TRINITY
COLLEGE LONDON

ESOL Skills for Life and ESOL Step 1 and Step 2

Centre Best Practice Guidebook

TRINITY COLLEGE LONDON

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1. Introduction

1.1 Who should read this guidebook

This guidebook is for everyone involved in the delivery of Trinity ESOL Skills for Life and ESOL Step 1 and 2 exams in your centre. This includes:

- The Centre Representative (see below).
- Exam coordinators and administrators.
- Exam supervisors, invigilators, and stewards.
- Teachers.

Throughout this guidebook these personnel are referred to as 'you'.

1.2 Guidebook contents

This guidebook contains essential information on how to administer ESOL Skills for Life Reading, Writing, and Speaking and Listening face-to-face (with a visiting examiner) exams, and ESOL Step 1 and 2 exams, from enrolment of candidates through to distribution of certificates. It details the standards expected by Trinity, provides step by step guidance on how to ensure best practice, and provides information on where to find further information.

1.3 Other important documents

- **Specifications** – these detail the format, content and mark schemes of the test as well as the qualification aims and candidate profiles. There are separate specification booklets for each Skills for Life level and one for Step 1 and 2.
- **Teacher support materials** – Trinity provides a range of resources to help learners prepare for their exams including sample papers and sample exam videos.
- **SfL Additional Information Guide** – Speaking and Listening Online – this guidebook contains essential information on how to administer ESOL Skills for Life Speaking and Listening Online exams.
- **Admin packs** – these contain all the documents you need for running Skills for Life Reading and Writing exam sessions (eg Instructions for Supervisors and Invigilators and Seating plan templates).
- **Exam posters** – to be displayed during your exams (eg Silence – Exam in Progress posters and 'Exam Centre' posters) please contact your Trinity contact for these.

All these documents, except the 'Exam Centre' posters, are available to download from the Trinity website at trinitycollege.com/SfL.

1.4 The role of the Centre Representative

So that your centre can operate effectively as a Registered Exam Centre, it will need to appoint a Centre Representative. The Centre Representative will act as the main point of contact between your Registered Exam Centre and Trinity staff, examiners, teachers, and candidates. It is your Centre Representative's responsibility to disseminate the procedures and information contained in this guidebook to all staff and contractors engaged in delivery and administration of Trinity exams at your centre, and to monitor and report compliance thereafter.

1.5 Trinity points of contact

Trinity Skills for Life exams are coordinated through Trinity's UK & Ireland office and its central office. You will be assigned a principle contact for your day-to-day queries. Throughout this guidebook your principle contact is referred to as 'your Trinity contact'.

Please see trinitycollege.com/SfL for your Trinity contact details.

1.6 How to use this guidebook

The structure of this guidebook follows the exam process from beginning to end. It also contains other information about working with Trinity. Please use the contents list to find the information you need quickly.

The following key explains some of the terms used throughout this guidebook.

'candidate'	=	Any person taking an exam
'centre'	=	Trinity Registered Exam Centre
Skills for Life exams	=	ESOL Skills for Life and ESOL Step 1 and 2 exams. In this document 'Skills for Life' refers to both Skills for Life and Step exams. Where information is only relevant to one exam suite, this will be made clear.
'Trinity'	=	Trinity College London
'your Trinity contact'	=	Your contact at Trinity for all day-to-day queries.
'you'	=	All those involved with the delivery of Trinity exams at your centre
'Trinity Online'	=	Trinity's web-based administration system

1.7 Changes to the guidebook

We will make changes to this guidebook from time to time. Whenever we do so, we will notify your Trinity contact who will then advise you. The changes will become binding on the date specified for the change to take place. We'll make sure that you are given reasonable notice of any change that is likely to have an operational impact on the delivery or administration of Trinity exams at your centre.

Please always ensure that you refer to the most current version of the guidebook which is available from trinitycollege.com/SfL.

1.8 The ESOL Skills for Life and ESOL Step 1 and 2 exams

Trinity's ESOL Skills for Life qualifications are for people aged 16 and over living in the UK who need English for everyday life and for work. Designed to help people progress into mainstream education and employment, they are external assessments of the English language skills that people need in real-life situations.

The qualifications are available at five levels from beginner to advanced: Entry 1, Entry 2, Entry 3, Level 1 and Level 2. There are three units at each level which carry credit and lead to standalone award-level qualifications in Reading, Writing, Speaking and Listening. The unit-based system allows increased flexibility in the way that learners can build qualifications in accessible stages over time. When a learner attains all three units at one level, they gain an 'all modes' qualification at certificate-level.

Units	Overarching certificate
Speaking and Listening Award = 13 credits	ESOL Skills for Life Certificate (30 credits)
Reading Award = 7 credits	
Writing Award = 10 credits	

All the qualifications map to the Adult ESOL Core Curriculum and reflect the National Standards for Adult Literacy. The curriculum and standards define the knowledge required for achievement of each level in terms of language skills and communicative competence.

The qualifications sit on the Regulated Qualifications Framework and they are regulated by Ofqual.

For learners who aren't yet ready to a take an Entry 1 qualification, Trinity's ESOL Step 1 and Step 2 exams offer them the chance to mark their progress in English speaking and listening while building up to an Entry Level qualification.

For more information about all the exams, please refer to the specifications for each level which are available to download from the Trinity website at trinitycollege.com/SfL.

Candidate profile

Candidates will be aged 16 or over, be living in the UK and need English for everyday life and for work. The diversity of candidature for Trinity's ESOL Skills for Life and ESOL Step exams means that finite statements of prior learning are not appropriate. Learners from outside the UK may have followed different curricula from those in use in the UK or may even have had no formal education. They may therefore approach Trinity's Skills for Life qualifications with no previous formal exam record, or with a record gained through the state school exams of the country in which they have studied, or with qualifications granted by any other awarding body. For this reason, Trinity's specifications clearly describe what is required of the candidate for achievement of each level in terms purely of language skills and communicative competence, as defined in the Adult ESOL Core Curriculum. The exams focus on progressive extensions of ability and understanding. The prior language, knowledge and attainment required for registration is that defined in the standards and test specification for the level below the exam being entered.

2. Preparing candidates

Preparing candidates for Trinity exams, and making the relevant Trinity specifications available to teachers.

It is your responsibility to make sure that candidates at your centre are fully familiar with the contents of the exam and corresponding rules and regulations.

The Trinity specifications for each Skills for Life exam will give you full information about the exam tasks, procedures and assessments. You can access these documents and other resources such as practice papers and exam videos on the Trinity website at **trinitycollege.com/SfL**.

You should ensure all candidates are provided with an appointment form and inform them of any ID documents they must bring to their exam. The appointment form will provide the start time and location of the exam. Please refer to **trinitycollege.com/policies** for information on Trinity's Candidate ID policy. You must also ensure that all candidates understand and abide by the exam rules and regulations by making available Trinity's Notice to Candidates – see **appendix 2** and **3** for a copy of these notices.

3. Enrolling candidates

How to enrol candidates, pay exam fees and deal with candidate requests and queries.

3.1 Forecasting

Your Trinity contact may ask you to let us know how many candidates you expect to enrol over a particular session, and to choose your preferred exam period within the session. These forecasts are not binding but, provided they are reasonably accurate, they help us plan Trinity exam sessions throughout the year so that we can give your centre the best possible service.

3.2 Exam dates and closing dates

Sessions for Speaking and Listening are available throughout the year on an on-demand basis. Sessions for Reading and Writing are available throughout the year on nationally set dates.

All exam sessions must be booked through the Trinity Online exam portal. You **MUST** book at least two weeks in advance of the exam date for a Speaking and Listening session. You **MUST** book at least two weeks in advance of the exam date for a Reading and/or Writing session. Please note Speaking and Listening exams should be booked independently to Reading and Writing exams.

When booking Reading, Writing or Speaking and Listening sessions, you need to select the date and start time of the exam. All candidate enrolments must be completed at the same time as booking your exam session.

Trinity cannot accept late entries for Reading and Writing exams or Speaking and Listening sessions.

There are two key dates by which your centre **MUST** complete the following actions:

- **Deadline** – This refers to the booking of all exam sessions and exam payment:
  - Reading and Writing: 10 working days in advance
  - Speaking and Listening: 10 working days in advance
- **Closing date** – This refers to the final date for candidate entries:
  - Reading and Writing: 10 working days in advance
  - Speaking and Listening: 10 working days in advance

3.3 Exam fees

Details of exam fees are available to download from trinitycollege.com/SfL.

All exam sessions involving the participation of a visiting Trinity examiner are subject to a minimum fee. Exam sessions delivered online are not subject to a minimum fee.

Your centre must pay the exam fees in full by the deadline for the exam session.

Trinity must receive the payment of your candidates' exam fees before we can confirm that we'll send an examiner to your exams.

Once you have booked your Speaking and Listening session via Trinity Online, the system will automatically produce an invoice for the corresponding exam fees for your centre. This will be emailed to your centre, to print and action.

For Reading and Writing sessions an invoice will be available from Trinity Online once you have enrolled your candidates. Your centre must organise payment immediately to Trinity once the exam session is booked. If we do not receive payment, we may not be able to send your required exam papers.

For Reading or Writing sessions, a minimum fee equivalent to 10 x Level 1 exam papers is applicable. Where candidate enrolments do not meet this minimum fee, a surcharge will be added to make the total fee up to 10 x Level 1 exam papers.

Trinity cannot accept late entries for Reading and Writing exam sessions.

Please note that further candidate entries will NOT be accepted from centres with payment in arrears.

3.4 Trinity Online

All centres must use Trinity Online to submit and manage exam entries and sessions.

Trinity Online's functionality includes:

- Bookings
- Management of entries
- Invoices
- Timetables
- Printing exam materials
- Examiner itinerary and biography
- Candidate records including results history
- Contact management

There is no limit to the number of accounts that can be requested for set up on Trinity Online, so long as each user fills in an application form and accepts our Trinity Online Conditions of Use. Accounts can be set up, for example:

- For administrative members of staff to register candidates and print materials.
- For teachers to access their candidate and centre results history.
- For finance departments to view and print invoices.

Usernames and passwords for Trinity Online are personal and not transferable and may not be used if the member of staff to whom the account was allocated is no longer employed by you or is no longer involved in administering Trinity exams. You must inform Trinity when there are staff changes so that accounts can be deactivated and new ones set up.

You must use Trinity Online, and conduct all of your other activities as a Registered Exam Centre, in accordance with Trinity's Data Protection Policy, see trinitycollege.co.uk/policies. For details on how to enter candidates on to Trinity Online please refer to your Trinity contact.

When you record candidate entries on Trinity Online, **you must ensure that personal details are accurate and up to date**. This is particularly important as the data entered on Trinity Online will be used for candidate verification on the day of the exam, and for the issue of exam certificates. Please note that the name on the certificate will exactly match that entered on Trinity Online. If you do notice any errors, please contact your Trinity contact immediately.

3.5 Data Protection

'Personal data' is data that can be used to identify a living person and can be, or is intended to be, held on computer or in manual records.

Your contract with Trinity is governed by UK law and, therefore, UK data protection laws apply to the way in which data must be collected and 'processed' by or on behalf of Trinity. Under UK data protection laws, Trinity is a 'data controller' and third parties processing personal data on its behalf, wherever they are in the world, are 'data processors'. This means that both Trinity and your centre must be compliant with UK data protection laws when they collect or process personal data, for example when they organise or use personal data about candidates, Trinity examiners, etc. In addition, your centre may be required to comply with local data protection laws (if based outside of the UK). Whenever there is a possible conflict between UK and local data protection requirements, it is usually good practice for your centre to act in accordance with the legal requirement that is the strictest.

When your centre collects personal details from actual or potential customers, they should be notified that their data will be shared with Trinity for marketing and academic purposes.

Candidates have the right to see the personal data held about them by Trinity and can make a request about using and correcting that data. There are prescribed times and ways to respond to these requests, which your centre might need to comply with if you are required to help Trinity with such a response.

Please refer to our policy page for more information.

3.6 Enrolment requirements

- Candidates must be aged 16 or over at the time of their Skills for Life exam.
- Candidates may enter at any level without having previously taken any other Trinity exam.
- Candidates may enter for any or all of the three Skills for Life units (Speaking and Listening, Reading and Writing). All units are also standalone qualifications. They may enter the exams at different levels if they wish, however to obtain an overall overarching Skills for Life certificate, all units must be passed at the same level.
- Candidates may not enter for a unit at more than one Skills for Life level in the same exam session, eg a candidate cannot take Skills for Life Level 1 Speaking and Listening and Skills for Life Level 2 Speaking and Listening in the same session. The requirements and specifications of a level presuppose a level of competence which encompasses the demands of lower levels. At least one month must elapse between attempting different levels of the same unit.
- If a candidate does not reach the level required to pass and wishes to re-sit a unit, they may be re-entered as soon as the official result is received.
- There is no restriction on candidates simultaneously entering for exams from other Trinity exam suites (eg GESE), or on entering for exams of other Awarding Organisations.

Failure to observe these rules may result in exams being voided with no refund payable.

It is not possible under any circumstances for Trinity to enrol any candidate(s) retrospectively.

3.7 Exam conditions

- All exams are assessed on the basis of the performance given on the day of the exam without regard to external circumstances.
- Entry for Trinity exams constitutes acceptance of the professional judgment of the examiners.
- Examiners are not permitted to conduct oral exams or mark papers for those candidates who have not been registered on Trinity Online prior to the start of the exam session.
- Examiners reserve the right not to examine candidates who are late and arrive after the end of the timetabled exam session.
- Examiners reserve the right not to examine candidates if they are abusive or aggressive in any way.

3.8 Candidates with special needs

Trinity welcomes entries from candidates with particular needs and disabilities. We recognise that many disabled people face barriers to access and achievement and are committed to eliminating discrimination on grounds of disability and promoting equality of opportunity.

We are committed to the following principles:

- The content and assessment of its exams are non-discriminatory and are appropriate to the knowledge and skills specified
- The style and language of its documentation are readily understood and do not reflect stereotyped or biased attitudes its examiners and all associated with its exams apply a fair and just process.

Please refer to our Disabled Learners Policy at trinitycollege.com/policies.

Reasonable adjustments

In order to support access to our qualifications, we will make changes where practical to the way we do things. In order to remove any unnecessary barriers. This is called making 'reasonable adjustments'. We will take reasonable steps to prevent a person who has special needs suffering a substantial disadvantage compared with a person who doesn't.

In practice, reasonable adjustments are implemented according to:

- The individual's particular need, reflecting their usual method of working.
- The assessment requirements.
- The guidelines stipulated by regulatory authorities and industry bodies, such as the Joint Council for Qualifications.

The same standard of assessment applies to all candidates, regardless of any particular need/disability, and allowances will only be made, if appropriate, to the conduct of the exam.

Requesting special provision

All requests for reasonable adjustments must be made using the appropriate application form, available by emailing language-csn@trinitycollege.com. Further guidance on how to complete the application form as well as information on the types of provision that can be made can also be obtained by emailing the above. We require a minimum of 28 days' notice prior to the start of the exam date. Requests for amended exam materials such as Braille require at least six weeks' notice. Request for special provision must be made for each exam enrolment; pre-existing adjustments cannot be carried forward.

Supporting evidence

In certain cases, the application must be supported by appropriate documentary evidence. Further details on the type of evidence that can be supplied and when it is necessary to supply this can be obtained by contacting language-csn@trinitycollege.com. Details of medical and psychological reports are not disclosed to anyone, including examiners. If the original evidence is in a language other than English, it must be accompanied by a full English translation. Trinity College London reserves the right to turn down requests for provision if sufficient information is not submitted in time.

Access arrangements

If you have any particular access requirements on the day of your exam, please contact the centre or venue where you will be taking the exam for details of how they can assist when using their building and facilities.

For more information please visit our website at trinitycollege.com/languagespecialneeds, or contact us to discuss your requirements at language-csn@trinitycollege.com.

3.9 Changes to enrolments, absence through illness and exceptional circumstances

Once you have submitted candidates for an exam and the deadline/closing date has passed, no changes to entries are permitted.

Absence through illness

If a candidate is ill and cannot take an exam as planned, your Trinity contact must be informed as soon as possible. The candidate may apply for a 50% re-entry permit by providing a medical certificate, current for the date of the exam and the appointment form originally issued to the candidate. The re-entry application must be made to your Trinity contact no later than 30 days after the exam. A 50% re-entry permit for an exam at the same level in the same subject will then be issued. A re-entry permit can be used for an exam within 12 months of the original exam. If a permit is used towards entry for an exam at a higher level, any difference in fee is payable.

Exceptional circumstances

If a candidate wishes to postpone an exam, the original fee will not be refunded. There are special arrangements in case of genuine exceptional circumstances. For further information please see Trinity's Special Consideration policy at trinitycollege.com/policies.

3.10 Late entries and grade changes

Entries will not be accepted after the given closing date – it is essential that all candidates are enrolled by the requisite closing date. Any candidates not officially enrolled to Trinity's online exam portal must not be allowed to join an exam.

Level changes on the day of an exam are not permitted.

Once all enrolments have been entered on to Trinity Online, it is your responsibility as a centre to ensure that all appropriate arrangements are in place and all paperwork is prepared. Please see Section 4. Organising Speaking and Listening exams and Section 5. Organising Reading and Writing exams for further information.

3.11 Resits

Candidates wishing to be entered for a resit exam session must have received their confirmed result for the previous exam. Results for Skills for Life exams are usually made available within four weeks after the exam date. As soon as results have been received, candidates can be entered for a resit.

4. Organising Speaking and Listening exam sessions

How to organise examiner visits – Speaking and Listening Award.

4.1 Before the exam day

Examiner

After you have requested your Speaking and Listening exam via Trinity Online you will receive an automatic confirmation of the date booked along with your invoice. Once an examiner has been allocated to an itinerary, you will receive an automatic email confirming the name of the examiner and their details.

Examiners will also make contact with you before the day of their exam visit to confirm arrangements, eg how to get to the exam venue, the exam session start time and the exam timetable.

Timetabling

For Speaking and Listening exams, centres enrol candidates by the requisite closing date. Trinity Online will create your timetable, including each candidate and Group Discussion, and examiner breaks.

It is your responsibility to ensure that an exam timetable is accurate before the your exam session – you should use Trinity Online to do this. For sessions with multiple examiners, you will be provided with a timetable for each examiner. Please see Appendix 1 for timetabling guidelines.

Candidate information

When you have confirmed exam timetables on Trinity Online, it is your responsibility to communicate the correct information regarding the exam to the candidates. You will be able to print individual appointment forms confirming the exam time, the candidate number, and the date and location of exam. You will also need to advise the candidates of the exam rules (Appendix 2) and that they will need to bring along on the day of the exam:

i. their appointment slip

ii. their proof of identification in accordance with Trinity's Candidate ID Policy; and

iii. their chosen picture number for Task 1 (or – see the specifications for further details).

Exam materials

You must make sure that all the necessary exam materials are ready for the examiner on the exam day. You should download and print exam materials from Trinity Online. Use the checklist below to ensure you have all the materials required for each candidate and that they are sorted into timetable order.

Trinity Online Materials checklist

- Appointment forms – one per candidate, distributed to candidates in advance.
- Attendance Report – one copy, for the exam registration area.
- Individual Report forms – one per candidate.
- Composite marksheets – one set per examiner.
- Timetable – one per examiner

4.2 On the exam day

Materials – You should ensure that all the following materials are ready.

Exam registration

- Attendance Report.
- Individual Report forms – handed to candidates upon registration for candidates to take into the exam.

Examiner

- Timetable – one per examiner.
- Composite marksheets – one set per examiner.

Candidate

- Appointment form – distributed to candidates in advance.
- ID document (eg passport).
- Individual marksheet – issued to candidate at registration.
- Their chosen picture number for Task 1 (or object/notes dependent on level – see the specifications for further details).

From 1 December 2017, candidates **cannot bring mobile phones, laptops or other devices into the Speaking and Listening exam room** to support Task 1. Candidate's mobile phones, laptops and other devices must remain outside of the exam room at all times.

From 1 December 2021, candidates **must be prepared with their chosen picture number for Task 1 (or object/notes/presentation dependent on level)**. This is to comply with Trinity regulations and to improve efficiency with a standardised approach.

Examiners will check at the beginning of the session that the candidates are prepared with their chosen picture number or presentation notes (hard copies of presentation notes [Level 2] are permitted). If candidates have their material in digital format, they must be printed out before the candidates start their exam. At Level 2 the exam can take place without presentation notes.

Exam room – The exam room must be quiet, reasonably ventilated and maintained at a comfortable temperature. The room should be lit with natural light if possible. The exam room must contain at least one good-sized table and three comfortable chairs that provide good support. When a Trinity monitor visits (see Section 8. Quality and Standards) an extra chair will be required for the monitor. The room should be large enough to accommodate the group discussion comfortably. For this component, chairs should be arranged so that candidates are seated in a semicircle so that they can all make direct eye contact with each other. The examiner should be sat facing the candidates slightly further back from the semicircle.

Waiting room – There should be a waiting room for candidates to use when they arrive. This should not be directly next to the exam room.

Notices – Silence posters (available from Trinity) and the Notice to Candidates (see appendix 2 and 3) must be displayed around the waiting room and exam room area.

Stewarding – You must provide a steward for the exam day who will greet candidates, show them to the waiting room and exam room, and ensure that all runs smoothly. Stewards should supervise and manage the waiting room area and escort candidates to their individual exam and group discussion components at the appropriate times. They should ensure that candidates leaving their

exam do not converse with those still waiting to take their exam, either during the interim time between their individual component and the group discussion or after the group discussion.

Group Discussions – The examiner will facilitate the group discussions. Group discussions must contain only two candidates. If there is a case where there is only one candidate, please see the guidelines for use of 'Dummy' candidates in appendix 1.

Examiner refreshments – Drinking water should be made available for the examiner.

Prohibited items

The following are **NOT** permitted in the exam room:

- Eating or smoking (bottled water is permitted).
- Language aids, eg dictionaries, written scripts etc.
- Audio- or video-recording your exam.
- Mobile phones, laptops or other electronic devices.
- Live animals or weapons/dangerous objects, eg knives (or replicas).

Feedback – For standalone ESOL Step 1 and 2 exam sessions, a 30-minute feedback session is available at the end of the session. You should ensure 30 minutes is included at the end of the exam timetable. For sessions with very few Step candidates, the feedback session may be shorter. The feedback session is open to all teachers who helped prepare candidates for Step exams and as many teachers as available should be encouraged to attend.

The purpose of giving feedback is to:

- Reinforce what the centre is doing correctly.
- Point out what aspects of the preparation and grading could be improved upon.
- Give teachers the opportunity to ask questions and gain clarification on exam procedures and content.

Please note, in accordance with regulatory requirements, examiners are not permitted to give feedback on ESOL Skills for Life exams.

Post-session administration – You should assist the examiner in results processing by:

- Providing the examiner with access to a photocopier (so they can photocopy their marksheets).
- Receiving the ESOL Skills for Life results envelope from the examiner and posting it to Trinity immediately.
- Receiving any ESOL Step 1 and 2 Exam report forms and distributing them to candidates.

4.3 Results and certificates

Your candidate's results are confirmed when their results status changes online from 'entered' to 'approved' and by issue of the certificate. Once results are approved by Trinity, results will be available to access from Trinity Online, you will also be sent an automatic email with the candidate result slips attached. Results will usually be sent within four weeks of the exam session.

Certificates for successful candidates will usually be sent within four weeks after the completion of the Speaking and Listening exam session. You can track the progress of the certificate dispatch on Trinity Online.

Please check all the certificates carefully, if any corrections are necessary, please follow the procedure outlined under Trinity's Certificate Replacement policy – see trinitycollege.com/Certificateform for full details.

4.4 Resits

Candidates wishing to be entered for a resit exam session must have received their confirmed result for the previous exam. Results for Skills for Life Speaking and Listening exams are usually available within four weeks after the exam date. As soon as results have been received, candidates can be entered for a resit.

4.5 Checklist for organising Speaking and Listening exam sessions

Before the exam day

- Book a suitable exam room.
- Use Trinity Online to book your exam session, enrol all candidates, and then ensure your invoice is paid in full (deadline: 10 working days in advance).
- Ensure all entries are accurate and that any requests for a candidate's particular need provision has been submitted with the necessary accompanying documents.
- Use Trinity Online to confirm your timetable(s).
- Inform candidates of their exam time, the exam rules and what to bring.
- Appoint a steward and ensure they know what to do.
- Ensure you have printed all the necessary exam materials.
- Confirm exam day arrangements with the examiner.

Exam day

- Provide the examiner with all the relevant information and materials for the exam.
- Set up a registration area with Attendance Report to confirm candidate attendance.
- Ensure candidates are prepared with their picture number for Task 1 (Entry 1-Level 1), or presentation notes (Level 2).
- Assist the examiner if necessary and supervise/steward candidates.
- Encourage/Arrange for teachers to attend the Step exam feedback session if applicable.
- At the end of the exam session, assist the examiner in results processing.

After the exam day

- Distribute results in a timely manner.
- Distribute certificates in a timely manner.
- Complete Trinity's online customer feedback survey.

5. Organising Reading and Writing exam sessions

How to organise written exam sessions – Reading and Writing Award.

Below is a summary of the procedures that should be followed when organising a Skills for Life Reading or Writing exam session. For full information, including troubleshooting guidance, please refer to the Instructions to Supervisors and Invigilators document, a copy of which is provided in appendix 7.

5.1 Before the exam day

Exam dates

All Skills for Life Reading and/or Writing exams are booked to take place on 25 nationally set dates throughout the year. Sessions must be booked at least two weeks (10 working days) in advance of the exam session through the Trinity Online exam portal. At the time of booking you **MUST** specify the date and start time. All candidate entries **MUST** also be on Trinity Online by this deadline.

It is not possible under any circumstances for Trinity to enrol any candidate(s) retrospectively, after the closing date.

On each set date, your centre can hold exams in the morning, afternoon and evening. This allows you to select three separate exams start times on each set date.

For Reading or Writing sessions, a minimum fee equivalent to 10 x Level 1 exam papers is applicable. Where candidate enrolments do not meet this minimum fee, a surcharge will be added to make the total fee up to 10 x Level 1 exam papers.

Information for candidates

When you have entered all candidates for the Reading and/or Writing exam, it is your responsibility to communicate to them the correct information regarding the exam. You will be able to print individual appointment forms confirming the candidate number, the start time, date and location of their exam.

Conduct

The regulations governing how candidates must behave during Reading and Writing exams are summarised in the Notice to Candidates. Candidates should be encouraged to read this notice, before their exam. The Notice to Candidates informs candidates of the materials and equipment which are not allowed in the exam room and about general conduct on the exam day. This should also be on display outside each exam room on the exam day. The text of this notice may be photocopied and translated if necessary, see Appendix 3.

Arrival time

Candidates need to arrive promptly, at least 30 minutes before the scheduled exam start time.

What to bring

Candidates need to bring their appointment form, proof of identification in accordance with Trinity's candidate ID policy and a pen.

Receipt and verification of exam papers

The papers for the exam and accompanying 'Admin pack' will normally arrive at your centre no later than three working days before the exam date. They will be sent by courier for the attention of the Centre Representative.

If papers have not arrived 48 hours before the exam date, please contact your Trinity contact immediately.

Please ensure that you take time to read the administration documents, contained in the 'Admin pack' in full and all necessary documents are completed, see Section 5.4.

Each set of exam papers will be sealed in a security bag and papers for different exam levels will be wrapped separately. Check that the exam level indicated on the security bag matches that of the scheduled exam, together with the quantity of each level. If the quantity or level of papers is incorrect, please contact your Trinity contact immediately. Please remember that you must not under any circumstances open the security bags containing the exam papers until the exam day.

5.2 Security and storage of exam papers

The exam papers must be stored securely in a safe or locked cupboard until the exam day. Papers must not be released to the supervisor in charge more than 30 minutes before the start of the exam.

5.3 Supervision and invigilation

Your centre is required to ensure that candidates in Skills for Life Reading and Writing exam sessions are supervised at all times.

Trinity requires that your centre appoints a supervisor (usually the Centre Representative) for each Skills for Life Reading or Writing exam session to be in overall charge of the conduct of the exam. The supervisor is counted as one of the invigilators.

Two invigilators are required for the first 25 candidates per room. One additional person is required per room for every additional 15 candidates unless agreed otherwise in writing by Trinity before the exam session.

5.4 Materials required for Reading and Writing exams

- **Exam papers** – These should not be removed from their secure storage location earlier than 30 minutes before the start of the exam session.
- **Notice to Candidates** – This should be displayed outside of exam room and be available for all candidates to view. A copy can be found in appendix 3.
- **Exam posters** – should be displayed on and around the exam room - available from Trinity.
- **Written Exams Return form** – This will arrive with the exam papers giving the breakdown of exam paper quantities. On arrival of the papers, you should record the number of exam papers received on this form. After the exam, you should record the number of completed, spoiled and spare papers. The completed form should be sent back with all the papers. An example can be found in appendix 4.

- **Seating plan** – A seating plan should be completed for each room prior to the start of the exams. A copy can be found in appendix 5.
- **Supervisor's report** – Any incidents that occur should be reported on this form, a copy of which can be found in appendix 7.
- **Attendance report** – This will be available to download from Trinity Online once the entries have been processed. Candidates will be required to sign this form. Please also record ID checks, attendance and any absences.
- **Instructions for Supervisors and Invigilators** – All centre staff involved in the conduct of the exams, should be fully aware and understand all regulations for the exams. A copy can be found in appendix 8.
- **Reading and Writing Checklist** - this should be completed for each Reading and Writing exam session, and returned along with completed papers and administrative documents. A copy can be found in appendix 9.

5.5 Exam conduct

On the day of the exam, you **MUST** ensure that:

The exam room is set up as follows:

- The exam room is quiet and that candidates will be undisturbed by outside noise – silence posters must be displayed next to the exam room, warning staff and students that an exam is in progress.
- The exam room is reasonably ventilated and maintained at a comfortable temperature.
- Candidates' desks are set up in rows, at least one metre apart so that a candidate cannot copy from another's script.
- The Notice to Candidates is posted outside each exam room on the day of the exam – the supervisor/ invigilator should also have a copy of the notice with them in the exam room for reference.
- At least one clock is visible to all candidates – there should be at least one clock at the front of the exam room, facing the candidates.
- You remove or cover any display material in the exam room (wall charts etc) that might assist or distract candidates.
- You designate a secure area where candidates can leave bags, mobile phones, and all other electronic equipment and belongings – this must be in an area away from candidate desks, ideally outside the exam room.
- You have a supply of spare pens for candidates to use if needed.

You must ensure that the supervisor and invigilators comply with the following procedure:

- Ensure that all candidates are seated in the exam room in good time for the beginning of the exam.
- All candidates **MUST** follow the registration process before entry into the exam room.
- Request that all candidates switch off their mobile phones and all other electronic equipment, and that they leave their possessions in the secure area, only keeping on their desks their pens, appointment forms, and photographic ID.
- Brief candidates on the premises' emergency procedure in case of an emergency. Point out the fire emergency exit routes from the premises, and fire assembly points.

- Only open security bags containing the exam papers in front of the candidates, when they are all seated.
- Distribute the exam papers to candidates, placing each exam paper face-up, with the front cover displayed. Instruct candidates not to open the paper until told to do so.
- When all exam papers have been distributed, tell candidates to read the front cover, reminding them to check that they have received the correct exam paper for their exam, and ask them to fill in the details required on the front cover.
- Remind candidates of the rules about leaving the room, cheating, using a mobile phone or other electronic device, and communicating with other candidates once the exam has started. Explain that if a candidate is found breaking the exam rules and regulations, they will have to leave the exam room and will not be re-admitted.
- Ensure that no one is in the exam room from the start of the exam other than the candidates and those allowed to remain in accordance with the exam's rules and regulations, for example Trinity examiners, moderators, helpers of those candidates with disabilities, etc.
- At the appointed time, tell candidates to begin the exam, confirming and displaying the start and finish times.

Candidates must never be left unsupervised once they are in the exam room.

During the exam

- If a candidate arrives after the registration has closed, but before the exam has started, the candidate may enter. However, they will have to complete registration without a delay to the start of the exam.
- Do not allow candidates to leave the exam room in the last 15 minutes of the exam. If candidates wish to leave before this time, check that their candidate details on the exam paper are complete before allowing them to leave the exam room.
- 15 minutes before the end of the exam, warn candidates that they are coming to the end of the exam's allocated time. If candidates at different levels are seated in the same exam room, different announcements should be made 15 minutes before the end of each exam, with a clear explanation of which exam each announcement is for.
- For all unforeseen issues, please see the Troubleshooting guidelines in appendix 15.

At the end of the exam

- Prohibit any further writing after the end of the exam.
- Candidates must remain seated and must not talk until they have left the exam room.
- Collect the exam papers from each candidate, ensuring that they have completed their details, including name, candidate number and centre name.
- Collect any spare papers and materials and allow candidates to leave the exam room once all the exam papers have been counted.
- If other exams are still in progress, supervise leaving candidates to ensure that remaining candidates are not disturbed.

5.6 Post-exam administration

- All exam papers and materials, including any answer sheets and unused scripts, must be placed in the plastic envelope(s) supplied. Exam papers should be returned in the order listed on the session mark sheet. Your supervisor is responsible for checking that all materials are enclosed and, in particular, for checking that the numbers of papers collected for each exam level match the entry records for the exam. The Written Exams Return form should be filled in once all papers have been counted.
- The supervisor must ensure that the exam seating plan is completed with all the required details, and that the Attendance Report has been fully completed, with all absences noted.
- The supervisor must complete a Supervisor's Report Form and enclose all documents in the plastic envelope(s), together with the exam papers.
- The supervisor must ensure that the Reading and Writing Checklist is completed and returned together with documents above.
- The plastic envelope(s) must be sealed with the supervisor's signature written across the seal.
- Please refer to your Admin Pack received with your exam papers for full instructions for returning packages securely to Trinity. If there is any delay your centre should contact Trinity's central office immediately. Failure to do so may result in the exam papers being voided.
- Centres are not permitted under any circumstances to take copies of blank or completed exam papers.

The full regulations for the conduct of all written exams can be found in the Instructions to Supervisors and Invigilators in appendix 8.

5.7 Results and certificates

Your candidate's results are confirmed when their results status changes online from 'entered' to 'approved' and by issue of the certificate. Once results are approved by Trinity, results will be available to access from Trinity Online, you will also be sent an automatic email with the candidate result slips attached. Results will usually be sent within four weeks of the exam session.

Certificates for successful candidates will usually be sent within six weeks after the completion of the Reading and Writing exam sessions. You can track the progress of the certificate dispatch on Trinity Online.

Please check all certificates carefully, if any corrections are necessary, please follow the procedure outlined under Trinity's Certificate Replacement policy – see trinitycollege.com/Certificateform for full details.

5.8 Resits

Candidates wishing to be entered for a resit exam session must have received their confirmed result for the previous exam. Results for Skills for Life Reading and/or Writing exams are usually made available within four weeks after the exam date. As soon as results have been received, candidates can be entered for a resit.

5.9 Checklist for organising Reading and Writing exams

Before the exam day

- Use Trinity Online to enrol all candidates before the deadline (deadline: 3 weeks in advance).
- Ensure all entries are accurate, payment is made in full and that any requests for a candidate's particular need provision have been submitted with the necessary accompanying documents.
- Inform candidates of their exam time, date and location, the exam rules and what to bring.
- Book a suitable exam room and prepare a **seating plan**.
- Appoint a supervisor and the appropriate number of invigilators and ensure they know what to do.
- Check all papers and accompanying documentation on arrival. Contact your Trinity coordinator immediately if anything is missing or incorrect.
- Store all exam papers securely until 30 minutes before the start of the exam.

Exam day

- Set up the exam room and registration area.
- Register all candidates, check their ID, ask them to switch off their mobile phones and ensure they leave their belongings in the secure area.
- Seat candidates and distribute the exam papers.
- Remind all candidates of the exam rules and procedures (see **Invigilator's script**).
- Invigilate throughout the exam and ensure that candidates are not left unattended at any point once in the exam room.
- Report any incidents on the **Supervisor's Report Form** and mark all absences on the Attendance Report.
- Collect all exam papers, complete all paperwork and return it with all papers to Trinity immediately after the exam session.

After the exam day

- Distribute results in a timely manner.
- Distribute certificates in a timely manner.
- Complete Trinity's online customer feedback survey.

6. Skills for Life – Overarching certificates

Once a candidate has completed and passed all three units, they will receive an overarching certificate. To achieve the overarching certificate, the candidate is required to have passed all three units at the same level. It is important that at the time of entry, the same candidate number is used for each unit.

Candidates can take an award at any level and then have up to three years to complete the certificate level qualification. The successful implementation of this process relies upon accurate recording of candidate details. To be automatically awarded a Trinity ESOL Skills for Life qualification, all units must be taken with Trinity College London.

6.1 Mutual recognition

Trinity shares units with the following awarding organisations*:

- Ascentis.
- Cambridge English Language Assessment.
- Gatehouse.
- English Speaking Board (International) Ltd.
- NOCN.
- Pearson Education Ltd (Edexcel).

We will therefore accept a pass in any of the above organisation's ESOL Skills for Life Awards as a valid contribution to the achievement of a Trinity ESOL Skills for Life Certificate-level qualification.

If a candidate has achieved a unit with another awarding body, the candidate may apply for a Trinity overarching certificate using the Request for transfer of credits form, please see appendix 10.

For previous achievements to be validated, the following process must be followed:

- The centre will need to complete the Request for transfer of credits form available from trinitycollege.com/sfl. This must be completed fully; failure to complete all parts of the form may hold up the acceptance of the achievement.
- The centre must send to your Trinity contact a photocopy of the award certificate/results slip and a copy of the proof of identity of the candidate together with the completed form.
- These documents must be verified as original by either the academic or administrative contact known to Trinity. The documents must be signed and dated and the name of the person signing must be clearly legible.

For further details regarding ESOL Skills for Life credit values and reference numbers, see trinitycollege.com/sfl.

For information on mutual recognition of Skills for Life qualifications taken through an Awarding Organisation not listed above, please contact your Trinity coordinator.

*Correct at time of writing.

6.2 Duration of Study (Total qualification time)

All regulated qualifications are assigned a total qualification time. Total qualification time is an estimate of the average time a candidate spends with a teacher (guided learning hours) added to the average time spent learning independently. The amount of time needed to commit to a qualification varies from learner to learner, and depends on the individual's prior experience and learning.

For details of total qualification time for each module exam, refer to the Trinity ESOL Skills for Life Specifications.

7. Working with Trinity

Upholding the terms and requirements of Trinity's specifications, regulations, information and guidance notified to you from time to time as applicable, and ensuring these are communicated to candidates and teachers as appropriate.

7.1 Exam delivery

Trinity works with the centre to ensure that the exam session is delivered at the mutual convenience of the centre and the examiner. During the planning process, the centre may be approached regarding alternative dates for delivery.

Trinity reserves the right not to conduct an exam session in the following circumstances:

- Exam entries are not received prior to the specified deadline.
- Exam fees are not paid in full by the closing date.

Trinity takes every effort to ensure the delivery of its exams on the dates and at the locations planned. However, there may on occasion be exceptional circumstances that mean we are not able to meet our commitment. This would include, for example, lack of examiner availability, national strikes, labour disputes or industrial disruption, natural disasters, widespread disruption of travel, terrorist attacks or acts of war.

7.2 Trinity's customer care statement

Trinity College London is committed to providing a high-quality support service for all our users from initial enquiry through to certification. Please see trinitycollege.com for the full Customer Service Statement.

This statement will help us monitor and continually improve our service to you. If you wish to feedback on this statement, please do so through Trinity's online customer feedback survey or your Trinity contact.

7.3 Support for centres

Academic support

Trinity supports centres with their academic queries. Free support materials including sample papers and exam videos to help with preparing candidates are available online at trinitycollege.com/SfL. In the first instance, you should raise any queries you have with your Trinity contact, or if applicable, your in-country Academic support team. Trinity organises regional academic support sessions including workshops and training meetings for teachers.

Trinity also plays an active part in the academic community and regularly participates in focused events to which teachers and Centre Representatives are welcome. We strongly encourage you to take part in these events.

Administration and general support

This guidebook, your Registered Exam Centre Handbook and Centre Contract provide valuable guidance on organising Trinity exams. In addition, Trinity provides training materials relating to using Trinity Online which you can access from Trinity Online or your Trinity appointed contact. Your designated Trinity contact is also available to give support in all administrative matters.

7.4 Feedback

Trinity is always keen to gain feedback from its centres and candidates so we can improve our services. We need to know what we're doing well and what we could improve on. Following an exam session, all centres are sent an invitation to complete an online customer feedback survey. We would be grateful if you could take the time to complete this when requested to do so.

7.5 Appeals, complaints, and re-mark requests

We strive to ensure that all our candidates and centres have a positive exam experience. However, we recognise that occasionally things do not always run as smoothly as we would like. If you are unhappy with any aspect of Trinity's service, please contact us. You should raise your concern with your Trinity contact in the first instance who will either be able to solve the problem or advise you how to take your complaint further.

Information about our Complaints policy, Academic investigations and appeals policy and

Re-mark procedure, which govern how complaints are handled by Trinity, are available on the Trinity website at: trinitycollege.com/policies and trinitycollege.com/appeals.

We ask that you help us in any investigation into your concerns by cooperating fully and providing all necessary information. Please note exam scripts and recordings remain the property of Trinity College London and will not be made available to centres or candidates.

7.6 Use of the Trinity centre logo

Centres have access to a unique centre logo which may be used on your website, letterheads and marketing materials as permitted in your contract. So long as you follow the brand guidelines that accompany the logo, there is no need for Trinity to approve designs for such items. However, please email images/artwork of items you have produced to brand@trinitycollege.com for our records.

7.7 Access to Trinity branded materials

You may request Trinity branded materials to support promotional activities at your centre. Please contact your local Trinity contact for further details.

8. Quality and standards

Your centre is required to participate fully and regularly in Trinity's quality assurance programmes, which are designed to preserve Trinity's good reputation and the good standing of its exams. Some of Trinity's initiatives in this area are outlined below.

8.1 Examiners and markers

Examiner and marker training

All Trinity examiners and markers must complete regular training and standardisation and are monitored on a regular basis to ensure Trinity's standards are maintained.

Monitoring of exam recordings ('Audio monitoring')

Trinity examiners audio record all Speaking and Listening exams for monitoring and research purposes. This ensures the consistency of administration by its examiners and is in no way detrimental to the candidate. The procedure does not lead to changes in the result awarded to any individual. A proportion of exam recordings are reviewed by Trinity monitors who report back to Trinity and to the examiners on the exam and assessment process. Examiners also complete compulsory self-monitoring exercises using these audio recordings.

Monitoring of live exams ('Live monitoring')

Exam sessions may be attended by a Trinity monitor. The purpose of the monitor's visit is to observe the examiner's conduct and adherence to Trinity procedures. The monitor reports back to the examiner and to Trinity on the exam and assessment process. He or she takes no part in the exam process and will not influence the interaction between the candidate and examiner. Centres do not receive feedback from the monitor. Centres will be notified in advance of a monitoring visit by the examiner. (Please note, you will need to make another chair available in the exam room for the monitor).

8.2 Registered Exam Centres

Inspections

Trinity reserves the right for its representatives (and those from any regulatory bodies by whom it is governed) to visit any exam centre unannounced. Trinity's representatives check that all prescribed measures for security and exam conduct are in place and of the required standard. Trinity reserves the right to withdraw registration of any centre found not to be following stated procedures for the delivery of Trinity exams.

Reading & Writing exam inspection visits

Trinity conducts regular inspection visits of Skills for Life Reading and Writing exam sessions. These are carried out by trained Trinity inspectors who monitor centre compliance with Trinity procedures. Exam centres are not given prior notice of an inspector's visit. Exam centres are expected to cooperate fully in order to allow the inspector to conduct their duties. Inspectors are present in an observing capacity only and would not normally intervene with the running of the session (except in exceptional circumstances). Inspectors complete a written report which is returned to Trinity, detailing what they have observed.

Speaking and Listening exam visits

As a further quality assurance measure, Trinity examiners also report back to Trinity after each Skills for Life Speaking and Listening exam session about a centre's compliance with Trinity procedures.

8.3 Results entry

Clerical checking

Trinity's exam results are routinely checked at Trinity's central office. Please note that the results are provisional and that final exam results are not confirmed until the validation process is completed and, where an overall pass has been obtained, the certificate issued.

8.4 Malpractice and maladministration

There are various types of behaviour that would be considered malpractice, either on the part of an exam centre or on the part of a candidate. Malpractice is an extremely serious matter for Trinity.

If any such incident occurs or is alleged to have occurred, Trinity will carry out an investigation and take appropriate steps. Centres are expected to fully cooperate in any such investigation by providing all information requested.

Malpractice by candidates

You should record any actual or suspected behaviour that is intended to give or has the effect of giving an unfair advantage to a candidate, or which could cause a distraction to other candidates during the exam. Examples of candidate behaviour which would be the subject of an investigation can be found on page 2 of Trinity's *Malpractice and Maladministration Policy* (**trinitycollege.com/policies**).

Conduct reported in this way may lead to disqualification of candidates and to the withholding of their results. The supervisor/invigilator has the authority to ask the offending candidate(s) to leave the exam room.

If, during the marking process for any exam, reasonable suspicion or firm evidence of irregular conduct such as copying is detected by examiners/markers, Trinity reserves the right to take appropriate action. This may include requiring the candidate to take a re-sit or disqualifying the candidate and withholding his/her results.

Malpractice or maladministration by a Registered Exam Centre

Malpractice by a centre is when a centre is complicit in helping candidates cheat and/or gain unfair advantage. Maladministration is when a centre fails to run an exam session according to Trinity guidelines. Examples of centre behaviour which would be the subject of an investigation into centre malpractice or maladministration can be found on pages 2–3 of *Trinity's Malpractice and Maladministration Policy* (**trinitycollege.com/policies**).

A centre may not use its Registered Exam Centre status to misrepresent or mislead the public or to gain an unfair advantage.

Trinity collects information about the service delivery levels of its exam centres and the conduct of their Trinity exams. Trinity examiners are required to report any incidence of suspected malpractice or maladministration. Trinity also systematically checks supervisor reports, seating plans, attendance registers and inspection reports from Reading and Writing exam sessions. Exam paper markers also report all suspicious scripts for investigation.

Actions taken by Trinity

Where malpractice or maladministration is suspected and an investigation is necessary, Trinity may:

- suspend the issue of all results for the session until the investigation has been completed
- suspend future enrolments at your centre until the investigation has been completed
- request information for its investigation
- scrutinise any written exam papers, using a second marker and relevant Trinity personnel
- present the case to the relevant team at Trinity for a final decision
- contact you, setting out the action to be taken
- void some or all results for that exam session (and, as appropriate, withhold certification)
- de-register your centre.

For further information, please refer to Trinity's *Malpractice and Maladministration* Policy (trinitycollege.com/policies).

8.5 Anti-corruption and bribery

In the UK, robust laws exist to prevent bribery and corruption. These laws apply not only to Trinity staff, executives and trustees, but also to persons associated with Trinity working on its behalf anywhere in the world. Therefore, Trinity must have policies and systems in place to prevent any associated persons from committing bribery. Associated persons include anyone providing services to Trinity such as its National, Area or Local Area Representatives.

Under UK law it is illegal:

- to pay or offer to pay a bribe
- to receive or agree to receive a bribe
- to bribe a foreign public official.

Trinity has developed an Anti-Corruption and Bribery Policy (trinitycollege.com/policies), which, all of your members of staff involved in the delivery or administration of the Trinity exams must comply with at all times.

8.6 Regulation

In line with your centre contract you should take all reasonable steps to ensure that Trinity can comply with the conditions of any regulatory body either recognising or governing Trinity's ESOL Skills for Life and ESOL Step 1 and 2 qualifications.

An example of one of these 'reasonable steps' would be agreeing to representatives of regulatory bodies visiting your centre to inspect exam arrangements or to provide information/documents as and when requested by the regulator.

Trinity's regulatory bodies include the Office of Qualifications and Exams Regulation (Ofqual) in England, the Qualification Wales and the Council for Curriculum, Exams and Assessment (CCEA) in Northern Ireland. Trinity is also a registered charity regulated by the Charity Commission.

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TRINITY COLLEGE LONDON

Skills for Life

Speaking and Listening Timetabling

Exam timetabling

Your timetable(s) will be created automatically by the Trinity Online exam portal when you submit your exam booking and will be created following the order of enrolment. You will be able to make changes to the running order up to 72 hours before the exam, after this time changes will no longer be possible.

For details on how to make changes to your timetable(s), please contact your Trinity contact. It is the responsibility of the Registered Exam centre to check and confirm timetables by using Trinity Online.

ESOL Skills for Life Speaking and Listening exams

Level	Individual interview	Group discussion
Step 1	5 minutes	n/a
Step 2	6 minutes	n/a
Entry 1	5 minutes	4 minutes
Entry 2	8 minutes	5 minutes
Entry 3	8 minutes	6 minutes
Level 1	10 minutes	7 minutes
Level 2	14 minutes	8 minutes

Timetabling rules

- Do not add time for the candidates to enter and leave the room.
- Timetable the exams so that the same grades are together starting from the lowest and ending with the highest.
- Candidates must be assessed in the individual interview and the group discussion by the same examiner. The group discussions should be scheduled after each two individual interviews at a level.
- If ESOL Skills for Life and Step exams take place on the same day, the timetabling of the exams must be kept separate, eg Skills for Life candidates are seen in one block and then the Step candidates (or vice versa).
- Centres are entitled to examiner feedback on any ESOL Step exams. If the session is entirely ESOL Step exams, centres should schedule a 30-minute feedback session at the end of the timetable which teachers should be encouraged to attend.
- When timetabling please remember to make the candidates aware of the time of both their one-to-one interview and the group discussion.
- If candidate numbers fall below those stipulated in the specification as constituting a group discussion, the exam may be voided.
- Please note, all timings include administrative time.

Examiner hours and breaks

The total number of examining hours per day must not exceed the limit of 6 hours.

Centres must also observe the rules for examiner breaks* as follows:

0–2 hrs: No breaks

2–4 hrs: 1x 15 minute' break

4–6 hrs: 1x 15 minute' break + 1x 60 minute' break

*Please note these are the maximum number of hours an examiner can examine without a break – and must not be exceeded. However, breaks can be taken earlier as convenient, for example the first break could be taken after 1.5 hours to enable the breaks to be more evenly spread throughout the day.

The total number of hours an examiner spends at the centre in one day should not exceed 8 hours (this includes both exam time and breaks).

Changes to the timetable

Every effort must be made to ensure that the candidates are on time for their session. Sessions are booked according to examiner time and examiners cannot be kept waiting to complete the session.

There will be exceptional occasions where candidates are not available to attend at the time allocated to them. You must ensure that candidates inform you before the exam day so that you can alter the timetable accordingly.

It is advisable that during the exam you monitor the attendance of the candidates waiting for their group discussion. If you find that a candidate has failed to arrive you should look at the timetable for the other group discussions at the appropriate level and see if you need to adjust the group lists to ensure that each group complies with the regulations.

See the example timetable on the **next page**:

Time	Name	Candidate number	Subject	Grade/ Level
09:00	Candidate1 Candidate1	1-77829032991	SfL Speaking & Listening Entry 1	E1
09:05	Candidate2 Candidate2	1-77829032993	SfL Speaking & Listening Entry 1	E1
09:10	*6 mins E1 Group Discussion (4 mins discussion; 2 mins examiner admin)*			
09:16	Candidate3 Candidate3	1-77829032995	SfL Speaking & Listening Entry 1	E1
09:21	Candidate4 Candidate4	1-77829032997	SfL Speaking & Listening Entry 1	E1
09:26	*6 mins E1 Group Discussion (4 mins discussion; 2 mins examiner admin)*			
09:32	Candidate5 Candidate5	1-77829032999	SfL Speaking & Listening Entry 2	E2
09:40	Candidate6 Candidate6	1-77829033001	SfL Speaking & Listening Entry 2	E2
09:48	*7 mins E1 Group Discussion (5 mins discussion; 2 mins examiner admin)*			
09:55	Candidate7 Candidate7	1-77829033003	SfL Speaking & Listening Entry 3	E3
10:03	Candidate8 Candidate8	1-77829033005	SfL Speaking & Listening Entry 3	E3
10:11	*8 mins E1 Group Discussion (6 mins discussion; 2 mins examiner admin)*			
10:19	Candidate9 Candidate9	1-77829033007	SfL Speaking & Listening Level 1	L1
10:29	Candidate10 Candidate10	1-77829033009	SfL Speaking & Listening Level 1	L1
10:39	*9 mins L1 Group Discussion (7 mins discussion; 2 mins examiner admin)*			
10:48	*15 mins Break*			
11:03	Candidate11 Candidate11	1-77829033011	SfL Speaking & Listening Level 2	L2
11:17	Candidate12 Candidate12	1-77829033013	SfL Speaking & Listening Level 2	L2
11:31	*10 mins L2 Group Discussion (8 mins discussion; 2 mins examiner admin)*			
11:41	Candidate13 Candidate13	1-77829033111	SfL Speaking & Listening Level 2	L2
11:55	Candidate14 Candidate14	1-77829033113	SfL Speaking & Listening Level 2	L2
12:09	*10 mins L2 Group Discussion (8 mins discussion; 2 mins examiner admin)*			

Use of 'dummy candidates'

'Dummy candidates' are individuals who take part in the Group discussion component but are not assessed. They are used in instances when there are not enough actual candidates to enable the discussion to take place (eg there is only one actual candidate).

Centres should monitor absences throughout an exam session to minimise instances where candidate absence leads to there being only one candidate in a group. However, we recognise that occasionally such instances are unavoidable. Where this happens, 'dummy candidates' can be used.

We recommend that centres arrange for one candidate at each level who has finished their exam, to stay to the end of the exam session and be available to present as a dummy candidate should any of the remaining candidates be absent and cause a dummy candidate to be needed.

Dummy candidates join the real candidate in the group discussion. Individuals acting as dummy candidates **MUST** be studying at the level being assessed or have only recently passed an exam at that level. If the student acting as 'dummy candidate' is taking their exam in the same session, they must have completed their exam before acting as 'dummy candidate'. This is to ensure that the group discussion can be conducted with two students, and at the level required so the real candidate is not disadvantaged by the dummy candidate's greater or lesser English ability.

Dummy candidates should not be enrolled to Trinity Online or included in the exam timetable.

TRINITY COLLEGE LONDON

Notice to candidates

Speaking and Listening exams

To be made available to candidates prior to their exams and displayed outside each exam room.
Please read carefully.

Arrival

- You should arrive at the exam venue at least **30 minutes** before your exam time and report to the exam supervisor/ exam registration desk.
- If you are late, you may not be able to take the exam.

What to bring

You should bring the following items:

- Proof of identity (eg your passport)*.
- Your Appointment Slip.
- Any supporting items you require for your exam (topic form, photos, objects, brief notes, etc) – ask your teacher or see the relevant test specifications for more details.

*Proof of identity: ID requirements vary according to country and exam – check with your exam centre for guidance on acceptable forms of ID.

Conduct

You **MUST**:

- Register and wait quietly in the waiting area.
- Follow any instructions given by the exam supervisor or steward.
- Go to the exam room when told to by the steward, leaving your belongings in the designated secure area.
- After your exam, return to the waiting room, collect your belongings and leave quietly without talking to other candidates.
- You are advised to use toilet facilities before entering the exam room.

You **MUST NOT**:

- Take unauthorised material into the exam room (see below).
- Attempt to cheat in any way.
- Use threatening language or behaviour towards exam centre staff or the examiner.

Prohibited material

The following are **NOT** permitted in the exam room:

- Mobile phones or other electronic devices (including smart watches).
- Language aids (eg dictionaries, written scripts).
- Eating or smoking (bottled water is permitted).
- Audio or video-recording your exam.
- Live animals or weapons/dangerous objects, eg knives (or replicas).

Help and guidance

If you have any questions about your exam, ask the exam supervisor or steward. If you feel your performance may be affected by ill health or any other reasons, tell the supervisor

Disqualification warning!

If you cheat, use unfair practice, or break the exam rules in any way, your conduct will be reported to Trinity College London and you will be disqualified from the exam.

THIS NOTICE MUST BE DISPLAYED FOR ALL READING AND WRITING EXAMS

TRINITY COLLEGE LONDON

Notice to candidates

Reading and Writing exams

To be made available to candidates prior to their exams and displayed outside each exam room. **Please read carefully.**

Arrival

- You should arrive at the exam venue at least 30 minutes before the start of the exam. If you arrive after the start of your exam, you should report to the invigilator/supervisor.
- If you are late, you may not be able to take the exam.

Identification

Make sure you have proof of your identity with you (please check Trinity's Candidate ID Policy).

Materials

- You may only have pens (blue or black and a highlighter), and your ID on your desk.
- You must write your answers in pen in the answer booklet.
- You must not bring any paper into the exam room.
- You may not use a dictionary during the exam.
- Correction fluid and erasable pens **MUST NOT** be used in your answer booklet.

Conduct

You must not do anything during the exam which disturbs other candidates or might give you an unfair advantage over other candidates:

- If you have a mobile phone or any other electronic device including a smart watch, make sure it is switched off and placed with your personal belongings in the area designated by the invigilator or supervisor. They **MUST NOT** be in your pockets.
- You **MUST NOT** talk to or distract other candidates once the exam has started.
- You cannot borrow anything from another candidate during the exam.
- You **MUST NOT** eat or smoke in the exam room. You may bring water into the exam room, but this **MUST NOT** be placed on the table in case of spillage.
- If you attempt to cheat, you will be disqualified from the exam.
- You are advised to use toilet facilities before entering the exam room.

Listen carefully to the invigilator/supervisor who will give you instructions. Tell the invigilator/supervisor:

- If you receive the incorrect question paper for your exam.
- If the question paper is incomplete or badly printed.
- If your details are incorrect on your appointment form – you should notify your Trinity contact before the exam day.

Read carefully and follow the instructions printed in your question paper/answer booklet. Fill in any details required on the front of your question paper/answer booklet before you start the exam. Do not open your booklet until the invigilator/ supervisor tells you to begin.

Advice and assistance during the exam

If during the exam you are not sure what you should do, raise your hand to attract the invigilator's/supervisor's attention. You may not ask for, and will not be given, any explanation of the questions. If on the day of the exam you feel that your work may be affected by ill health or any other reason, tell the invigilator/supervisor.

Leaving the exam room

You may not leave the exam room without the permission of the invigilator/supervisor. On completing your exam you must remain seated until permission is granted from the invigilator/supervisor to leave the exam room. You must leave the exam area quietly so as not to disturb candidates who have not yet finished.

Disqualification warning!

If you cheat, use unfair practice, or break the exam rules in any way, your conduct will be reported to Trinity College London and you will be disqualified from the exam.

THIS NOTICE MUST BE DISPLAYED FOR ALL READING AND WRITING EXAMS

TRINITY COLLEGE LONDON

Trinity College London
Written exams

Centre number 1234 **Centre name** London

Paper title	Total papers	Returned papers	Spare papers	Spoilt papers
Admin pack	1			
Reading Entry 1	0			
Reading Entry 2	5			
Reading Entry 3	5			
Reading Level 1	5			
Reading Level 2	2			
Writing Entry 1	0			
Writing Entry 2	5			
Writing Entry 3	5			
Writing Level 1	5			
Writing Level 2	2			

This is an example of a Written Exams return form, this will automatically be populated and sent by our printers. This will arrive with your exam papers.

The Centre number and name, together with the total number of papers included will be generated on the sheet.

You are required to:

- **Before the exam** – Check that all details on the form are correct on arrival of the papers*
- **After the exam** – Fill out the remaining three columns
  - Supervisor to sign the completed form
  - Send back with all papers

* If you notice any discrepancies when the papers arrive, please contact Your Trinity contact immediately

Signed by Supervisor (centre) _____

Checked by Trinity's central office _____

TRINITY COLLEGE LONDON

Seating plan template

Centre name: _____

Centre number: _____

Order number: _____ **Name of supervisor:** _____

Number of absentees: _____ **Name of invigilator(s):** _____

Number of candidates in the room: _____ **Date of examination:** _____

Please read the guidelines for supervisors and invigilators carefully.

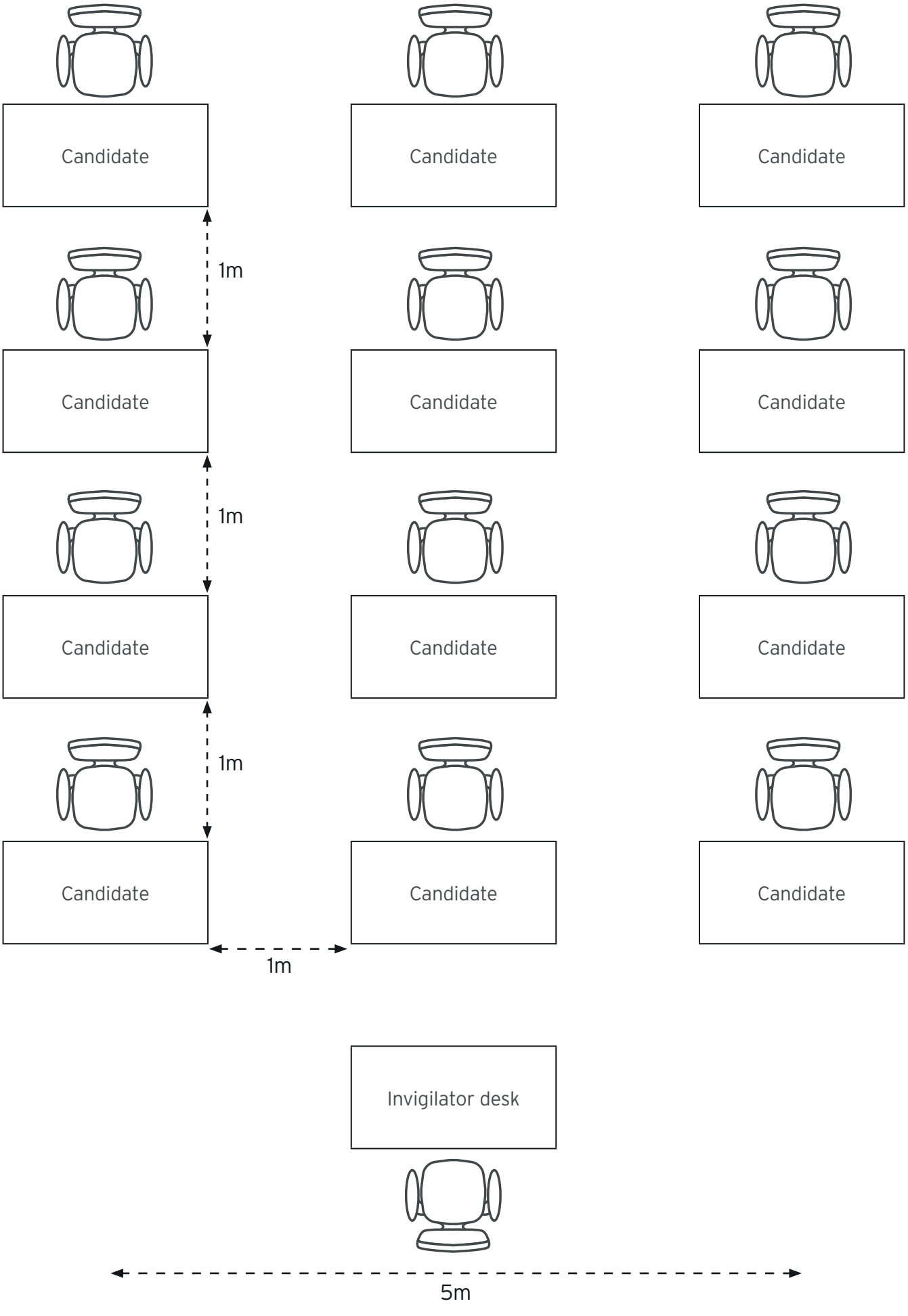
Candidate number	Candidate number	Candidate number	Candidate number	Candidate number
Candidate number	Candidate number	Candidate number	Candidate number	Candidate number
Candidate number	Candidate number	Candidate number	Candidate number	Candidate number
Candidate number	Candidate number	Candidate number	Candidate number	Candidate number
Candidate number	Candidate number	Candidate number	Candidate number	Candidate number
Candidate number	Candidate number	Candidate number	Candidate number	Candidate number
Candidate number	Candidate number	Candidate number	Candidate number	Candidate number
Candidate number	Candidate number	Candidate number	Candidate number	Candidate number
Candidate number	Candidate number	Candidate number	Candidate number	Candidate number
Candidate number	Candidate number	Candidate number	Candidate number	Candidate number

Front of exam room.

Front of seating plan must reflect the position the candidates are seated in the room. Centres may submit their own seating plan, however all information as detailed above must be included.

TRINITY COLLEGE LONDON

Example room set-up for Written exam



TRINITY COLLEGE LONDON

Supervisor's Report Form

Centre name: _____

Centre number: _____ **Order number:** _____

Name of supervisor: _____ **Date:** _____

Please report **IN ENGLISH** below any conditions or circumstances that may have affected candidates' performance today, eg any incidents of cheating, breaking the rules, disturbances outside the examination room, late arrivals, disqualifications etc.

Please be as specific as possible. Please state if nothing to report.

Please continue on an additional sheet of paper if required.
Must be completed for all Written Examinations.

TRINITY COLLEGE LONDON

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 2–3 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 which indicates the quantity of papers, level and unit 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 five spare papers are sent for each level and unit.
- Ensure that a seating plan, supervisor's report, written exams return form and Supervising Invigilator's checklist have been received with the papers. You will be able to download an attendance list once the candidates have been enrolled.
- 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.

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 comfort 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 seated at their allocated desks 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.co.uk**.
- Candidates must be made aware of, and given access to, the Notice to Candidates.
- Ensure 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 enrolled.
- Private houses **MUST NOT** be used as a venue for exams.
- Ensure 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 should 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 choose where they want 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 prior to 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 and paper 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.

Candidate registration

- All candidates **MUST** follow the registration process prior to entering the exam room.
- All Candidates **MUST** check their personal information and sign on the attendance list to ensure spelling and data is accurate.
- 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.
- 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. 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 Form**. (Please see **Troubleshooting Section 2** for further details).

Release of exam papers

- Exam papers must not be 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 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 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 papers.
- 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. (For ESOL Skills for Life exams where candidates are taking both Reading and Writing exams in the same exam session, please refer to the **suggested timetable** in **appendix 12**).
- 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 **appendix 11** 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 supervisors' report together with the full explanation.

During the exam

Invigilation

- Only the supervisor, invigilator(s) 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 you have prepared your seating plan ahead of the exam, please mark with a cross if a candidate is absent, so that the seating plan accurately reflects the layout of the exam room.
- 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 the 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.
- There is a 10-minute break scheduled between ESOL Skills for Life Reading and Writing exams. Candidates must not speak or leave the room during this time. Any candidate needing a comfort break during this time must be escorted by a member of staff.
- If a centre chooses to follow the timetable below, please make sure all IDs are re-checked.

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.
- If a candidate has used additional paper/answer booklets for their answers, the supervisor/invigilator must ensure that it is securely attached to the exam paper.
- 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 order matching the session marksheet(s).
- 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 supervisor must check that the following documents have been fully and accurately completed:

    1. All exam and answer papers (completed, spare and spoiled) in mark sheet order, in their plastic security bags.
    2. **Written Exams Return form**.
    3. Attendance list(s) – all papers must be in this order.
    4. **Supervisor's Report Form**.
    5. **Seating plan**.
    6. **Supervising Invigilator's checklist**.

    The documents must then be placed in the addressed envelope provided.

- The addressed envelope must be sealed with the supervisor's signature written across the seal.
- The addressed envelope must be returned to Trinity by secure delivery immediately after the end of the exam.
- For evening exam sessions, it may not be possible to post the envelope until the next day. In such a case, the envelope must be stored in a secure location until it can be posted.
- 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 guidance notes within the admin pack received with your exam papers. Failure to inform Trinity of delays may lead to candidate results being delayed.

TRINITY COLLEGE LONDON

Skills For Life Supervising Invigilator's checklist

Session date: _____ **Start time:** _____

Order number: _____

Pre-session task	Sign here
Check that all centre staff have read **Instructions to Supervisors and Invigilators**	
Verify the number of papers and exam level indicated on the front of each security bag. (If the number or level of papers is incorrect, please contact your Trinity contact immediately.)	
Please ensure that you take time to read the administration documents contained in the 'Admin Pack' in full.	
Create a seating plan with a layout considering exam levels.	
Verify that the following paperwork has been printed for each Skill For Life session. **Tick each:** ☐ *Attendance List* ☐ *Appointment Slips* ☐ *Writing Marksheet (if applicable)*	
Attach candidate slips to desks according to seating plan.	
Ensure there is a secure area for candidates to leave their belongings.	
Information for Skill For Life candidates available in Registration room. Ensure the following are available. **Tick each:** ☐ Exam centre signage on walls (including *Notice to Candidates* at entrance to exam room). ☐ Sufficient pens and highlighters for candidates. ☐ Clocks functioning and visible from all candidate desks. ☐ Paper. ☐ Water and cups. ☐ Tissues. ☐ Scissors.	

Pre-session task	Sign here
Complete the white board using **CAPITAL LETTERS** with the following details: 1. Centre name. 2. Centre number. 3. Exam date – DD/MM/YYYY 4. Exam times (start and finish)	
Candidates must be seated 15 minutes before exam start time.	
Supervisor Invigilator checks label to confirm correct day, start time and level of papers.	
Plastic envelopes containing exam papers opened in front of candidates.	
Exam papers handed out and level and version cross-checked against desk slip by Supervisor Invigilator and another member of staff.	
Candidate ID must be on the desk and checked by Supervisor Invigilator.	
15 minutes before the end of the exam inform candidates how much time they have left.	
10-minute break to be scheduled between ESOL Skills for Life Reading and Writing exams if applicable. Candidates must not speak or leave the room during this time.	
Organise your courier to return the exam papers.	
Put the following papers in the plastic envelope **in this order** (from top to bottom) and sign across seal. **Tick each:** ☐ All exam and answer papers (with any spare paper used affixed) in marksheet order. ☐ Spoilt exam papers. ☐ Completed Written Exams Return Form. ☐ Completed Attendance Report. ☐ Completed Seating Plan. ☐ Completed Supervisor's Report. ☐ Writing Marksheet (if applicable).	

Pre-session task	Sign here
The addressed envelope must be sealed with the supervisor's signature written across the seal. If an inspector is present, they should also sign.	
Exam papers returned to safe place.	
Exam papers handed to DHL/courier and a record of the tracking details is kept by centre.	

TRINITY COLLEGE LONDON

ESOL Skills for Life
Request for transfer of credits

Please complete this form for each candidate wishing to transfer an ESOL Skills for Life unit already achieved with a recognised alternative awarding organisation. On approval, your candidate(s) will be enrolled by Trinity for the corresponding unit and level. Trinity reserves the right to validate the credits with the original awarding organisation. In order to verify candidate's details, all documents must match.

Candidate's full name: _____

Candidate's date of birth: _____

Awarding organisation	AO candidate ID number	Trinity candidate ID number	Unit to be transferred	Date awarded

Evidence provided:

☐ Copy of certificate or copy of result slip*

and

☐ Copy of proof of identity.**

* These documents must be attached to this form and signed by the admin/academic contact

** Please refer to Trinity's Candidate ID Policy for acceptable forms of ID. This document must be attached to this form and signed by the admin/academic contact

I hereby confirm that I have seen the originals of the above documents and verify that these relate to the above candidate.

Name: _____

Position: _____

Trinity Centre name: _____

Trinity Centre number: _____

Contact telephone no: _____

Signature: _____

Date: _____

For Trinity use only:

Authorised by:

Signature:

Date:

TRINITY COLLEGE LONDON

Exam timings

Please complete this form for each candidate wishing to transfer an ESOL Skills for Life unit already achieved with a recognised alternative awarding organisation. On approval, your candidate(s) will be enrolled by Trinity for the corresponding unit and level. Trinity reserves the right to validate the credits with the original awarding organisation. In order to verify candidate's details, all documents must match.

Level	Reading mode	Writing mode	Total time including break*
Entry 1	45 minutes	30 minutes	1 hour 25 minutes
Entry 2	1 hour	50 minutes	2 hours
Entry 3	1 hour	1 hour 10 minutes	2 hour 20 minutes
Level 1	1 hour	1 hour 50 minutes	3 hours
Level 2	1 hour	1 hour 50 minutes	3 hours

All Skills for Life exams are run on an on-demand basis. Where candidates are sitting a reading and writing exam in the same sitting, the reading exam should always be conducted first,

* A break time of at least 10 minutes should be scheduled. This is designed to allow the invigilator to collect all exam papers and hand out the next set of papers. Candidates must not speak or leave the room in this time.

If you wish for the candidates to leave the room in between the Reading and Writing, please use the suggested timetable on page 11. All candidates ID should be re-checked on re-entering the exam room.

TRINITY COLLEGE LONDON

Example Reading and Writing timetable

Given the nature of the ESOL Skills for Life exam, the following timetable is suggested:

AM exam	Entry 1	Entry 2	Entry 3	Level 1	Level 2
09.45	Reading candidates enter the room – all pre-exam procedures followed				
10.00	Reading paper starts				
10.45	Reading paper finishes – candidates leave the exam room				
11.00		Reading paper finishes – candidates leave the exam room			
11.00–11.15	Break – no candidates allowed in exam room				
11.15	Writing candidates enter the room – all ID re-checked and all pre-exam procedures followed				
11.30	Writing paper starts				
12.00	Writing paper finishes – candidates leave the exam room				
12.20		Writing paper finishes – candidates leave the exam room			
12.40			Writing paper finishes – candidates leave the exam room		
13.20				Writing paper finishes – candidates leave the exam room	

TRINITY COLLEGE LONDON

New instructions displayed on Written exam papers

Instructions for candidates on Trinity Skills for Life Reading and Writing papers are being updated.

This will affect all papers from 26 March 2019, to make the instructions clearer, and to prevent candidates from using erasable pens.

Reading

Current instructions on the front cover:

- Please answer **all** questions.
- Circle your answers in pen, **not** pencil, **on the separate answer sheet**.
- You may **not** use dictionaries.
- You may **not** use correction fluid.

From March 2019, these will be the instructions on the front cover:

- Write your name, candidate number, centre number and exam date on your answer sheet.
- You must not open this exam paper until instructed to do so.
- Please answer **all** questions.
- Circle your answers in blue or black pen **on the separate answer sheet**.
- You must not use pencil, erasable pen or correction fluid on the answer sheet.
- You must not use a dictionary in this exam.
- You must not take this exam paper out of the exam room.

Writing

Current instructions on the front cover:

- Please complete **all three/all four** tasks (relevant to level).
- Write your answers in pen, **not** pencil.
- You may **not** use dictionaries.
- You may **not** use correction fluid.

From March 2019, these will be the instructions on the front cover:

- Write your name, candidate number, centre number and exam date on the front of this exam paper.
- You must not open this exam paper until instructed to do so.
- Please complete **all three/all four** tasks (relevant to level).
- Write your answers in blue or black pen on the exam paper.
- You must not use pencil, erasable pen or correction fluid on the exam paper.
- You must not use a dictionary in this exam.

TRINITY COLLEGE LONDON

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.

Before the exam

1. *'When you receive your exam paper, you* **MUST NOT** *open until advised to do so. Please check carefully that you have the correct exam paper. If you do not, please raise your hand immediately.'*
2. *'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.'*
3. *'You may not speak to anyone during the exam except me or one of the other invigilator(s). 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.'*
4. *'The use of any pencils or erasable pens will lead to disqualification, even where pencil has been erased and/or overwritten in pen.'*
5. *'You* **MUST NOT** *take the exam paper or any other paperwork out of the exam room.'*
6. *'You* **MUST** *remain seated at all times until the invigilator has collected your exam materials and grants you permission to leave.'*
7. *'You* **MUST NOT** *talk until you leave the exam room.'*
8. *'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.'*
9. *'Further instructions are printed on the front of your exam paper, please read carefully.'*
10. *'Start and finish times will be displayed on the board. The time is now... you may begin.'*

After the exam

'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.'*

TRINITY COLLEGE LONDON

Troubleshooting

Arrival and checking of exam papers

Exam papers (1)	You do not receive your exam papers 48 hours days before the scheduled exam date.	Contact 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 enrolment	Somebody who has been enrolled for the exam is missing from the attendance report or has incorrect enrolment details (eg wrong exam level).	
Exam documentation	Your admin pack is incomplete. (You have not received a seating plan, supervisors report etc).	Please contact your Trinity appointed coordinator.
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 this 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 candidate ID policy and centre guidelines. A copy of this is available at **trinitycollege.com/about-us/policies**. NB. ID checks are currently only required for all Trinity Language exams; however, this may be extended to other subjects.
Candidates with a particular need provision (2.1)	A candidate requests a particular needs provision (eg extra time) on the exam day.	Particular provisions cannot be considered or authorised on the day of the exam. Requests must be made at the time of candidate entry and supported by appropriate medical evidence. Please refuse the candidate's request.
Exam sequence	You're not sure in which order to run the ESOL Skills for Life Reading and Writing exams.	The Reading exam paper must always be run first.
Start times	You want to stagger the start times of the exams for different levels.	All exams must start at the stated time. Please see **Exam Timings**.
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 on the **Supervisor's Report Form**.

On the day of the exam

Late arrivals	A candidate arrives late.	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. A late arrival can only be allowed to take the exam if 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. On no account must the start of the exam be delayed to accommodate a late arrival. Any late arrivals must be indicated on the **Supervisor's Report Form**.
Candidate questions	A candidate asks a question during the exam.	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 the questions?/Where do I write my answers?' 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?'
Exam papers (2.1)	A candidate notices a problem with the exam paper such as spelling or grammar.	The candidate should be advised to continue with the paper if they can. A full explanation should be reported on the **Supervisor's Report Form**, together with the name and candidate number of the candidate that reported the incident.

On the day of the exam

Exam papers (2.2)	Candidate is given wrong paper level and has started the exam.	On discovering that a candidate has started answering questions on the wrong paper, that candidate's exam should be stopped and the centre should contact Trinity immediately.
Malpractice (1.1) – 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 the instruction 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 this is possible without causing any disruption to other candidates.
Malpractice (1.2) – 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 this is possible without causing any disruption to other candidates.
Malpractice (1.3) – Copying/collusion	A candidate is suspected of copying from another candidate **OR** candidates are suspected of colluding.	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 of what was observed including times must be noted.

On the day of the exam

Pencils/pens/ highlighters	A candidate brings pencils/ coloured pens/erasable pens/ correction fluid/ highlighters into the exam room.	Candidates are not permitted to use a pencil, erasable pen or correction fluid. 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. Ensuring 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: ◗ 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. ◗ Candidates may leave the ESOL Skills for Life Reading exam but must have their ID documentation re-checked when they re-enter the room to take the Writing exam (for Skills for Life exams only).

On the day of the exam

Invigilator's mobile phone	The supervisor's/invigilator's mobile phone rings during the exam.	Do not answer the phone and switch off immediately.
Candidate illness	A candidate is taken ill during the exam.	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.
Eating and drinking	A candidate is found smoking, eating or drinking (with the exception of water) in the exam room.	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. 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.
Fire alarm	The fire alarm rings during the exam.	Candidates should be asked to remain silent if it is safe to do so while being taken to the assembly point. 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 return to, 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 Form**.