

ISE Centre Best Practice Guidebook

Please read this guidebook for ISE (Integrated Skills in English) in conjunction with your contract and Registered Exam Centre Handbook

Trinity College London
www.trinitycollege.com

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1. Introduction

1.1 Who should read this guidebook

This guidebook is for everyone involved in the delivery of Trinity ISE exams in your centre. This includes:

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

1.2 Guidebook contents

This guidebook contains essential information on how to administer ISE exams, from entering 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 useful documents

- ISE test specifications – these detail the format, content and theoretical construct of the test.
- ISE Guide for Teachers – this details the format and content of the exam and contains ideas for classroom activities to help in candidate preparation.
- ISE Guide for Students– this details the format and content of the exam and ideas for improving the skills tested.
- Admin pack documents - needed for running ISE Reading & Writing exams (eg Seating plan templates, etc).
- Exam posters – to be displayed during your exams (eg Silence – Exam in Progress posters and Exam Centre posters) please contact your Trinity administrator for these.

Documents can be downloaded from the Trinity website at www.trinitycollege.com

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, 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 guidebook 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 co-ordinated 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 guidebook your principal contact is referred to as 'your Trinity contact'.

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 on pages 2 and 3 to find the information you need quickly.

The following key terms are used throughout this guidebook.

'you'	=	All those involved with the delivery of Trinity exams at your centre
'candidate'	=	Any person taking an exam
'centre'	=	Trinity Registered Exam Centre
'Trinity'	=	Trinity College London
'Trinity Online'	=	Web-based administration system accessible via your centre portal
'your Trinity contact'	=	Your contact at Trinity for all day-to-day queries. This may be the National, Area or Local Area Representative, or Co-ordinator at Trinity's central office

1.7 Changes to the guidebook

We will make changes to this guidebook 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 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 - available in the ISE exam administration section at www.trinitycollege.com/ISE

1.8 Trinity Integrated Skills in English (ISE) exams

Trinity's Integrated Skills in English (ISE) exams test English language skills. They are available at five levels: ISE Foundation (A2), ISE I (B1), ISE II (B2), ISE III (C1) and ISE IV (C2)*

ISE tests four skills: Reading, Writing, Speaking and Listening. The exam assesses students' ability to interact in English in an authentic and meaningful way through the use of integrated reading and writing tasks and integrated speaking and listening tasks. Candidates must pass two exam modules to gain an ISE qualification: Speaking & Listening and Reading & Writing.

*Note ISE IV (C2) has a different format. Visit www.trinitycollege.com/ISEIV for details.

The intended candidate is a young person or adult, typically a student at secondary school or college who is using English as a second or foreign language as part of their studies in order to develop their skills and improve their knowledge of a range of subject areas. The typical ISE candidate is aged between 11 and 19 but may be older.

A candidate at the lower levels of the exam (ISE Foundation and ISE I) is generally a young person or adult in school or college who is taking ISE as evidence to progress to a higher level of English study within their mainstream or English language school. At the higher levels of the exam (ISE II or ISE III) a candidate is typically a young person or adult preparing for further or higher education who is required to prove their English language proficiency levels within an educational context.

For more information about ISE and preparing candidates, please refer to the ISE Guide for Teachers and ISE test specifications at: www.trinitycollege.com/ISE

2. Preparing Candidates

Preparing candidates for Trinity exams and making the relevant Trinity specifications and Guides for Teachers 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.

A Guide for Teachers at each level of ISE provides details about the exam format, tasks, procedures and assessments. The test specifications for each module provide further information. You can find these documents, together with other resources such as practice papers, videos and classroom activities on the Trinity website at www.trinitycollege.com/ISE For separate ISE IV information and resources visit www.trinitycollege.com/ISEIV

You should ensure all candidates are provided with an appointment slip so they know where and when their exam will take place and inform them of any ID documents they must bring to their exam. Trinity's **Candidate ID policy** is available in ISE area of the website and at www.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** – see Appendix 2 and 3, pages 27 and 28 for a copy of these notices.

3. Entering Candidates

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

3.1 Forecasting

Your Trinity contact may ask you to let us know how many candidates you expect to enter 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

Reading & Writing exam dates are fixed and are available at www.trinitycollege.com. You can arrange dates for Speaking & Listening exams with your Trinity contact. All Trinity exams have closing dates. These are the dates by which all candidate entries and corresponding payments must be made to Trinity or, where applicable, to your Trinity contact for them to send on to Trinity. Closing dates are available from your Trinity contact.

3.3 Exam Fees

Exam fees vary from country to country. Details of exam fees are available from your Trinity contact.

All exam sessions are subject to a minimum fee to cover the cost of organising the sessions. Fees must be paid to ensure a Trinity examiner is sent to your centre on the days of the session and to enable Trinity to arrange papers for Reading & Writing exams. From January 2017 a minimum of ten candidates must be entered for Reading & Writing sessions to be held in your centre (this already applies in some countries).

Please discuss the benefits of entering candidates for both modules (Reading & Writing and Speaking & Listening) at the same time with your local Trinity contact.

Your centre must pay the exam fees in full on or before the closing date for the exam session.

Trinity must receive the payment of your candidates' exam fees (or your centre's minimum fee) before we are able to confirm that we'll send an examiner to your exams. Once you have entered candidates on Trinity Online an invoice will be generated for the corresponding exam fees or minimum fee for your centre. You can download and print this.

We may not accept your candidates entries if we're unable to match a payment your centre made with the information that you have entered onto Trinity Online, owing to incomplete candidate data. If we are only able to match a payment received with the data on Trinity Online after the exam closing date, your centre may become liable to pay late entry fees.

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

3.4 Online entries

All centres must normally use Trinity Online to submit and manage exam entries and sessions, unless an alternative method is agreed with your Trinity contact.

Trinity Online's functionality includes:

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

There is no limit to the number of accounts that can be requested for set up on Trinity Online, as 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, and track payment.

Username 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 www.trinitycollege.co.uk/policies. While you are required to be familiar with the contents of this policy, key points are outlined in section 3.5.

3.5 Impact of Data Protection laws

'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.

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.

3.6 Entry requirements

- There are no age restrictions for ISE exams, but candidates and exam centres are advised to consider the target age group of the exams when deciding if the exam is appropriate for them.
- Candidates may enter at any level without having previously taken any other Trinity exam.
- Candidates may enter for the two ISE modules (R&W and S&L), either together or separately at different times. They may enter the two modules at different levels if they wish. However, to obtain an overall 4-skills ISE qualification, both modules must be passed at the same level.
- When entering a candidate to take the modules separately at different times, the same candidate ID number used for the first (or failed) module **MUST** be given, eg when:
 - i. Entering for a single module, having already entered for a module previously
 - ii. Re-entering for a module that the candidate has failed

Candidate ID numbers are shown on appointment forms and results information slips.

Centres/Candidates who do not provide the original Candidate ID number on the entry will not receive the full ISE certificate, even if they pass both modules

- Candidates may not enter for a module at more than one ISE level in the same exam session. For example, a candidate cannot take ISE I Speaking & Listening and ISE II Speaking & Listening in the same session. The requirements of a level presume a level of competence that encompasses the demands of lower levels. At least one month must elapse before attempting a different level of the same module.
- If a candidate does not reach the level required to pass and wishes to re-sit a module, a minimum of one month must elapse before the candidate may enter again.
- 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 enter any candidate(s) retrospectively.

3.7 Changes to entries

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

3.8 Exam conditions

- 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 candidates who have not been registered on Trinity Online before 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.

3.9 Candidates with special needs

Trinity College London 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 learner 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/languagespecialneeds

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:

- encouraging disabled people to declare their disability to us so that we can assist them
- eliminating any discriminatory practices
- enabling individuals to demonstrate their skills by removing unnecessary barriers
- empowering individuals through listening to what adjustments they may need rather than second guessing what will work for them
- engaging with people to develop the right solutions
- ensuring the standards we examine are not compromised in any way.

Please refer to our Disabled Learners Policy at www.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 with reference 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. A copy and 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 language-csn@trinitycollege.com. The form must be completed and submitted to Trinity at least

28 days prior to the exam date. Requests for amended exam materials such as Braille require at least six weeks notice.

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.

3.10 Special Consideration Policy

Special consideration may be given to candidates who are ill, injured or suffer other adverse circumstances at or near the time of the assessment or moderation. Please see www.trinitycollege.com/policies for further information, and please email language-csn@trinitycollege.com if you believe a candidate has a special consideration request.

Absence through sickness

A candidate who is sick and cannot take the exam may apply to Trinity's central office for a half-fee re-entry permit, enclosing a medical certificate. Applications for re-entry permits must be made within 30 days of the exam date. Trinity will issue a re-entry permit for an exam at the same level, which can be used for an exam within 12 months of the original exam date on payment of half the current entry fee. If a re-entry permit is used towards entry for a higher-level exam, the difference in fee is also payable, eg the full fee of the higher-level exam less half the fee of the lower level exam.

Examiners are not permitted to accept either notice of withdrawal or medical certificates.

Trinity reserves the right to consider other special cases for absence on their individual merits. Such cases are covered under Trinity's Special Consideration Policy which is available to download from the Trinity website at: www.trinitycollege.com/policies.

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 www.trinitycollege.com/policies.

3.11 Equal opportunities policy for exam candidates

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 the 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 examiners and all associated with its exams apply a fair and just process.

3.12 Late entries

Candidate entries will not normally be accepted after the given closing date. All requests made after the closing date will be liable for a surcharge. Late entry requests will depend on there being enough time in the examiner's schedule to accommodate additional candidates and to arrange the provision of additional exam papers.

The following fees apply:

Date of request after the closing date	Surcharge
Between the closing date and two weeks before the exam	50%
Between two weeks before the exam and the day of the exam	100%

Once all candidate entries have been entered on to the 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 sections 4 Organising Speaking & Listening and Section 5 on Organising Reading & Writing exams for further information.

4. Organising Speaking & Listening exam sessions

How to organise examiner visits — Speaking & Listening module

4.1 Before the exam day

Examiner

Shortly after you have submitted your candidate entries we will send you confirmation of the date of your Speaking & Listening exam session. We will confirm the name of your examiner along with biographical details, if they are available. We will also let you know if we need you to provide help with hotel bookings or travel arrangements.

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

It is your responsibility to ensure that exam timetables are prepared before the Trinity examiner visits your centre — you should use Trinity Online to do this. There are two elements to creating a timetable for an exam — the timetabling of candidates' exam time and the timetabling of examiner breaks. Please see Appendix 1 for timetabling guidelines. If you do not create your own timetable Trinity Online will automatically generate a timetable 3 days before the start of your exam session and this version of the timetable will be available for the examiner to view.

Candidate information

When you have prepared exam timetables on Trinity Online, it is your responsibility to communicate the correct information about the exam to the candidates. You will be able to print individual appointment slips confirming the exam time, the candidate number, the date and location of the exam. You will also need to advise the candidates of the exam rules summarised in Appendix 2, Notice to Candidates, and advise them what they will need to bring along on the day of the exam:

- Their appointment slip (where used, your local administrator will advise).
- Their proof of identification in accordance with Trinity's Candidate ID policy.

Exam materials

Trinity is moving towards a new way of working which, when fully implemented, will remove the need for printed exam materials as examiners will conduct the exams using a Tablet. The new process will be introduced during 2016 and you should watch out for information about this from your Trinity contact.

Meanwhile you must make sure that all required exam materials are ready for the examiner on the exam day. Please check arrangements with your Trinity contact as procedures vary. Centres in some countries may need to download and print exam materials from Trinity Online, while in other countries materials may be sent to the centre before the exam day by the local Trinity contact. 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 slips – one per candidate, distributed to candidates in advance
- Attendance List – one for the exam registration area
- Composite mark sheets – 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 List

Examiner

- Timetable – one per examiner
- Composite mark sheets – one set per examiner
- For Foundation level exams you will receive paperwork related to Task 1 of two Listening tasks, which must be given to the examiner.

Candidate

- Appointment slip – distributed to candidates in advance
- ID document (eg passport) - if required
- Completed Topic form (ISE Foundation and ISE I only) – mandatory
- Topic outline notes for the examiner (ISE II and III) – recommended
- Pen and note taking paper for the Listening tasks

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 at least two comfortable chairs that provide good support. When a Trinity monitor visits (see page 20 for further details) an extra chair will be required. An electrical socket must be located close to the table.

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) 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 ensure that candidates leaving their exam do not return to the waiting area to converse with those still waiting to take their exam.

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

Feedback – A 30-minute feedback session is included at the end of each Speaking & Listening exam session. You should ensure this 30 minutes is included at the end of the exam timetable. The feedback session is open to all teachers who helped prepare candidates for the exam and as many teachers as available should be encouraged to attend.

Prohibited items

The following are NOT permitted in the exam room:

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

4.3 Results and certificates – Speaking & Listening

When a student passes an exam module, they receive a module certificate. When a student has passed both exam modules at the same level, a Trinity Integrated Skills in English qualification is awarded and a full ISE qualification certificate is issued.

A Results Summary is generated and automatically emailed to you only once results have been validated and approved (no provisional results are issued).

Results tracking is accessible via Trinity Online – they are confirmed when the online status changes from 'entered' to 'approved' and certificates are issued. You can also track the progress of certificate dispatch on Trinity Online.

Diagnostic Profile Reports for your candidates are issued and emailed to you at the same time as the Results Summary.

Module certificates – Certificates and diagnostic profile reports are usually dispatched within eight weeks of the exam.

Full ISE certificates – Certificates are usually dispatched within eight weeks of the exam when both modules have been passed and results have been approved.

Upon receipt of certificates, please check each one 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: www.trinitycollege.com/replacementcertificates

4.4 Checklist for organising Speaking & Listening exam sessions

Before exam day

- Book a suitable exam room
- Use Trinity Online to enter all candidates before the closing date
- Ensure all entries are accurate, payment is made in full and that any requests for a candidate's particular need provision has been submitted with the necessary accompanying documents
- 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 received/printed all the necessary exam materials if required
- Prepare a timetable for the examiner
- Confirm exam day arrangements with the examiner

Exam day

- Provide the examiner with all the relevant information and materials for the exam
- Assist the examiner if necessary and supervise/steward candidates
- Encourage/arrange for teachers to attend the exam feedback session

After the exam day

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

5. Organising Reading & Writing exam sessions

How to organise written exam sessions - Reading & Writing module

Below is a summary of the procedures that should be followed when organising an ISE Reading & 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, page 33.

5.1 Before the exam day

Exam date and start times

Dates of ISE Reading & Writing exams are published on Trinity's website under 'Exam dates and administration' at www.trinitycollege.com/ISE and are also available from your Trinity contact. All ISE Reading & Writing exams must start at 10.00am (local time) on their stated date. This start time must be strictly adhered to. You can schedule all candidates to start the exam at 10.00am using Trinity Online.

Information for Candidates

When you have entered all candidates for the Reading & Writing exam online, it is your responsibility to communicate the correct information about the exam to candidates. You will be able to print individual appointment slips confirming the exam time, the candidate number, the date and location of the exam.

Conduct

The regulations governing how candidates must behave during Reading & Writing exams are summarised in the Notice to Candidates. Candidates should be encouraged to read the Notice, before 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, see Appendix 3, page 30.

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 slip, 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 still 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.

When they arrive you must check 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 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 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 an ISE Reading & Writing exam session are supervised at all times.

Trinity requires that your centre appoints a supervisor (usually the Centre Representative) for each ISE Reading & 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 Exam materials

- **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. See Appendix 3.
- **Exam posters** – should be displayed on and around the exam room – Available from Trinity.
- **Written Exams Return form** – This arrives with the exam papers and shows a breakdown of exam paper quantities. You should check the number of exam papers received against 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. A copy 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. See an example in Appendix 6.
- **Attendance List** – 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 7.

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 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, facing in the same direction, at least one metre apart so that a candidate cannot copy from another's script – on no account should candidates be seated facing one another.
- The Notice to Candidates is posted outside each exam room on the day of the exam and the supervisor/ invigilator should 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 — ideally, this should be outside the exam room or in an area away from candidate desks.
- 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 15 minutes before 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 a secure area, only keeping on their desks their pens, appointment slips, and photographic ID (if required by the exam's rules and regulations).
- 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. 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.
- 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. For example, Trinity examiners, moderators, helpers of candidates with disabilities, etc.
- At the appointed time, tell candidates to begin the exam, confirming 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 leave.
- 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 levels ISE Foundation to ISE III are seated in the same exam room as candidates at Level IV, 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 Troubleshooting guidelines within the Instructions for Supervisors and Invigilators, Appendix 7.

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 allow candidates to leave the exam room once all the exam papers have been counted.
- If other exams (ISE IV) 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 unused scripts, must be placed in the plastic envelope(s) supplied. 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 list has been fully completed, with all absences noted.
- The supervisor must complete the Supervisor's report form and enclose all documents in the plastic envelope(s), together with the exam papers.
- The plastic envelope(s) must be sealed with the supervisor's signature written across the seal.
- Please refer to the Admin Pack received with your exam papers for full instructions about returning packages securely to Trinity. If there is any delay your centre should contact your local Trinity contact or Trinity's central office immediately. Failure to do so may result in the exam papers being voided.
- Centres/candidates 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 7.

5.7 Results and module certificates – Reading & Writing

All exam papers must go through a validation process before the results can be approved and certificates printed.

When a student passes an exam module, they receive a module certificate. When a student has passed both exam modules at the same level, a Trinity Integrated Skills in English qualification is awarded and a full ISE qualification certificate is issued.

A Results Summary is generated and automatically emailed to you only once results have been validated and approved (no provisional results are issued).

Results tracking is accessible via Trinity Online – they are confirmed when the online status changes from 'entered' to 'approved' and certificates are issued. You can also track the progress of certificate dispatch on Trinity Online.

Diagnostic Profile Reports for your candidates are issued and emailed to you at the same time as the Results Summary.

Module certificates – Certificates and diagnostic profile reports are usually dispatched within eight weeks of the exam.

Full ISE certificates – Certificates are usually dispatched within eight weeks of the exam when both modules have been passed and results have been approved.

Upon receipt of certificates, please check each one 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: www.trinitycollege.com/replacementcertificates

5.8 Checklist for organising Reading & Writing exams

Before the exam day

- Use Trinity Online to enter all candidates before the closing date.
- Ensure all entries are accurate, payment is made in full and that any requests for a candidate's particular need provision has been submitted with the necessary accompanying documents.
- Inform candidates of their exam time, 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 on arrival and accompanying documentation. Contact your Trinity administrator immediately if anything is missing or incorrect.
- Store all exam papers securely until 30 minutes before the start of the exam session.

Exam day

- Set up the exam room and registration area.
- Register all candidates, check their photo 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, Appendix 7).
- 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 and mark all absences on the Attendance list.
- 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 and diagnostic reports in a timely manner.
- Distribute certificates in a timely manner.
- Complete Trinity's online customer feedback survey.

6. 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.

6.1 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.

6.2 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 www.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.

6.3 Support for centres

Academic support

Trinity supports centres with their academic queries. Detailed information about ISE exams and free classroom and teaching resources are available online at www.trinitycollege.com/ISE. Please raise any academic or teaching queries with your Trinity contact, or where applicable, your Academic support team. Some countries may also offer online support forums. Additionally, Trinity may organise academic support sessions including workshops and training meetings for teachers.

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

Administration and general support

This guidebook, together with your Registered Exam Centre Handbook and Centre Contract provide valuable guidance on organising Trinity exams. There is also training guidance for using Trinity Online, which can be accessed via Trinity Online. Your designated Trinity contact is also available to give support in all administrative matters.

6.4 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 you receive it.

6.5 Appeals, complaints and remark 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 Remark procedure, which govern how complaints are handled by Trinity, are available on the Trinity website at: www.trinitycollege.com/policies and www.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.

Any candidate has the right to see the personal data held on him/her by Trinity and can make requests about using and correcting that data, provided that the request is in writing and a fee of £10 is paid to Trinity. 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 www.trinitycollege.com/policies for more information. Please note, exam scripts and recordings do not fall into the category of personal data. They remain the property of Trinity College London and will not be made available to centres or candidates.

6.6 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.

6.7 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.

6.8 Data collection and video/photo shoots

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.

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

7. 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.

7.1 Examiners and markers

Examiner and Marker Training

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

Monitoring of live exams ('Live monitoring')

A proportion of exam sessions are 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).

Monitoring of exam recordings ('Audio monitoring')

Trinity examiners audio record all Speaking & 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.

Exam paper double marking

Trinity double marks a random sample of 10% of all Reading & Writing scripts. This is an automatic and random procedure and has no significance for the individual candidates whose scripts are selected. This process helps us to ensure that standards are being accurately applied by different markers, as well as by the same marker over a period of time.

7.2 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 ISE Reading & 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 & Listening exam visits

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

7.3 Results entry

Clerical checking

Trinity's exam results are routinely checked at Trinity's London 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.

7.4 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. 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 (www.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 their results.

Malpractice or maladministration by a Registered Exam Centre

Malpractice by a centre is when a centre is complicit in helping test takers 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 (see www.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 & 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 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. For further information, please refer to Trinity's Malpractice Policy and Maladministration Policy at www.trinitycollege.com/policies.

7.5 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 (www.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.

7.6 Regulation

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 GESE 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.

APPENDICES

9.1 Appendix 1 – ISE Timetabling guidelines

TRINITY

COLLEGE LONDON

ISE Speaking & Listening Timetabling

Exam timetabling

It is the responsibility of the centre to timetable the exam. You MUST timetable using Trinity Online to enable the exam to be conducted.

Work out your timetable by allocating the students' time as follows:

Speaking & Listening	Exam inclusive of admin time	Portfolio marking time
ISE Foundation	13 minutes	N/A
ISE I	18 minutes*	N/A
ISE II	20 minutes	N/A
ISE III	25 minutes	N/A
ISE IV	25 minutes**	15 Minutes

- * ISE I Speaking & Listening timetabling was changed to 18 minutes from 1st April 2016 to allow additional time to complete exam administration.
- 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.
- ** ISE IV has a different format - [visit www.trinitycollege.com/ISEIV](http://www.trinitycollege.com/ISEIV) for details.

Note: Centres should create a timetable for exam exam session using Trinity Online. In markets where the Tablet is used Trinity Online will automatically create a timetable if you have not created your own by the time that orders are locked. Your local administrator will advise you about this.

Examiner feedback

Do not forget to include a total of 30 minutes' feedback at the end of the session, eg when all grades have been completed. Where ISE and GESE exams have taken place in the same session, the examiner will decide how best to apportion the feedback time between ISE and GESE exams.

Examiner hours and breaks

The total number of examining hours per day must not exceed the limit of 6.5 hours (or 6 hours examining plus 30 minutes' feedback on the final day of the session).

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

0-2 hrs:	No breaks
2-4 hrs:	1x 15 minute break
4-5 hrs:	1x 15 minute break + 1x 60 minute break
5-6.5 hrs:	1x 15 minute break + 1x 60 minute break + 1x 15 minute break

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).

See overleaf for an example timetable.

Example Timetable:

Candidates should be timetabled in ascending order beginning with the lowest level in the session, eg ISE Foundation. When timetabling the session using Trinity Online, the timings will be automatically calculated per level.

ISE examining often takes place alongside GESE examining in the same session. However, ISE and GESE exams must be timetabled in separate blocks. GESE may be timetabled before or after ISE but not mixed among them.

At the end of the session, the examiner will provide 30 minutes of oral feedback. This should be scheduled at the end of the timetable. In the case of combined GESE and ISE sessions, the examiners will provide feedback on both exam suites. Please see the example below.

Exam Time	Candidate name	Candidate ID	Subject	Grade/Level
09:00	Candidate 1	...	ISE Speaking & Listening	Foundation
09:13	Candidate 2	...	ISE Speaking & Listening	Foundation
09:26	Candidate 3	...	ISE Speaking & Listening	Foundation
09:39	Candidate 4	...	ISE Speaking & Listening	Foundation
09:52	Candidate 5	...	ISE Speaking & Listening	I
10:10	Candidate 6	...	ISE Speaking & Listening	I
10:28	Candidate 7	...	ISE Speaking & Listening	I
10:46	Candidate 8	...	ISE Speaking & Listening	I
11:04	Break - 15 Minutes			
11:19	Candidate 9	...	ISE Speaking & Listening	II
11:39	Candidate 10	...	ISE Speaking & Listening	II
11:59	Candidate 11	...	ISE Speaking & Listening	II
12:19	Candidate 12	...	ISE Speaking & Listening	II
12:39	Candidate 13	...	ISE Speaking & Listening	II
12:59	Candidate 14	...	ISE Speaking & Listening	II
13:19	Lunch Break - 60 Minutes			
14:19	Candidate 15	...	ISE Speaking & Listening	III
14:44	Candidate 16	...	ISE Speaking & Listening	III
15:09	Candidate 17	...	ISE Speaking & Listening	III
15:34	Break - 15 Minutes			
15:49	Candidate 18	...	GESE 1	1
15:54	Candidate 19	...	GESE 2	2
16:00	Candidate 20	...	GESE 3	3
16:07	Candidate 21	...	GESE 4	4
16:17	Candidate 22	...	GESE 5	5
16:27	Feedback - 30 Minutes			
16:57	END OF SESSION			

9.2 Appendix 2 – Notice to Candidates – Speaking & Listening

TRINITY

COLLEGE LONDON

Notice to Candidates (Speaking & Listening exams)

To be made available to candidates prior to their exams and displayed in the exam waiting 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:

- Your exam appointment slip
- Proof of identity (eg your passport)*
- 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/Behaviour

You SHOULD:

- Register and wait quietly in the waiting area
- You are advised to use toilet facilities before entering the exam room
- 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 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:

- Eating or smoking (bottled water is permitted)
- Mobile phones or other electronic devices (including smart watches)
- Language aids, eg dictionaries, written scripts etc.
- Audio- or video-recording devices
- 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.

MUST BE DISPLAYED FOR ALL SPEAKING AND LISTENING EXAMS

9.3 Appendix 3 – Notice to Candidates – Reading & Writing

TRINITY

COLLEGE LONDON

Notice to Candidates (Reading & Writing exams)

To be displayed outside each exam room

Please Read Carefully

Arrival at the exam room

You should arrive at the 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 supervisor/invigilator. 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 for this exam.
- You will write your answers in pen on the exam paper.
- You must not bring any other pieces of paper into the exam room.
- You may not use a dictionary during the exam.
- Correction fluid and erasable pens must not be used on the exam paper.

Conduct

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

- a) 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 supervisor or invigilator. They MUST NOT be in your pockets.
- b) You must not talk to or distract other candidates once the exam has started.
- c) You cannot borrow anything from another candidate during the exam.
- d) You must not eat or smoke in the exam room. You may bring water into the exam, but this must not be placed on the table in case of spillage.
- e) If you attempt to cheat, you will be disqualified from the exam.

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

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

Read carefully and follow the instructions printed in your exam paper/answer sheet.

Fill in any details required on the front of your exam paper/answer sheet before you start the exam. Do not open your booklet until the 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/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 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 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.

MUST BE DISPLAYED FOR ALL WRITTEN EXAMS

9.4 Appendix 4 – Written Exams Return form – Example



Trinity College London - Written Exams RETURN FORM

Centre number 1234

Centre name London

Paper Title	Total Papers	Returned Papers	Spare Papers	Spoilt Papers
Admin Pack	1			
ISE Foundation	0			
ISE I	5			
ISE II	5			
ISE III	5			
ISE IV	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.....

9.5 Appendix 5 – Seating plan template



Seating plan

Centre name:..... Centre number:.....

Number of candidates in room Number of absentees:.....

Name of supervisor:.....Name of invigilator(s):.....

Date of exam:.....

Please read the guidelines for supervisors and invigilators carefully.

Candidate number	Candidate number	Candidate number	Candidate number	Candidate number
Candidate name	Candidate name	Candidate name	Candidate name	Candidate name
Candidate number	Candidate number	Candidate number	Candidate number	Candidate number
Candidate name	Candidate name	Candidate name	Candidate name	Candidate name
Candidate number	Candidate number	Candidate number	Candidate number	Candidate number
Candidate name	Candidate name	Candidate name	Candidate name	Candidate name
Candidate number	Candidate number	Candidate number	Candidate number	Candidate number
Candidate name	Candidate name	Candidate name	Candidate name	Candidate name
Candidate number	Candidate number	Candidate number	Candidate number	Candidate number
Candidate name	Candidate name	Candidate name	Candidate name	Candidate name

Front of exam room

Centres may submit their own seating plan. However, all information as detailed above **must** be included.

9.6 Appendix 6 – Supervisor’s report form



Supervisor’s report

Centre name:.....Centre number:.....

Name & Signature of supervisor:.....Date of exam.....

Please report below **(IN ENGLISH)** any conditions or circumstances that may have affected candidates’ performance today, eg any incidents of cheating, breaking the rules, disturbances outside the exam 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.

9.7 Appendix 7 – Instructions to Supervisors and Invigilators

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

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

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

Arrival and checking of exam papers

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

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

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

Before the day of the exam

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

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

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

- Invigilation must be carried out by an adult who is trained and familiar with all of the regulations.
- The appropriate invigilator/candidate ratio (see table above) must be maintained at all times during the exam session. Please note that if an inspector is present the 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 entered.
- 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 must be at least 1 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 24 hours before the start of the exam. Trinity provides a template seating plan for rooms seating up to a maximum of 25 candidates. Centres are free to provide their own seating plan as long as the information specified in the template seating plan is provided and it is an accurate reflection of the position of candidates in each room.
- Any display material in the exam room (wall charts etc.) which might assist or distract candidates must be removed or covered for the duration of the exam.
- There must be a working clock in each room positioned so it is clearly visible to all candidates. The clock must not be positioned behind the candidates. It is advisable to have a back-up timing device which is synchronised to the main clock.
- There must be a means, (eg a whiteboard), of displaying start and finish times of all exams.

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

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

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

The day of the exam

As part of Trinity's Quality Assurance programme, any exam session may be subject to an unannounced inspection. All inspectors will aim to arrive at the centre at least 30 minutes before the scheduled start of the exam so that the entire exam procedure can be observed from the release of the papers from the secure area through to the sealing of the exam papers into the envelope at the end of the session. Centres must cooperate fully with inspectors at all times. For full details regarding the inspection criteria please refer to the '*Centre Inspection form*' see appendix 8.

Candidate registration

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

Release of exam papers

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

Seating candidates, giving instructions and starting the exam

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

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

- The candidates must be seated at their allocated desks at least 15 minutes before the scheduled start of the exam. Please refer to Troubleshooting section 2 if a candidate is late.
- The supervisor/invigilator must remind candidates of the rules of exam conduct by reading out the 'Invigilator's script' a copy of which is included in this exam pack.
- Candidates' ears should be visible so that supervisors can check for earpieces.
- Candidates must place their ID documentation on their desks.
- The supervisor/invigilators must ensure only pens and ID documentation are on candidates' desks. In addition, candidates are allowed bottles of water. No other items are permitted. See Trouble shooting section 2 for notes on pencils.
- The plastic security bag must only be opened in the presence of all the candidates. Clear instructions on how to open the plastic security bag are indicated on the bag. On no account must an attempt be made to open the bag by breaking the security seal.
- A clear instruction not to open the exam papers must be given to all candidates before distributing the exam papers. This may be made in local language
- Supervisors must be careful to distribute the correct paper to each candidate. Exam papers must be placed face-up, with the front cover displayed.
- After all papers have been distributed, the supervisor must tell candidates to read the front cover, check that they have received the correct paper for their exam and complete the details required. The supervisor/invigilator is permitted to answer questions from candidates regarding completion of details on the front page of the exam papers.
- If there are candidates taking exams at different levels, all exams must be started at the same time. The supervisor/invigilator must clearly announce the start of the exam and display the exact start and finish time of each exam in a written format clearly visible to all candidates. Please see page 42 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), inspectors and candidates are allowed in the exam room during the exam.
- The supervisor has overall responsibility for the conduct of the exam session.
- The supervisor and invigilator must be familiar with the rules given in the *Notice to candidates* and ensure that these rules are adhered to.
- The invigilator must give their whole attention to conducting and invigilating the session.
- The invigilator must not perform any additional task (eg marking, reading) and must ensure their mobile phone is switched off for the duration of the exam.
- The invigilator must actively monitor the room and is expected to regularly pace the room during the exam.
- Shortly after the exam has started, the supervisor/invigilator must re-check each candidate's visual appearance against their photo ID document. (See Troubleshooting Section 2 for what to do if candidate identity is in doubt).
- Each candidate should be accounted for on the attendance list together with all absences. If a candidate is absent, please mark with a cross on the seating plan so that the seating plan accurately reflects the layout of the exam room. Please cross-check with the Attendance List for consistency.
- The supervisor/invigilator may answer questions from candidates which relate to exam procedure but they must not answer questions about the content or interpretation of tasks (see Troubleshooting Section 2).
- Should any unforeseen incident eg a fire alarm, occur during the exam, the supervisor/invigilator must follow the guidance given in Troubleshooting Section 2 relevant to that incident.

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

The end of the exam

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

Post-exam responsibilities

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

Troubleshooting

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

particular need provision (2)	on the exam day.	Requests must be made at the time of candidate entry and supported by appropriate medical evidence. Please refuse the candidate's request.
Start times	I want to stagger the start times of our exams for different levels.	All exams must start at the stated time. Please see '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.	<p>Any late arrival must be intercepted by centre staff so that no disturbance is caused to the candidates that have arrived in time for the exam.</p> <p>A late arrival can only be allowed to take the exam if the full registration process can be completed in the registration area and the candidate can take his/her place in the exam room before the exam has started. If the registration process cannot be completed before the start of the exam, the candidate must not be allowed to take the exam.</p> <p>On no account must the start of the exam be delayed to accommodate a late arrival.</p> <p>Any late arrivals must be indicated on the Supervisor's report.</p>
Candidate questions	A candidate asks a question during the exam.	<p>The supervisor/invigilator may answer questions from candidates which relate to exam procedure, eg questions such as 'How long is the exam?/ Do I have to answer ALL questions?/ Where do I write my answers?'</p> <p>The supervisor/invigilator must not answer questions about the content or interpretation of tasks, eg questions such as 'What does this word mean?/ Is this the right answer?'</p>
Exam Paper	A candidate notices a problem with the exam paper.	The candidate should be advised to continue with the paper if they can. A full explanation should be reported on the supervisor's report, together with the name and candidate number of the candidate that reported the incident.
Malpractice (1) -Mobile phone/ other electronic device (including smart watches)	A candidate is found in possession of a mobile phone or any other electronic device (whether switched on or off) after 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/Pens/ Highlighters	A candidate brings pencils/coloured pens or highlighters into the exam room.	Candidates are not permitted to use a pencil. Coloured Pens – Answers must be written in blue or black ink. Highlighter pens – Candidates may take a highlighter pen into the exam to highlight parts of the questions or text.
Clock	The clock stops during the exam.	The centre must have a back-up timing system to ensure that, in the event of the clock stopping, candidates are allocated the correct time for the duration of the exam. It is advisable to call out the timings at appropriate intervals.
Toilet breaks	A candidate needs a toilet break.	All candidates leaving an exam room during an exam must be escorted from and back to the room by a member of staff. 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. <input type="checkbox"/> 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. <input type="checkbox"/> Candidates may not leave the room within 15 minutes of the end of the exam.
Invigilator’s mobile phone	The supervisor’s/invigilator’s mobile phone rings during the exam.	Do not answer the phone and switch off immediately.

Eating and drinking	A candidate is found smoking, eating or drinking (with the exception of water) in the exam room.	<p>Candidates found smoking, drinking or eating during the exam should be asked to stop immediately. If they refuse to do so, they should be asked to leave the exam room immediately and the incident reported to Trinity both on the Supervisor's report form and also on the front cover of the exam paper itself.</p> <p>Some candidates may need to eat something for medical reasons (eg in the case of diabetic candidates), this should be permitted. The supervisor/invigilator should also be made aware of this before the exam.</p>
Fire alarm	The fire alarm rings during the exam.	<p>Candidates should be asked to remain silent if it is safe to do so whilst being taken to the assembly point. Candidates must be fully supervised at all times between</p> <p>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.</p>
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.

ISE Reading & Writing

Exam Timings

Level	Total time
ISE Foundation	2 hours
ISE I	2 hours
ISE II	2 hours
ISE III	2 hours
ISE IV	3 hours

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

Invigilator Script

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

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

Before the exam

- a) *'When you receive your exam paper, you MUST NOT open until advised to do so. Please check carefully that you have the correct exam paper. If you do not, please raise your hand.'*
- b) *'You must write your name and candidate number in the spaces provided on the exam paper and any answer booklets used. All details should be on your appointment slip in front of you on your desk. Please remember to do the same on any other paper you use.'*
- c) *'You may not speak to anyone during the exam except me or 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.'*