

ORE Part 1 - Emergency and Health & Safety Policy

Effective Date: 01/03/26

Review Date: 01/03/27

Version: 3.0

1 Purpose

1.1 This policy establishes the framework for the identification, management and escalation of emergency situations, health and safety risks, and technical failures during the Overseas Registration Examination (ORE) Part 1.

1.2 The policy ensures that all examination activity is conducted in a manner that protects safety, maintains examination integrity, and complies with regulatory requirements.

2 Scope

2.1 This policy applies to all candidates, examiners, simulated patients, administrative staff, venue staff, contractors and visitors.

2.2 This policy applies to all Part 1 components delivered through the Surpass Test Centre Network.

3 Definitions

3.1 An emergency is any unforeseen event which presents an actual or potential risk to life, health, safety, property or examination integrity.

4 Principles

4.1 The safety of all persons takes precedence over continuation of the examination.

4.2 The AlphaPlus Lead Examiner has authority to suspend, delay, modify or terminate the examination.

4.3 Decisions may be reviewed by the UCL ORE Consortium Administrative Team and escalated to the GDC.

4.4 All candidates must comply with safety instructions.

4.5 No automatic adjustment will be made following disruption unless formally approved.

4.6 On-site technical support is available throughout the exam.

5 Venue Safety and Risk Control

5.1 The examination is conducted within Surpass-approved test centres that operate in a secure, access-controlled environment.

5.2 Fire exits, evacuation routes and assembly points are clearly identified.

5.3 All activity is supported by risk assessments and safety compliance requirements.

5.4 Fire exits must remain unobstructed at all times.

6 Pre-Examination Safety Controls

6.1 Safety checks, emergency roles and briefings must be completed prior to each examination session.

6.2 Candidates must receive a mandatory safety briefing.

7 Fire and Emergency Evacuation

7.1 All persons must cease activity and evacuate immediately upon alarm.

7.2 Do not use lifts or collect belongings.

7.3 Follow staff instructions and proceed to the assembly point, there will be fire marshals present at each diet venue.

7.4 Examination Conditions During Evacuation:

7.5 In the event of a fire alarm, evacuation, or other emergency requiring candidates to leave the examination room, examination conditions must be maintained wherever it is safe and reasonably practicable to do so.

7.6 Invigilators shall escort candidates from the examination room to the designated assembly point and remain responsible for maintaining examination security throughout the evacuation process.

7.7 Candidates must remain under the supervision of invigilators at all times during the evacuation and must not communicate with other candidates about the examination, access examination materials, use electronic devices, or engage in any activity that could compromise examination security or integrity.

7.8 Invigilators shall make reasonable efforts to maintain separation between candidates and prevent discussion of examination content during the evacuation and any period spent at the assembly point.

7.9 The standard invigilation ratio of one invigilator to approximately twenty candidates shall be maintained wherever possible. Where additional supervision is required, assistance may be sought from venue staff or additional examination personnel.

7.10 Candidates must follow all instructions issued by invigilators during the evacuation. Failure to comply may be treated as a breach of examination regulations and may be referred for consideration under the Suspected Malpractice Policy.

7.11 Maintaining examination conditions during an evacuation supports the continued security and integrity of the examination and may enable the examination to resume once it is deemed safe to re-enter the venue.

7.12 Following the evacuation, the Operations Manager, in consultation with venue staff and, where appropriate, the UCL ORE Consortium and GDC, will determine whether the examination can safely resume.

7.13 The Operations Manager will oversee evacuation and determine resumption once advised that it is safe to re-enter the venue.

8 Medical Emergencies

8.1 Staff must be alerted immediately in the event of a medical emergency and emergency services called via 999 where required.

8.2 The affected individual must not be moved unless necessary for their safety.

8.3 First aid will be provided by trained personnel; first aiders will be present at each diet venue.

8.4 All medical incidents must be recorded as part of the official examination record.

9 Accessibility and Emergency Support

9.1 The venue is DDA compliant.

9.2 A buddy system is in place for evacuation support.

9.3 Advance notification is required for assistance.

10 Security Incidents

10.1 Unauthorised access must be reported.

10.2 Aggressive behaviour may result in removal.

10.3 Suspicious items must not be handled and must be reported immediately.

10.4 Unsafe, disruptive and/or unprofessional behaviour by a candidate will result in their removal from the examination.

10.5 The Operations Manager will be responsible for making this decision in accordance with internal examination procedures. Where practicable, this decision will be made in consultation with, or subsequently ratified by, the General Dental Council (GDC) External Examinations Team.

11 Major Incident and Disruption

11.1 Includes power failure, IT issues or building closure.

11.2 The Operations Manager may pause or terminate the examination.

11.3 The UCL ORE Consortium Administrative Team will determine next steps on the day of the examination.

11.4 Where the UCL ORE Consortium become aware of disruption on the day of the examination, the UCL ORE Consortium will determine in conjunction with the GDC whether the exams attempt for those affected candidates will be voided and refunds will be issued.

12 Examination Suspension and Termination

12.1 The examination may be suspended or terminated where safety or integrity is compromised.

12.2 Final determination of attempt validity rests with the GDC.

13 Candidate Responsibilities

13.1 Follow all instructions immediately.

13.2 Report issues promptly to the invigilator who will notify IT support or Operations Manager.

13.3 Remain seated unless instructed.

13.4 Non-compliance may result in removal or malpractice action.

14 Examination Outcomes

14.1 GDC determines whether attempts count.

14.2 UCL provides recommendations based on evidence, a formal incident report will be completed by the lead examiner, this report is shared promptly with the GDC.

15 Communication

15.1 Candidates will be notified in writing of any outcomes.

15.2 Outcomes will be communicated within 10 working days where possible by the GDC. While the GDC will endeavour to provide a response within 10 working days, if this is not possible due to circumstances outside the GDC's control, then an email will be sent to inform the candidate of this delay.

16 Roles and responsibilities

16.1 UCL ORE Consortium Administrative Team: governance and decisions.

16.2 Invigilators: maintain exam conditions.

16.3 Technical Support: resolve issues on site.

16.4 Surpass Ops: provide escalation and reporting.

17 Communication of Decisions and Outcomes Following Disruption

17.1 Where the UCL ORE Consortium become aware of disruption on the day of the examination, the UCL ORE Consortium will determine in conjunction with the GDC whether the exams attempt for those affected candidates must be voided, candidates will be notified in writing of the outcome. Candidates may separately submit a complaint in accordance with the Complaints and Reviews Policy.

17.2 Decisions made by the UCL ORE Consortium and GDC in response to disruption identified on the day of the examination will normally be communicated to candidates within 10 working days. This timeframe is separate to those matters considered through the Complaints and Reviews Policy.

17.3 Reviews may be requested by the GDC in accordance with the [Complaints and Reviews Policy](#)

18 Related Policies

[Mitigating Circumstances Policy](#)

[Suspected Malpractice Policy](#)

[Complaints and Reviews Policy](#)

[Reasonable Adjustments Policy](#)

19 Appendix A – Technical Controls

The ORE Part 1 examination is delivered through the Surpass Test Centre Network, which operates under defined technical, operational, and security controls. These controls are designed to ensure the reliability of test delivery, the security of examination content, and the integrity of candidate responses.

Surpass implements a range of safeguards including secure test centre environments, pre-approved and audited venues, resilient technical infrastructure, offline delivery capability, contingency workstations, and on-site technical support with escalation procedures.

Full details of these technical and operational controls are set out in Appendix A.

APPENDIX A – Technical Centre Controls

The UCL ORE Part 1 examination is delivered through the Surpass Test Centre Network, which operates under defined technical, operational and security standards.

A1. Test Centre Approval and Audit

- All centres must undergo initial approval and audit prior to use.

- Centres are subject to periodic review to ensure ongoing compliance with required standards.
- Facilities must meet requirements relating to environment, security and candidate management.

A2. Test Environment Controls

- Examination rooms must provide a quiet, controlled and professional environment.
- Workstations must be spaced appropriately to prevent candidate interference.
- Secure storage must be provided for candidate belongings.
- Examination conditions must be actively monitored by trained invigilators.

A3. Technical Infrastructure

- All test delivery machines must meet Surpass technical specifications.
- SecureClient software is installed on all devices used for assessment delivery.
- Systems are tested prior to examination delivery to ensure readiness.

A4. Offline Delivery Capability

- All examinations are downloaded to local machines in advance of the examination.
- This enables candidates to continue their examination in the event of internet failure.
- Candidate responses are stored locally and uploaded once connectivity is restored.

A5. Contingency Workstations

- A minimum of 10% additional workstations are available at each test centre.
- Candidates experiencing technical failure may be relocated to an alternative workstation.

A6. Technical Support Model

- Dedicated technical support staff are present on-site during examination delivery.
- Immediate issues are resolved locally wherever possible.

- Escalation is available via:
 - Surpass Service Desk
 - Surpass Operations Team

A7. Incident Management and Reporting

- All technical incidents must be recorded by invigilators.
- Incident reports form part of the official examination record.
- Major incidents require formal reporting and escalation to UCL.