

Information and Rules for Candidates taking IFE Examinations in October 2023

INTRODUCTION

This document provides information and rules for candidates who have booked examinations in October 2023. Candidates should read this document before taking the IFE examinations. They should familiarise themselves with the rules set out below and should ensure that they are aware of their own responsibilities.

PREPARING FOR EXAMINATIONS

Candidates are responsible for:

- knowing the correct date, time and location of their examinations
- making their own travel arrangements
- ensuring that they have relevant examination booking information (including any confirmation emails relating to reasonable adjustments)
- ensuring that they have photographic identification to take to their examination centre
- payment of any additional fees charged by their branch/the examination centre
- familiarising themselves with the examination format

Examination timetable: The October 2023 examination timetable is available on the October 2023 Examinations page of the IFE website (in the section for Qualifications).

Booking: The IFE will acknowledge receipt of Examination Booking Forms and will process examination bookings as per the information provided on the form. Candidates are advised to commence study (if they have not already done so) as soon as they submit their Examination Booking Form.

Final booking summary: Candidates should receive a final summary of their booking by 20 September. The summary will provide details of the booking that has been made along with confirmation of the examination centre and a link to this document. The summary will be provided by email and candidates are advised to ensure that they have provided the IFE with an up to date email address. If candidates have not received their summary information by 24 September, they should contact the IFE at adminstaff@ife.org.za

Reasonable adjustments: Candidates who have requested alternative assessment arrangements through the IFE's Reasonable Adjustment procedures will receive information from the IFE about the arrangements that are acceptable and that have been agreed with their centre.

Examination format: Candidates are advised to review the examination syllabus and past papers/sample questions on the IFE website so that they are aware of the examination format and requirements.

Candidates should also read the Candidate Guide which is available on the Preparing for Examinations page of the IFE's website. This guide provides information about instructions used in examination questions, common errors and the level of difficulty of different qualifications.



ARRIVING AT THE EXAMINATION CENTRE

Candidates are responsible for:

- arriving at least 30 minutes before the time stated for the start of the examination.
- presenting the letter from the IFE confirming their examination(s).
- presenting personal identification (including photographic identification) when requested by the examination centre.
- providing their own pens and pencils and, where applicable, mathematical equipment such as basic calculators and ensuring that it complies with the IFE examination rules.
- ensuring that they do not take unauthorised belongings into the examination.
- arriving at least 40 minutes before the start of the examination if non-standard arrangements such as additional time have been agreed or if arrangements need to be discussed with the examination centre.

RULES FOR CANDIDATES

Late arrivals: Candidates may be allowed to enter the examination room at the discretion of the Examination Centre Manager (or Senior Invigilator) up to 30 minutes after the examination has started. However, no extension of time at the end of the examination will be given. After 30 minutes, candidates will not be permitted to enter the examination room. Examination fees will not be refunded where candidates who arrive late are not admitted.

Examination materials: Candidates must bring their own pens, pencils and drawing instruments (ruler, compass, etc.) Candidates may use their own basic calculators in examinations. Calculators must conform to the following criteria:

- silent in operation
- operated by batteries
- storing no information except that provided by the manufacturers for the calculator to perform its normal functions. (**Note: smart watches and mobile telephones must NOT be used as calculators and these items must not be taken into the examination room.**)

All other materials including answer books, lined continuation paper and graph paper (as needed for the examination) will be provided by the invigilators.

Reasonable adjustments: Candidates who have dyslexia or other disabilities/illnesses and who require adjustments to standard arrangements should already have applied to the IFE and will have received confirmation from the IFE as to the arrangements that will be permitted. The examination centre will have been advised by the IFE of any arrangements that have been agreed. In this case, candidates must arrive 40 minutes before the start of the examination and identify themselves to the Examination Centre Manager or one of the invigilators.

Candidates should note that they must apply for reasonable adjustments for **each** examination where they wish to have access to alternative arrangements. Centres will not be able to make arrangements for candidates on the examination day unless these arrangements have been pre-agreed with the IFE and the candidate presents the relevant confirmation from the IFE.

Temporary illness or injury at the time of the examination/taking medication during an examination: Candidates should arrive 40 minutes before the start of the examination so that they can provide relevant information to the centre manager and discuss any issues that arise. A note will be made of the situation. Situations requiring changes to examination conditions must always be referred to the IFE.

Candidates are not permitted to bring cases, bags, books, notes, mobile telephones, smart watches (or a wrist watch which has a data storage device) or any other unauthorised items to their desks in the examination room. Personal items may be left at the back of the examination room (or in another room) at the discretion of the invigilators. Candidates should note that taking unauthorised materials/items into the examination will result in disqualification.

EXAMINATION CONDUCT

Candidates are responsible for:

- checking that they have been given the correct examination paper and answer book/answer sheet and referring any queries to the invigilator immediately.
- ensuring that they understand and follow the instructions for the examination – these are printed on the front cover of the examination paper and on the answer book.
- following the examination conduct rules and the instructions provided by the invigilator.
- ensuring that they do not take unauthorised materials/items into the examination room.

Examination paper instructions: Candidates must ensure that they understand and follow the instructions, particularly:

- use only the IFE answer books, answer sheets or continuation paper provided.
- write answers in English.
- complete accurately the cover of the answer book including their IFE candidate number and the examination reference code.

Conduct during examinations:

Candidates must:

- comply with the start and finish times of the examination as stated by the invigilator
- communicate **only** with an invigilator, by first raising a hand. Communication with other candidates during an examination session is forbidden and may result in disqualification.
- be escorted by an invigilator if they leave the examination room and intend to return
- in the event of an emergency, follow the instruction of the Centre Manager/invigilator
- stop writing when the invigilator states that the examination time has ended. An invigilator will announce when there are thirty minutes left of the examination, when there are five minutes left and when the examination has finished and candidates have to stop writing
- return all answer sheets and examination papers to the invigilators at the end of the examination, ensuring that all answer sheets are labelled with correct candidate details and securely fastened together
- remain seated and silent while examination papers and answer books are collected and other checks are made

Candidates must **NOT**:

- introduce any unauthorised items/materials into the examination room such as notes, resource materials, smart watches or mobile telephones
- vacate their desk or leave the examination room for a break without the permission of an invigilator
- leave the examination during the first 30 minutes of the examination
- smoke during an examination

Candidates may leave the examination room permanently once 30 minutes have passed. However, no candidate may leave the room during the last 30 minutes of an examination. For the Level 3 Certificate in Fire Science, Operations, Fire Safety and Management Unit examinations, where the full examination time is one hour, candidates should not leave the room during the examination except in emergencies.

Concerns about an examination question: If candidates have queries or concerns that there may be an error in an examination paper, they should query this with an invigilator by raising their hand during the examination. Where appropriate, the invigilator will contact the IFE to seek advice. The invigilator will note the concerns raised in their Invigilation Report.

Candidates who continue to be concerned about the content of the examination paper (e.g. an error in a question or a question that does not appear to be within scope of the published syllabus) should email the IFE immediately after the examination – adminstaff@ife.org.za

Feedback on the examination process: Candidates who have a grievance about the conduct of the examination should bring this to the attention of the Examination Centre Manager or the Senior Invigilator after the session is finished and before they leave the site. The details of the complaint will be noted on the Invigilation Report. Candidates should read the notes made and sign the report to confirm agreement with what has been written. Alternatively, candidates may contact the IFE Examinations team directly at adminstaff@ife.org.za. All grievances/complaints will receive careful attention.

FAILURE TO FOLLOW THE IFE EXAMINATION RULES

Any act that is a breach of the examination rules and arrangements specified by the IFE and which confers an unfair advantage constitutes malpractice. The IFE is committed to maintaining the integrity of the examinations and to ensuring that all candidates experience equitable assessment conditions.

Candidates should be aware that the IFE will investigate and follow up **all** cases of suspected malpractice. Where justified, this will result in the candidate(s) concerned being disqualified.

In the event of malpractice by candidates (improper conduct/disregard of the rules) being identified in the examination process, the Examination Centre Manager or the Senior Invigilator will record the circumstances in the Examination Centre Invigilation Report. Candidates will be advised that they will be reported to the IFE; in some cases candidates will be allowed to continue the examination if they wish to do so but in extreme circumstances candidates may be excluded from the examination.

SPECIAL CONSIDERATION

Candidates who experience unexpected problems or medical issues on the day of the examination that affect their ability to perform to their usual standard in the examination may apply for Special Consideration.

Special Consideration is the process by which the IFE and the examiner team review the candidate's situation and the supporting evidence submitted by the candidate in order to determine whether or not a candidate has been adversely and unfairly affected and therefore whether compensation should be applied in determining the candidate's mark for the examination. Special Consideration is applied only in exceptional circumstances.

NON-ATTENDANCE

Candidates who are unable to attend the examination as planned will be marked as absent on the examination centre's attendance register. As advised in the Terms and Conditions for Examination Candidates, the IFE does not refund examination fees where candidates do not attend the examination(s) that have been booked for them. If candidates wish to take the examination(s) at a later examination session, they must submit a new booking form to the IFE and follow the standard process for making a new examination entry.

In some exceptional circumstances where candidates are unable to attend the examination due to severe and unexpected circumstances outside of their control, the IFE will arrange for a deferral of the examination(s). Candidates should note that a fee will be payable where deferral arrangements are agreed. Requests for deferral arrangements must be made in writing, using the form provided by the IFE and should be emailed to: adminstaff@ife.org.za. Requests must be supported by relevant documentation. All requests relevant to October 2023 examinations must be submitted by **6th November 2023** at the latest.

RESULTS

Results certificates will be **couriered** to all candidates. The IFE is not able to give results over the telephone.

The IFE will update the October 2023 Exams page on the IFE website after the results have been couriered to candidates. The IFE requests that all candidates allow an adequate amount of time for their results to arrive before contacting the IFE to request an electronic copy of the result letter or a second copy to be posted to them. Successful candidates will receive an appropriate certificate with their results letter.

Candidates are responsible for:

- advising the IFE promptly if they change address after submitting their examination booking; failure to notify the IFE of changes in address will result in results being sent to an incorrect address and subsequent delays in receipt of results.
- notifying the IFE if they do not receive their results within a reasonable time from the date that they were posted. Note: If candidates do not notify the IFE within 6 months of the date that the results were posted, there will be an administrative charge for re-issuing the certificate.

Candidates should note that the results letter will show the grade/result achieved as specified in the published syllabus e.g. candidates taking the Level 2 Certificate examinations will receive either a Pass or a Fail result. The IFE does not provide candidates with the actual marks achieved in results letters.

Where candidates are required to pass four examinations to achieve a specific qualification (i.e. the IFE Level 3 Diploma in Fire Science and Fire Safety, the IFE Level 4 Diploma in Fire Science and Fire Safety, or the IFE Level 3 Certificate in Fire Science, Operations, Fire Safety and Management) the IFE will automatically issue the full qualification certificate when four components have been achieved within the five-year timeline.

RESULTS ENQUIRIES/RE-MARKS

Following the issue of results, candidates may submit a Results Enquiry if they wish to query the result that has been issued by asking for their paper(s) to be re-marked. Please see the "Enquiries about Results and Appeals" information on the IFE website for further information about the process.

Candidates may contact the IFE in the first instance if they wish to query the mark that they were awarded. The IFE is unable to accept queries of this nature by telephone so all requests must be made in writing/by email and all responses from the IFE will be via email. Requests should be emailed to: adminstaff@ife.org.za