

Language Cert

Invigilator Guide

March 2017
Version 02.1



Step-by-step instructions on how to conduct an exam

Prior to the exam

Step 1: Get your exam details

Check for an e-mail sent to you by LanguageCert with information on the exam you are registered for as an invigilator, including the exam date, time and location, exam ID and the step-by-step invigilator instructions.

Step 2: Know who / how many your candidates are

3 days prior to the exam, you will receive an e-mail with the most up-to-date Candidate List. You may, also, download the list from your profile on PASSPORT (detailed instructions included below). If you are responsible for registering your candidates, you can now check that all candidates are registered correctly.

24 hours prior to the exam

Step 1: Get the final candidate registrations to the exam

- Once registration is completed, the final Candidate List / Close Out Report will be available through PASSPORT.
- To access the list, please **login** to <https://passport.peoplecert.org/> using your username or registered e-mail and password and **follow the instructions below**.
- If you are having trouble logging in, please click on **“Can’t access your account?”** and insert

PEOPLECERT PASSPORT

Sign in with your **PASSPORT** Account

Username or email

Password

Sign In

[Can't access your account?](#)

Our customer service is available 24/7/365. If you have any questions, please [contact us](#).

Your **PASSPORT** to:

- ✓ Manage your exams
- ✓ Register, search, assign candidates, proctors and trainers
- ✓ View, edit and produce reports per exam, module, region, etc.

...and much more
...that simple!

PEOPLECERT PASSPORT

ROLE AND EXAMINATION

Member Role: Invigilator

Test Centre: TEST TO ALL BRANCS

Examination: EXAMS ON DEMAND

Sign In

Your **PASSPORT** to:

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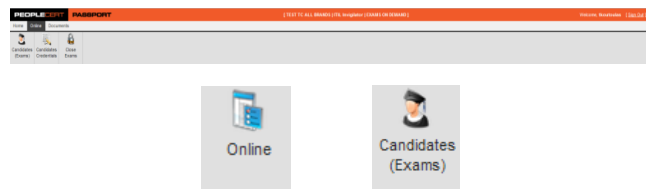
...and much more
...that simple!

your last name and e-mail. You will shortly receive instructions on how to reset your credentials.

- In case a conflict emerges with you invigilating any of the candidates, please inform the centre immediately so that you may be replaced for this exam session.

Note: Only candidates who are registered can take the exam.

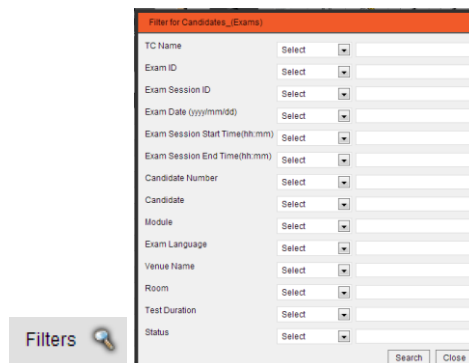
1. On the Member Role menu, select **Invigilator**.
2. On the Test Centre menu, select **Test Centre**.
3. On the Examination menu, select **Exams on Demand**.



4. To view the **Candidate List** (i.e. a list of candidates who have registered for an exam), click on the **Online button** and then on the **Candidates button**.

If you have more than one exam, to view the candidates for a specific exam, you need to click on **Filters** at the bottom left and select the appropriate **Exam ID**.

If you only have one exam, skip this step.



Step 2: View and print the Candidate List / Close Out Report

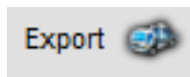
You may download the list from your profile on PASSPORT. The Candidate List / Close Out Report includes useful information that you need to have before, during and after an exam. The key items you need to familiarise yourself with are highlighted, including the Exam Session ID, the unique 16-digit candidate numbers and the unique session registration number.

In the form, you can also view:

- Registered candidates
 - Candidates who were booked for the exam but have not completed the registration process.
1. To export the file as a PDF, click **Export**.
 2. To download the file, click **Open** or **Save**.
 3. To **print out** the file, select landscape orientation.

Note: Only part of the candidate's photo ID and birth date details are visible, ensuring we treat personal information with the highest discretion.

You can write down the names and e-mails of any last minute candidates. Once the form is submitted, LanguageCert will contact the candidates to complete the registration.



Step 3: Prepare for the exam

On the day of the exam, you are requested to be at the centre / exam venue **at least one hour in advance**.

You must ensure/confirm that:

- the exam room is ready (adequate space, heating, lighting and ventilation);
- any display material relevant to the exam is removed or completely covered;
- there is a clock and a whiteboard, a blackboard or a flipchart which are visible to all candidates;
- all examination desks are set in a school layout (one right behind the other), facing in the same direction, so that candidates' work is not visible to other candidates. Minimum distance/spacing between each individual examination desk and any other examination desk in any direction should be 1.25 m.
- In case of e-delivery of the exam material:
 - Get the exam material in a sealed envelope from the Paper-Based Material Recipient.
 - Check that there is a computer with audio capabilities and internet connection in the exam room, as the listening files will be reproduced from the computer (these cannot be downloaded or copied).
- In case of delivery of the exam material by courier:
 - Get the exam material in a sealed envelope from the Advanced Test Centre Manager.
 - Check that an audio CD player or MP3 player is available in each room for the administration of the listening part of the exam. Playing the sound check audio to ensure that the CD player is functional and the recording can be heard clearly.

Step 4: Ensure candidates are ready for the exam

- Candidates must be at the exam venue at least 30 minutes prior to the exam.
- Make sure that only candidates and persons required for the exam and authorised by the centre can access the examination room during and after the exam. Candidates should not be allowed in a room until the room is prepared and seats are assigned for all candidates.

- Confirm candidates' ID by checking candidates' photo ID (national ID card, passport, driving licence, military ID card, employer identification card, or academic ID) and ensuring that it matches the candidates' registration data.
- Mobile phones and any other electronic devices must be switched off and placed beyond candidates' reach during the exam.
- Ensure that candidates do not bring any papers, books or notes inside the examination room. Candidates are only allowed to bring a monolingual (English / English) dictionary into the examination room and use it during the exam.
- Desks must be clear of any materials or personal belongings except those needed for the exam, including the monolingual dictionary.

Step 5: Start the exam

Written Exam

- You must:
 - read the exam instructions to Candidates (See Appendix A). A copy of those will be included in the exam material delivered or downloaded before each exam.
 - ensure that candidates use pencils and an eraser when completing the Answer Sheets.
 - open the sealed envelope containing the examination material no earlier than five minutes before the beginning of the examination.
 - provide the candidates with the Exam Papers / Answer Sheets and ask them to:
 - not turn to the question / answer pages before you ask them to;
 - read the instructions carefully;
 - fill in their personal data and any other information (such as registration number) where required, ensuring their name is the same as provided during registration (using Latin letters).
 - If the exam includes a listening part, this has to be administered first. Play the sound check audio on the CD player and ask the candidates to confirm that they can hear the recording well. In case problems or technical issues occur during the listening section of the examination, responsibility to resolve such issues remains with the Advanced Test Centre Manager. If this is not possible,

then please contact LanguageCert's Quality Officer immediately.

Note: Reproduction of any part of the Listening part of the test is not allowed. If, for any reason, the Invigilator needs to stop the examination and the reproduction of the audio file(s), he/she must restart it from the beginning of the part which was interrupted.

- Inform candidates of the exam start and end time, which we strongly recommend you write on a board or flipchart.
- Ask the candidates to turn to the question / answer pages.

Speaking Exam

- You must be at the centre at least one hour prior of the exam starting time.
- Regarding Interlocutors, you must ensure that LanguageCert regulations are strictly followed:
 - The Interlocutor must arrive at the examination centre one hour in advance and you must confirm their ID / personal details.
 - The Interlocutor must check the examination room and ensure correct setting of a table and two chairs. The chairs should not be facing one another directly, but at an angle, so that the Interlocutor and the candidate are not seated in a confrontational arrangement.
 - The Invigilator and Interlocutor must ensure the following for the recording device:
 - The recording device works properly
 - There is sufficient memory
 - Extra batteries are provided
 - All speaking tests must be recorded
 - The recording equipment must be able to record directly to WMA (Windows Media Audio) or MP3 (Media Player) format, with a setting of 22 KHz mono 20 Kbps
 - You hand over the examination material to the Interlocutor.
 - The Interlocutor studies the examination script(s) carefully before the examination begins.
 - The Interlocutor is given a Mark Sheet for each candidate which must be properly filled in and include the following details
 - Examination code
 - Examination level
 - Candidate's full name (capital letters)

- Centre number
- Examination date
- Interlocutor's name
- The Interlocutor should record each candidate's speaking session on a separate file.
- At the end of each candidate's examination, the Interlocutor listens to the recorded file in the candidate's presence, up until the candidate's name is stated, in order to ensure the quality of the recording. The candidate leaves the room and the Interlocutor fills in the File Number field on the Mark Sheet with the file number of the recording, as this appears on the recording device.
- At the end of the entire examination session, the Interlocutor must:
 - a) Put the Mark Sheets in the order the candidates were examined.
 - b) Hand the Mark Sheets, the examination script(s), the Candidate List, and the recording device back to you.

Note: Please refer to detailed duties and responsibilities of Interlocutors in the "Guide for Interlocutors".

- While candidates wait for their turn to enter the examination room, you must stay outside the examination room and:
 - coordinate the order in which candidates are examined, based on the Candidate List (ISESOL);
 - make sure that candidates who have taken an exam do not interact with those who are waiting their turn;
 - check candidates' proof of identity documents;
 - not interfere with the examination in any way, unless the examination procedure is violated.
- During the examination period, the following breaks must be allowed to Interlocutors:
 - a 2-minute break after conducting each examination;
 - a 15-minute break after conducting 12 A1 or A2 level examinations, or 8 B1-C2 level examinations;
 - a 10-minute break before changing examination levels.

Step 6: Ensure that the exam session runs smoothly

- Every effort should be made to start the exam at the specified time, unless

there are any issues that need to be resolved prior to starting.

- If any candidate arrives after the exam has begun, they may be allowed to sit the exam, provided that the following conditions are met:
 - a) The Invigilator gives his/her consent;
 - b) The candidate in question finishes the exam at the same time as the other candidates;
 - c) No disruption to the exam process is caused.

Note: Once the Listening part has started, no candidates are allowed to enter the exam room.

- You must be alert and observe the candidates at all times during the exam.
- Ensure no candidate misconduct takes place during the exam and that the following rules are adhered to:
 - Candidates do not make use of any other aids apart from a monolingual dictionary.
 - Candidates must not speak to each other during the exam.
 - Candidates must not look at each other's papers during or after the exam.
- In the event of misconduct, the Invigilator is authorised to expel a candidate from the examination room if he/she feels that the candidate's actions may disrupt other candidates. The Invigilator must report the incident in the Close Out Report (for details, please refer to the Malpractice and Maladministration Policy).
- If a candidate needs to temporarily leave the room during the exam (i.e. needs to go to the toilet), they may be allowed a maximum of 5 minutes. Ensure that only one candidate is excused at a time and that a centre representative accompanies the candidate at all times.
- You must notify candidates of the remaining exam time, 15 minutes and 5 minutes before the exam end time.

Note: If a candidate leaves the examination room (other than for an authorised, accompanied bathroom break), they cannot re-enter the examination room.

Step 7: End the exam session

Written Exam

- Ensure that candidates stop writing at the stated exam end time.
- Make sure, before candidates leave the room, that:
 - you collect all Exam Papers / Answer Sheets (used and unused);
 - you review all Exam Papers / Answer Sheets to ensure that all information, including the registration number and candidate name, is correct and matches the Candidate List / Close Out Report data;
 - you fill in and sign the Close Out Report.

Speaking exam

- Transfer the speaking files from the voice recorder to a laptop or PC.
- Check that all Mark Sheets have been completed appropriately and correctly.
- Fill in and sign the Close Out Report and the Interlocutor Report.
- Once you verify the above, tick the relevant box in each Answer Sheet.
- Thank the candidates for their participation and cooperation and ensure they leave the exam room in an orderly fashion.

After the exam: Return the exam files to LanguageCert

Option 1 – Via courier (next business day)

This option applies where delivery of the exam material is by courier.

Written Exam files

- You must return all Exam Papers / Answer Sheets / Speaking Files via courier by placing the following in the envelope/bag sent to you along with the exam material:
 - the answer sheets
 - the exam papers
 - the Close Out Report
- You must seal the envelope and return it to LanguageCert, ensuring you follow the “Shipping Instructions” included in the UPS envelope.

Speaking Exam files

- All the speaking files must be transferred from the voice recorder to a laptop or PC.
- You must place the following in the envelope sent to you along with the exam material:
 - the examination script
 - the Close Out Report
 - the Mark Sheets
 - the Voice Recorder (if applicable)
 - the Interlocutor Report
- You must seal the envelope and return it to LanguageCert, ensuring you follow the “Shipping Instructions” included in the UPS envelope.

Note: In all cases, we strongly advise that you return speaking exam recordings to LanguageCert by uploading them onto PASSPORT. For guidelines, please refer to the Option 2 (b) below.

Option 2 – Scan / Save, Upload & Submit files (within 24 hours after the exam session)

This option applies in the event of e-delivery of the exam material.

○ Step A: Scan / save files

Written Exam files

- Each exam file must be scanned and uploaded to PASSPORT within 24 hours according to the instructions below:
 - File Type: jpg (jpeg image)
 - Resolution: 300 dpi
 - Colour Format / Image Type: Grayscale
 - File name: LanguageCert has no restriction on how you name files
 - Maximum acceptable size per file: 10 MB
 - Total acceptable file size per the entire exam session: 100 MB
- Uploading pdf files is not recommended. However, you may do so if you are not able to save files as jpg.
- Images scanned on wand scanners are not always clear; therefore, wand scanners are not recommended.
- Files that do not meet the above specifications will not be accepted by the system and a pop-up notification will appear.
- Original Answer Sheets must be safely stored until the official issuance of results and destroyed thereafter using a certified shredding method.
- Exam papers that were not returned by courier must be destroyed right after the exam using a certified shredding method.
- The downloaded exam material files must be permanently deleted from all devices.

Speaking Exam files

- Each speaking file must be uploaded to PASSPORT within 24 hours according to the instructions below:
 - File Type: MP3 or WMA
 - Recorded File format: Recommended format → 22 KHz Mono 20 Kbps
 - File name: LanguageCert has no restriction on how you name files
 - Maximum acceptable size per file: 10 MB
 - Total acceptable file size per the entire exam session: 100 MB

- Speaking files that do not meet the above specifications will not be accepted by the system and a pop-up notification will appear.

Speaking recordings must be safely stored until the official issuance of results and deleted thereafter.

○ Step B: Upload & submit files to LanguageCert

If you are using Internet Explorer, make sure that it is not running under Compatibility View.

Login to PASSPORT → Online

Click on the **Close Exams** tab.

Find the exam session by its **Exam Session ID** and click on it.

Fill in the **exam data** – if required (Invigilator / Declaration notes).

If there are candidates on the candidate list who did not come to the exam, **click on Absent**, next to those candidates' names.

Note: You can **edit a candidate's name** by adding the correct name in the field under the candidate's name.

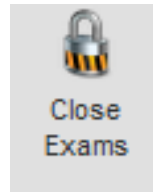
Click on Add in the Add Files field, select all the scanned files you wish to upload and then **click on Upload**.

A **pop-up message** will notify you that files have been successfully uploaded.

The uploaded files appear on the left hand side of the form. You can **use the scrollbar** to view the file details.

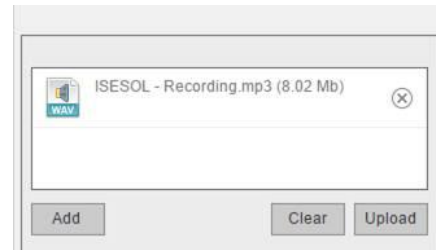
When you have completed the form, **click on Save**.

Note: After clicking Save, you cannot add any more files.



Click on Close to **exit the application** and close the browser window.

You can now expect the results within 10 business days!



Appendix A

International ESOL Exam Instructions (to be read to the candidates before the exam)

- Welcome to the **LanguageCert International ESOL (Level*) (month)** examinations.
- You are now under exam conditions.
- Please do not talk or move around the room.
- If you need any assistance, please raise your hand.
- Leave your ID on your desk during the exam.
- You are not allowed to keep mobile phones or any other electronic devices in the exam room. If you are found to have these items, you will be disqualified and will not get a result.
- You are not allowed to: talk, copy, continue to write after you have been asked to stop, use notes, help other candidates or allow another person to do all or part of your exam. If you do not comply, you will be disqualified.
- Do not take any test materials out of the room.
- We are going to give you your question papers. Please do not open your question paper yet.
- Complete the following fields on the top part of your question paper using a **pencil**:
 - First name and Last name in block capitals as it appears on your ID or Passport.
 - Today's date.
 - Test Centre code. The Test Centre code is....
- The examination will begin in a few minutes and it consists of three parts:
 - Listening
 - Reading
 - Writing
- The **LanguageCert International ESOL (CEFR Level*)** starts with the Listening which lasts about (*) minutes. After the end of the Listening part, you will be given (*) minutes to complete the rest of the examination parts in any order.
- Read the instructions for each part of the paper carefully.
- You must complete all the questions.
- All your answers should be marked on your answer sheet only **in pencil**.
- Make sure your answers are written clearly.
- If you wish, you may take notes on your question booklet. However, all your final answers must be marked on your answer sheet in order to be taken into consideration.
- In the writing part, we suggest that you write your answers directly on the answer sheet.
- At the end of the exam, you will be given an additional time of 10 minutes to transfer your answers to your answer sheet.

- During the examination, you may use a monolingual dictionary.
- If you want to leave early, raise your hand and stay in your seat until we have collected your exam materials. You may not reenter the room.
- You cannot leave the room during the last 10 minutes of the examination or during the Listening part.
- I will tell you when there are 15 minutes and again when there are 5 minutes left.
- At the end of the test, you must stop writing when I tell you and stay in your seat until we have collected all test material.
- Do you have any questions?

Table: LanguageCert International ESOL – Exam format

LanguageCert	CEFR Level	Listening Duration	Reading & Writing Duration
Preliminary	A1	~20 minutes	1 hour & 20 minutes
Access	A2	~20 minutes	1 hour & 20 minutes
Achiever	B1	~30 minutes	2 hours & 10 minutes
Communicator	B2	~30 minutes	2 hours & 10 minutes
Expert	C1	~30 minutes	2 hours & 40 minutes
Mastery	C2	~30 minutes	2 hours & 40 minutes

*Please refer to table “LanguageCert International ESOL – Exam format”

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