

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

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

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

Arrival and checking of exam papers

The exam papers are sent by secure delivery for the attention of the exam co-ordinator at the centre. Papers will arrive 3-5 days before the date of the exam. The centre must nominate a member of staff to be responsible for the papers from the moment they arrive. The papers are sent in separate security bags for each level and unit. Each security bag has a label 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 one spare paper is sent for each level and unit.
- Ensure that a seating plan, supervisor's report, and written exams return form have been received with the papers. You will be able to download an *attendance list* 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 ready to enter the exam room at least 15 minutes before the start of the exam.
- Candidates must be given clear instructions regarding the location of the registration area and the exam room(s).
- Candidates must be instructed to bring a valid ID document with them to the exam. Centres must give candidates clear guidance as to which forms of ID are acceptable. A copy of Trinity's candidate ID policy in which acceptable forms of ID are available on the Trinity website at www.trinitycollege.com. NB. ID Documentation is currently only required for Trinity Language Exams.
- Candidates must be made aware of, and given access to, the *Notice to candidates*.
- Ensure 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. For full details regarding the inspection criteria please refer to the *Centre Inspection form* available at www.trinitycollege.com.

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*. (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 on page 11 of this document).
- The supervisor/invigilator must clearly announce the start of the exam and display the exact start and finish time of each exam in a written format clearly visible to all candidates. Please see page 10 of this document for all exam timings. Every attempt must be made to adhere to the scheduled start time.
- If the exam is delayed, this MUST be reported on the 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 their exam room, the supervisor/invigilator must check that they have completed their details on the exam paper/answer booklet/sheet correctly before allowing them to leave.
- The supervisor/invigilator must announce the time 15 minutes before the end of the exam. If candidates at different levels are seated in the same exam room, the time must be announced 15 minutes before the end of each exam. Candidates must be reminded at this stage that they are not allowed to leave until the end of the exam.
- 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.
- 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. The documents must then be placed in the addressed envelope provided
 1. All exam and answer papers (completed, spare and spoiled) in their plastic security bags.
 2. Written Exams Return form
 3. Attendance list(s) – All papers must be sent in this order.
 4. Supervisor's report
 5. Seating plan(s)
- 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.

Troubleshooting

1. Arrival and checking of exam papers		
Exam papers (1)	You do not receive your exam papers 3-5 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 see www.trinitycollege.com
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.
2. On the day of the exam		
Candidate ID	A candidate has not brought valid ID.	Refer to the Candidate ID policy and the centre guidelines. A copy of these documents will be available on the website. NB. ID checks are currently only required for all Trinity Language exams; however, this may be extended to other subjects.
Candidate's with a particular need provision (2)	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 enrolment and supported by appropriate medical evidence. Please refuse the candidate's request.
Exam sequence	I'm not sure in which order to run the ESOL Skills for Life Reading and Writing exams.	The Reading paper must always be run first. See timetable for ESOL Skills for Life exams on page 11 of this document.

Start times	I want to stagger the start times of our exams for different levels.	All exams must start at the stated time. Please see '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 in the Supervisor's report.
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 the full registration process can be completed in the registration area and the candidate can take his/her place in the exam room before the exam has started. If the registration process cannot be completed before the start of the exam, the candidate must not be allowed to take the exam. 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.
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 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 Paper	A candidate notices a problem with the exam paper.	The candidate should be advised to continue with the paper if they can. A full explanation should be reported on the supervisor's report, together with the name and candidate number of the candidate that reported the incident.
Malpractice (1) -Mobile phone/ other electronic device	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 (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 (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.

Pencils	A candidate brings pencils into the exam room.	Candidates are not permitted to use a pencil with the exception of all Theory of Music candidates.
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.	<p>Candidates may leave the exam early but the following rules must be followed.</p> <ul style="list-style-type: none"> • Candidates may not leave the room until the supervisor/invigilator has checked that the candidate's details have been completed correctly on the question/answer paper. • Candidates may not leave the room within 15 minutes of the end of the exam. • 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)
Answer sheets for Skills for Life Exams	A Skills for Life candidate taking the Reading paper fails to write their answers on the answer sheet.	Trinity cannot accept answers completed on the exam paper. Ensure that candidates are made aware that these exams have a separate answer sheet. No additional time can be allowed to enable a candidate to complete the answer sheet.
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.	<p>Candidates found smoking, drinking or eating during the exam should be asked to stop immediately. If they refuse to do so, they should be asked to leave the exam room immediately and the incident reported to Trinity both on the Supervisor's report form and also on the front cover of the exam paper itself.</p> <p>Some candidates may need to eat something for medical reasons (eg in the case of diabetic candidates), this should be permitted. The supervisor/invigilator should also be made aware of this before the exam.</p>
Fire alarm	The fire alarm rings during the exam.	Candidates should be asked to remain silent if it is safe to do so whilst 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.
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Exam Timings

ESOL Skills for Life exam timings

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 hours 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.

Example Reading and Writing Exam 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	Reading paper starts	Reading paper starts	Reading paper starts	Reading paper starts
10:45	Reading paper finishes – candidates leave the exam room				
11:00		Reading paper finishes – candidates leave the exam room	Reading paper finishes – candidates leave the exam room	Reading paper finishes – candidates leave the exam room	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	Writing paper starts	Writing paper starts	Writing paper starts	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	Writing paper finishes – candidates leave the exam room

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

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

After the exam

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