of the question paper. Bilingual announcements will unnecessarily delay the progress of the examination.

- 7.2 The first announcement (i.e. *paragraph 8*) should be made when the majority of candidates have been admitted and seated.

7.3 Centres with the use of Speech-to-text (STT) Software

- (1) Before making the first announcement, the CS/invigilators should give 10 to 15 minutes for the candidate to practise the software. During this period, the CS/invigilators should remind the candidate that any malfunction of the software should be reported before the start of the examination.
- (2) In case a candidate requests to withdraw from using the software due to special circumstances, the CS/invigilators may accept the request and should instruct the candidate to turn off the computer facilities. If there is/are other candidate(s) using the software in the examination room, the candidate concerned is required to put on the noise-blocking earmuffs during the examination in order to avoid disturbance from other candidate(s). If feasible, the CS/invigilators may arrange another appropriate seat in the same examination room/another examination room for the candidate to sit the examination. The candidate concerned should fill in an SR4g form to explain the reason for withdrawal from using the software after the examination.
- (3) Prior to the commencement of the examination, the CS/invigilators should study the CS Handbook (SEN Centres), Notes for the Guidance of Invigilators (SEN Centres), Guidelines to CS for Candidates using STT Software in Examination (SEN-OP-04) and this subject booklet in order to familiarise themselves with the examination procedures and subject announcements. To facilitate the smooth conduct of the examination, the CS/invigilators may refer to the relevant announcements regarding the provision of STT software (i.e. **the third, the fourth, and the sixth to tenth announcements**).

8. First Announcement

Announce:

(All Papers)

You are going to sit the HKDSE **Tourism and Hospitality Studies Paper 1/Paper 2 (English version)** examination and the examination centre number is (e.g. H1005S). Put up your hand now if the announced subject/paper/language version/centre information is different from that stated on your Admission Form. (Pause) Please note that you will not be allowed to move to another centre after you have read the question paper. You have to stay and work on the version of question paper available at this centre. (Pause)

The 'Examination Surveillance System' has been set up at this examination centre. The centre conditions and examination proceedings will be recorded. Only authorised persons of the HKEAA can view, store or handle the recordings. The recordings will be destroyed upon closing of the examination year.

In case a SEN candidate claims that the subject/paper/language version/centre information announced by the CS/invigilator is different from that stated on his/her Admission Form, **the CS/invigilators should distribute the 'Notes for Wrong Centre or Wrong Version Candidates (Applicable to SEN Centres)' [SR3(Notes)-SEN - see *Specimen 40*]** to the candidate concerned and let him/her decide whether or not to remain sitting the examination in this centre. Should there be a spare seat, normal question paper and examination materials for the use of the candidate concerned in the examination centre, the CS **should allow** the candidate to take the examination in the wrong centre. However, **the CS/invigilators should remind the candidate that he/she will NOT be granted any special examination arrangements (including special question papers).**

For handling cases of wrong centre/wrong version candidates, the CS should refer to ***Section IV paragraphs 16 & 17 of the CS Handbook (SEN Centres)*** while the invigilators should refer to ***paragraph 25 of the Notes for the Guidance of Invigilators (SEN Centres)***.

9. Second Announcement (Checking of Personal Belongings)

Announce:

(All Papers)

Check that you have taken the correct seat according to the seat number as shown on the Seating Plan. Place your Admission Form and Identity Card or identification document on the top right-hand corner of your desk and not inside any folder. If you bring a folder, you must put it under your chair. Put up your hand if you have any questions. (Pause)

Put all the stationery you need to use on your desk. If you have brought a pencil case, put it in your bag or under your chair. (Pause)

If you intend to use a calculator during the examination, put the calculator on your desk. Remove the calculator cover/jacket and place it inside your bag or under the chair. Check your calculator now to make sure that no writings or markings have been made on the calculator. (Pause)

If you have brought a mobile phone, take out the phone now. Check to see if it has been switched off. (Pause) If not, you should now switch off the phone (Pause). You should ensure that the alarm and scheduled auto-restart functions of the phone has also been turned off and no sound will be emitted. (Pause for 15 seconds to ensure that candidates are complying with the instructions)

Now place the phone under your chair in a position clearly visible to the invigilators. (Pause)

If you have question paper(s) from the previous examination session(s), notes, pieces of paper, books and dictionaries, etc., put them in your bag. If you have brought any electronic devices (such as tablet, multimedia player, electronic dictionary, databank watch, smart watch, wireless earphones or other wearable technologies with communication or data storage functions, etc.) or articles that can emit sound, switch them off now (if possible) and put them in your bag or under your chair. (Pause)

Zip up your bag and put it under your chair. Do not leave your bag in the aisle. If you do not have

a bag, put your purse and your mobile phone under your chair but bring all your other belongings to the front of the hall/classroom and put them ... (Please clearly tell the candidates the location which you assign and ask an invigilator to assist).

Please note that if you are found to have any unauthorised materials on your desk or in the drawer of your desk, on your body or in your clothing after the question papers have been distributed, or any electronic devices (including mobile phones) switched on during the examination, you will receive a mark penalty, subject downgrading or even be disqualified from the whole examination.

Put up your hand now if you have any questions. (Pause)

Note: Repeat this announcement nearer the start of the examination if there are a lot of latecomers.

The CS/invigilators should check if candidates follow these instructions. **Before the examination begins, should no mobile phone be found under a candidate's chair, invigilators may ask the candidate concerned if he/she has brought a mobile phone and remind the latecomers to switch off their mobile phones.**

10. Third Announcement (Checking of Barcode Labels)

Tourism and Hospitality Studies Paper 1

You should have on your desk a barcode sheet. Put up your hand if you do not. (Pause)

Your English name has been printed on the top of the barcode sheet. Each barcode label on the sheet has been printed with your candidate number, centre number, seat number and the subject/paper name. Please check to make sure that you have been given the correct barcode sheet. Put up your hand if you have any questions. (Pause)

After the start of the examination, you should first write your candidate number in the boxes provided on the front cover of the answer book. You should copy your candidate number from your Admission Form. Moreover, you should stick barcode labels in the designated spaces on the cover and inner pages of your answer book. You should also affix a barcode label, write your candidate number and name and sign on the MC answer sheet.

If you use a supplementary answer sheet, you should also write your candidate number and affix a barcode label in the designated space. Do not fold, scratch or stain the barcode labels.

No extra time will be given to candidates for sticking the barcode labels after the 'Stop working' announcement.

Each page of the answer book and supplementary answer sheet has been printed with a page number. Do not change any of the page numbers or write your answers near them as this might affect the scanning of your script. It should also be noted that answers written in the margins will not be marked.

Tourism and Hospitality Studies Paper 2

You should have on your desk a barcode sheet. Put up your hand if you do not. (Pause)

Your English name has been printed on the top of the barcode sheet. Each barcode label on the sheet has been printed with your candidate number, centre number, seat number and the subject/paper name. Please check to make sure that you have been given the correct barcode sheet. Put up your hand if you have any questions. (Pause)

After the start of the examination, you should first write your candidate number in the boxes provided on the front cover of the answer book. You should copy your candidate number from your Admission Form. Moreover, you should affix barcode labels in the designated spaces on the cover and inner pages of your answer book.

If you use a supplementary answer sheet, you should also write your candidate number and affix a barcode label in the designated space. Do not fold, scratch or stain the barcode labels.

No extra time will be given to candidates for sticking the barcode labels on after the ‘Stop working’ announcement.

Each page of the answer book and supplementary answer sheet has been printed with a page number. Do not change any of the page numbers or write your answers near them as this might affect the scanning of your script. It should also be noted that answers written in the margins will not be marked.

Centres with the provision of Speech-to-text Software

You should have on your desk a barcode sheet. Put up your hand if you do not. (Pause)

Your English name has been printed on the top of the barcode sheet. Each barcode label on the sheet has been printed with your candidate number, centre number, seat number and the subject/paper name. Please check to make sure that you have been given the correct barcode sheet. Do not fold, scratch or stain the barcode labels. Put up your hand if you have any questions. (Pause)

After the start of the examination, you should input your answer on either MS Word or Pages version of the electronic answer sheet.

After the ‘Stop working’ announcement, the Centre Supervisor or invigilator will instruct you to print a hardcopy of the answer script file and to stick the barcode label in the designated box on the first page of the printed answer script.

If you request to print the answer script during the examination, you will NOT be allowed to use the speech-to-text software again and the time spent on printing will NOT be compensated.

11. Fourth Announcement (Checking of MC answer sheets/Answer Books/Electronic Answer Sheet)

Tourism and Hospitality Studies Paper 1

You should have on your desk an MC answer sheet and an answer book. Put up your hand if you do not. (Pause)

You should enter the question number on the front cover of the answer book and mark the corresponding question number box on each page of the answer book and supplementary answer sheets on which you have written any answers. Start each question on a new page.

No extra time will be given to candidates for filling in the question number boxes after the ‘Stop working’ announcement.

You are advised to use a pencil to mark your answers on the MC answer sheet. Do not fold or puncture the MC answer sheet.

Now, read the instructions on the cover of the MC answer sheet and the cover of answer book. (Pause)

Tourism and Hospitality Studies Paper 2

You should have on your desk an answer book. Put up your hand if you do not. (Pause)

You should enter the question number on the front cover of the answer book and mark the corresponding question number box on each page of the answer book and supplementary answer sheets on which you have written any answers. Start each question on a new page.

No extra time will be given to candidates for filling in the question number boxes after the ‘Stop working’ announcement.

Now, read the instructions on the cover of the answer book. (Pause)

Centres with the provision of Speech-to-text Software

Tourism and Hospitality Studies Paper 1

You should have on your desk an MC answer sheet and a USB containing electronic answer sheet templates. Put up your hand if you do not. (Pause)

Now, choose either MS Word or Pages version of the answer sheet template and save it in the 'HKDSE' folder of the computer using a designated file name (including candidate number, subject name and paper number) as your answer script file. Do not amend the preset format or margin of this answer script file. You should save the file periodically. (Pause)

You should input your candidate number in the designated space on the first page of your answer script file. You should copy your candidate number from your Admission Form. (Pause)

You should input the question number of each question (including sub-questions) on each page of the answer script file on which you have input any answers. Start each question on a new page. No extra time will be given to candidates for inputting the question number after the 'Stop working' announcement.

Now, read the instructions on the first page of the answer script file and MC answer sheet. (Pause)

Tourism and Hospitality Studies Paper 2

You should have on your desk a USB containing electronic answer sheet templates. Put up your hand if you do not. (Pause)

Now, choose either MS Word or Pages version of the answer sheet template and save it in the 'HKDSE' folder of the computer using a designated file name (including candidate number, subject name and paper number) as your answer script file. Do not amend the preset format or margin of this answer script file. You should save the file periodically. (Pause)

You should input your candidate number in the designated space on the first page of your answer script file. You should copy your candidate number from your Admission Form. (Pause)

You should input the question number of each question (including sub-questions) on each page of the answer script file on which you have input any answers. Start each question on a new page. No extra time will be given to candidates for inputting the question number after the 'Stop working' announcement.

Now, read the instructions on the first page of the answer script file. (Pause)

12. Fifth Announcement (Distribution of Question Papers)

Each candidate should be given the following:

Tourism and Hospitality Studies Paper 1: One question paper
Tourism and Hospitality Studies Paper 2: One question paper

The CS/invigilators should check carefully whether the question papers are **for the correct session**. The CS/invigilators should then unseal and **open the packets of question papers in front of the candidates and invigilators (if applicable) just a few minutes before the start of the examination session**. Besides, the CS/invigilators should unseal and open the **special question paper envelope(s)** (if applicable) (see *Specimen 46A & 46B*). The CS should refer to *Section IV paragraph 8 of the CS Handbook (SEN Centres)* while the invigilators should refer to *paragraph 11 of the Notes for the Guidance of Invigilators (SEN Centres)*. After ensuring that there are sufficient copies for distribution, announce:

Tourism and Hospitality Studies Papers 1 and 2

The question paper will be distributed now. Make sure you have put away all unauthorised articles; otherwise you will be penalised. (Pause to allow sufficient time, say 10 seconds, for candidates to put away any unauthorised articles)

Do not turn over your question paper and do not start writing until you are told to do so.

The CS/invigilators should then distribute the question papers to the candidates with **the cover of the question papers facing up**.

13. Sixth Announcement (Checking of Question Papers)

On completion of the distribution of question papers, announce:

Tourism and Hospitality Studies Paper 1

You should have on your desk a question paper, an MC answer sheet and an answer book. Put up your hand if you do not. (Pause)

Answers for Section A must be marked on the MC answer sheet and answers for Sections B should be put in the answer book. You are advised to use a pencil to mark the answers on the MC answer sheet and use a blue or black pen to write the answers on the answer book. Do not fold or puncture the MC answer sheet.

Now, read the instructions on the cover of the question paper. Do not turn over the question paper until you are told to do so. (Pause for 15 seconds)

Tourism and Hospitality Studies Paper 2

You should have on your desk a question paper and an answer book. Put up your hand if you do not. (Pause)

Now, read the instructions on the cover of the question paper. Do not turn over the question paper until you are told to do so. (Pause for 15 seconds)

Centres with the provision of Speech-to-text Software**Tourism and Hospitality Studies Paper 1**

You should have on your desk a question paper and an MC answer sheet. Put up your hand if you do not. (Pause)

Answers for Section A must be marked on the MC answer sheet. You are advised to use a pencil to mark the answers on the MC answer sheet. For Section B, you should use the Speech-to-text Software. Do not fold or puncture the MC answer sheet.

Now, read the instructions on the cover of the question paper. Do not turn over the question paper until you are told to do so. (Pause for 15 seconds)

Tourism and Hospitality Studies Paper 2

You should have on your desk a question paper. Put up your hand if you do not. (Pause)

Now, read the instructions on the cover of the question paper. Do not turn over the question paper until you are told to do so. (Pause for 15 seconds)

If candidates have no questions, continue with the next announcement.

14. Seventh Announcement (Checking of Question Papers and Start of the Examination)

- 14.1 Before the start of the examination, the CS/invigilators should remind candidates to make sure that they do not have any electronic devices (including mobile phones) with them which are switched on. Then, ask the candidates to open the question papers to **check the number of pages/questions**. After the start of the examination, candidates should first write their candidate numbers in the boxes provided on the MC answer sheet and the front cover of their answer book (candidates should also write their name and sign on the MC answer sheet), and affix barcode labels in the designated spaces on the MC answer sheet, the front cover and inner pages of the answer book according to the instructions on the cover. **No extra time will be given** to candidates for sticking the barcode labels after the ‘Stop working’ announcement. The CS/invigilator should announce:

Tourism and Hospitality Studies Paper 1

Before the examination begins, make sure that you have switched off your mobile phone, including the alarm and scheduled auto-restart functions, and that you do not have any electronic devices on the body. (Pause to allow sufficient time, say 30 seconds, for candidates to do the final check)

Check your question paper to make sure that there are no missing questions. Words like ‘**End of Paper**’ or ‘**End of Section**’ should appear after the last question. (Pause)

Close the question paper after checking.

After the announcement of the start of the examination, you should first write your candidate number in the boxes provided on the front cover of the answer book. You should copy your candidate number from your Admission Form. You should affix barcode labels in the designated spaces on the cover and inner pages of your answer book according to the instructions on the cover. You should also affix a barcode label, write your candidate number and name and sign on the MC answer sheet.

No extra time will be given to candidates for sticking barcode labels after the ‘Stop working’ announcement.

Tourism and Hospitality Studies Paper 2

Before the examination begins, make sure that you have switched off your mobile phone, including the alarm and scheduled auto-restart functions, and that you do not have any electronic devices on the body. (Pause to allow sufficient time, say 30 seconds, for candidates to do the final check)

Check your question paper to make sure that there are no missing questions. Words like ‘**End of Paper**’ or ‘**End of Section**’ should appear after the last question. (Pause)

Close the question paper after checking.

After the announcement of the start of the examination, you should first write your candidate number in the boxes provided on the front cover of the answer book. You should copy your candidate number from your Admission Form. You should affix barcode labels in the designated spaces on the cover and inner pages of your answer book according to the instructions on the cover.

No extra time will be given to candidates for sticking barcode labels after the ‘Stop working’ announcement.

Centres with the provision of Speech-to-text Software

Before the examination begins, make sure that you have switched off your mobile phone, including the alarm and scheduled auto-restart functions, and that you do not have any electronic devices on the body. (Pause to allow sufficient time, say 30 seconds, for candidates to do a final check)

Tourism and Hospitality Studies Paper 1

Check your question paper to make sure that there are no missing questions. Words like '**End of Paper**' or '**End of Section**' should appear after the last question. (Pause)

Close the question paper after checking.

After the announcement of the start of the examination, you should stick a barcode label, write your candidate number and name and sign on the MC answer sheet. **No extra time will be given** to candidates for sticking barcode labels on the MC answer sheet after the 'Stop working' announcement.

Tourism and Hospitality Studies Paper 2

Check your question paper to make sure that there are no missing questions. Words like '**End of Paper**' or '**End of Section**' should appear after the last question. (Pause)

Close the question paper after checking.

- 14.2 The CS/invigilators should also **check if there is any Special Notice**, which contains last-minute messages to candidates. The Special Notice, if any, is sealed in a **bright yellow envelope** (see *Specimen 9*). If there is a Special Notice for the session, make an announcement according to the instructions on the Special Notice and write down the contents of the Special Notice on the blackboard/notice board for the candidates' reference, particularly the latecomers.

Notes:

- (1) Candidates using the special question paper **must be provided with a set of normal question paper**. For candidates being granted exemption from some of the questions (including an abridged version of question paper), they will not be provided with the normal question paper so as not to cause confusion. However, if the normal question paper contains colour printing, the CS/invigilators should provide a set of normal question paper to the candidate for reference.
- (2) The Special Notice (if any) is only applicable to the normal question papers. **The corresponding changes have already been incorporated in the special question papers.** The CS/invigilators should read out the following announcement before announcing the contents in the Special Notice:

The contents in the Special Notice are only applicable to the normal question papers. The corresponding contents have already been incorporated in the special question papers. However, if you are using or referring to the normal question papers during the examination, you should pay attention to the contents in the Special Notice.

- 14.3 If there are no questions from the candidates, the CS/invigilators should give the signal to begin the examination by announcing:

Note: If an examination centre accommodates candidates with different examination finishing times, the CS/invigilators may make use of the **Time Reminder Cards** (see *Specimen 47*) to remind candidates about the start/end of the supervised breaks (if applicable), the remaining examination time, the end of the examination, and the start of second examination session (applicable to multiple starting times in the second examination session).

Tourism and Hospitality Studies Papers 1 and 2(See *paragraph 18* for details of the early leave arrangement)

If you wish to leave early, you should put up your hand to seek an invigilator's permission. Early leavers are not allowed to take away the question papers, unless the examination of that paper has ended in normal centres.

(If the CS/invigilators use the **Time Reminder Cards**, please add the announcement below:)
As this centre accommodates candidates with different examination finishing times, the CS/invigilators will use the **Time Reminder Cards** to remind individual candidates about the start/end of the supervised breaks, the remaining examination time and the end of the examination.

According to the clock in the examination centre (my watch), the time now is _____. You may now start.

- 14.4 After the 'You may now start' announcement, the CS/invigilators should write the actual starting time on the blackboard/notice board for the information of candidates and invigilators (if applicable).
- 14.5 The CS/invigilators should **not write the starting time on the blackboard/notice board in advance**, and should do this only when the precise times are known. If the examination centre has a clock visible to the candidates and is functioning properly (see *Notes* below), the CS should time the examination according to that clock. The CS/invigilators must ensure that candidates are given the full amount of time as specified on their **Examination Timetable for Special Centre** (including **Extra Time Allowance**). **No extra time should be given** to the candidates for reading the questions or for any other reason without specific instructions from the HKEAA.
- Notes:**
- (1) The CS/invigilators should check whether the clock in the examination centre is functioning properly before the start of the examination. If it is not, candidates should be reminded not to refer to the clock during the examination.
 - (2) If there are two clocks inside the examination centre (say one in the front of the examination centre and one at the back), the CS/invigilators should use the one facing the candidates and inform the candidates of the clock he/she is using for timing the examination in order to avoid misunderstanding.
 - (3) If there is no clock in the examination centre, the CS/invigilators should count the time using his/her own watch.
- 14.6 The CS/invigilators should ensure that all examinations start punctually as scheduled in the **Examination Timetable for Special Centre**. If under special circumstances an examination has to be delayed under special circumstances (e.g. due to bad weather or insufficient question papers being made available), the CS/invigilator should ensure that the candidates are given the full amount of time as specified on the **Examination Timetable for Special Centre** (including **Extra Time Allowance**). **Under no circumstances should an examination start before the scheduled time.**
- 14.7 Write the actual starting time and finishing time at the end of the examination session in the spaces provided on the 'Sessional Report (applicable to SEN Centre - Classroom) - for elective subjects' (see *Specimen 20B*).

B. Procedures after the Start of the Examination**15. Checking Admission Forms (original) and Identification Documents (original)**

15 minutes after the start of the examination session, invigilators should be assigned to check the candidates' admission forms and valid identification documents. The CS should refer to **Section IIIA**

paragraph 6 of the CS Handbook (SEN Centres) while the invigilators should refer to *paragraph 24.1 of the Notes for the Guidance of Invigilators (SEN Centres)*.

16. Taking Candidates' Attendance

The 'Public Examinations Support System 2 (PESS2)' is not applicable to all written examinations held in SEN centres for attendance taking. The CS/invigilators should complete the Candidates' Attendance Record Form and Attendance List carefully as any mistake made in the Attendance List may lead to very serious problems in the recording of examination results. After completion, they should be placed in a clear plastic bag and returned to the HKEAA on the day of the examination.

16.1 Completing the Candidates' Attendance Record Forms

15 minutes after the start of the examination session, the CS/invigilators should complete the Candidates' Attendance Record Forms (see *Specimens 16A & 16B*). The CS should refer to *Section IIIA paragraph 7.1 of the CS Handbook (SEN Centres)* while the invigilators should refer to *paragraph 24.2(1) of the Notes for the Guidance of Invigilators (SEN Centres)*.

16.2 Marking the Attendance List

30 minutes after the start of the examination session, the CS/invigilators should check the candidate number for each occupied seat in the Candidates' Attendance Record Forms against the corresponding number in the Attendance List (see *Specimen 17A*) to ensure that all candidates take the correct seats. If there are latecomers, the CS/invigilators should refer to *paragraph 5.1* on how to record the late arrival time on Report Form SR4g.

If there is an additional candidate, the CS/invigilator will receive the 'Additional Candidate Attendance List' (see *Specimen 17B*) and additional personalised barcode sheet for the candidate concerned. The CS should refer to *Section IIIA paragraph 7.2 of the CS Handbook (SEN Centres)* while the invigilators should refer to *paragraph 24.2(2) of the Notes for the Guidance of Invigilators (SEN Centres)*.

17. Collecting Question Papers and Answer Books from Vacant Seats

- 17.1 The CS/invigilators **need not** collect the question paper/answer book/MC answer sheet/barcode sheet from vacant seats in SEN centres.
- 17.2 The school can keep the surplus and the absentees' question papers (including multiple-choice question papers).
- 17.3 In the case of a candidate **requesting to have another answer book**, the request should **not** normally be accepted. **Supplementary answer sheets** should be supplied instead.

18. Early Leavers

- 18.1 For **Tourism and Hospitality Studies Paper 1 examination**, candidates may leave the examination centre during the period of **30 minutes after the start of the examination session until 15 minutes before the end of the examination** with the permission from the CS/invigilators. Candidate should return to the examination centre before the examination commencing time of Paper 2 in normal centres.
- 18.2 Candidates wishing to leave during the permitted time must raise their hand to summon an CS/invigilator. Before a candidate is given permission to leave, the CS/invigilator should ensure that (1) the candidate number has been entered and barcode labels have been affixed in the designated spaces of the submitted answer scripts even if no attempt has been made to answer any questions; and (2) the question number box on each page of the answer scripts has been marked. **Early leavers are NOT allowed to take away the question papers (unless the examination of that paper has ended in normal centres).**

- 18.3 The CS/invigilators should remind the candidates that **those in breach of the above regulations may receive a mark penalty and are liable to severe penalties if cheating is suspected.** The CS/invigilators should report in detail (time of the incident, circumstances, etc.) any candidate who has left the examination room without permission or who has taken away the question paper on Report Form SR4g (see *Specimen 23A*).
- 18.4 If a candidate claims to be sick and wishes to leave outside the permitted time, he/she should state his/her reasons on Report Form SR4g for follow-up by the HKEAA. He/she has to write his/her name and address in the space provided on the form. The CS/invigilators should complete the attendance taking for the candidate and follow the script collection procedures as described in *paragraph 18.2* before letting the candidate leave.
- 18.5 The question papers and answer scripts of early leavers should be left on the candidates' desks. **The answer scripts should be collected at the end of the examination session together with those of other candidates** and packed in the appropriate script envelope. Their question papers can be treated as ordinary surplus question papers which can be kept by the school.

19. Questions raised by Candidates

The CS should refer to *Section IIIA paragraph 9 of the CS Handbook (SEN Centres)* while the invigilators should refer to *paragraph 28 of the Notes for the Guidance of Invigilators (SEN Centres)*.

20. Toilet Arrangements

The CS should refer to *Section IIIA paragraph 11 of the CS Handbook (SEN Centres)* while the invigilators should refer to *paragraph 29 of the Notes for Guidance of Invigilators (SEN Centres)*.

C. Report Forms

21. If the CS/invigilators wish to make a report about the conduct of the examination, he/she can use the following report forms:

- SR1(SEN) Candidates Without Admission Form/Identification Document (applicable to SEN Centres)
- SR3 Candidates Attended the Wrong Examination Centre/Subject/Paper/Module/ Language Version not on Admission Form
- SR4g Examination Irregularities (cheating/insufficient papers/candidates' disobeying the 'Stop working' instructions, etc.)
- SR4b Examination Irregularities (Barcodes)
- SR4p Examination Irregularities (Mobile Phones/Electronic Devices/Sounding Devices)
- SR4t* Candidates going to the Toilet
- SR4i(SEN) Examination Irregularities (Invigilators) (applicable to SEN Centres)
- Sessional Report (applicable to SEN Centre - Classroom) - for elective subjects **
- ESS Report (applicable to SEN Centre - Classroom) - for elective subjects **

Notes:

- * The Report Forms SR4t need **not** be returned on the same day after the examination. They should be returned to the Scripts Collection Centre after the very last examination session in the centre.
- ** After the end of each examination session, the CS should complete the Sessional Report (separately for core subjects and elective subjects) (see Specimens 20A and 20B) to confirm the quantity of Question Papers received, the starting/finishing time of the examination, the number of answer scripts collected, the number of surplus QA books (if applicable), the invigilators' attendance record and whether the examination has been conducted according to the prescribed procedures, etc. For each examination session, the Sessional Report should be completed by the CS and one school invigilator from another school. **If there is no invigilator assigned by another school** or if the candidate is taking the examination in **a single examination room at**

home centre, the Sessional Report should be completed by the CS and confirmed by the home centre school. The Sessional Report **and** ESS Report need **not** be returned on the same day after the examination. They should be returned to the Scripts Collection Centre after the very last examination session of the elective subject(s) in the centre.

D. End of Examination

22. Eighth Announcement (Reminding Candidates of the Time Left)

Note: The CS/invigilators may use the **Time Reminder Cards**, as appropriate.

22.1 **15 minutes before the end of the session**, the CS/invigilators should announce:

Tourism and Hospitality Studies Paper 1

You have **15 minutes left**. You are not allowed to leave the examination centre until you are told to do so.

Make sure you have written your candidate number and name, stuck a barcode label and signed on the MC answer sheet. Also, make sure you have marked the appropriate question number in the question number box on each page and on the cover of the answer book; otherwise the markers may not know which questions you have answered. Besides, make sure you have written your candidate number and stuck barcode labels in the designated spaces.

No extra time will be given to candidates for sticking the barcode labels or filling in the question number boxes after the 'Stop working' announcement.

Tourism and Hospitality Studies Paper 2

You have **15 minutes left**. You are not allowed to leave the examination centre until you are told to do so.

Make sure you have marked the appropriate question number in the question number box on each page and on the cover of the answer book; otherwise the markers may not know which questions you have answered. Besides, make sure you have written your candidate number and stuck barcode labels in the designated spaces.

No extra time will be given to candidates for sticking the barcode labels or filling in the question number boxes after the 'Stop working' announcement.

Centres with the provision of Speech-to-text Software

Tourism and Hospitality Studies Paper 1

You have **15 minutes left**. You are not allowed to leave the examination centre until you are told to do so.

Make sure you have input your candidate number in the designated space on the first page of your answer script file, and input the appropriate question number on each page of your answer script; otherwise the markers may not know which questions you have answered. Also, make sure you have written your candidate number and name, stuck a barcode label and signed on the MC answer sheet.

No extra time will be given to candidates for inputting the question numbers, or sticking the barcode label on the MC answer sheet after the 'Stop working' announcement.

Tourism and Hospitality Studies Paper 2

You have **15 minutes left**. You are not allowed to leave the examination centre until you are told to do so.

Make sure you have input your candidate number in the designated space on the first page of your answer script file. Besides, make sure you have input the appropriate question number on

each page of your answer script; otherwise the markers may not know which questions you have answered.

No extra time will be given to candidates for inputting the question numbers after the ‘Stop working’ announcement.

22.2 **5 minutes before the end of the session**, the CS/invigilators should announce:

Tourism and Hospitality Studies Paper 1

You have **5 minutes left**. Make sure you have written your candidate number and stuck barcode labels in the designated spaces on the MC answer sheet, answer book and all supplementary answer sheets.

Remember to enter the question number and mark the question number box on all appropriate pages.

Cross out all unwanted materials. You will **NOT** be allowed to work on your answer book, MC answer sheet and supplementary answer sheets including affixing barcode labels, using an eraser, filling in question numbers or holding any stationery after the ‘Stop working’ announcement.

Tourism and Hospitality Studies Paper 2

You have **5 minutes left**. Make sure you have written your candidate number and stuck barcode labels in the designated spaces on your answer book and all supplementary answer sheets.

Remember to enter the question number and mark the question number box on all appropriate pages.

Cross out all unwanted materials. You will **NOT** be allowed to work on your answer book and supplementary answer sheets including affixing barcode labels, using an eraser, filling in question numbers or holding any stationery after the ‘Stop working’ announcement.

Centres with the provision of Speech-to-text Software

Tourism and Hospitality Studies Paper 1

You have **5 minutes left**. Make sure you have input your candidate number in the designated space on the first page of your answer script file, and have written your candidate number and stuck barcode labels in the designated spaces on the MC answer sheet.

Remember to input the question number on all the appropriate pages.

Delete and cross out all unwanted materials. You will **NOT** be allowed to work on your answer script file and MC answer sheet including affixing barcode labels, using an eraser or holding any stationery after the ‘Stop working’ announcement.

Tourism and Hospitality Studies Paper 2

You have **5 minutes left**. Make sure you have input your candidate number in the designated space on the first page of your answer script file.

Remember to input the question number on all the appropriate pages.

Delete and cross out all unwanted materials. You will **NOT** be allowed to work on your answer script file after the ‘Stop working’ announcement.

23. Ninth announcement ('Stop working' instruction)**23.1 When time is up, announce:**

Note: The CS/invigilators may use the **Time Reminder Cards**, as appropriate.

Tourism and Hospitality Studies Paper 1

The time now is _____. Time is up. Stop working. Put down all your stationery. **(Pause for 10 seconds to ensure that all candidates are complying with the instructions^)**

Do not pack your personal belongings until you are told to do so. Close your question paper and answer book. You must not work on your answers or affix barcode labels now; otherwise you will receive a mark penalty. (Pause)

The MC answer sheet and answer book will be collected separately. If you have supplementary answer sheets, tie them in your answer book with the piece of string provided. Put your answer book and MC answer sheet next to the remaining barcode labels. They will also be collected separately.

Make sure that your Admission Form and identification document do not get mixed up with your answer script.

Tourism and Hospitality Studies Paper 2

The time now is _____. Time is up. Stop working. Put down all your stationery. **(Pause for 10 seconds to ensure that all candidates are complying with the instructions^)**

Do not pack your personal belongings until you are told to do so. Close your question paper and answer book. You must not work on your answers or affix barcode labels now; otherwise you will receive a mark penalty. (Pause)

If you have supplementary answer sheets, tie them inside your answer book with the piece of string provided. Put your answer book next to the remaining barcode labels. They will be collected separately.

Make sure that your admission form and identification document do not get mixed up your answer script.

Centres with the provision of Speech-to-text Software

The time now is _____. Time is up. Stop working. Put down all your stationery. **(Pause for 10 seconds to ensure that all candidates are complying with the instructions^)**

Do not pack your personal belongings until you are told to do so. Close your question paper. You must not work on your answers now; otherwise, you will receive a mark penalty. (Pause)

Make sure that your Admission Form and identification document do not get mixed up with your answer script.

^ During the 10-second pause after 'Put down all your stationery' is announced, the CS should ensure that the candidates follow the instructions and invigilators should check if any candidates are still working on their answer scripts (including writing, erasing/crossing out answers, holding any stationery, affixing barcode labels or filling in question numbers).

- 23.2 For handling cases of candidates disobeying the 'Stop working' instruction, the CS should refer to **Section IV paragraph 20 of the CS Handbook (SEN Centres)** while the invigilators should refer to **paragraph 31 of the Notes for the Guidance of Invigilators (SEN Centres)**.

- 23.3 **For centres with the use of speech-to-text software**, after making the ‘Stop working’ instruction, the CS/invigilator should adhere to the steps stated from **paragraphs 24 to 34 of the Guidelines to CS for Candidates using STT Software in Examination (SEN-OP-04)** to supervise the candidate(s) to save the final answer script file in the USB, print and confirm a hardcopy of the answer script file, affix the barcode label, permanently delete all the answer script file(s) from the computer, and complete the Record for the use of USB.

24. Tenth Announcement (Collection of Answer Scripts)

Note: The question papers of **Tourism and Hospitality Studies Papers 1 and 2 need not** be collected.

Please announce:

Tourism and Hospitality Studies Paper 1

Your answer book and MC answer sheet will be collected now. Stay in your seat quietly until you are told to leave.

While collecting the answer scripts, if you are found not having stuck a barcode label on the cover of the answer book or the MC answer sheet, to facilitate scanning, the invigilator will let you stick the label on the cover or the MC answer sheet under supervision. You are required to complete a report form before leaving the examination centre.

Tourism and Hospitality Studies Paper 2

Your answer book will be collected now. Stay in your seat quietly until you are told to leave.

While collecting the answer scripts, if you are found not having stuck a barcode label on the cover of the answer book, to facilitate scanning, the invigilator will let you stick the label on the cover under supervision. You are required to complete a report form before leaving the examination centre.

Centres with the provision of Speech-to-text Software

Tourism and Hospitality Studies Paper 1

Your printed answer script and MC answer sheet will be collected now. Stay in your seat quietly until you are told to leave.

While collecting the answer scripts, if you are found not having stuck a barcode label on the MC answer sheet, to facilitate scanning, the invigilator will let you stick the label on the MC answer sheet under supervision. You are required to complete a report form before leaving the examination centre.

Tourism and Hospitality Studies Paper 2

The printed answer script will be collected now. Stay in your seat quietly until you are told to leave.

Important: Any question-answer book(s), answer book(s) and/or supplementary answer sheet(s) with the candidate’s answers (if applicable) should also be collected with the barcode label affixed for submission to the HKEAA.

- 24.1 The CS/invigilators should collect the answer scripts, rough-work sheets, barcode sheets (with/without remaining barcode labels), etc. separately.
- 24.2 While collecting the answer books/MC answer sheets, if a/an CS/invigilator discovers that a candidate has not put down his/her candidate number on the cover of his/her answer book/MC answer sheet, the candidate is allowed to write his/her candidate number on that cover/MC answer sheet only under the supervision of the CS/invigilator. However, the candidate should not be allowed to fill in the question number boxes.

- 24.3 While collecting the answer books/MC answer sheets, if a/an CS/invigilator discovers that **a candidate has not stuck any barcode labels on the cover of an answer book/MC answer sheet, to facilitate scanning, the candidate should be asked to stick the barcode label on that cover/MC answer sheet under the supervision of the CS/invigilator. A report must be made on Report Form SR4b. The candidate should be asked to sign on the report form before leaving the examination centre.**

25. Checking of Answer Scripts Collected

The number of scripts collected should be counted and checked against the number of candidates present. The CS/invigilators should put down the total number of scripts collected in the appropriate spaces on the 'Sessional Report (applicable to SEN Centre - Classroom) - for elective subjects'. If there are any discrepancies, investigate them before the candidates are dismissed. The answer scripts should be sorted by **candidates' seat number order on their barcode labels, with the smallest number on top.**

26. Eleventh Announcement (Dismissal of candidates)

- 26.1 On completion of the collection and checking of all answer scripts, the CS/invigilators should announce:

Tourism and Hospitality Studies Paper 1

The Paper 2 examination of this subject will be held at __:__. Please come back at *__:__ to wait for the start of paper 2 examination. You may now pack your personal belongings. Make sure you have your Admission Form, identification document and other personal belongings. (Pause) You can take away your question paper. You may now leave.

- * The CS/invigilators should indicate the exact time for the candidate(s) to return to the examination centre for Paper 2 examination, normally 15 minutes before the start of Paper 2 examination or before the start of Paper 2 examination in normal centres (i.e. 10:45 am), whichever is earlier.

Tourism and Hospitality Studies Paper 2

You may now pack your personal belongings. Make sure you have your Admission Form, identification document and other personal belongings. (Pause) You can take away your question paper. You may now leave.

- 26.2 Upon the announcement of 'Dismissal of candidates', the CS and invigilators should instruct the candidates to leave the examination centre in an orderly manner (except those who need to stay behind for the handling of examination irregularities).
- 26.3 In the case of a candidate reporting any irregularity concerning the examination (e.g. requests a realignment of his/her MC answers, reports a mistake in the use of answer books or submits multiple sets of answer scripts), the CS/invigilators should record the details of the irregularity (such as whether the case was reported before or after the dismissal of candidates) on Report Form SR4g so that follow-up actions can be taken by the HKEAA [For handling cases of candidates using wrong answer book/question-answer book or submitting multiple sets of answer scripts, the CS should refer to *Section IV paragraph 21 of the CS Handbook (SEN Centres)* while the invigilators should refer to *paragraph 26 of the Notes for the Guidance of Invigilators (SEN Centres)*].

27. Completing the 'Sessional Report (applicable to SEN Centre - Classroom) - for elective subjects' and 'ESS Report (applicable to SEN Centre - Classroom - for elective subjects'

- 27.1 The 'Sessional Report (applicable to SEN Centre - Classroom) – for elective subjects' is for the CS/invigilators to confirm the quantity of question papers received, the starting/finishing time of the examination, the number of answer scripts collected, the number of surplus QA books (if applicable), the invigilators' attendance record and whether the examination has been conducted

according to the prescribed procedures. In the case where all candidates are absent in the examination session, the Sessional Report should still be completed by the CS.

For each examination session, the Sessional Report should be completed by the CS and one school invigilator from another school. If **there is no invigilator assigned by another school** or if the candidate is taking the examination in **a single examination room at home centre**, the Sessional Report should be completed by the CS and confirmed by the home centre school.

The CS should count the surplus question-answer (QA) books (if applicable) and record the quantity on the Sessional Report and the relevant record form (for school's retention) (see *Specimen 43*). After each examination session, those surplus QA books should be kept by schools and locked in a secure place (i.e. locked in a storeroom or cabinet) until HKEAA's notification that they can be used for teaching purposes.

- 27.2 The Examination Surveillance System (ESS) will be set up in written examinations held in all SEN centres to video-record the examination proceedings. With the assistance from the School IT technician, the CS should record the starting/ finishing time of the recording, the status of connection indicator before switching off the Web Camera and the remaining memory capacity of the Web Camera, etc., in the 'ESS Report (applicable to SEN Centre - Classroom) - for elective subjects' (see *Specimens 54*).
- 27.3 The Sessional Report and ESS Report need **not** be returned daily. They should be returned to the Scripts Collection Centre after the very last examination session of the elective subjects of the HKDSE in the examination centre.

28. Packing and Return of Answer Scripts and Examination Materials

At the end of each examination session, the invigilators should immediately return the scripts and related documents to the CS. The CS should refer to *Section IIIA paragraphs 13 and 14 of the CS Handbook (SEN Centres)*.