

Regulations for the conduct of all Written Exams – Instructions for Supervisors and Invigilators

This document must be read by all exam personnel including exam co-ordinators, supervisors and invigilators and must be available in each exam room for reference purposes.

Please note: There is a troubleshooting section at the end of this document. Please refer to the troubleshooting section for clarification on any areas of concern.

Arrival and checking of exam papers

The exam papers are sent by secure delivery for the attention of the exam co-ordinator at the centre. Papers will arrive 3-5 days before the date of the exam. The centre must nominate a member of staff to be responsible for the papers from the moment they arrive. The papers are sent in separate security bags for each level and unit. Each security bag has a label on the front through which states the level and number of papers enclosed. The nominated person must:

- ▶ Ensure that the correct number of exam papers for each level has been received by checking the number of papers indicated on the front of the plastic security bags. Do NOT open the security bags at this stage. Please note that one spare paper is sent for each level and unit.
- ▶ Ensure that a seating plan, supervisor's report and written exams return form have been received with the papers. You will be able to download an attendance list and mark sheets once the candidates have been entered.
- ▶ Ensure exam papers are stored in a secure location such as a safe or lockable cupboard until immediately prior to the exam.
- ▶ Ensure the papers are not accessed by anyone or released from the secure location until immediately prior to the exam.

Please refer to Troubleshooting Section 1 for any problems relating to the arrival of the exam papers.

Before the day of the exam

The following personnel must be assigned in preparation for the exam:

- ▶ Please refer to the table below to ensure there is adequate supervision within each exam room.

No. of candidates in room	Up to 25	26-40	41-55	56-70	71-85	86-100	101-115
No. of invigilators required	2	3	4	5	6	7	8

- ▶ Invigilation must be carried out by an adult who is trained and familiar with all of the regulations.
- ▶ The appropriate invigilator/candidate ratio (see table above) must be maintained at all times during the exam session. Please note that if an inspector is present they cannot act as an invigilator or supervisor.
- ▶ One person must be assigned as the supervisor. The supervisor is in overall control of the session and is responsible for the management of the session.
- ▶ The supervisor should be available to all rooms throughout the session.
- ▶ The supervisor may be counted as an invigilator providing the appropriate invigilator/candidate ratio per room (see table above) is maintained at all times.

- ▶ There must be a sufficient number of members of staff available outside the exam room(s) in case an invigilator inside a room needs assistance, to escort candidates on toilet breaks or to assist with the collection of papers at the end of each exam, to ensure that the invigilator/candidate ratio is fully met at all times.
- ▶ Ensure arrangements for personnel to assist with an authorised candidate's particular need provision has been made.

The following tasks must be performed:

- ▶ Candidates must be given a clear time of arrival at the centre to ensure that they have sufficient time to complete registration and that they are ready to enter the exam room at least 15 minutes before the start of the exam.
- ▶ Candidates must be given clear instructions regarding the location of the registration area and the exam room(s).
- ▶ Candidates must be instructed to bring a valid ID document with them to the exam. Centres must give candidates clear guidance as to which forms of ID are acceptable. A copy of Trinity's *Candidate ID policy* in which acceptable forms of ID are available on the Trinity website at trinitycollege.com. NB ID documentation is currently only required for Trinity Language Exams.
- ▶ Candidates must be made aware of, and given access to, the *Notice to candidates*.
- ▶ Ensure that arrangements for equipment to assist with an authorised candidate's particular need provision has been made.

Preparing the exam room(s) and registration area

The exam room must be set up and ready for use at least 30 minutes before the scheduled start time for the exam.

- ▶ Book the appropriate number of exam rooms and ensure that all rooms are a suitable size to accommodate the number of candidates entered.
- ▶ Private houses MUST NOT be used as a venue for exams.
- ▶ Ensure that there is disabled access to the exam room(s) if required.
- ▶ The exam room must be reasonably ventilated, at a comfortable temperature and free from external noise and interruption.
- ▶ Separate tables and chairs should be used. Chairs with a fold-down style desk should be avoided if possible as they offer a reduced writing area for the candidates.
- ▶ The seating must be arranged with candidates seated far enough apart so that they cannot copy from another candidate's script. There must be at least one metre between each desk. Candidates must not be seated facing one another.
- ▶ Candidates taking different levels of exams may be seated in the same exam room.
- ▶ Candidates must be allocated seats and must not be allowed to choose where to sit.
- ▶ Candidates' names and numbers must be clearly displayed on the desk to enable candidates to locate their desk and to assist in completing the personal details on the front of the exam paper.
- ▶ A seating plan must be completed for each room 24 hours before the start of the exam. Trinity provides a template seating plan for rooms seating up to a maximum of 25 candidates. Centres are free to provide their own seating plan as long as the information specified in the template seating plan is provided and it is an accurate reflection of the position of candidates in each room.
- ▶ Any display material in the exam room (wall charts etc) which might assist or distract candidates must be removed or covered for the duration of the exam.
- ▶ There must be a working clock in each room positioned so it is clearly visible to all candidates. The clock must not be positioned behind the candidates. It is advisable to have a back-up timing device which is synchronised to the main clock.
- ▶ There must be a means (eg a whiteboard) of displaying start and finish times of all exams.

- ▶ The *Notice to candidates* must be displayed outside each exam room.
- ▶ A *Silence – Exams in progress* sign should be displayed outside each exam room.
- ▶ The supervisor/invigilators must have a small supply of spare pens for the candidates' use.
- ▶ The supervisor/invigilator must ensure there is a pair of scissors in each exam room in order to correctly open the plastic security bag(s) containing the exam papers.

A registration area should be set up in the vicinity of the exam room(s). This area should be located in an area which allows the registration process to be completed (see Candidate registration section below) and also provide a waiting area for candidates. All candidates must register at the registration desk before being admitted to the exam room. Once registration has taken place, only candidates taking the exam may remain in the registration/waiting area. The centre must ensure the following documents are present at the registration desk:

- ▶ The *attendance list*.
- ▶ A copy of the *Notice to candidates*.

The day of the exam

As part of Trinity's Quality Assurance programme, any exam session may be subject to an unannounced inspection. All inspectors will aim to arrive at the centre at least 30 minutes before the scheduled start of the exam so that the entire exam procedure can be observed from the release of the papers from the secure area through to the sealing of the exam papers into the envelope at the end of the session. Centres must cooperate fully with inspectors at all times. For full details regarding the inspection criteria please refer to the *Centre Inspection form*.

Candidate registration

- ▶ All candidates MUST follow the registration process prior to entering the exam room.
- ▶ All candidates MUST check their personal information on the attendance list to ensure spelling and data is accurate. All candidates should sign the Attendance List (only applies to ISE exams).
- ▶ Candidates' ID documentation must be checked at registration. Please refer to Troubleshooting Section 2 for what to do if candidates do not supply valid ID documentation.
- ▶ It is advisable to remind candidates to use toilet facilities before entering the exam room.
- ▶ Candidates must place bags and other belongings either outside the exam room or in a secure area within the exam room designated by the supervisor.
- ▶ Candidates must be instructed to switch off all mobile phones and other electronic equipment and to leave them in the secure area. Smart watches should also be removed and placed in the secure area. If a candidate is found in possession of a prohibited item after the exam has started, whether switched on or not, they will be required to leave the exam room and must not be readmitted. Any incident of this nature must be reported on the *supervisor's report*. (Please see Troubleshooting Section for further details).

Release of exam papers

- ▶ Exam papers must not be taken from the secure storage or released to the supervisor/invigilator more than 30 minutes before the start of the exam.

Seating candidates, giving instructions and starting the exam

- ▶ Candidates must never be left unsupervised once they are in the exam room.
- ▶ It is advisable to remind the candidates to use the toilet facilities before entering the exam room.
- ▶ Once candidates have entered the exam room they must not leave until the end of their exam except for a toilet break. All candidates leaving the room in this instance must be

escorted by a member of staff, while ensuring that adequate supervision is maintained in the exam room.

- ▶ The candidates must be seated at their allocated desks at least 15 minutes before the scheduled start of the exam. Please refer to Troubleshooting section 2 if a candidate is late.
- ▶ The supervisor/invigilator must remind candidates of the rules of exam conduct by reading out the *Invigilator's script*, a copy of which is included in this exam pack.
- ▶ Candidates' ears should be visible so that supervisors can check for earpieces.
- ▶ Candidates must place their ID documentation on their desks.
- ▶ The supervisor/invigilators must ensure only pens and ID documentation are on candidates' desks. In addition, candidates are allowed bottles of water. No other items are permitted. See Troubleshooting section 2 for notes on pencils.
- ▶ The plastic security bag must only be opened in the presence of all the candidates. Clear instructions on how to open the plastic security bag are indicated on the bag. On no account must an attempt be made to open the bag by breaking the security seal.
- ▶ A clear instruction not to open the exam papers must be given to all candidates before distributing the exam papers. This may be made in a local language
- ▶ Supervisors must be careful to distribute the correct paper to each candidate. Exam papers must be placed face-up, with the front cover displayed.
- ▶ After all papers have been distributed, the supervisor must tell candidates to read the front cover, check that they have received the correct paper for their exam and complete the details required. The supervisor/invigilator is permitted to answer questions from candidates regarding completion of details on the front page of the exam papers.
- ▶ If there are candidates taking exams at different levels, all exams must be started at the same time. The supervisor/invigilator must clearly announce the start of the exam and display the exact start and finish time of each exam in a written format clearly visible to all candidates. Please see page 10 of this document for all exam timings. Every attempt must be made to adhere to the scheduled start time.
- ▶ If the exam is delayed, this must be reported on the supervisor's report together with the full explanation.

During the exam

Invigilation

- ▶ Only the supervisor, invigilator(s), inspectors and candidates are allowed in the exam room during the exam.
- ▶ The supervisor has overall responsibility for the conduct of the exam session.
- ▶ The supervisor and invigilator must be familiar with the rules given in the *Notice to candidates* and ensure that these rules are adhered to.
- ▶ The invigilator must give their whole attention to conducting and invigilating the session.
- ▶ The invigilator must not perform any additional task (eg marking, reading) and must ensure their mobile phone is switched off for the duration of the exam.
- ▶ The invigilator must actively monitor the room and is expected to regularly pace the room during the exam.
- ▶ Shortly after the exam has started, the supervisor/invigilator must re-check each candidate's visual appearance against their photo ID document. (See Troubleshooting Section 2 for what to do if candidate identity is in doubt).
- ▶ Each candidate should be accounted for on the attendance list together with all absences. If a candidate is absent, please mark with a cross on the seating plan so that the seating plan accurately reflects the layout of the exam room. Please cross-check with the Attendance List for consistency.
- ▶ The supervisor/invigilator may answer questions from candidates which relate to exam procedure but they must not answer questions about the content or interpretation of tasks (see Troubleshooting Section 2).
- ▶ Should any unforeseen incident eg a fire alarm occur during the exam, the supervisor/invigilator must follow the guidance given in Troubleshooting Section 2 relevant to that incident.

- ▶ If any candidate finishes with more than 15 minutes of the exam remaining and wishes to leave their exam room, the supervisor/invigilator must check that they have completed their details on the exam paper/answer booklet/sheet correctly before allowing them to leave.
- ▶ The supervisor/invigilator must announce the time 15 minutes before the end of the exam. If candidates at different levels are seated in the same exam room, the time must be announced 15 minutes before the end of each exam. Candidates must be reminded at this stage that they are not allowed to leave until the end of the exam.

The end of the exam

- ▶ At the end of the exam, a clear instruction must be given for the candidates to stop writing. Candidates must be reminded that they must remain seated and must not talk until they have left the exam room.
- ▶ The supervisor/invigilator must collect all paperwork from the candidates, ensuring that each candidate has completed their details, including name, candidate number, centre number and, if applicable, date of exam.
- ▶ The supervisor/invigilator must collect any spare and/or spoiled exam papers and/or answer sheets if relevant.
- ▶ If candidates have no further exams in this session, they may leave the exam room in silence at this point.
- ▶ As some exams may still be in progress in the same exam room, extra members of staff may be required to supervise leaving candidates, and to assist with the collection of their exam papers, to ensure that remaining candidates are not disturbed and are still fully invigilated.

Post-exam responsibilities

- ▶ The completed, spare and spoiled exam papers must be counted and the 'Written Exams Return form' completed.
- ▶ All exam papers (completed, spare and spoiled) must be returned in the plastic security bags in Attendance List order.
- ▶ The supervisor must complete the Supervisor's report form. The supervisor's report form must not be left blank. If the supervisor feels that there is nothing to report, then 'Nothing to report' must be written on the Supervisor's report form. The report form must be signed.
- ▶ The supervisor must check that the following documents have been fully and accurately completed. The documents must then be placed in the addressed envelope provided.
 1. All exam and answer papers (completed, spare and spoiled) in their plastic security bags.
 2. Written Exams Return form
 3. Attendance List(s) – All papers must be sent in this order.
 4. Supervisor's report
 5. Seating plan(s)
 6. Reading and Writing mark sheet
- ▶ The addressed envelope must be sealed with the supervisor's signature written across the seal. If an inspector is present they should also sign.
- ▶ The addressed envelope must be returned to Trinity by secure delivery immediately after the end of the exam.
- ▶ If there is any delay in returning the papers the designated contact at Trinity must be informed immediately. The designated contact details will be indicated in the admin pack received with the exam papers. Failure to inform Trinity of delays may lead to candidate results being delayed or voided.

Troubleshooting

Arrival and checking of exam papers		
Exam papers (1)	You do not receive your exam papers 3-5 days before the scheduled exam date.	Get in touch with your designated Trinity contact immediately. Their contact details are enclosed in your guidance notes.
Exam papers (2)	You do not receive the correct number of exam papers for each level.	
Exam papers (3)	You receive the exam papers but the security bags are open or the security seal has been broken	
Candidate entry	Somebody who has been entered for the exam is missing from the attendance list or has incorrect entry details (eg wrong exam level).	
Exam Documentation	Your admin pack is incomplete: you have not received a seating plan, supervisors report etc.	Please see trinitycollege.com/ISE .
Candidate(s) with a particular need provision (1)	A particular provision (eg Braille/large font paper) that has been authorised by Trinity, and which is Trinity's responsibility to provide, has not arrived.	Papers with a particular need provision are sent separately but are expected to arrive 3-5 days before the scheduled exam date. If you have not received these papers within this timescale, contact your designated Trinity contact immediately. Their contact details are enclosed in the admin pack.
Exam time and venue	It is not possible for your centre to hold the exam at the scheduled date, time or venue.	All exams must be held at the scheduled date, time and venue. If unforeseen circumstances make this impossible, you must contact your designated Trinity contact immediately to seek authorisation for any changes. On no account must any changes to date, time or venue be made without authorisation from Trinity.
On the day of the exam		
Candidate ID	A candidate has not brought valid ID.	Refer to the <i>Candidate ID policy</i> . A copy of this is available on the website.
Candidate(s) with a	A candidate requests a particular needs provision (eg extra time)	Particular provisions cannot be considered or authorised on the day of the exam.

particular need provision (2)	on the exam day.	Requests must be made at the time of candidate entry and supported by appropriate medical evidence. Please refuse the candidate's request.
Start times	I want to stagger the start times of our exams for different levels.	All exams must start at the stated time. Please see <i>Exam Timings</i> .
Security bag(s)	The plastic security bag is opened incorrectly.	Clear instructions on how to open the plastic security bag are indicated on the bag. If these instructions are not followed, a clear explanation why the bags were opened incorrectly must be made in the Supervisor's report.
Late arrivals	A candidate arrives late.	<p>Any late arrival must be intercepted by centre staff so that no disturbance is caused to the candidates that have arrived in time for the exam.</p> <p>A late arrival can only be allowed to take the exam if the full registration process can be completed in the registration area and the candidate can take his/her place in the exam room before the exam has started. If the registration process cannot be completed before the start of the exam, the candidate must not be allowed to take the exam.</p> <p>On no account must the start of the exam be delayed to accommodate a late arrival.</p> <p>Any late arrivals must be indicated on the Supervisor's report.</p>
Candidate questions	A candidate asks a question during the exam.	<p>The supervisor/invigilator may answer questions from candidates which relate to exam procedure, eg questions such as 'How long is the exam?/Do I have to answer ALL questions?/Where do I write my answers?'</p> <p>The supervisor/invigilator must not answer questions about the content or interpretation of tasks, eg questions such as 'What does this word mean?/Is this the right answer?'</p>
Exam Paper	A candidate notices a problem with the exam paper.	The candidate should be advised to continue with the paper if they can. A full explanation should be reported on the supervisor's report, together with the name and candidate number of the candidate that reported the incident.
Malpractice (1) -Mobile phone/ other electronic device (including smart watches)	A candidate is found in possession of a mobile phone or any other electronic device (whether switched on or off) after being instructed to place all such devices in the secure area.	The incident must be reported to Trinity both on the Supervisor's report form and also on the front cover of the exam paper itself. The candidate's name and candidate number must be noted and the time at which the mobile phone/device was discovered. The candidate must be removed from the room, if it is possible to do so without causing any disruption to other candidates.

Malpractice (2) – Other prohibited material	A candidate is found in possession of prohibited material.	The supervisor/invigilator must confiscate any prohibited material immediately. The incident must be reported to Trinity both on the Supervisor's report form and also on the front cover of the exam paper itself. The candidate's name and candidate number must be noted and the time at which the prohibited material was discovered. The candidate must be removed from the room, if it is possible to do so without causing any disruption to other candidates.
Malpractice (3) – Copying/ Collusion	A candidate is suspected of copying from another candidate OR candidates are suspected of collusion.	The incident must be reported to Trinity, both on the Supervisor's report form and also on the front cover of the exam paper of any candidate involved. The candidates' names and candidate numbers together with details and times of what was observed must be noted.
Pencils/Pens/ Highlighters	A candidate brings pencils/coloured pens or highlighters into the exam room.	Candidates are not permitted to use a pencil. Coloured Pens – Answers must be written in blue or black ink. Highlighter pens – Candidates may take a highlighter pen into the exam to highlight parts of the questions or text.
Clock	The clock stops during the exam.	The centre must have a back-up timing system to ensure that, in the event of the clock stopping, candidates are allocated the correct time for the duration of the exam. It is advisable to call out the timings at appropriate intervals.
Toilet breaks	A candidate needs a toilet break.	All candidates leaving an exam room during an exam must be escorted from and back to the room by a member of staff. Ensure that correct supervision is maintained within the exam room.
Leaving exam early	A candidate has finished the exam and wishes to leave early.	Candidates may leave the exam early but the following rules must be followed. <ul style="list-style-type: none"> ▶ Candidates may not leave the room until the supervisor/invigilator has checked that the candidate's details have been completed correctly on the question/answer paper. ▶ Candidates may not leave the room within 15 minutes of the end of the exam.
Invigilator's mobile phone	The supervisor's/ invigilator's mobile phone rings during the exam.	Do not answer the phone: switch off immediately.

Eating and drinking	A candidate is found smoking, eating or drinking (with the exception of water) in the exam room.	<p>Candidates found smoking, drinking or eating during the exam should be asked to stop immediately. If they refuse to do so, they should be asked to leave the exam room immediately and the incident reported to Trinity, both on the Supervisor's report form and also on the front cover of the exam paper itself.</p> <p>Some candidates may need to eat something for medical reasons (eg in the case of diabetic candidates): this should be permitted. The supervisor/ invigilator should also be made aware of this before the exam.</p>
Fire alarm	The fire alarm rings during the exam.	<p>Candidates should be asked to remain silent if it is safe to do so while being taken to the assembly point.</p> <p>Candidates must be fully supervised at all times between leaving and re-entering the exam room. They must leave their exam papers behind on the desk. If the building is deemed safe to re-enter, candidates should be led back to the exam room in silence and extra time allowed to compensate for the time missed. The incident and timings must be recorded on the Supervisor's report.</p>
Candidate illness	A candidate is taken ill during the exam.	<p>If a candidate is ill and needs to leave the exam room, they must be accompanied at all times. No extra time can be added if a candidate is taken ill during the exam.</p>

ISE Reading & Writing

Exam Timings

Level	Total time
ISE A1	1 hour 30 minutes
ISE Foundation	2 hours
ISE I	2 hours
ISE II	2 hours
ISE III	2 hours
ISE IV	3 hours

All ISE Reading & Writing exams start at 10:00am local time.

Invigilator Script

TIP: It may be an idea to check if any candidates need to go to the toilet before they enter the exam room, as long as this does not delay the start of the exam.

The following must be announced by the supervisor/invigilator before the exam begins. This may be done in local language.

Before the exam

- a) *'When you receive your exam paper, you MUST NOT open it until advised to do so. Please check carefully that you have the correct exam paper. If you do not, please raise your hand.'*
- b) *'You must write your name and candidate number in the spaces provided on the exam paper and any answer booklets used. All details should be on your appointment slip in front of you on your desk. Please remember to do the same on any other paper you use.'*
- c) *'You may not speak to anyone during the exam except me or another invigilator. If you want to ask a question, first raise your hand to attract attention. You may ask questions about exam procedure but not about the content of the exam paper.'*
- d) *'You MUST NOT take the exam paper or any other paperwork out of the exam room.'*
- e) *'You MUST remain seated at all times until the invigilator has collected your exam materials and granted you permission to leave.'*
- f) *'You MUST NOT talk until you leave the exam room.'*
- g) *'If you finish your exam and you have more than 15 minutes left before the end of the exam, you may leave the exam room. To do so, please remain seated and raise your hand and wait for the invigilator to collect your paper and give you permission to leave.'*
- h) *'Further instructions are printed on the front of your exam paper: please read carefully.'*
- i) *'Start and finish times will be displayed on the board. The time is now....., you may begin.'*

After the exam

- l) *'The time is now....., you MUST stop writing. Please remain seated until all papers are collected. You must not talk until you have left the exam room.'*