

GESE Centre Best Practice Guidebook

Please read this guidebook for Graded Examinations in Spoken English (GESE) in conjunction with your contract and Registered Exam Centre Handbook

Trinity College London
www.trinitycollege.com

Charity number 1014792
Patron HRH The Duke of Kent KG

Copyright © 2013 Trinity College London
Published by Trinity College London
Third impression, September 2017

Guidebook Contents

1. Introduction	4
1.1 Who this guidebook is for	4
1.2 What this guidebook contains	4
1.3 Other useful documents	4
1.4 The role of the Centre Representative	4
1.5 Trinity points of contact	4
1.6 How to use this guidebook	5
1.7 Changes to this guidebook	5
1.8 The Graded Examinations in Spoken English (GESE) exams	5
2. Preparing candidates	6
3. Enrolling candidates	6
3.1 Forecasting	6
3.2 Exam dates and closing dates	6
3.3 Exam fees	6
3.4 Online enrolment	7
3.5 Data protection	7
3.6 Enrolment requirements	8
3.7 Exam conditions	8
3.8 Candidates with special needs	8
3.9 Special Consideration policy	9
3.10 Equal opportunities	10
4. Organising GESE Exams	11
4.1 Before the exam day	11
4.2 On the exam day	11
4.3 Results and module certificates	12
4.4 Checklist for GESE exams	13
5. Working with Trinity	14
5.1 Exam delivery	14
5.2 Customer Care Statement	14
5.3 Support for centres	14

5.4 Feedback	14
5.5 Appeals, complaints and remark requests	15
5.6 Use of Trinity centre logo	15
5.7 Access to Trinity branded materials.....	15
5.8 Data collection and video/photo shoots.....	15
6. Trinity’s Quality and Standards	16
6.1 Examiners and Markers	16
6.2 Registered Exam Centres.....	16
6.3 Results entry.....	16
6.4 Malpractice	17
6.5 Anti-corruption and bribery	18
6.6 Regulation	18
7. Appendices.....	19
7.1 Appendix 1 – GESE Timetabling guidelines.....	20
7.2 Appendix 2 – Notice to Candidates – Speaking & Listening	22

1. Introduction

1.1 Who this guidebook is for

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

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

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

1.2 What this guidebook contains

When you sign our contract to become a Registered Exam Centre, you agree to provide certain services so that Trinity College London's ('Trinity') exams are properly prepared, delivered and administered. This guidebook contains essential information on how to conduct GESE exams, from enrolment of candidates through to distribution of certificates. It details the standards expected by Trinity, provides step by step guidance on how to ensure best practice, and indicates where to find further information.

1.3 Other useful documents

You should use this guidebook in combination with:

- Your Registered Exam Centre Contract
- The Registered Exam Centre Handbook, which accompanies your contract

Other useful documents are:

- GESE Exam Information booklet – details the format, content and theoretical construct of the test
- Exam preparation support materials – details the format and content of the exam and contains ideas for classroom activities to help in candidate preparation.
- Exam posters – to be displayed during your exams (eg Silence – Exam in Progress posters and Exam Centre posters) please contact your Trinity contact for these.

All these documents, except your Centre Contract and exam posters, are available to download from the Trinity website at www.trinitycollege.com/GESE.

1.4 The role of the Centre Representative

For your centre to 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 Trinity contact, examiners, teachers, and candidates. It is your Centre Representative's responsibility to share the procedures and information contained in this guidebook with all staff and contractors engaged in delivery and administration of Trinity exams at your centre, and to monitor and report compliance thereafter.

1.5 Trinity points of contact

Trinity 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 principle contact is referred to as 'your Trinity contact'.

1.6 How to use this guidebook

This guidebook is organised so that it follows the exam process from beginning to end. It also contains other information about working with Trinity. Use the contents list on page 2 and 3 to find the information you need quickly.

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

'candidate'	=	Any person taking an exam
'centre'	=	Trinity Registered Exam Centre
'Trinity'	=	Trinity College London
'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
'you'	=	All those involved with the delivery of Trinity exams at your centre
'Trinity Online'	=	Trinity's web-based administration system

1.7 Changes to the guidebook

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

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

1.8 The Graded Exams in Spoken English (GESE) exams

The GESE exams are intended for candidates who have learnt English as a foreign, second or additional language.

There are 12 GESE grades. These are grouped into four stages: Initial (Grades 1-3), Elementary (Grades 4-6), Intermediate (Grade 7-9) and Advanced (Grade 10-12). The number of tasks in the exam depends on the stage. At each stage there is a new task, which increases the linguistic and cognitive demands for the candidate.

As they move up the grades, candidates undertake tasks that require a more advanced use of language. At higher grades, they are expected to take more responsibility for developing and directing the conversation, rather than simply responding to a series of questions.

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

2. Preparing Candidates

Preparing candidates for Trinity exams, including 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.

The Trinity specifications for GESE exams will give you full information about the exam tasks, procedures and assessments. *The Exam Information: Graded Examinations in Spoken English (GESE)* booklet gives further guidance on preparing for the exam. You can access this document and other resources, such as exam videos on the Trinity website at www.trinitycollege.com/GESE.

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. Please refer to Trinity's policies, www.trinitycollege.com/policies for information on Trinity's Candidate ID policy. You must also ensure that all candidates understand and abide by the exam rules and regulations by making available Trinity's Notice to Candidates – see Appendix 2.

3. Enrolling Candidates

How to enrol candidates, pay exam fees and deal with any candidate requests in accordance with Trinity's procedures.

3.1 Forecasting

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

3.2 Exam dates, Booking deadlines and Closing dates

All Trinity GESE exams have booking deadlines and closing dates. These are the dates by which exams must be booked and all enrolments and corresponding payments must be made to Trinity or, where applicable, to your Trinity contact for them to send on to Trinity. Please check with your Trinity Contact for booking deadlines and closing dates in your territory.

3.3 Exam Fees

Details of exam fees are available from your Trinity contact.

All exam sessions involving the participation of a Trinity examiner are subject to a minimum fee, which must be paid to ensure a Trinity examiner is sent to your centre on the days of the session. This minimum fee covers the costs of organising a Trinity exam. Details of minimum total fees required vary from country to country and will be communicated to your Centre Representative by your Trinity contact.

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

Once you have booked your GESE exams on Trinity Online, the system will automatically produce an invoice for the corresponding exam fees or minimum fee for your centre. This invoice will be automatically emailed to you.

We may not accept the enrolment of your candidates 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

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

3.4 Online Enrolment

All GESE exams are booked and all candidate's enrolled on to Trinity Online, Trinity's web-based administration system.

All Registered Exam Centres must use Trinity Online to submit and manage exam entries and sessions.

Trinity Online's functionality includes:

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

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.com/policies. While you are required to be familiar with the contents of this policy, key points are outlined in section 3.5.

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.

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

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.

3.6 Enrolment requirements

- Candidates must be at least 5 years old at the time of the exam. There is no upper age limit.
- Candidates may enter at any level without having previously taken any other Trinity exam.
- Candidates may not enter for more than one GESE level in the same exam session, eg a candidate cannot take GESE Grade 1 and GESE Grade 2 in the same session. The requirements and specifications of a level presuppose a level of competence which encompasses the demands of lower levels. At least one month must elapse between attempting different levels of the same 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 ISE), 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 enroll any candidate(s) retrospectively.

3.7 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 those candidates who have not been registered on Trinity Online prior to the start of the exam session.
- Examiners reserve the right not to examine candidates who are late and arrive after the end of the timetabled exam session.
- Examiners reserve the right not to examine candidates if they are abusive or aggressive in any way.

3.8 Candidates with special needs

Trinity 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.sen@trinitycollege.com. The form must be completed and submitted to Trinity at least one month before the exam date. Six weeks must be allowed for requests for Braille materials.

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.sen@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 the 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.

3.9 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 contact language.sen@trinitycollege.com if you believe a candidate has a special consideration.

Absence through sickness

A candidate who is sick and cannot take the exam may apply to your Trinity contact for a half-fee re-entry voucher, enclosing a medical certificate. Applications for re-entry voucher must be made within 30 days of the exam date. Trinity will issue a re-entry voucher 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 voucher 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: 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.

3.10 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.

4. Organising GESE exam sessions

How to organise examiner visits

4.1 Before the exam day

Examiner

Shortly after you have booked your GESE session we will send you confirmation of the date by email, which will include an invoice for the exam fee. We will confirm the name of your examiner along with biographical details when they are available. We will also let you know if you need to provide help with hotel bookings or travel arrangements.

Examiners will also contact 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 must 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.

Candidate information

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

- i) their appointment slip
- ii) their proof of identification in accordance with Trinity's Candidate ID policy

Exam materials

Please check arrangements with your Trinity contact as procedures vary. In some countries, centres need to download and print exam materials from Trinity Online. In other countries the materials will be sent to your centre before the exam day by your Trinity contact. In general, the examiner will use a computer tablet to complete the assessments for each candidate electronically. However, in instances where this might not be possible, you must make sure that all the necessary exam materials are ready for the examiner on the exam day. 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
- INT ESOL Report Form
- GESE Mark sheet
- Timetable - one per examiner

4.2 On the exam day

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

Exam registration

- Attendance Report

Examiner

- Timetable – one per examiner
- INT ESOL Report Form
- GESE Mark sheet

Candidate

- Appointment slip – distributed to candidates in advance
- ID document (eg passport)

-
- Completed Topic form (GESE Grade 4-6 only) – mandatory

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 16 for further details) an extra chair will be required for the monitor. 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 be far enough away from exam room, so that the exam cannot be overheard.

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 – You should ensure a 30-minute feedback session 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)
- language aids, eg dictionaries, written scripts etc.
- audio- or video-recording your exam
- live animals or weapons/dangerous objects, eg knives (or replicas)

4.3 Results and Certificates

In general, when the examiner is using an electronic tablet, exam report forms and results summaries showing provisional results are generated electronically and sent to you by email. This should happen within a couple of days of the last day of the exam session.

Only in instances where it has not been possible for the examiner to use the tablet will exam report forms be given to you at the end of the exam session. Results will then be manually entered onto Trinity Online.

The exam report form provides an indication of the result of the exam. However, the result is not confirmed until the arrival of the Certificate.

Certificates for your successful candidates will usually dispatched within four weeks after the completion of the GESE session.

On receipt, please check all the Certificates carefully. If any corrections are necessary, please follow the procedure outlined under Trinity's Certificate Replacement policy - see www.trinitycollege.com/Certificateform for full details.

Candidates have the right to see the personal data held about them by Trinity and can make a request about using and correcting that data, 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.

4.4 Checklist for organising GESE exam sessions

Before the exam day

- Book a suitable exam room
- Use Trinity Online to book your GESE session before the booking deadline and enrol 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 printed all the necessary exam materials
- Prepare a timetable the examiner
- Confirm exam day arrangements with the examiner

Exam day

- Provide the examiner with all the relevant information and materials for the exam
- Set up a registration area with the attendance list to confirm the attendance of the candidates.
- 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 in a timely manner
- Distribute certificates in a timely manner

5. 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.

5.1 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.

5.2 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.

5.3 Support for centres

Academic support

Trinity supports centres with their academic queries. Free support materials including possible classroom activities to help with preparing candidates are available online at www.trinitycollege.com/GESE. In the first instance you should raise any queries you have with your Trinity contact.

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

5.4 Feedback

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

5.5 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.

If you would like to provide feedback regarding your experience with Trinity, please refer to the Trinity website at www.trinitycollege.com/contact. Information about our Complaints policy is available from www.trinitycollege.com/policies.

If you are querying the result of an exam, and you wish to make a formal enquiry about the result of an exam, please complete the online form available on the Trinity website at: www.trinitycollege.com/contact. Please note that there is now a charge for this service.

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.

5.6 Use of the Trinity centre logo

Registered Exam Centres have access to a unique centre logo which may be used on your website, letterheads and marketing materials as permitted within 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.

5.7 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.

5.8 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.

6. 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.

6.1 Examiners and markers

Examiner and Marker Training

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

Monitoring of 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 for quality assurance.

6.2 Registered Exam Centres

Inspections

Trinity reserves the right for its representatives (and those from any regulatory bodies by whom it is governed) to visit any exam centre unannounced. Trinity's representatives check that all prescribed measures for security and exam conduct are in place and 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.

Speaking & Listening exam visits

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

6.3 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 results validation process is completed and, where an overall pass has been obtained, the certificate issued.

6.4 Malpractice

There are various types of behaviour that would be considered malpractice, either on the part of a Registered 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

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

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

6.5 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 Registered Exam Centres and 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, as a Registered Exam Centre, all of your members of staff involved in the delivery or administration of the Trinity exams must comply with at all times.

6.6 Regulation

As a Registered Exam Centre, 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

7.1 Appendix 1 – GESE Timetabling guidelines

TRINITY

GESE Timetabling

COLLEGE LONDON

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:

GESE	
Grade 1	5 minutes
Grade 2	6 minutes
Grade 3	7 minutes
Grade 4-6	10 minutes
Grade 7-9	15 minutes
Grade 10-12	25 minutes

- Please note, all timings include administrative time.
- 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.

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, this should be included in the 6 hours 30 minutes of total exam time. Please note, 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 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

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

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

Example Timetable:

Candidates should be timetabled in ascending order beginning with the lowest level in the session, eg GESE Grade 1. When timetabling the session using Trinity Online, the timings will be automatically calculated per level.

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. Please see the example below.

Exam Time	Candidate name	Candidate ID	Subject	Time (Min)
09:00	Candidate 1	...	GESE Grade 1	5
09:05	Candidate 2	...	GESE Grade 1	5
09:10	Candidate 3	...	GESE Grade 2	6
09:16	Candidate 4	...	GESE Grade 2	6
09:22	Candidate 5	...	GESE Grade 2	6
09:28	Candidate 6	...	GESE Grade 3	7
09:35	Candidate 7	...	GESE Grade 3	7
09:42	Candidate 8	...	GESE Grade 3	7
09:49	Candidate 9	...	GESE Grade 4	10
09:59	Candidate 10	...	GESE Grade 4	10
10:09	Candidate 11	...	GESE Grade 4	10
10:19	Candidate 12	...	GESE Grade 5	10
10:29	Candidate 13	...	GESE Grade 5	10
10:39	Candidate 14	...	GESE Grade 5	10
10:49	Break - 15 Minutes			
11:04	Candidate 15	...	GESE Grade 6	10
11:14	Candidate 16	...	GESE Grade 6	10
11:24	Candidate 17	...	GESE Grade 6	10
11:34	Candidate 18	...	GESE Grade 7	15
11:49	Candidate 19	...	GESE Grade 7	15
12:04	Candidate 20	...	GESE Grade 7	15
12:19	Lunch Break – 60 Minutes			
13:19	Candidate 21	...	GESE Grade 8	15
13:34	Candidate 22	...	GESE Grade 8	15
13:49	Candidate 23	...	GESE Grade 9	15
14:04	Candidate 24	...	GESE Grade 9	15
14:19	Candidate 25	...	GESE Grade 10	25
14:44	Candidate 26	...	GESE Grade 10	25
15:08	Break - 15 Minutes			
15:23	Candidate 27	...	GESE Grade 11	25
15:48	Candidate 28	...	GESE Grade 11	25
16:13	Feedback – 30 Minutes			
16:43	END OF SESSION			

7.2 Appendix 2 – Notice to Candidates - GESE

TRINITY

COLLEGE LONDON

Notice to Candidates (GESE 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:

- 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 MUST:

- register and wait quietly in the waiting area
- follow any instructions given by the exam supervisor or steward
- go to the exam room when told to by the steward, leaving your belongings in the designated secure area
- after your exam, return to the waiting room, collect your belongings and leave quietly without talking to other candidates.

You 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
- language aids, eg dictionaries, written scripts etc.
- audio- or video-recording your exam
- live animals or weapons/dangerous objects, eg knives (or replicas)

Help and guidance

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

Disqualification warning!

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