TRINITY
COLLEGE LONDON

ISE: Integrated Skills in English

Registered Exam Centre (REC) Requirements and Admin pack

ISE Digital

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1. Introduction

1.1 Who should read this document?

This document is for everyone involved in the delivery of Trinity's Integrated Skills in English: ISE Digital exams in your centre. This includes:

- the centre representative (see below)
- exam coordinators and administrators
- exam supervisors, invigilators and stewards
- teachers.

1.2 Requirements

This document contains essential information on how to administer ISE Digital, from entering candidates through to the distribution of results and digital certificates. It details the standards expected by Trinity, provides step by step guidance on how to ensure best practice and provides details about where to find further information.

1.3 Other useful documents

- Qualification specifications – this provides an overview of the structure of the ISE qualification and the learning outcomes.
- Exam information booklet – this provides detailed information about the ISE Digital modules, tasks and requirements.
- Candidate guide – this details the format and content of the exam and what happens before, during and after the exam.

Further information can be found on the Trinity website at trinitycollege.com/ISE-Digital.

1.4 Centre representatives

So that your centre can operate effectively as a registered exam centre (REC), it will need to appoint a centre representative. This person will act as the main point of contact between your REC and Trinity, your national, area or local area representatives, examiners, teachers, and candidates. It is your centre representative's responsibility to communicate the procedures and information contained in this document to all staff and contractors involved in the delivery and administration of Trinity exams at your centre, and to monitor and report compliance as needed.

1.5 Trinity points of contact

Trinity exams are coordinated through a global network of national, area and local area representatives. For most day-to-day queries you will contact Trinity's appointed representative for your area or country or, for markets without a representative, you will be given details of a contact at Trinity's central office. Throughout this document your principal contact is referred to as 'your Trinity contact'.

For issues relating to bookings, queries and payments, please visit support.trinitycollege.com/support/home.

1.6 How to use this document

The structure of this document 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 terms are used throughout this document.

You	All those involved with the delivery of Trinity exams at your centre
Candidate	Any person taking an exam
Centre	Trinity registered exam centre (REC)
Trinity	Trinity College London
Trinity Online	Web-based administration system accessible via your centre portal
MyTrinity	Web-based application used for the booking and administration involved in running ISE Digital at your centre
Trinity Support Hub	Online support area accessible via your Trinity account that includes useful guidance and information about running ISE Digital at your centre
Your Trinity contact	Your contact at Trinity for all day-to-day queries. This may be the national, area or local area representative, or coordinator at Trinity's central office

1.7 Changes to this document

We will make changes to this document from time to time. When 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're 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 this document, which is available at trinitycollege.com/ISE-Digital.

1.8 Trinity Integrated Skills in English (ISE) exam

The ISE exam assesses all four language skills – speaking, listening, reading and writing. The skills are tested both individually and together. This integrated approach reflects how language skills are used in real-life settings.

ISE Digital is delivered entirely by computer. Candidates take each module under strictly controlled supervision on verified secure computer equipment.

ISE Digital adapts to each candidate's language ability. This means that the test uses each candidate's answers during the exam to determine the CEFR level of the next set of items delivered to the candidate. At the beginning of the exam, candidates will take a 10-minute levelling test. Each candidate's performance on the Levelling test is used to determine the difficulty of the items that they will receive in each module. This ensures that candidates receive tasks that are suitable for their language proficiency level. After the levelling test, candidates will take each module in the following order: Speaking, Listening, Reading and Writing. Candidates will take each module in sequence and cannot navigate back to earlier parts of the exam.

All candidates receive an individual diagnostic profile report. This gives a diagnostic profile of the candidate's performance in each skill (speaking, listening, reading and writing), showing the areas where they performed well and the areas they might wish to practise and develop further.

For more information about ISE Digital, please refer to the **ISE Digital Exam Information Booklet**.

2. Preparing candidates

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.

You should ensure that all candidates are informed about where and when their exam will take place, whether they will need to bring along any equipment, and which ID documents (if applicable) they must bring to their exam. Please refer to Trinity's Candidate ID policy at trinitycollege.com/policies. You must also ensure that all candidates understand and abide by the exam rules and regulations by making available Trinity's Notice to candidates.

3. Entering candidates

3.1 Exam dates and closing dates

Available dates for ISE Digital can be found in the calendar when booking, at ise-digital.trinitycollege.com. When selecting a date, centres should note the closing date. This is the date by which all candidate entries and corresponding payments must be received by Trinity.

Closing dates

- If you pay by credit card, the closing date is **three UK working days** before the exam day.
- If you pay by bank transfer, the closing date is **six UK working days** before the exam day.

3.2 Exam fees

Once you have submitted your order via your MyTrinity account, exam fees can be paid instantly using a debit or credit card, or you can opt to pay by bank transfer. If you opt to pay by bank transfer, a proforma invoice will be made available. A final and settled invoice will be made available when a payment is successful.

Please note that it is your responsibility to ensure that payment is received on or before the closing date. Failure to do so may result in the cancellation of your exam session.

Exam fees may vary from country to country. Details of exam fees are available from your Trinity contact and are available on MyTrinity at the point of booking.

3.3 Online entries

All centres must use MyTrinity to submit and manage exam entries and sessions unless an alternative method is agreed with your Trinity contact. Entries can be added individually or you can download our template to upload entries in bulk.

Functionality on MyTrinity includes:

- bookings
- management of entries
- invoices and payments
- timetables (where applicable)
- printable exam related documents
- candidate records including results
- centre reports.

There is no limit to the number of accounts that can be set-up. You must inform Trinity when there are staff changes so that accounts can be deactivated and new ones set up.

You must use MyTrinity and conduct all of your other activities as a registered exam centre in accordance with your REC contract with Trinity, as well as the applicable terms and conditions available at trinitycollege.com/terms.

When you enrol candidates into a booking, it is important that they check to ensure that their details are accurate and up to date. These details will be used for ID verification, where applicable, and for the issue of exam certificates. If you notice any errors, please get in touch with your Trinity contact immediately.

3.4 Data protection

The term 'personal data' refers to any information relating to an identified or identifiable natural person. The term 'data controller' refers to the entity which determines the purposes and means of the processing of personal data.

The REC contract, which is signed between each REC (including your centre) and Trinity, is governed by UK law, and UK data protection laws apply to the collection and processing of personal data in relation to ISE Digital. This means that both Trinity and your centre must comply with UK data protection laws when collecting or processing personal data in relation to ISE Digital. In accordance with UK data protection laws as well as the REC contract, Trinity and your centre are independent data controllers. Please note that there are other more detailed terms in relation to data protection that are set out in the REC contract and which your centre and Trinity are required to comply with.

In addition to UK data protection laws, your centre may be required to comply with data protection laws in the location where your centre is based, if this is outside of the UK.

Trinity collects and processes the personal data of your centre representative, other staff in your centre who are involved with ISE Digital (as applicable), and the exam candidate (and their parent or legal guardian where they are under 18 years) in accordance with Trinity's privacy statement, available at trinitycollege.com/data-protection, as well as the terms and conditions that apply to ISE Digital, available at trinitycollege.com/terms.

Where you provide Trinity with the personal information of other individuals you:

i. confirm that you have the right to provide Trinity with their personal information and do so in compliance with applicable data protection laws,

ii. agree to inform such individuals (or where such individuals are under 18 years of age, their parent or legal guardian) that their personal information is being provided to Trinity, and

iii. agree to bring Trinity's privacy statement, available at trinitycollege.com/data-protection, to their attention.

Candidates and other individuals involved with ISE Digital have rights in relation to their personal data that is collected and processed by Trinity and/or your centre, including the rights of access, rectification, erasure, restriction of processing and portability. There are legally prescribed times and ways to respond to these requests. In accordance with the REC contract, Trinity and your centre will provide each other with cooperation and assistance to enable each other to comply with requests from individuals to exercise their rights. Please refer to your REC contract with Trinity for more information.

3.5 Entry requirements

The intended ISE candidate is a young person or adult, typically at secondary school or college, who is using English as a second or foreign language as part of their studies to develop their skills and improve their knowledge of a range of subject areas. The typical ISE candidate is aged between 12 and 19 but may be older.

Candidates do not need to have taken any exams prior to taking ISE, and candidates may enter for the exam when they feel they are ready for their target level.

Candidates who would like to improve their score may resit one module within 90 days.

3.6 Changes to entries

Before session submission:

Centres can cancel or move a candidate to another existing session via MyTrinity up to **three** UK working days before the exam date, as long as the test session has not yet been submitted.

Once you have submitted your booking and the closing date has passed, no changes to candidate entries are permitted.

After session submission:

Once a session has been submitted, the whole session (all candidates) can be cancelled within the **14-day** cooling-off period. However, even during the cooling-off period, cancellations are not allowed within **three UK working days** of the exam date.

All cancellations and amendments are subject to Trinity's terms and conditions.

3.7 Candidates with special needs

Trinity is committed to creating an inclusive environment where candidates with special needs are able to demonstrate their skills and feel welcomed. We aim to make our exams accessible to all. We treat each person individually when considering how we can achieve this aim, recognising that requirements vary. Candidates can be assured that we do not compromise on the standard of marking or allow the quality of exams to be affected in any way.

All special needs requests are treated on an individual basis: should you need to discuss any candidate requirements please visit trinitycollege.com/language-special-needs.

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 from suffering a substantial disadvantage compared with a person who does not.

Further information can be found in our Reasonable Adjustments policy, available at trinitycollege.com/policies.

Requesting special provision

All requests for reasonable adjustments must be made using the appropriate application form. Further guidance on how to complete the application form as well as information about the types of provision that can be made can also be obtained by emailing language-csn@trinitycollege.com. The form must be completed and submitted to Trinity at least **two weeks prior** to the exam date.

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 reserves the right to turn down requests for provision if sufficient information is not submitted in time.

Access arrangements

If candidates have any particular access requirements on the day of their exam, you should advise them on the accessibility features of your centre or venue ahead of the exam day.

3.8 Special consideration policy

Special consideration may be given to candidates who are ill, injured or suffering from other adverse circumstances at or near the time of the assessment or moderation. Such cases are covered under Trinity's Special Consideration policy at trinitycollege.com/policies. Please email specialconsiderations@trinitycollege.com if you believe a candidate has needs that require special consideration.

Absence through sickness

If a candidate is sick on the day of the exam, they must contact their local or national representative. A discounted replacement exam may be offered, but this is at Trinity's discretion.

Trinity reserves the right to consider other special cases for absence on their individual merits. Such cases may be covered under Trinity's Special Consideration policy at trinitycollege.com/policies.

Exceptional circumstances

If a candidate wishes to postpone an exam, they can move to another session if they have not yet confirmed their exam in MyTrinity. However, the original fee will not be refunded. There are, however, special arrangements in the case of genuinely exceptional circumstances. For further information please see Trinity's Special Consideration policy at trinitycollege.com/policies.

3.9 Equal opportunities

Trinity is committed to equality of access to exams. This commitment applies to all candidates, regardless of gender, age, racial origin, nationality, creed, sexual orientation, marital status or employment status. Trinity endeavours to provide exams for candidates with special needs but owing to the nature of the exam some special needs, such as an inability to speak, will prevent the candidate from fulfilling the requirements of the exams.

Trinity seeks to ensure that:

- 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 markers apply a fair and just process.

DISCLAIMER: The availability of delivery methods for ISE Digital may vary by centre and some centres may not offer all delivery models. The delivery options relevant to your organisation will be displayed in your MyTrinity account when booking exams. Centres should review the information associated with the delivery method they select before confirming the appropriate model for their candidates. Each centre is responsible for delivering ISE Digital in accordance with the standards set out by Trinity College London for the delivery method used.

4. Organising exams for ISE Digital

4.1 Before the exam day

Exam date and start times

Dates for ISE Digital are available on MyTrinity. All exams in a particular exam session should start at the same time and candidates will need to first take a levelling test, and then work through the modules in the following sequential order:

- Speaking
- Listening
- Reading
- Writing

Information about candidate email notifications

When you have entered all candidates, Trinity will send an email to candidates with information relating to the exam location, date and start time. Candidates, or a candidate's legal guardian for those under 18, must confirm the enrolment electronically. They can do so by following the instructions in the email sent to them from Trinity. A reminder email is sent to the candidate **3 days after booking**. This email is sent only once. If the candidate has not confirmed, centres can send the reminder at anytime from the booking in the portal.

It is your responsibility to ensure that all candidates confirm their enrolment in a timely manner.

Minimum system requirements

Exams will be taken on a desktop computer or laptop. It is your responsibility to ensure that your equipment is compatible with the exam software. The updated list of all system requirements as well as a download link for the secure browser can be found here: pages.talview.com/tsb.

Screen resolution	1920 x 1080	1920 x 1200 (minimum)

Network requirements

You will need to configure and test your centre network settings to ensure stable and reliable internet connectivity for all candidates. A centre connection is required of 1 Mbps or greater for every 30 candidate exams being taken at the same time.

Note: *ISE Digital is adaptive, meaning the difficulty of questions adjusts based on each candidate's ability. To enable this adaptive feature, the exam-taking device must stay connected to the internet throughout the exam. The exam will retrieve appropriate questions from an item bank in real-time as needed.*

Software

You will need to download and install the secure browser to ensure exam security. Administration rights may be required to do this.

To download and install the secure browser, please go to pages.talview.com/tsb.

- After the file has finished downloading, click on it. A message might appear saying the publisher isn't verified. This is a safety measure to make sure no harmful software gets installed without your permission. Simply click 'Run' to proceed.
- The secure browser application will open and a message will appear to confirm that the installation has finished.

Headsets

Centres are encouraged to equip candidates with suitable headsets to maintain a uniform quality of voice recordings. The headsets must be wired and include a directional microphone (as shown in the illustration) and volume control. For hygiene purposes, we recommend the use of sanitary covers for the headsets.

Conduct

The regulations governing how candidates must behave during ISE Digital are summarised in the Notice to candidates. All candidates should read the notice before starting their exam. The notice informs candidates about materials and equipment that are not allowed in the exam room and about general conduct on the exam day. This notice should also be on display outside each exam room on the exam day. The text of the notice may be photocopied and translated if necessary.

Arrival time

Candidates need to arrive **at least one hour before** the scheduled exam start time. Centres can select an appropriate session time when creating a booking, which is the time that will be displayed to candidates.

What to bring

Candidates need to bring their topic notes and proof of identification in accordance with Trinity's Candidate ID policy found at trinitycollege.com/policies. If candidates are bringing their own equipment to take the exam, this must consist of the following:

- A fully charged laptop that meets the system requirements listed above
- Installation of the Talview secure browser
- A laptop power cable
- A wired headset with a directional microphone (as shown in illustration above) and volume control

Centres that run exams on candidates' own devices must request prior authorisation from Trinity during the REC and/or ISE Digital application process. Conduct an equipment check to ensure that their equipment is suitable for taking ISE Digital. The equipment check can be requested through the Trinity Support Hub.

Exam related materials

The attendance report with candidate information, keycodes and test URLs can be downloaded from your MyTrinity account.

Security and storage of keycodes

You will be notified by email when unique keycodes and test URLs are available for each candidate in your exam booking. When available, these can be found by selecting 'Download attendance report' within your related booking.

Keycode information can be downloaded ahead of time but must be stored securely in a locked cupboard. Alternatively, the information should be downloaded and printed **one hour before** the exam. This information may only be provided to candidates under strict exam conditions.

Supervision and invigilation

Your centre is required to ensure that candidates are supervised at all times in an ISE Digital session.

- Trinity requires that your centre appoints a supervisor (usually the centre representative) for each exam session who is in overall charge of the conduct of the exam and is responsible for the management of the session. The supervisor is counted as one of the invigilators.
- The supervisor should be available to all rooms throughout the session.
- The supervisor may only be counted as an invigilator for sessions when there is only one exam room.
- One invigilator is required for every 15 candidates per room, unless otherwise agreed in writing by Trinity before the exam session.
- 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, for example, to escort candidates on comfort breaks to ensure that the invigilator/candidate ratio is fully met at all times.
- Ensure arrangements for personnel and, if required, additional equipment, to assist with an authorised candidate's particular need provision has been made.
- Candidates must be allocated seats and must not choose where they want to sit.
- Candidates' names and keycodes must be clearly displayed on the desk to enable candidates to locate their desk.
- Photographs of the room layout from left to right clearly showing all seating positions must be attached to the online supervisor's report. No candidate faces should be shown.

Exam room set up

The exam room must be set up and ready for use **at least one hour before** the scheduled start time for the exam. It should be set up as follows:

- a quiet space so that candidates are not disturbed by outside noise
- sufficiently ventilated and maintained at a comfortable temperature
- well lit, with natural lighting where possible
- comfortable chairs that provide good support
- at least one clock visible to all candidates, at the front of the room
- individual workstations or desks for each candidate
- candidate screens that are a minimum of 1.25m apart
- one power outlet per candidate, as each device will need to be plugged in for the duration of the exam
- removal of, or covering, any display material in the exam room (wall charts etc) that might assist or distract candidates
- silence posters displayed next to the exam room, warning staff and candidates that an exam is in progress
- the Notice to candidates posted outside each exam room on the day of the exam, and the supervisor/invigilator having a copy of the notice with them in the exam room for reference

- an adult invigilator who is trained and familiar with all of the regulations
- accessible for people with a disability (if required). This should be considered for both the **exam room and the building**.

Candidates who require reasonable adjustments should be accommodated in a separate room from the candidates who do not require reasonable adjustments.

We recommend arranging all desks alongside the room walls with candidates facing the wall as this will:

- ensure power cables won't represent a tripping hazard
- minimise glare from windows on to screens
- optimise exam security as invigilators will have an unobstructed view of candidates' screens and behaviour.

You should designate a secure area where candidates can leave bags, mobile phones and all other prohibited items and belongings. Ideally, this should be outside the exam room or in an area away from candidate desks.

Exam registration

A registration area should be set up close to the exam room(s). This 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** complete the registration process prior to entering taking their seat in the exam room.
- All candidates should sign the Attendance list.
- Candidates' ID documentation must be checked at registration. Please refer to our **Troubleshooting** guidance for what to do if candidates do not supply valid ID documentation.

The centre must ensure the following documents are present at the registration desk:

- The Attendance list
- A copy of the Notice to candidates.

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

- Ensure that all candidates are seated in the exam room at their designated desk (signposted with a printout of their name and exam access keycode) **30 minutes before the beginning of the exam**.
- Check candidates' identities/IDs against the name/keycode printout displayed on the desks.
- No screen should be directly visible to another candidate at any angle.
- 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 non-permitted electronic equipment.
- Ensure that candidate leave their possessions in a secure area, only keeping on their desks:
  - their topic notes
  - photographic ID (as required).
- All candidates should be briefed on the premises' emergency procedure in case of an emergency. Point out the fire emergency exit routes from the premises and fire assembly points.

- 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.
- Candidates' ears should be visible so that supervisors can check for earpieces.
- 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.
- Confirm that candidates' devices are connected to a power outlet, have internet connectivity and the Talview '**secure browser**' application is installed.
- Ensure that no one is in the exam room from the start of the exam, except the candidates and those allowed to remain in accordance with the exam's rules and regulations.
- At the appointed time, tell the candidates to begin and remind them of the time they should allocate to each module.

Recommended exam timings

We recommend that all candidates spend the approximate amount of time on each module:

Speaking	15 minutes
Listening	20 minutes
Reading	20 minutes
Writing	40 minutes

Candidates should work carefully and as quickly as they can, taking the above timings into consideration.

Candidates should begin the Writing module when there is **40 minutes left** of the exam.

To help a candidate to manage their time, they will receive three system reminders during the exam:

- When they have **50 minutes left**
- When they have **40 minutes left**
- When there are **10 minutes remaining** before the end of the exam.

4.2 During the exam

Seating candidates, giving instructions and starting the exam

- Candidates must never be left unsupervised once they are in 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.
- 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.
- A candidate may use the back of their topic notes for note taking.
- 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 they have submitted the exam prior to leaving the exam room.
- Candidates receive **50 minute, 40 minute and 10 minutes remaining warnings** on their computers.

For all unforeseen issues, please see our Troubleshooting guidance

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. Please see our Troubleshooting guidance.

Should any unforeseen incident, eg a fire alarm occur during the exam, the supervisor/invigilator must follow the relevant Troubleshooting guidance.

Invigilation

- Only the supervisor, invigilator(s), inspectors and candidates are allowed in the exam room during the exam.
- The supervisor has overall responsibility for the conduct of the exam session.
- The supervisor and invigilator must be familiar with the rules given in the Notice to candidates and ensure that these rules are adhered to.
- The invigilator must give their whole attention to conducting and invigilating the session.
- The invigilator must not perform any additional task (eg marking, reading) and must ensure their mobile phone is switched off for the duration of the exam.
- The invigilators must not do anything unnecessary that could distract or disturb the candidates eg have whispered conversations with each other not related to the running of the session.
- The invigilator must actively monitor the room and is expected to regularly pace the room during the exam.
- Each candidate should be accounted for on the Attendance list together with all absences.

At the end of the exam:

- candidates must submit their exam by selecting 'submit'
- invigilators should check that all candidates have submitted their exam
- candidates must remain seated and must not talk until they have left the exam room.

Candidates should be directed by the supervisor to leave the exam room silently. Those candidates using their own equipment should be asked to pack up their equipment silently before leaving the exam room.

4.3 After the exam

Post-exam administration

- The supervisor must collect and destroy all topic notes at the end of each exam administration.
- The supervisor must ensure that the exam seating layout photos have been taken from left to right and not include any candidate's faces and that the Attendance list has been fully completed, with all absences noted.
- The online supervisor's report form will also need to include the upload of:
  - a photo of the Attendance list
  - photos of the room layout from left to right (not including candidate's faces).

The full regulations for the conduct of Trinity's ISE Digital can be found in the Instructions to supervisors and invigilators on MyTrinity.

The supervisor must complete the online supervisor's report form. The online 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 selected when completing the online supervisor's report form.

Results and certificates

All exam scores must go through a validation process before results are approved.

An email notification confirming that the exam results are available will be sent to candidates and your centre.

Candidates must achieve a score in all four exam modules to achieve a Trinity Integrated Skills in English qualification. Those candidates that have not achieved a score in any module will still get the results of each completed module. They will not receive a certificate.

All candidates will be able to view their module scores within their Trinity dashboard and will receive a detailed diagnostic profile report that shows their strengths and areas for improvement across each subset of skills.

Printed certificates will be sent to your centre for distribution. Digital certificates will be issued directly to candidates via a link to Trinity's certification platform 'Accredible'.

Candidates must achieve a score in all four exam modules to receive a certificate. Those candidates that have not achieved a score in any module will still get the results of each completed module. They will not receive a certificate.

Please ensure that candidates check their certificate carefully. If any corrections are necessary, please inform Trinity as soon as possible, following the guidance for exam centres on 'checking certificates upon receipt' at **trinitycollege.com/replacementcertificates**.

Additionally, centres will receive a results summary. This will be available via the Trinity dashboard and can be found in the documents area of the related booking.

5. Other information

5.1 Exam delivery

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 might include technical issues that could prevent the exam from taking place, eg platform unavailability.

5.2 Administration and general support

This document provides valuable guidance for you. There is also training guidance for using MyTrinity for invigilators and centre staff, which can be accessed via the Trinity Support Hub. Your designated Trinity contact is also available to give support in all administrative matters.

5.3 Feedback

Trinity is always keen to receive 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 you receive it.

5.4 Results review, re-mark service and appeals

Trinity has a two-stage process for handling academic investigations. For candidates wishing to challenge the outcome of their exam results, the first stage is our results review service (for speaking and listening exams) or re-mark service (for reading and writing exams). Information about these services is available at the Trinity website at trinitycollege.com/help/customer-services/enquiries-about-results.

If candidates are unhappy with the outcome of the results review or re-mark, they may appeal the decision. More information on the process can be found at trinitycollege.com/appeals.

Finally, candidates who remain dissatisfied following the appeal, may refer to one of our regulators. Trinity is externally regulated by Ofqual in England, CCEA Regulation in Northern Ireland and Qualifications Wales. Candidates outside of the UK can refer their complaint to Ofqual. The regulator will conduct a review of the process followed to ascertain if we have followed our published procedures. They do not form any judgement about the results awarded. You can find more information via the following links:

- gov.uk/government/organisations/ofqual/about/complaints-procedure
- ccea.org.uk/regulation/about-ccea-regulation/complaint
- qualificationswales.org/about/complaints/

Complaints

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 you would like. If you are unhappy with any aspect of Trinity's service, please 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. Alternatively, you can contact Trinity's complaints department – our complaints procedure can be found in our policy section on our website here trinitycollege.com/policies.

Please note that requests to review exam results must be submitted via the results review or re-mark service and not the complaints procedure.

We ask that you help us in any investigation into your concerns by cooperating fully and providing all necessary information. Please note that a copy of digital exam scripts, digital exam submissions and/or exam recordings will not be made available to centres or to candidates as these are exempted from the candidate's right of access under data protection law.

5.5 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 REC contract. As 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.

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.

Video/photo shoots

Whenever your centre gets involved in making videos or taking pictures for Trinity (filming a performance or participating in pre-testing), you should request written consent from all participants.

6. Trinity's quality and standards

Your centre is required to participate fully and regularly in Trinity's quality assurance procedures, which are designed to maintain the integrity of Trinity exams. Some of Trinity's initiatives in this area are outlined below.

6.1 Quality assurance in the ISE Digital exam

Trinity is committed to ensuring that candidates receive an exam result that they can believe in. We do this by using a range of rigorous quality assurance procedures, including:

Visits to exam centres

Trinity representatives may visit any exam centre unannounced to check that all prescribed measures for security and exam conduct are in place and are adequate.

Statistical analysis and monitoring

All exams are analysed statistically to quality assure reliability of the exam items. Similarly, centre performance is statistically monitored to check for unexpected response patterns.

Fairness checks

All ISE tasks and topics are subject to specific checks to ensure that:

- the topic and content are appealing and engaging
- the topic is appropriate for candidates from different cultures, experiences, age groups and genders
- the text is free from inherent cultural bias and free from any assumptions relating to culture or background experience and is accessible to all.

Management of speaking and writing assessors

Training: The team of assessors are trained in applying the rating scales and must pass a certification test before joining the assessor panel.

Standardisation: Assessors complete regular standardisation marking exercises. The results are analysed to check that they are marking consistently and accurately.

Monitoring: All assessors are subject to routine monitoring to check the consistency of the marks that they award. Assessors receive feedback and mentoring to help them continuously improve and maintain their examining standard.

Allocation of candidates' performances: Candidates' performances are anonymised before they are assigned to assessors. Writing and Speaking assessors do not know the name or location of the candidates when they are marking performances.

6.2 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 are 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.

6.3 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.

6.4 Malpractice

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. 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 the information requested.

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 entries from your centre until the investigation has been completed
- request information for its investigation
- scrutinise any written exam papers, using a second marker and 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.

The above is just a summary of the malpractice and maladministration policy. For further information, please refer to Trinity's Malpractice policy and Maladministration policy at trinitycollege.com/policies.

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.

All members of staff involved in the delivery or administration of Trinity exams must comply to the Anti-Corruption and Bribery policy at trinitycollege.com/policies.

6.5 Regulation

Trinity College London is an international awarding organisation regulated by Ofqual (Office of Qualifications and Examinations Regulation) in England, CCEA Regulation in Northern Ireland and by Qualifications Wales. Trinity is also a registered charity regulated by the Charity Commission.

In line with your centre contract, you should take all reasonable steps to ensure that Trinity can comply with the conditions of recognition of any regulatory body either recognising or governing Trinity's ISE 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.

7. Resource links

Technical requirements

Troubleshooting

Example room set-up

FAQs

System check

Confirming microphone and audio settings

- PC
- Mac