

# EXAM SERVICES

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Country  
Universities  
Centre

SNOWY MONARO

# CUC SNOWY MONARO

## Who are we?

CUC Snowy Monaro is a part of the Country Universities Centre (CUC) network. This network consists of Regional University Study Hubs across NSW, QLD, VIC, TAS and Norfolk Island. Each Centre is locally owned, governed and operated for the benefit of its local community. CUC Snowy Monaro supports all students studying any course through any provider. Students who register with CUC Snowy Monaro can receive face-to-face academic support, study spaces, exam support, access to high-speed internet and technology, wellbeing, and a local learning community of other students from their communities.

## Exam Services

CUC Snowy Monaro offer professional exam invigilation services including supervision and appropriate exam rooms, subject to availability. We also offer space for remote proctoring for the increasing number of online university exams.

We offer access to high-speed internet (100 Mbps connection) as well as desktop computers, WIFI, printing, scanning and copying equipment as well as video conferencing facilities.



# EXAM INVIGILATION SERVICES

## Availability

CUC Snowy Monaro exam services are available year-round. Exams required outside of normal business hours (8:30- 5pm) may incur additional charges.

## Cost and payment

**This service starts at AUD \$100 per hour plus GST.** The total cost includes invigilation, administration and venue hire. Depending on the nature of the exam requirements, additional fees may be incurred. An invoice will be sent shortly after the exam has been completed. Full payment from the education provider is required in \$AUD within 30 days.

It is the institution's responsibility to communicate directly with the students to advise them of the exam arrangements.

## Exam materials

CUC Snowy Monaro requests receipt of the exam papers and materials a minimum of 7 business days before the first day of the exam period. If not received in this timeframe, the exam arrangements may be cancelled.

## Room Bookings (external invigilator)

Exams invigilated by an external body will be accommodated at the Centre where possible. Please contact CUC Snowy Monaro to book an exam appropriate space. Room bookings start at AUD \$100 per hour plus gst.

## Cancellations

Students who fail to attend, or cancellations received within 24 hours of the scheduled exam start time, will incur full costs. Additional information can be found in the attached policy.

## Return of exam materials

CUC Snowy Monaro will send completed exam papers directly to the institution's nominated address, no later than two business days after the exam (unless requested to hold the papers and return in a batch with others). If your institution prefers these to be returned by courier, please provide the courier satchel and account details.

## Candidate requirements

All students and visitors must comply with terms and conditions of use. Students using the invigilation service are required to register with CUC Snowy Monaro prior to the exam commencing.

To register, students email: [degrees@cucsnowymonaro.edu.au](mailto:degrees@cucsnowymonaro.edu.au)

# EXAM INVIGILATION POLICY

The below policy is the default for exam invigilation, however, CUC Snowy Monaro will align to the education providers' exam policy where required

## Purpose

To maintain the integrity of examinations for education providers using CUC Snowy Monaro staff invigilators. The conduct of examinations is the responsibility of the Centre Manager and staff administering examinations.

## Before examinations

One week before an examination, CUC Snowy Monaro invigilators will receive the appropriate materials via digital communication or postage, including courier services where required. This will include:

- The Invigilator's instructional information
- The examination schedule for the Centre
- Session lists giving the names of all candidates sitting for each examination
- An attendance register for each examination
- Examination papers in sealed envelopes
- Answer booklets
- Other prescribed materials, as required

Centre staff check, on receipt, that they have the correct number of papers for each subject to be examined, and sufficient answer booklets and other materials for each candidate for each subject. They are to confirm the safe arrival or otherwise of all materials and store them in a secure location. It must also be made clear if the student undertaking the exam can use their own device to complete the exam (if it is online), or if they must use CUCSM supplied devices.

If provided with a digital copy, the documentation must be password-protected. Centre staff must securely print and store exams and dispose of examination material from digital devices.

Before the day of an examination, Centre staff will check that:

- There are no maps, diagrams or other materials in the room that might assist students (fixtures that cannot be moved should be covered)
- There are sufficient tables and chairs (spaced at least one metre on each side from one another) for the number of candidates to be examined
- Lighting, heating and ventilation are satisfactory
- Toilet facilities are adequate and contain no materials that may assist candidates
- A clock is in a position visible to all candidates

Invigilating staff will be available at the Centre at least 15 minutes before the scheduled start of reading time for an examination. The invigilator is responsible for ensuring that:

- The points listed above are still satisfactory
- All invigilators are familiar with examination procedures and the special duties for which they are responsible
- Invigilators place on the table/s examination booklets and any other examination materials to be provided by the education provider

# EXAM INVIGILATION POLICY

## Candidate requirements

Candidates shall bring with them to the examination, current identification, either a student ID card driver's licence or similar.

Except in those cases where permission has been given to bring in specified reference material, which shall be subject to checking by the invigilator, candidates shall not take into the examination room any:

- Writing paper
- Dictionaries
- Textbooks and other reference material
- Calculators
- Electronic devices, including a laptop, headphones or smart watches
- Mobile telephones or other communication devices will be removed from students.

## In the Examination Room

Candidates should be admitted to the room about 10 minutes before the commencement of reading time for the examination (unless a time is specified by the educational institution).

All materials taken into an examination room shall be subject to checking as follows:

- A check for unauthorised material will commence when students enter the examination room:
  - Once students are seated, the invigilator will advise students that their examination materials are being checked and will ask them to check that they have not brought into the examination room any unauthorised material and that if they have, to raise their hand so that it can be collected from them before reading time commences; and
  - Checking for unauthorised material will continue during reading time, at which time such unauthorised material will be removed from students.

No persons other than candidates, invigilators, and Centre staff are to be admitted to the examination room.

If there are changes to candidate attendance less than 24 hours before the scheduled examination or a candidate does not attend the Centre for the requested examination, the education provider will incur the agreed expense of providing invigilation services.

# EXAM INVIGILATION POLICY

## During the Examination

Invigilators devote their attention to the continuous supervision of candidates. Invigilators should ensure that candidates are not left unattended at any time and that they are not disturbed by outside noise, telephones etc.

The rules of the governing education provider regarding student conduct in examinations are to be strictly applied, and infringements reported immediately.

It is the duty of the invigilator to prevent the possibility of candidates availing themselves of unfair assistance. Should irregular practices be suspected, the invigilator will take possession of any notes or material after the examination and report the incident to the education provider.

Candidates who query an examination question paper will be advised by the invigilator to address this with their education provider following the examination.

## Interruption of Examinations

In cases where an examination is interrupted and there is alternative accommodation, candidates may move to a new location. If no alternative lighting/accommodation is available, the invigilator is to follow the procedures outlined by the education provider.

In the case of an emergency evacuation, Centre staff will contact the relevant education provider and follow the procedures outlined by the education provider.

In all cases, examination security must be maintained (i.e., no talking or looking at study notes).

## Return of Examination Materials

Centre staff shall ensure that all workbooks, examination booklets, attendance registers and the supervisor's reports (if any) are stored in a secure location and are returned to the education provider electronically (if applicable) within 24 hours of the exam completion and shredded immediately after confirmation of receipt, or 48 hours via post or courier after the examination.

If an examination is to be posted, the education provider must provide return prepaid postage materials and instructions.

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