CAMBRIDGE English

Cambridge English Qualifications

Starters, Movers, Flyers Exam Day Booklet

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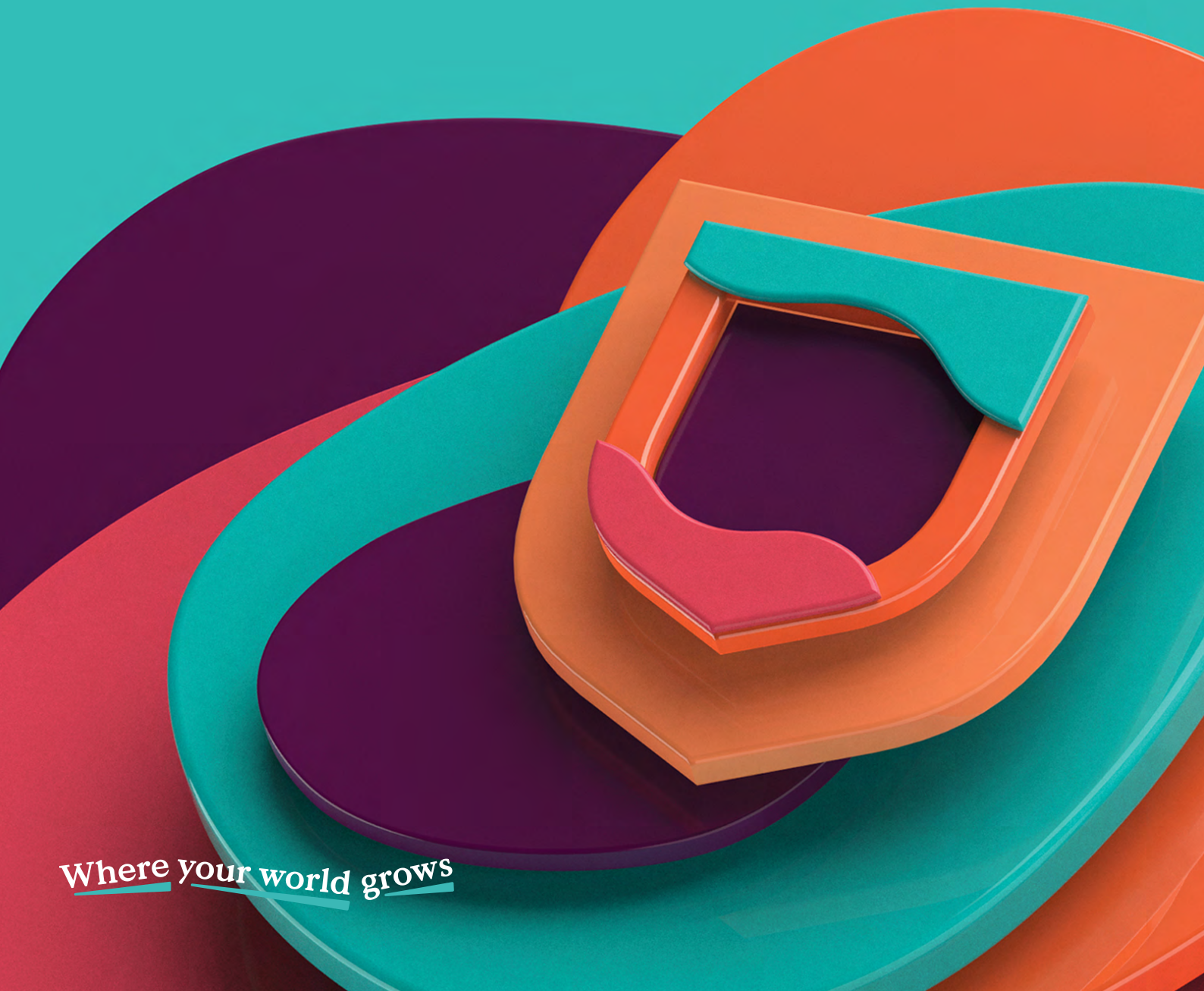

Where your world grows

KEY

- Security risk
- ! CEM needs to check Support Site and prepare materials before, and / or input information after, the exam day
- NEW Update
- Top tips
- Instructions to read out to candidates

Invigilator and supervisor training for the exam day

We have a range of resources that you can use to prepare for the exam day. For more information please see the Support Site.

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Introduction

This booklet explains the exam day regulations. You must read it and follow all our instructions to keep the exam secure and give candidates a positive experience.

! This booklet is available in a number of other languages. Please check the **Support Site**.

This document is correct at the time of being published. We may change it at any time and we will tell you about any updates in **Centre News** and on the Support Site (**support.cambridgeenglish.org**).

NEW The University of Cambridge owns the copyright on all (live and past) exam materials we produce, including digital content, question papers, audio files and Speaking packs. You must not copy or reproduce them (e.g. photos and / or videos) without our permission in writing.

In this booklet 'You' means invigilators and supervisors, 'CEM' means Centre Exams Manager. We use the term 'written components' as a summary term for all papers, apart from the Speaking test. For written components, candidates will receive question paper booklets. For the purposes of this document, we call these materials 'booklets'. For the Speaking tests we call them 'mark sheets'.

For help with any questions or concerns on the exam day, please contact your centre or the Helpdesk on +44(0)1223 553997 or go to support.cambridgeenglish.org and click on 'Help' to use live chat.

For example, if incorrect materials have been supplied or clarity is needed on how to use, pack or label materials, contact your centre or the Helpdesk immediately.

Handling issues outside the established process can cause additional problems so please contact the Helpdesk for advice. Raising queries with us as early as possible ensures that we can resolve any problems quickly, and that candidates are not disadvantaged.

Audits

When we audit your centre, we will not tell you in advance. Auditors might arrive at any time during the exam. They will always show their Auditor ID card to prove their identity. They will need to see where you store the exam materials and will stay in the exam room during the written tests. They may also check the Speaking test rooms. During this time, they will write a report and might ask you questions. You can ask the Auditor to ask questions later if you are busy. After the audit, the Auditor will give you some short feedback and will send their report to our Quality and Compliance team and the CEM.

You can tell candidates that the Auditor is there to monitor the centre, not them, if you think it would be helpful. The Auditor may ask candidates some simple questions. All centres are expected to co-operate with any inspections and to treat Auditors with respect.

Candidate experience

You should do your best to make sure candidates have a positive experience on their exam day. Be friendly, polite and helpful. It is important that you provide a supportive environment for candidates. Answer any questions clearly and quickly, and try to solve their problems where possible.

Please plan how to manage the breaks and the staffing needed to supervise the candidates during the breaks. Inform the students of the schedule before the first component and tell them what they can and cannot do during their breaks. Think about designating specific areas to eat snacks, play or relax and how you will staff any areas used for breaks. Remind candidates to use the bathroom before they return from a break to start their next component.

Explain:

- where they can wait, where they can put their belongings during the test, where they can get refreshments and where the toilets are
- that they will not be allowed to have access to any electronic items during the assessment, including during breaks
- that they are allowed water in a bottle during the test, but they cannot have any other drink or food at their desks
- the schedule for the exam day (start / finish / break times)
- any emergency procedures for the venue.

You are responsible for the safety and welfare of children during the exam. Please see our **Safeguarding Policy**.

Requirements for invigilators / supervisors

- All supervisors and invigilators must be trained to run young learners exams; for further details see the *Handbook for Centres*.
- There must be at least one supervisor in charge of each venue.
- There is no required number of invigilators. However, you must ensure there are enough staff members to supervise all candidates effectively.
- Invigilators must not be friends or relatives of the candidates.
- A trainer or an English teacher who has taught the candidates in the last 12 months cannot invigilate, either alone or with another invigilator.
- If there is only one invigilator, they must be able to get assistance without leaving the candidates unsupervised. For example, they can use a mobile phone with sound and vibration switched off. For the Listening test, they must also switch on airplane mode. Someone must be able to arrive within 2 minutes.
- Invigilators must always have a clear view of all candidates.

Preparing the venue and exam room

Seating and room set-up

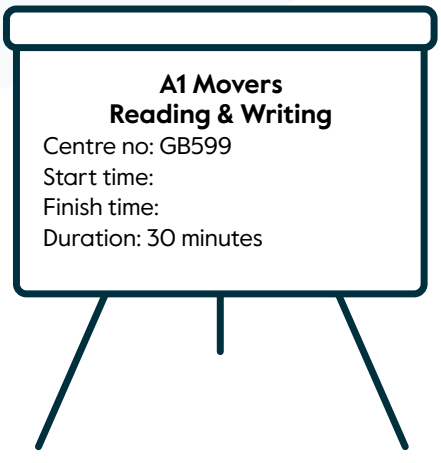
- Desks can be of any size and be set up the way you prefer. However, there must be enough space for an opened question paper booklet.
- Put a desk label with the candidate number on each desk and make sure candidates can clearly see it. Invigilators must be able to see the labels clearly from a distance.
- Candidates must sit in candidate number order.
- There is no minimum distance between desks. However, you must make sure candidates are not able to see each other's work or communicate with each other during the exam.
- If you use a language laboratory / computer room for the Listening component, you do not need to follow the column layout.

Other venue requirements

- **Exam room:** switch off any bells, disconnect any phones, make sure the temperature is comfortable and that the room is tidy and light.
- **Directions to exam rooms:** make sure candidates can easily find the exam room.
- ***Starters, Movers, Flyers Notice to Candidates*:** put the current poster outside or inside the exam rooms. You only need one poster if all candidates can see it easily.
- **Material in English:** remove or cover posters, notes or notices in English (except for safety notices).
- **Listening equipment check:** play the introduction and change the volume and bass to improve the sound quality. Move to different parts of the room to check that all candidates will be able to hear the recording. Make sure that the recording cannot be heard outside the exam room.
- **Time:** display the time or a countdown that includes hours, minutes and seconds. This must be at the front of the room so all candidates can see it from their desks. If you are using more than one clock, make sure they show the same time.
- Have a **designated area** inside or outside the exam room for items not allowed at desks.
- You must store **electronic items** outside the exam room and have a procedure for returning them to candidates at the end of the day. Make sure you follow any relevant local laws (for example on liability for items that may be stolen, lost or damaged) when you store them.
- **Flip chart / board to write the exam details:** prepare your flip chart / board with:
  - the name of the exam
  - the name of the test
  - the centre number
  - the start and finish time (not needed for Listening). Leave a space to write the start and finish time on the board when you have finished reading out the candidate instructions
  - the duration; see table below (not needed for Listening).

You can write the information above in any order, but make sure it is large and clear enough so all candidates can see it.

Do not write anything else on the board.



Timetabling the exams

You can administer the components in any order but you must keep to the component durations.

You must run both components either in the morning or in the afternoon:

- the morning session (AM) must start before 12:00
- the afternoon session (PM) must start after 12:00.

There must be a break of at least 10 minutes between the components.

If you use more than one exam room at a venue, make sure each component starts at similar times.

You can run Reading & Writing for different levels in the same room.

Duration of components

LEVEL	READING & WRITING COMPONENT	LISTENING COMPONENT
Pre A1 Starters	20 minutes	About 20 minutes
A1 Movers	30 minutes	About 25 minutes
A2 Flyers	40 minutes	About 25 minutes

Back-to-back sittings

You are allowed to run a second sitting of the same exam for capacity or resourcing reasons. You do not need to ask for our permission to do this. However:

- the second group of candidates must be supervised while waiting
- they must not have any contact with the first group of candidates
- they must not have access to the internet, their mobile phones or any other electronic items
- you must remove the materials from the previous session from desks and store them securely before the next session starts.

Make sure candidates understand that these requirements are necessary for exam security. You must keep the gap between the two sittings as short as possible.

Materials required to run the tests

You are responsible for keeping exam materials secure. While materials are in storage, keep them locked behind two secure barriers – for example, in a locked container in a locked room. On the exam day, always keep them with you or securely locked away.

Do not open question papers until candidates are seated and ready to start the exam. We might stop the exam, suspend or remove your approval to run exams if we find you have opened the packets without our permission. Where multiple rooms are in use for the same exam, please see guidance on the Support Site.

CAMBRIDGE PROVIDES:	CENTRE PROVIDES:
• question paper • audio files (Listening only) • script return envelope	• black or blue pens • B or HB pencils • coloured pencils (black, blue, brown, green, grey, orange, pink, purple, red, yellow) and spares • erasers • attendance register (download) • barcode labels (download)

You will also need:

- audio playing system for the Listening component and headphones to check the recording
- printed *Malpractice* and *Special Considerations* forms (download from **Support Site**)
- room plans (a template is available on the **Support Site**, but you may create your own, provided it includes the same information as the template)
- *Candidate Name Correction* forms and posters (download from **Support Site**)
- scissors for opening envelopes
- A4 envelopes to pack exam materials temporarily after the exam (optional).

Items allowed at desks

Collect electronic items and watches before the start of the first component and store them outside the exam room. Have a procedure in place for returning them to candidates at the end of the day. Put all other items in the designated area.

These items are allowed at desks but check them for hidden unauthorised items:

- ✔ pens, pencils, coloured pencils, erasers, pencil sharpeners
- ✔ small pencil cases (left open)
- ✔ water
- ✔ medicine and electronic items needed during the exam for medical conditions (e.g. diabetes)
- ✔ tissues
- ✔ headphones for the Listening test

Candidate IDs are not needed for Starters, Movers and Flyers exams.

- ✔ if you allow Confirmations of Entry, please ensure they have been removed from the desks before the exam starts
- ✔ candidates can keep coats or jackets on the back of their chairs. Make sure they do not take notes or other items out of their pockets during the exam

STEP 1: Starting the test and candidate instructions

Only candidates, supervisors, invigilators and auditors are allowed in the exam room. Technical staff are allowed in the room in emergencies – for example if the Listening equipment fails. You must not allow anyone else into the exam room. Auditors will always show their ID card.

You can translate all the candidate instructions from this booklet (you do not have to read them out in English) and can add more information if you want. Do not leave anything out. Make sure all candidates can understand the instructions and that you do not contradict any of our regulations.

Before you start the exam:

- switch off your mobile phone or turn off the sound / vibration
- follow your centre's procedures for collecting and storing candidates' electronic items. Make sure they are switched off and kept outside the exam room. Explain to candidates that they cannot use these or anyone else's until after the last written component. Make it clear that they will be disqualified if they have any electronic items in the exam room during the exam or use them during breaks. Make exceptions for those needing electronic items for medical reasons (e.g. diabetes).

For the Reading & Writing test:

- tell candidates that if they need a toilet break, they must put their hand up and wait in their seat. They must not leave the exam room for toilet breaks during the last 10 minutes of the test
- explain to candidates that if they finish the test early, they must put their hand up and wait in their seat. They must not permanently leave the exam room in the last 10 minutes.

For the Listening test:

- explain to candidates that they cannot leave the room during the Listening test for toilet breaks or if they finish the test early
- ask the candidates if anyone needs to go to the toilet before you start the exam
- if your Listening equipment fails, see **Dealing with emergencies** for advice.

STEP 2a: Instructions to candidates – Reading & Writing

- Hello. This is your ..... [Starters, Movers, Flyers] exam.
- It's Reading & Writing.
- Do you have a pen or pencil and an eraser?

Check that candidates have the pens / pencils / erasers they need. If not, give them some.

- I will give you the booklets. Keep them closed.

Open the question paper packets now in front of the candidates and hand out the question papers. Point out any important information about the test.

Candidates write their answers on the question paper booklet. There are no separate answer booklets.

Read out the test information on the front page of the question paper booklet.

Hold up a question paper booklet and show candidates where to fill in the information.

- Write all your answers in this booklet. Write clearly.
- Write your full name here. *[Point out where to write the name on the question paper booklet.]*
- Now write this number here. *[Centre number: point to your centre number on the board and then show candidates the space on the question paper booklet.]*
- Also write this number here. *[Candidate number: point to the candidate number on the desk label and then show candidates the space on the question paper booklet.]*
- Any questions?

Give candidates time to fill in all the information and help if needed.

- Now open your booklet and start.

*Now go to **STEP 3: Invigilating the test and possible incidents** until you are ready to read out the 10-minute warning.*

STEP 2b: Instructions to candidates – Listening

- Hello. This is your ..... [Starters, Movers, Flyers] exam.
- It's Listening.
- Do you have coloured pens or pencils?

Check that candidates have the pens / pencils / erasers they need. If not, give them some.

- You can't leave the room until the end of the test.
- You will hear the test two times.
- Any questions?

Give candidates a minute for questions about the instructions.

- Now let's check the sound.

Play the introduction and pause the recording after the introduction to check that candidates can hear clearly. Adjust the audio and replay the introduction if needed.

- Can you hear it?
- I am now going to give you your booklets. Keep them closed.

Open the question paper envelopes now in front of the candidates and distribute the question paper booklets. Point out any important information about the test.

Candidates write their answers in the question paper booklet. There are no separate answer booklets.

Read out the test information on the front page of the question paper booklet.

Hold up a question paper booklet and show candidates where to fill in the information.

- Write all your answers in this booklet. Write clearly.
- Write your full name (first and last name) here. *[Point out where to write the name on the question paper booklet.]*
- Now write this number here. *[Centre number: point to your centre number on the board and then show candidates the space on the question paper booklet.]*
- Also write this number here. *[Candidate number: point to the candidate number on the desk label and then show candidates the space on the question paper booklet.]*
- *Any questions?*

Give candidates time to fill in all the information and help if needed.

- Now open your booklet.

Now play the recording. Do not stop it until you hear the test has ended.

***Go to STEP 3: Invigilating the test and possible incidents**. If your equipment fails or there is a long period of noise disruption, go to **Dealing with emergencies**.*

STEP 3: Invigilating the test and possible incidents

Your main responsibilities are to look after candidates' wellbeing and to make sure candidates do not cheat.

- Make sure you stay alert at all times and can see all candidates.
- Walk around the room regularly (except for Listening — see table below).
- Your role is to invigilate and not do anything else such as reading a book or working on a laptop. (You can fill in the room plan, attendance register and *Malpractice* and *Special Considerations* forms if needed.)
- You must not explain exam questions and must not read or change candidates' answers. You must also not allow anyone else to read or change the answers.
- Look out for candidates who might be cheating.
- Do not disturb or distract candidates.

INVIGILATING THE READING & WRITING TEST	INVIGILATING THE LISTENING TEST
• Regularly walk around the exam room. • Look out for candidates who need help (such as toilet breaks). • Give candidates warnings that there are 10 and 5 minutes left. (See **STEP 4a**.)	• Do not interrupt the Listening test. Do not let anybody enter or leave the room, except in an emergency. • You must not move around the room unless the candidates are wearing headphones or it is absolutely necessary. It might affect candidates' hearing of the test.

Room plans

! You must fill in an accurate room plan for each exam room before the final written component. If the room layout changes or candidates are moved during the day, you must fill in another one with the new set-up.

Store your room plans at your centre for six months after the exam day as we may ask for them later.

Attendance registers

Fill in and sign the attendance register **before the end of each component. Do not staple it.**

If a candidate is not on the attendance register, add their name and candidate number and inform the CEM as soon as possible.

Return attendance registers to us and keep a copy for your records for six months after the exam day as we may ask for them later.

Absent candidates

If a candidate is absent, mark this on the attendance register.

Remove the absent candidate's materials from the desk after your late arrival time has passed.

Toilet breaks (except Listening)

Candidates must not leave the room at any time during **Listening** except in an emergency. During **Reading & Writing**, a candidate can leave and return to the exam room at any time if they are supervised, except during the final 10 minutes.

- Check the bathrooms before and after any toilet breaks.
- The candidate must close their question paper booklet.
- Remind the candidate that they are still under exam conditions even outside the exam room.
- A member of staff must go with the candidate. Remember that if there is only one invigilator in the room, they cannot leave the room and must ask for assistance.
- Make sure the candidate does not communicate with anyone outside the room.
- You must not allow extra time for any candidate who takes a toilet break.

Finishing early (except Listening)

If a candidate has finished the component and wants to leave the room (except Listening tests):

- check the time – the candidate cannot leave permanently in the last 10 minutes
- the candidate must wait in their seat
- collect all their exam materials
- remind them that they are not allowed to use any electronic items until the test has ended
- tell them to leave the room quietly
- you must not allow this candidate to re-enter the room until the component has ended.

Cheating

! If you suspect cheating, complete the *Malpractice* form. If appropriate, ask the candidate (or their parent / carer) for a signed statement describing the situation. Submit all documents to your CEM / supervisor, who will use them to file a report on Cambridge English for Centres portal.

EXAMPLES OF CHEATING:	IF YOU THINK A CANDIDATE HAS CHEATED:
• impersonating • copying from another candidate • allowing another candidate to copy from them • communicating with or signalling to another candidate • having electronic items during the exam • using any unauthorised items with the intention of cheating • disruptive behaviour • not following exam staff instructions • continuing to write after being told to stop • candidates who have taken the Speaking test discussing it with candidates who are in the waiting area.	• tell the candidate to stop cheating and that they will be reported • be aware of local laws regarding physically touching candidates when you are removing unauthorised materials • allow the candidate to complete any remaining components. You can only exclude a candidate from taking the exam if you are not confident about their identity (i.e. impersonation), or if the candidate causes disruption to other candidates or poses a threat to health and safety. ! If you think other candidates have been affected, fill in a printed *Special Considerations* form and give it to your CEM / supervisor.

Candidates who arrive late

You cannot allow late arrivals for the Listening test.

You can allow late candidates to take the Reading & Writing component (with the supervisor's permission) if no other candidate has finished and left the room. You can refuse to admit late candidates if this is your centre's policy. If a candidate misses the first component, do not allow them to take the second component. **Candidates who have missed any component will not receive a certificate.**

If you allow late candidates for Reading & Writing, you must allow them the full time of the test. Read the full instructions to them. Do this outside of the exam room if the other candidates have already started. Consider the impact this will have on your exam timetabling when deciding whether to accept candidates who are late. For example, the late candidate's exam finish time could overlap with the next scheduled component, which would delay the exam for all other candidates.

When the component has finished for everyone else, make sure all other candidates leave the room quietly and allow the late candidate the full time to finish their test.

! Fill in a printed *Special Considerations* form if they were late because of sudden illness or another acceptable reason and this has affected their performance (see **Special Considerations** below).

Dealing with emergencies

If there is an emergency, everybody's safety is the priority.

Depending on the nature of the emergency, follow the instructions below. However, your local emergency procedures should override any of our exam security regulations.

If the emergency only caused a brief interruption and was not unsettling for the candidates, you can continue the test following our instructions below.

If the emergency caused a long interruption, you must consider if candidates and exam day staff are still able to finish the exam. If the emergency was unsettling for the candidates, it might not be appropriate to continue the exam on the same day. If you think you cannot resume the exam on the same day or you need advice, please contact the Helpdesk immediately.

- Evacuate the exam room following the venue regulations.
- Leave the question paper booklets in the exam room and lock the door if possible.
- If you can, supervise the candidates as closely as possible to make sure they do not talk to each other or use mobile phones / the internet.
- After the candidates have returned to the exam room, mark on each candidate's work where they were interrupted before you continue the component.
- Note the time and length of the interruption.
- Write the new finish times on the board and allow candidates the full time for the component.
- Fill in a *Special Considerations* form (see below).

If your Listening equipment fails

- Note where the recording stopped.
- Tell candidates to close their question paper booklets and be quiet.
- Replace the faulty equipment. If you are the only invigilator in the room get help so you can still supervise the candidates.
- Play the introduction to the candidates and check the sound.
- Use headphones to fast forward to the place where the recording stopped.
- Tell candidates to open their question paper booklets and continue the test.
- Fill in a *Special Considerations* form (see below).

If there is a long period of disruption

- You can pause the recording if there is an unexpected, long period of disruption.
- The pause should be as short as possible.
- Tell candidates to close their question paper booklets and be quiet.
- Resume the recording as soon as the disruption ends.
- If necessary, fill in a *Special Considerations* form (see below).

Special Considerations

If something happens that might have affected the candidates' performance, fill in a printed *Special Considerations* form to report this to us. Give the forms to your CEM / supervisor at the end of the exam so they can use this information to submit an application on Cambridge English for Centres. The CEM must support each application they submit.

Examples of reasons to submit a *Special Considerations* form:

- a candidate is unwell during the exam
- there is a long period of loud noise that distracts candidates
- there are problems with the Listening test equipment
- there is a long delay that might affect candidates
- there is an emergency evacuation such as a fire alarm

Decide which candidates you want to include on the form (everyone in the room, a range of candidates in an area or a single candidate). Explain to the candidate(s) that you will inform Cambridge about the circumstances.

STEP 4a: Finishing the Reading & Writing test

10-minute warning: *Do not allow candidates to leave in the final 10 minutes.*

- You have 10 minutes left.
- If you have finished, stay in your seat until the end of the test.

5-minute warning

- You have 5 minutes left.
- If you have finished, stay in your seat until the end of the test.

When the component has finished

- The test has now finished. Stop writing and put your pens / pencils down.
- Stay in your seats until all test materials have been collected and I tell you to leave.
- Do not take any test materials out of the room.

*Make sure all candidates have stopped writing and put their pens / pencils down. If any candidates don't comply, ask them again to stop writing. If they ignore this warning, report their behaviour using the Malpractice form (see **Cheating**).*

Collect the question paper booklets and count them to check that you have collected them all.

- You are not allowed to use any electronic items until after the final test.
- You can leave the room quietly now.

*Follow the **How to pack** instructions in the **Packing for despatch / storage** section.*

Give any name corrections to the CEM, as well as reports for Special Considerations and malpractice.

Repeat STEPS 2–3 for the other component.

STEP 4b: Finishing the Listening test

***Do not give any time warnings.** The recording includes all the time warnings and necessary pauses.*

- The test has now finished. Stop writing and put your pens / pencils down.
- Stay in your seats until I tell you to leave.
- Do not take any test materials out of the room.

Collect all question paper booklets. Count all the materials to check that you have collected them all.

If this is not the final test, read the following.

- You are not allowed to use any electronic items until after the final test.
- You can leave the room quietly now.

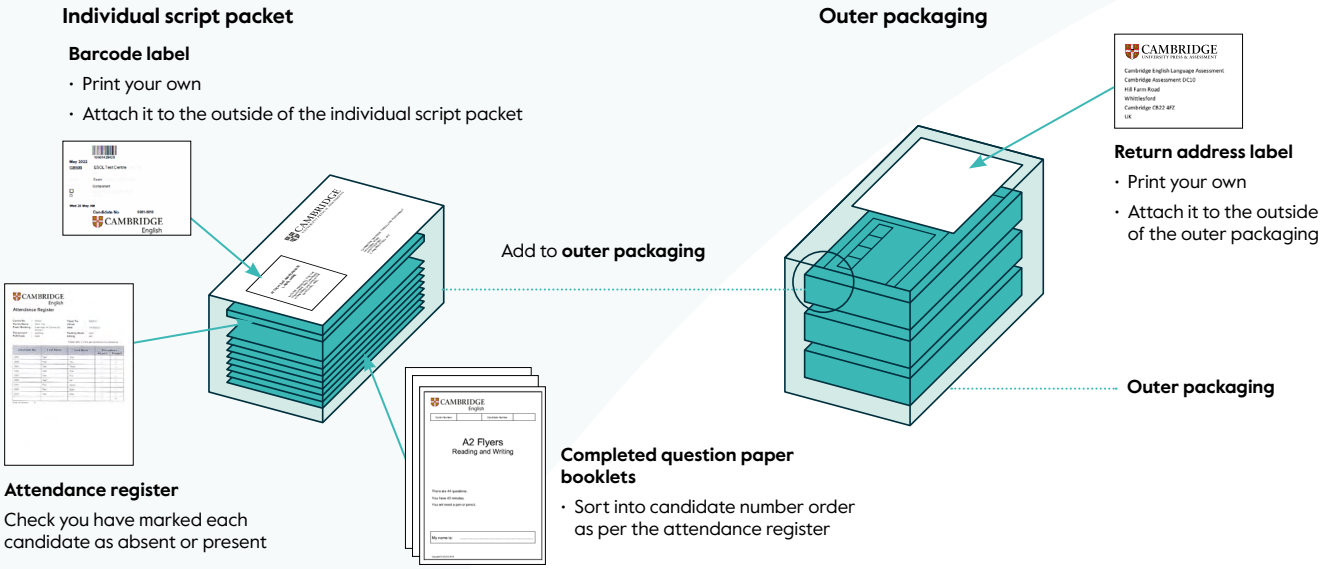
*Follow the **How to pack** instructions in the **Packing for despatch / storage** section.*

Give any name corrections to the CEM, as well as reports for Special Considerations and malpractice.

Repeat STEPS 2–3 for the other component.

Packing for despatch / storage

You must follow these instructions to keep exam materials secure, and to ensure the papers can be processed and marked promptly when we receive them.



Important information

- **Do not staple any materials** that you are returning.
- Do not return unused question paper booklets to us. Instead, your centre needs to destroy them securely.
- Only include the attendance register and completed question paper booklets that match the label.
- Do not mix completed question paper booklets from different components.
- Make sure the contents match the barcode label exactly.
- Use all the printed barcode labels.
- Use additional envelopes if you can't fit them all into one packet. Write the same information onto the additional pack(s). Indicate the packs as follows: 1 of 2, 2 of 2, etc. and keep the packets together.
- If you are unable to print your barcode labels, please see the **Support Site**.
- The CEM must enter the shipment tracking details / air waybill number in CECP within 3 working days of the exam day.

You must send us exam materials within three calendar days of the written component. CEMs can check our deadlines on Cambridge English for Centres.

Store copies of your attendance registers and room plans for six months after the exam day as we may ask for these after the exam.

Do not keep or copy unused question paper booklets, audio files or other exam materials. Do not use them for any purpose.

Not following these instructions may delay processing and affect the release of results.

Access Arrangements materials

Administrative Access Arrangements only (e.g. extra time)

- Include with other candidates' answer booklets in number order.
- If the candidate has used assistive technology, clearly label the printout with candidate answers with their name, candidate number, centre number, packing code, exam name and session (AM / PM) and date. For each candidate, put the sheets in a separate envelope and add this information again. Include with other candidates' question paper booklets in number order.

Modified materials

- If the candidate has used assistive technology, clearly label the printout with candidate answers with their name, candidate number, centre number, packing code, exam name and date.
- Put the sheets in a separate envelope, including any other materials, such as the *Instructions to Supervisors* booklet and Braille materials (Brailled responses, transcript and Brailled question papers).
- Attach the barcode label you downloaded for the candidate.

If you need to transcribe the candidate's answers, see the 'Making a transcript of a candidate's answers' article on the **Support Site**. Transfer their answers to the question paper booklet provided for that candidate. Make sure the 'Centre number', 'Candidate number' and 'My name is' fields are completed correctly.

Please refer to the guidance provided in the ***After the Speaking test*** section below for instructions on handling Speaking mark sheets.

How to pack

If the invigilator uses A4 envelopes in the exam room, they must seal them and sign across the seal before taking them out of the exam room.

When you are ready to despatch, transfer the contents into a script return packet and attach the barcode labels.

Speaking tests

Key steps

- Make sure candidates do not take any electronic items into the test room.
- Keep the waiting area calm and quiet.
- Make sure candidates who are in the waiting room do not speak to those who have already taken the test.
- Make sure waiting candidates are comfortable and keep them occupied while they wait.

Test rooms and waiting areas

The CEM will have chosen a suitable venue. There must also be an area where candidates wait to take their test.

People allowed in the test room are:

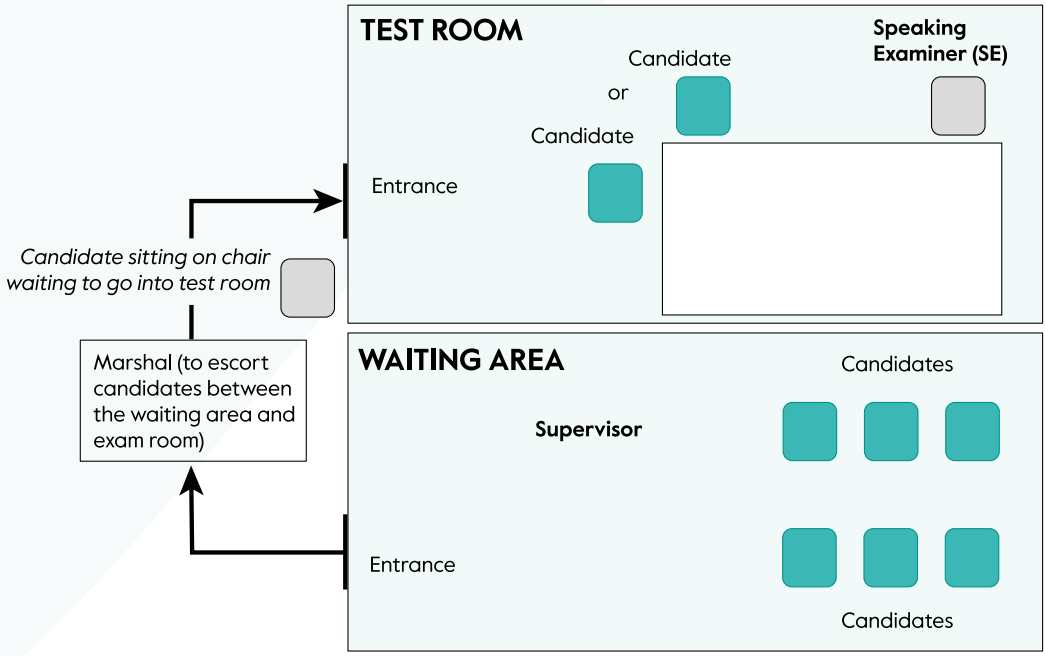
- Speaking Examiners (SEs)
- candidates
- Team Leaders (TLs), Regional Team Leaders (RTLs), Professional Support Leaders (PSLs) (for SE monitoring purposes only)
- accompanying adults (please see the **Support Site** for more information).

Auditors will not usually go into the test room during a Speaking test. They may check the rooms before or between tests.

- only one Speaking test can be held in a room at a time
- clearly label all rooms you are using
- check the waiting area has enough chairs for candidates and that noise in the waiting area cannot be heard in the test room.

- the waiting area must be supervised at all times
- put the current *Starters, Movers, Flyers Notice to Candidates* inside or outside the test room or in the waiting area. You only need to put up one poster if all candidates can see it
- remove or cover all posters, notes or notices in English in the test room (except for safety notices)
- provide an area where candidates can place their belongings during the test. All electronic items must be placed in a designated area outside the test room. All other personal belongings can be put in a designated area either inside or outside the room
- if possible, give waiting candidates something to prevent them from becoming restless. For example, provide some books or children's magazines.

The SEs are responsible for arranging the furniture in the test room (see diagram below). The door to the test room must be left open if you cannot see the room through a glass panel. In this case, you might have to move the waiting candidate further away from the test room door.



Staff, materials and duties for Speaking tests

STAFF	MATERIALS	DUTIES
Supervisor(s) for the waiting area	*Exam Day Booklet* Attendance register *Starters, Movers, Flyers Notice to Candidates* Blank *Special Considerations* and *Malpractice* forms	• Record which Speaking pack is issued to which SE and hand out the mark sheets to the SE(s). • Agree with SEs on a procedure for keeping materials secure during breaks. • Check the candidates' names with the SEs in case they know any of the candidates personally, have taught them in the last three years or examined them in the previous six weeks. • Show SEs to the test room and tell them about any timetable changes. • Check that all mark sheets have been completed when they are handed in at the end of the session. • See **Administering the Speaking tests and dealing with incidents**.
Marshal(s) – you might need more than one depending on the number of test rooms being used	Speaking test timetable	• Accompany each candidate to the test room and reassure them if necessary. • Supervise candidates until they go into the test room. • Introduce the candidate to the SE; if a TL is carrying out monitoring, briefly explain who they are and what their role is. • Take candidates away from the test area after the test and make sure candidates who are waiting do not speak to those who have already taken the test. • Keep the waiting area calm and quiet.
SEs	Speaking packs *Instructions to Speaking Examiners* Speaking mark sheets A4 envelopes for temporarily sealing mark sheets in the test room	• Conduct the Speaking test. • Keep Speaking packs and mark sheets secure. • Make sure there is a suitable assessment environment in the test room and set up the room (see layout diagram above). • Inform the supervisor of any situation affecting a candidate's performance, where the centre might have to ask for Special Considerations. • Complete the Speaking mark sheets and keep Speaking marks confidential. • Seal the mark sheets in an envelope in the test room and give them to the supervisor at the end of each examining session.

! Information about the validity period of Speaking packs is in the *Speaking Pack* order form on the Support Site. The CEM is responsible for destroying Speaking packs when they are replaced.

Speaking test times

LEVEL	TEST TIME	MAXIMUM NUMBER OF CANDIDATES ALLOWED PER SESSION
Pre A1 Starters	3–5 minutes: allow 7 minutes	22 candidates
A1 Movers	5–7 minutes: allow 9 minutes	15 candidates
A2 Flyers	7–9 minutes: allow 11 minutes	12 candidates

Speaking test durations vary by level. Please note that these are only recommended times, and that SEs must conduct each Speaking test at the candidate's pace. The SE might need to adjust the times to suit the circumstances. We have allowed a turnaround time of 2 minutes between candidates, for the SE to complete the mark sheet. For every Speaking test when SEs are being monitored, you will need to add 3 more minutes to allow for feedback.

Timetabling

It is important for SEs to have breaks throughout the day so they can rest and are able to perform to the same standards for all candidates.

- The CEM will give you a copy of the timetable. Make sure you have it with you during all the sessions as you might have to show it to an Auditor. SEs should have received a copy of the timetable before the test date. However, make sure you check it with them before the test starts in case there have been any changes.
- Speaking test sessions must be timetabled to last a maximum of 2 hours. Include a break of at least 30 minutes between these sessions. Sessions should start on time. SEs must not examine for more than 6 hours per day (excluding breaks).
- If SEs are examining at different levels (e.g. Pre A1 Starters and A2 Flyers) within a 2-hour period, schedule a break of at least 10 minutes to allow them to adjust to the next level.
- If you have a large Speaking test session, all candidates do not need to arrive at the start. You can group them so they do not have to wait for a long time before the test. We recommend that you tell candidates to arrive no earlier than 30 minutes before their Speaking test.

Administering the Speaking tests and dealing with incidents

Before the Speaking test

Each SE will need a Speaking pack and a copy of the relevant *Instructions to Speaking Examiners*. SEs must not assess candidates unless they have both of these documents. Your CEM will either give them directly to the SEs or will give them to you to distribute. If you have the packs to give out to SEs, keep a record of which pack is issued to which SE.

Speaking test materials must always be kept secure. You will need to agree with SEs a procedure for keeping materials secure during breaks. You can store them securely; for example, by locking them in the test room or a safe.

Check the candidate names with the SEs in case they know any of the candidates personally, have taught them in the last three years or examined them in the previous six weeks. If an SE only realises they know a candidate when they enter the test room, arrange for another SE to examine the candidate. Make changes to the Speaking test day timetable if needed.

Check you have enough envelopes for packing the mark sheets and give those envelopes to the SEs. Your CEM will have told you about arrangements for the SEs; for example, refreshments and car parking.

Show SEs to the test room and tell them about any timetable changes.

Check whether SEs would like to be given the mark sheets as a set, or one at a time.

Remind SEs to complete mark sheets fully and accurately after each test and to follow the 'Missing Marks Checklist' in the *Instructions to Speaking Examiners*.

When candidates arrive

- Mark their names on the attendance register to show who was present or absent.
- Check the candidate names and numbers are correct on the mark sheet. Give any name corrections to the CEM later.
- Tell the candidates to switch off their mobile phones and any other electronic items, including alarms. Ask them to place these items in the designated area outside the test room. They can place any other personal belongings in a designated area either outside or inside the test room.

Explain to candidates:

- when they will be examined
- where they can get refreshments and where the toilets are
- that they must be quiet in the waiting area so they do not disturb other candidates
- that they will be disqualified if they take any electronic items into the test room
- that once they have taken the test, they will not be allowed to communicate with candidates who are still waiting.

Supervise waiting candidates and make sure noise from the waiting area does not interrupt the test.

When candidates are ready to go into the test room

- The Marshal gives the Speaking mark sheet to the SE.
- Check that candidates have switched off their mobile phones and other electronic items, including alarms on their watches. Ask them to place them in the designated area outside the test room. Show them where to put these items and any other personal belongings.
- Make sure the candidates are taken to the test room and supervised until they enter the test room.

Late arrivals

If a candidate arrives late for their Speaking test, add them to a later time in your timetable. After the candidate has taken the test, SEs must pack their mark sheet together with other candidates' test materials.

Absent candidates

If a candidate is absent, you can move their Speaking test to another day provided it is no more than five days after the written components. In this case, do not mark the candidate as absent on the attendance register. Once the candidate has taken their re-arranged Speaking test, the SE should pack their mark sheet in a separate envelope and give it to the CEM to input the marks.

If you cannot arrange another Speaking test, mark the candidate as absent on the attendance register. SEs should mark the candidate as absent on the Speaking mark sheet and add it to the other candidates' mark sheets.

After the test, tell the CEM about all absent candidates.

Emergency Access Arrangements

On the Speaking test day, an SE might discover that a candidate has a difficulty that could affect their performance. In this situation, do one of the following:

IF THE TEST HAS NOT STARTED YET:	IF THE TEST HAS STARTED:
• the SE will tell you immediately so that you can request emergency Access Arrangements • refer to the *Access Arrangements Booklet* for information on emergency Access Arrangements and how to submit a request • if the test needs to be taken outside of the five-day window, you must submit a **Timetable Deviation Request** on the Support Site.	The SE will decide whether to run the test as normal or stop it. ! • If the SE decides to run the test as normal, you must not reschedule or allow the candidate to retake the test. Fill in a printed *Special Considerations* form and give it to your CEM / supervisor at the end of the test so they can submit an application on Cambridge English for Centres. ! • If the SE decides to stop the test, you will need to reschedule it. If the test needs to be taken outside of the five-day window, you must submit a **Timetable Deviation Request** on the Support Site.

Cheating

! The SE must report anything unusual, such as suspicious behaviour of any candidates during the test, to the CEM / supervisor as soon as possible. They should use this information to submit a *Malpractice form* on Cambridge English for Centres.

After the Speaking tests

Speaking mark sheets

SEs are responsible for the Speaking mark sheets as soon as they receive them.

If a Speaking mark sheet is not completed for a candidate who was present it can cause significant delays. In some cases we will not issue a certificate. The SE must complete each mark sheet fully and accurately.

After every 2-hour session, the SE must follow these steps:

- arrange the mark sheets in candidate number order, including any absent candidates
- put the mark sheets for each level in separate A4 envelopes
- seal the envelopes and sign across the seals (one signature is enough)
- give the mark sheets to the CEM / supervisor.

The CEM / supervisor is responsible for:

- double checking that mark sheets have been completed fully and accurately. If any information is missing, ask the SE to complete the information
- ensuring the attendance register is put in the correct envelope when packing
- storing the mark sheets securely.

Name corrections and forms

Give any name corrections to the CEM, as well as *Special Considerations* and *Malpractice* forms on the day of the exam or shortly after. The CEM will need to submit these details on Cambridge English for Centres by the specified deadlines.

Absent candidates and late entries

Immediately after the test, tell the CEM about any candidates who need to be withdrawn or added so they can update Cambridge English for Centres as soon as possible.

Entering marks

The CEM is responsible for marks to be entered on Cambridge English for Centres portal by the deadline after the final session (5 days after the exam day). They need to make sure there are two suitably trained people and that they keep the mark sheets under secure conditions. The marks must be keyed twice.

All Speaking marks and related information is confidential.

Do not return the Speaking mark sheets or the attendance register.

Keep the Speaking mark sheets until the deadline for Results Enquiries has passed, then destroy them.

Storing Speaking materials

Speaking materials and *Instructions to Speaking Examiners*

- Place the Speaking mark sheets into the A4 envelopes and store them securely.
- Your CEM must store all Speaking test packs securely at all times and keep a record of who took them out of storage, when this was done and for how long.
- Between sessions, the *Instructions to Speaking Examiners* must be kept securely by the SEs or stored securely at the centre.
- Your CEM must securely destroy expired Speaking packs once they receive the new packs.

You can find more information about the validity period of Speaking packs in the **Speaking Pack order form** on the Support Site.

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Find out more at
cambridge.org/english

We believe that English can unlock a lifetime of experiences and, together with teachers and our partners, we help people to learn and confidently prove their skills to the world.

Where your world grows

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