PSA Lead name and contact [to be completed by PSA Lead at your institution]:

PSA Team contact: 020 7419 5494 / admin@mscassessment.ac.uk

Any queries about candidates registered to take the PSA should be directed to the PSA Lead in the first instance. Any technical issues or problems logging into the site should be directed to the central PSA Team.

**PSA 2018 Invigilator Guide**

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**Appendix E: Confidentiality agreement (for Scribes to sign)**

As an invigilator for the PSA you are advised to make yourself familiar with the format of the test. Information videos are available on the PSA website. If you require access to the PSA website to view these, please contact the PSA Lead at your institution who will arrange for a login to be set up for you.
1. Before the test

1.1. Standard closed-book conditions apply (with the exception of the BNF/BNFc) with additional consideration for the electronic delivery format of the PSA: no electric devices are allowed, apart from simple hand-held calculators. Calculators brought by candidates should be inspected and calculators as part of other devices are not permitted. All candidates have access to calculator function on PSA Interface. No paper for notes other than that provided by the school is allowed. If the school has provided note paper, candidates must remain seated until it has all been collected at the end of the test. Candidates are permitted to bring their own pen or pencil. This should be checked by the invigilator to ensure that it does not contain any smart devices.

1.2. In order to address the problem of candidates seeing each other’s screens in crowded venues screen guards should be considered. Rigorous invigilation is required to ensure candidates cannot copy from each other’s screens.

1.3. Spare PCs should be turned on with the PSA website (https://prescribingsafetyassessment.ac.uk) displayed using the Google Chrome browser should any candidate need to move computers during the PSA.

1.4. Only the PSA interface and BNF and BNFc websites (accessible via the test) are permitted during the PSA. Candidates are informed during the briefing and invigilators should be stringent in ensuring no other websites are accessed.

1.5. Candidates are allowed to use a hard copy of the BNF and BNFc for the PSA. If candidates bring their own hard copy, invigilators must carry out checks before the start of the PSA to ensure it contains no notes or annotations. **BNF and BNFc books which contain notes are not permitted for the PSA.**

1.6. Candidate IDs should be verified prior to the start of the assessment or while the assessment is being taken.

1.7. Candidates must sit in the session for which they have been registered e.g. candidates with extra time **must** log into the PSA Interface using the password given for that session. Providing a standard time password leads to increased security risk until the extra time has passed. If there are any late changes e.g. candidate arrived at the wrong venue, you must contact the PSA Team to accommodate the alteration before they begin the test.

1.8. If a candidate is using a Scribe as part of their reasonable adjustments for the PSA, the Scribe is required to sign a copy of the PSA confidentiality agreement (**Appendix E**). A signed copy must be sent to admin@mscassessment.ac.uk following the test date.

1.9. The test becomes available online 30 min before the scheduled start. The Lead Invigilator must contact the PSA Team if there is any delay to the start or end time of the session. **Please note that the session does not automatically close when the time is up. The PSA Team will monitor**
when sessions are due to finish which is why it is vital any delays to the start are reported so that candidates receive the full allocated time to complete the test.

1.10. Candidates should log in to the PSA website (www.prescribingsafetyassessment.ac.uk) where they will be directed to the PSA test password page (example shown below). If any candidates cannot see this screen (i.e. if they can only see the main PSA homepage with the practice papers) they may not be correctly registered for the test. You must call the PSA Team with the student’s full name and email address.

1.11. The PSA Lead at your institution should provide you with a list of the candidates’ full name and email address. If any candidate experiences problems logging in to the PSA website, please check they are using the correct email address before contacting the PSA Team.

1.12. When all the candidates are logged in and at the test password page, the Lead invigilator should deliver the briefing to candidates (Appendix A). The briefing prompts the candidates to enter the password to begin the test. Please note that the test will begin as soon as they click ‘submit’ after entering the password. Invigilators should not give out the password until all candidates are ready to begin and the invigilator briefing has been read.

1.13. Candidates who arrive late should not be allowed to enter the room after the assessment has started. They should be advised to complete an extenuating circumstances form (provided to them by the PSA Lead) and submit it to the school no later than one working day after the PSA takes place. The school will arrange for the candidate to take the PSA on the next national foundation school PSA date.
2. During the test

During the PSA only https://www.prescribingsafetyassessment.ac.uk and BNF content should be accessed by candidates (logos of the sites are included Appendix B). Candidates can consult other resources on NHS Evidence, but searching any other sites, browser results and computer drives should be treated as misconduct and reported to the PSA Team by the Lead Invigilator using the provided form (Appendix D).

2.1. Technical problems

2.1.1 If the PSA page freezes so that the candidate has to close the page and log back in, the Lead Invigilator can decide to grant them compensatory additional time. Their answers will not be lost, except for the last question they worked on if they have not yet pressed the ‘next’ button.

2.1.2 In the case of an individual computer freezing/crashing, the invigilator should move the candidate to another computer. Spare computers should be switched on and open at the PSA website to minimise disruption when moving the candidate. They will need to re-enter the event password provided at the beginning of the PSA in order to resume the test. If this process takes over five minutes, please inform the PSA Team who may keep the PSA event open to allow for this extra time at the end. In any case of loss of access, the details should be recorded using the form provided in Appendix D.

2.1.3 If you experience technical issues that affect all candidates taking the PSA please inform the PSA Team as soon as possible. If you experience delays of over 20 minutes it is advised that the session is terminated and rescheduled. A guidance on incident management is included in Appendix C.

2.1.4 Answers are automatically saved. If a candidate has problems with their PC and needs to move computers, or if the browser closes or logs them out, please reassure them that answers are automatically saved (apart from the one they are currently working on) so they will not lose their work. The candidate will be taken to the start of the test when they log back in and can use the navigation buttons at the bottom of the question to find their place in the test paper.

2.1.5 Candidates wishing to leave and re-enter the assessment room (e.g. toilet breaks or rest breaks) during the PSA must be escorted. If a candidate wishes to leave the room they must raise their hand to alert the invigilator.

2.1.6 If a candidate fails to follow an agreed local rule regarding conduct during the assessment this should be addressed immediately without disturbing others.

2.1.7 If a candidate addresses an invigilator with a query regarding content of a test question, they should be advised to attempt the question as it is to the best of their ability. The Lead Invigilator should take a note of the query and the student name using the form in Appendix D and contact the PSA Team after the test has finished.
2.1.8 The invigilator should inform candidates when there are 15 minutes remaining and when the full time allowed for the assessment has been reached.

2.1.9 In order to maintain the security of the test papers candidates should not be allowed to leave the test early. At the discretion of the school, if a candidate needs to leave the test early the invigilator should ensure that the student has submitted their answers, exited the test and at least proceeded to the feedback page. Once a student has exited the test interface, they cannot re-enter the test, which prevents them from accessing it outside of the assessment venue. Closing the browser alone is not sufficient.

3. **After the test**

3.1. After candidates have exited the test they will be directed to a feedback form. They should be encouraged to complete this before leaving the room. If the group need to exit the venue immediately after the test, the feedback form is available for them to complete in their own time (they will need to logon to the PSA website, select “My Profile” and complete the feedback form under the relevant test). Please note that if a candidate is timed out of the test (i.e. if they do not click “exit” before the allocated time is up) the feedback form will not be available to them to complete immediately and they will be able to access it one working day later.

3.2. Once the assessment has finished any notepaper that has been provided to candidates must be collected before they leave the room. The content of the PSA is confidential and invigilators are responsible for ensuring candidates do not remove notes from the test venue.

3.3. Candidates need to log out of their computers in addition to logging out of PSA Interface.

3.4. Any technical issues that may have occurred during the PSA must be reported to the PSA Team using the form in Appendix D. The PSA Team will work with the PSA Lead to address any issues and identify solutions. Any technical issues not reported cannot be used as reason for appeal or re-sit.
Appendix A: Invigilator briefing to candidates:

All candidates must receive a briefing before the start of the PSA. This appendix sets out an example briefing to be delivered by the invigilator on the day.

Please read the following aloud to the participants once they are all seated and logged into the PSA website, before providing the test password:

Briefing at the start:

- Exam conditions apply. You should now be logged in to the PSA site and on the PSA test home page where it asks for the test password. If anyone has not been directed to this page, raise your hand now. By starting the PSA you are declaring yourself ‘fit to sit’.
- The assessment will last two hours [adjust for extra time candidates]. You will be told when there are 15 minutes left.
- If you wish to speak to an invigilator during the assessment, please raise your hand.
- You should have your own pen or pencil if you wish to make notes. You must not write on your BNF if you have one. Spare paper is provided. Any notes made will be collected at the end of the test.
- Please ensure that your mobile phone is switched off and placed securely with your belongings. You are allowed to have a simple calculator. If you have other electrical devices or written material other than the BNF, you must place it away from your desk now [Pause].
- During the assessment, you are only allowed to access the PSA Interface and BNF including guidelines. You must not access any other websites or resources.
- The content of the PSA is STRICTLY CONFIDENTIAL. It is essential that you do not reproduce or share any information relating to the contents of the PSA.
- If you wish to go to the toilet, please raise your hand and an invigilator will escort you. You will not be able to go to the toilet during the last 15 minutes.
- At the end of the assessment, you must remain in your seat until all note paper has been collected and I confirm that you may leave. If you finish the test before the end you must remain seated until the time is up.
- Enter the Event Password now, click Submit and the test will begin.
- The time is X. You have two hours to complete the PSA, starting now. (Begin timing 120 minutes).

After 105 minutes:

- There are 15 minutes remaining. You cannot go to the toilet until after the end.

After 120 minutes:

- Stop working now, go to the last question and submit answers by clicking on the ‘Exit’ button. That is the end of the assessment.
- You have been directed to the evaluation page. (Depending on whether you need to exit the room, candidates may be encouraged to complete their online evaluation forms straight away or later that day on their own):
  a) You may stay in the room and complete the form now.
b) Log out of the test site and log out of your computer now. You need to log in to the PSA site later today and complete your evaluation.

- Provided notepaper must remain in the room and will be collected now. Please remember to take your pens and belongings with you.
- *After collecting in note paper*: You may now leave the room.
Appendix B: PSA and BNF site logos for invigilators

NICE BNF

[Image of NICE BNF website]

BNF

[Image of BNF website]

NICE BNF for Children

[Image of NICE BNF for Children website]

BNF for Children

[Image of BNF for Children website]
Medicines Complete homepage

Medicines Complete BNF

Medicines Complete BNF for Children
Appendix C: Guidance on Incident Management

<table>
<thead>
<tr>
<th>Issue</th>
<th>Management applied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Candidate unable to log in</td>
<td>Invigilator should establish cause – forgotten password/incorrect email/student at wrong session. Liaise with PSA Team to address it 020 7419 5494</td>
</tr>
<tr>
<td>Candidate closed browser during test</td>
<td>Advise to log back into PSA Interface. No answers will be lost apart from the last question if they have not clicked on ‘Next’ button.</td>
</tr>
<tr>
<td>IT staff not present to set up the machines e.g. due to traffic or illness</td>
<td>Contact relevant staff supervisor for interim support</td>
</tr>
<tr>
<td>Mouse not working/absent</td>
<td>Take mouse from/move candidate to another machine and report fault to local technical support</td>
</tr>
<tr>
<td>Individual machine not working prior to or failure during exam</td>
<td>Move candidate to another machine and report fault to local technical support</td>
</tr>
<tr>
<td>Screen not working</td>
<td>Move candidate to another machine and report fault to local tech support</td>
</tr>
<tr>
<td>Left-hand side of the abbreviations pop up missing</td>
<td>Adjust either by dragging the scrollbar or reducing text size by holding down the &lt;CTRL&gt; key and pressing “+” or “.” key to increase or decrease font size (&lt;CTRL&gt; and “0” returns to default text size)</td>
</tr>
<tr>
<td>BNF displays a blank page</td>
<td>Caused by Internet Explorer – move candidate to a computer with a different browser, provide alternative access to BNF or enable unsecured content access</td>
</tr>
<tr>
<td>BNF is slow/unresponsive</td>
<td>BNF is a third-party hosted resource. Please try the other BNF link available or provide alternative access to BNF e.g. hard copy. Report to PSA Team immediately 020 7419 5494</td>
</tr>
<tr>
<td>BNF - error message regarding secure / insecure content</td>
<td>Please check browser security settings to allow mixed content (http and https)</td>
</tr>
<tr>
<td>Server pause of up to a minute</td>
<td>Tell candidates in advance not to click multiple times if the test pauses. If this happens, wait and reassure candidates</td>
</tr>
<tr>
<td>Malfunction briefly affecting an individual candidate during the exam</td>
<td>Give the candidate additional time at the end of the test to compensate for the time to resolve. Report need to keep test session open longer to PSA Team 020 7419 5494</td>
</tr>
</tbody>
</table>

Dealing with minor incidents (Details need to be reported to PSA Team using Appendix D)

These incidents may disrupt the PSA session without halting it.
Terminating the PSA session

There may be a number of unforeseeable occurrences that lead to the PSA test having to be prematurely terminated. Whist by no means exhaustive, below is a table of scenarios along with suggested management options. In all cases, please ensure that you communicate with the PSA Team as soon as possible.

<table>
<thead>
<tr>
<th>Issue</th>
<th>Management options</th>
</tr>
</thead>
<tbody>
<tr>
<td>PSA server reboot</td>
<td>Server reboot will require 5–10 minutes. Remain in contact with PSA Team and await confirmation that it is safe to instruct candidates to re-enter the system</td>
</tr>
<tr>
<td>PSA server failure</td>
<td>If a reboot fails. The PSA session should be terminated and, if possible, rescheduled</td>
</tr>
<tr>
<td>Network or router failure</td>
<td>Remain in contact with PSA Team until diagnostics are exhausted.</td>
</tr>
<tr>
<td>Hacking or attempted sabotage of the system</td>
<td>Contact PSA Team. If attack is deemed genuine terminate the PSA session and, if possible, reschedule</td>
</tr>
<tr>
<td>False fire alarm activation</td>
<td>Normal local procedure: Evacuate and terminate the PSA session. The PSA team will need to be alerted and the PSA will be rescheduled.</td>
</tr>
<tr>
<td>Fire</td>
<td>As above</td>
</tr>
<tr>
<td>Power cut</td>
<td>If power does not return in good time – terminate PSA session</td>
</tr>
</tbody>
</table>
Appendix D: PSA Invigilator Feedback

Prescribing Safety Assessment (PSA) Invigilator Feedback

Please complete this form with details of any technical issues experienced during the PSA and return it to admin@mscassessment.ac.uk. Please complete a separate feedback form for each individual issue and include the details of those students affected.

<table>
<thead>
<tr>
<th>Foundation School</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>PSA Date</td>
<td></td>
</tr>
<tr>
<td>Room/Location</td>
<td></td>
</tr>
<tr>
<td>Internet browser</td>
<td></td>
</tr>
<tr>
<td>used inc. version</td>
<td></td>
</tr>
</tbody>
</table>

Details of technical issue and any actions taken to address it

<p>| |</p>
<table>
<thead>
<tr>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Names of student(s) affected by technical issue</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>
### Any additional comments

<table>
<thead>
<tr>
<th>PSA Lead Invigilator name and signature</th>
</tr>
</thead>
<tbody>
<tr>
<td>Signed:</td>
</tr>
<tr>
<td>Print name:</td>
</tr>
</tbody>
</table>
Confidentiality agreement

The Prescribing Safety Assessment (PSA) is a summative assessment of knowledge, judgement and skills related to prescribing medicines, which is being developed as a collaborative venture by the British Pharmacological Society (BPS) and MSC Assessment (MSCA).

Scope of agreement

A PSA contributor is defined as:

- Administrative staff and invigilators involved with invigilation during the PSA.
- Scribes or support staff recruited by schools to assist candidates with reasonable adjustments taking the PSA.

Preparing candidates for the PSA

- It is not permitted for PSA contributors to disclose the content of PSA items to others or make copies of content held in the PSA Item Bank/test papers.
- It is professionally acceptable for PSA contributors to provide information for potential candidates on the principles underlying the PSA and the format of the test, provided the information has already been published on the PSA, BPS or MSCA websites.
- It is also professionally acceptable for PSA contributors to prepare material for teaching purposes in their own medical school for the benefit of their own medical students, on the understanding that they do not use any material that has been prepared specifically for use in the PSA.

Publications on PSA

- It is not acceptable for PSA contributors to write or contribute to books or other materials such as CD ROMs or to re-edit or revise existing texts or other publications whose specific purpose is to help candidates prepare for the PSA. However, in the event that the BPS/MSCA wish to commission such work, BPS/MSCA will provide specific instruction under these circumstances.
- In addition, PSA contributors are not permitted to make use of any material copyrighted by the BPS/MSCA, particularly that held in the PSA Item Bank.

PSA contributors are required to sign the below declaration, which should be returned to MSC Assessment at admin@mscassessment.ac.uk:
I confirm the following:

- The PSA is delivered under invigilated conditions and in accordance with national standards
- I will not reproduce the content of the PSA in any form
- I will not discuss or disclose to any third party, any confidential information relating to the PSA, for example, but without limitation to, PSA items
- I will alert the MSC Assessment immediately if there is any suspected breach of security

Signed:               Date:

Name:                
(Please print)