

**Examination
Centre Handbook
2014/2015
Certificates in
ESOL**

**This handbook is to be made available to all
Examination Centres**

Table of Contents

Registering Candidates for Examinations	4
Passing on Candidate Information	4
Candidate ID Numbers	4
Examination Fees	4
Insurance and Health and Safety	5
Recruiting Invigilators	5
Recruiting Examination Centre Coordinators and Oral Examiners	5
Examination Rooms	6
Operation of the Examinations	7
Security, Delivery and Return of All Examination Papers	7
Communication	7
Requests for Remarking and Appeals	7
Centre Inspection	7
Procedures for Examination Centre Malpractice	8
Appendix 1: Candidate Information Sheet	10
Appendix 2: Instructions for Candidates	11
Appendix 3: Seating Plan	13
Appendix 4: Incident Report Form	14
Appendix 5: Examination Centre Inspection Report Form	15

1. Registering Candidates for Examinations

When an Examination Management Centre registers a candidate for an ESB examination, the Centre must:

- Inform the candidate of the day(s), time(s) and location(s) of the examinations (see Candidate Information Sheet)
- Provide the candidate with a copy of the Instructions to Candidates notes (Page 11)
- Ask whether the candidate wishes to declare any special needs (see section 2)
- Ensure that the candidate's name is spelt correctly and is written as they wish it to appear on the certificate and transcript. Should this information be incorrectly transmitted to ESB, an additional fee will be charged to the Examination Management Centre for a re-issued certificate and transcript

2. Passing on Candidate Information

The number of candidates for an examination must be entered into the ESB BOOKING DATABASE, at least two weeks before the date of the exam. No late entries will be permitted unless agreed by the ESB Chief Examiner. The information provided to ESB must specify:

- The number of candidates for each level and the number of packs of examination papers required
- The appropriate request forms and medical or other supporting evidence for candidates requiring 'Reasonable Adjustments' to their exam arrangements
- The candidate information which must be entered into the ESB BOOKING DATABASE

4. Examination Fees

Examination fees must be passed on to ESB two weeks before the date of the examinations. If fees are not received, then the examinations may be cancelled by ESB.

5. Insurance and Health and Safety

- Examination Centres are responsible for ensuring that they have adequate insurance cover for the running of the examinations and that licences/permission are obtained, if necessary
- Examinations Centres are required to comply with all health and safety regulations that apply under law.

6. Recruiting Invigilators

- The Examination Management Centre is responsible for recruiting Invigilators for the examination. There should be at least **two** Invigilators per **twenty five** candidates and **one** Section Coordinator per **four** classrooms. These Invigilators must either be native speakers of English or else have a certificate in English proficiency equal to C2 of the Common European Framework
- The CVs of the examination Invigilators along with any supporting documents (e.g. English language certificates) must be retained for inspection by the Examination Management Centre Coordinator
- The Examination Management Centre is responsible for the remuneration of Invigilators and all costs associated with the Invigilation
- Invigilators must be provided with a copy of the Invigilator's Handbook at least one week before the examination date.

7. Recruiting Examination Centre Coordinators and Oral Examiners

Examination Centre Coordinator

The Examination Management Centre is responsible for recruiting an Examination Coordinator for the examination. The Examination Coordinator must:

- Demonstrate an appropriate level of administrative competence within their CV and/or other supporting documentation
- Speak English to B2 level or have the support of a member of staff who has this level of spoken competence (in order to communicate with native speakers of English acting as oral examiners who may not have any knowledge of the mother tongue of the country in which the examinations are being held)
- The CV of the Examination Coordinator, along with any supporting documents must be retained for inspection by the Examination Management Centre
- The Examination Management Centre is responsible for the remuneration and all costs incurred by the Examination Coordinator
- It is the responsibility of the Examination Centre Coordinator to ensure that the Examination Room(s) meet(s) the expectations detailed in section 8 below
- It is the responsibility of the Examination Centre Coordinator to ensure the adherence to procedures relating to security, delivery and return of papers detailed in section 10 below
- The Examination Centre Coordinator is the first point of contact with respect to communication with the Examination Management Centre.

Oral Examiners

The Examination Management Centre is responsible for recruiting sufficient numbers of oral examiners for the examination and is also responsible for the remuneration and all costs incurred by the oral examiners.

Oral examiners must:

- Be either native speakers of English or else have a certificate in English proficiency equal to C2 of the Common European Framework
- Have either a Certificate in TESOL from Trinity or Cambridge (or equivalent) as a minimum award. Any applications with other awards must be submitted to ESB for approval
- Submit a CV along with any supporting documents (e.g. English language certificates) which must be retained for inspection by the Examination Centre Coordinator. Copies of oral examiners' CVs must also be lodged with ESB
- Attend in full, one of the standardisation sessions run by ESB each year. Failure to do so will mean that the examiner cannot participate in the oral examinations for that particular year
- Be provided with a current copy of the Oral Examiner's Handbook.

8. Examination Rooms

It is the responsibility of the Examination Centre Coordinator to ensure that examination room(s) has/have been properly set up in accordance with the following instructions:

- Display clear direction signs to guide candidates to the examination venue and place appropriate signs to alert others that the examination is taking place. Rules and regulations for candidates must be clearly displayed
- Check that there is nothing in the environment that might disrupt the examination e.g. parents waiting outside
- A clock should, if possible, be available and visible to all candidates
- Remove any materials from the examination room that may advantage candidates e.g. wall-charts
- Each candidate must have an individual desk
- All candidates must be seated in the same direction
- Desks must be arranged at least 1.5m apart and in rows to prevent communication between candidates
- The desk must be large enough for the candidate to work comfortably
- Invigilators must be able to observe and have access to the desks of all candidates
- Check the audio equipment to ensure it is functioning properly
- Ensure volume is set to the appropriate level so that it does not need to be adjusted during the exam
- Optical Mark Forms and Writing Answer Booklets should be placed on each candidate's desk
- Pencils, pens and erasers, if provided, to be placed on desk
- No scrap paper to be used
- Designated examination rooms should have adequate lighting, heating, ventilation and

limited external noise.

9. Operation of the Examinations

Invigilators are expected to follow the instructions in the Invigilator's Handbook at all times during the examination.

10. Security, Delivery and Return of All Examination Papers

- Examination papers will be sent by ESB to the Examination Management Centre by secure courier
- All examination papers are to be held in a secure, locked room or other similar facility prior to the examination. A locked and secure room is one for which only the Examination Centre Coordinator has a key and which cannot be accessed by a window. A ground floor room with a barred window would be acceptable
- The Examination Centre Coordinator is responsible for overseeing the distribution of examination materials to section coordinators and invigilators
- No exam materials may leave the examination room. All examination papers, used or unused, must be packed and returned to the Board. Failure to return papers may be considered to be malpractice
- The Examination Centre Coordinator is responsible for overseeing that all procedures for the collection of examination papers and other documents, as set out in the Invigilator's Handbook are followed
- All examination papers are to be returned to the Board by a secure courier, within ten days of the examinations taking place. While papers are awaiting delivery to the Board they must be held in a locked and secure room or similar facility

11. Communication

The Examination Centre Coordinator must ensure that effective and clear communication channels are in operation between themselves, Section Coordinators, Invigilators and the Board throughout the examination.

12. Requests for Remarking and Appeals

If a candidate wishes to have their marks reviewed, this will be done free of charge. If the candidate requires a remarking, the Board will charge £50 and provide a detailed report of the candidate's performance. In the event of remarking finding in a candidate's favour, the fee will be refunded to the candidate. This is not deemed to be part of an appeals process.

Appeals must be received, in writing, by the Board within fifteen days of the issuing of results by ESB. Any necessary supporting documentation should be included with the appeal.

14. Centre Inspection

Once approval of a Centre has been given, inspections by an ESB-approved representative will take place during the first year of operations by the new centre and subsequently once every two years thereafter. Each criterion set out in the procedure for the inspection of approved Centres is rated by

the inspector as 'satisfactory', 'in need of improvement' or 'unsatisfactory'. All criteria in Section 1 of the procedure for the inspection of approved Centres which deal with security must receive a satisfactory rating. Any Centre receiving an unsatisfactory rating in this section will be removed from the list of approved Centres. In the remaining sections, any unsatisfactory ratings will automatically trigger a further inspection at the next available examination session.

If the Examination Centre is not able to demonstrate a marked improvement in those areas singled out for improvement, it will be removed from the list of approved Centres. Centres which receive five or more 'in need of improvement' ratings will be considered to be unsatisfactory. Any Centre which receives four or fewer 'in need of improvement' ratings will be inspected again at the next available opportunity. If any concerns or issues arise between the inspection periods, an inspection of the Centre will take place at the next available examination session.

Through the inspection regime, all new and existing Examination Centres will have to demonstrate that they are able to adhere to the procedures set out in the Examination Centre Handbook.

15. Procedure for Examination Centre Malpractice

All Examination Centres are required to report to the Board any suspected or proven irregularity or malpractice in connection with the examinations.

Definition of Examination Centre Malpractice

Malpractice may arise from abuse of registration, assessment or awarding procedures. Examples of serious malpractice include:

- Lack of centre verification of candidate identity;
- Attempts by a Centre to influence the outcome of the assessment process.

Alleged or suspected malpractice on the part of staff involved in any way in the examinations should be reported initially to the Examination Centre Coordinator, accompanied by evidence. The Centre Coordinator will then notify the Examination Management Centre who will then inform the Chief Examiner of ESB. If this is not possible, (for example, the suspected malpractice lies with the Examination Centre Coordinator) the Chief Examiner may be contacted directly. The Chief Examiner will inform the Quality Assurance Manager who, as the appropriate officer from the awarding body, will instigate the procedures as follows:

Investigation - Informal Stage

The Quality Assurance Manager will appoint a Malpractice Panel, including one independent member. The Chair will contact the Examination Management Centre to clarify concerns, seek further information and offer positive support to rectify matters. The interests of the candidates should be paramount at this stage and every effort made to resolve matters amicably.

Investigation - Formal Stage 1

In the event of the Informal Stage failing to produce satisfactory results, the Malpractice Panel will send a Stage 1 letter to the Examination Management Centre. The letter will detail all the issues of malpractice and state the assistance which has already been offered. A written response to the

letter outlining measures taken to rectify the situation must be sent to the Malpractice Panel within 10 working days following the receipt of the Stage 1 letter. Depending on the extent and degree of malpractice, the Malpractice Panel may recommend temporary suspension of the Centre's status as an examination centre.

Investigation - Formal Stage 2

Failure to respond or conform to the letter issued by the Malpractice Panel in Stage 1, or evidence of serious malpractice, will result in a letter from the Quality Assurance Manager to the Examination Management Centre. This Stage 2 letter will detail the issues of malpractice and, in addition, will specify an action plan which must be completed within an appropriate time scale. The letter will also state clearly that the Chief Examiner intends to visit the Examination Management Centre to gauge whether steps have been taken to implement the action plan. The Examination Management Centre must agree to this in writing to the Board within 10 working days, following the receipt of the Stage 2 letter.

If a Centre confirms completion of the action plan to the satisfaction of the Chief Examiner and the Examination Centre Coordinator provides an undertaking in writing to the Chair of the Malpractice Panel to prevent malpractice in the future, then the Malpractice Panel will remove any temporary suspension.

Investigation - Formal Stage 3

Failure to comply at Stage 2 will result in the Malpractice Panel meeting again after the 10 working days specified at Stage 2 to consider the evidence. The aim of this meeting will be to recommend the removal of ESB-approved status from the Examination Management Centre, or for Stage 2 to be repeated.

Very Serious Malpractice

Where investigation reveals very significant examples of proven malpractice, the Panel may by-pass all the formal stages referred to above. This will result in immediate suspension of ESB-approved status from the Examination Management Centre.

Centre malpractice may result in certificates being delayed or their issue put at risk, and could jeopardise the future acceptance of entries. Malpractice may originate from a complaint, or trigger a complaints appeals process. Having regard to any broader impact on a group or cohort of candidates, the Board will endeavour to mitigate the effects of a Centre's suspension by transferring candidates, where possible, another Centre.

Appeal

A Centre may appeal against the decision of the Malpractice Panel by notification in writing within 10 working days of receipt of the decision. The appeal will be considered by the Chief Executive of ESB whose decision is final.

Reporting to Regulators

When the outcome of a formal malpractice investigation at Stage 2 or 3 is concluded, the Board will

notify the qualifications regulators of its findings. If the results or the awarding of certificates are affected by the findings of the Malpractice Panel at any level, the qualifications regulators will be informed. ESB also undertakes to cooperate fully with the qualifications regulator.

Certificates in ESOL
English Tests
CANDIDATE INFORMATION SHEET

Candidate Name:	Candidate Number:
Examination Centre:	Examination Level:
Address:	Contact:
Date of Listening, Reading, Use of English & Writing Exam:	Date of Speaking Examination:
Time of Examination:	Time of Speaking Examination:
Time to Arrive:	Time to Arrive:

Instructions for Candidates

1. Have your ID ready for inspection when you enter the Examination Room. You will not be admitted without ID that has a clear photograph of yourself on it.
2. You will be admitted 10 minutes before the start of the examination.
3. The examination room has been set up for the exam. Do not move the furniture. Sit where you are instructed to do so by the invigilators.
4. All bags and coats must be placed in the designated area of the Examination Room. ESB takes no responsibility for the loss of students' belongings from Examination Rooms.
5. Ensure all mobile phones are switched off.
6. You are not allowed to use any dictionaries or any notes in the examination.
7. Only pens, pencils, erasers and your ID may be placed on desks. The ID must be placed at the top left-hand corner of your desk. The Optical Mark Form must be completed in **PENCIL ONLY**. You must use pen for the written paper.
8. You are not permitted to bring any scrap paper into the examination.
9. Late candidates will not normally be admitted to the Examination Room after the exam start time. However, this is at the discretion of the Section Coordinator.
10. No candidate who leaves the examination room unescorted will be readmitted for the rest of the exam.
11. The Listening, Reading, Use of English and Writing will be held in this order in one session. The Speaking part will be held in a separate session.
12. All answers for Listening, Reading and Use of English must be transferred to the Optical Mark Form within the examination time allotted. Candidate question booklets will NOT be marked. The Writing section is done in a separate Writing section booklet.
13. Ensure that your name and candidate number are on both the Optical Mark Form and the Writing section booklet.
14. Do not attempt to communicate with any other candidates in the room. Cheating will result in your paper being cancelled.
15. If you have a question, remain seated and raise your hand for an invigilator to come to you. Invigilators may not offer any advice or guidance on either the instructions or on the content of the examination.
16. If a fire alarm should sound during an examination, follow the instructions given by the invigilator. You should leave the room in an orderly way, without talking and without taking anything you're your desk, or from the room.

Left intentionally blank

SEATING PLAN – CERTIFICATES IN ESOL

Please indicate the front of the room, doors and windows. Write the candidate's number in each of the cells on the grid below matching the seating plan of the room:

INCIDENT REPORT FORM - CERTIFICATES IN ESOL

Date:	
Level:	
Time:	
Name of Invigilator(s) (CAPITALS):	
Name of Section Coordinator (CAPITALS):	
Centre Name:	
Centre Number:	

Candidate Number	Nature of Incident

Examination Centre Inspection Report Form

Please refer to the Invigilator's Handbook for further information.

Centre Number:	Name of Centre Coordinator:	Date of Inspection:
Centre Name, Address and Telephone Number:		

SECTION 1 - Security		Satisfactory	In need of Improvement	Unsatisfactory
a	Materials stored in secure location and secure container			
b	Materials taken unopened to the exam room and opened in the presence of candidates			
c	Brief details of security system:			
d	If materials not stored at the Centre, give brief details of where and how are they stored and how are they transported to the Centre:			
e	Brief details of what happens to materials after the exam is over:			

SECTION 2 - Environment		Satisfactory	In need of Improvement	Unsatisfactory
a	Site has facilities to accommodate candidates requiring special arrangements			
b	Signage directing candidates to appropriate location			
c	Clock visible to candidates, if available			

d	Examination room an appropriate size			
e	Spacing between desks or tables accords with specification			
f	Candidate numbers in numerical order on desks or tables			
g	Candidates allocated specific seats			
h	No helpful display materials on the walls			
i	No external noise source that will disadvantage candidates			
j	Lighting satisfactory			
k	Heating satisfactory			
l	Ventilation satisfactory			
m	Standards of cleanliness maintained			
n	Furniture appropriate			

SECTION 3 – Conduct and Supervision of the Examination		Satisfactory	In need of Improvement	Unsatisfactory
a	Staff switch off mobile phones			
b	Candidates instructed to switch off and relinquish mobile phones			
c	Invigilator or other approved person check the identity of the candidates before they enter the exam room			
d	All bags, coats, mobile phones and unauthorised materials are put in a holding area which may or may not be in the exam room. None of this material may be accessed during the exam.			
e	Start and finish times displayed and visible to all			
f	Centre number displayed and visible to all			
g	Attendance register is completed during the exam			
h	Room plan completed during exam			
i	Current version of invigilator's handbook available			
j	No candidate leaves before the permitted time			
k	Thirty minute and ten minute warnings given			
l	No candidate leaves within the final fifteen minutes			
m	Exam finishes promptly			

SECTION 4 – Supervisors / Invigilators		Satisfactory	In need of Improvement	Unsatisfactory
a	Punctual			
b	Move around the room (not in listening test).			
c	Attentive and vigilant			
d	Maintain a professional demeanour			
e	Appropriate ratio of invigilators to candidates			
f	Give clear instructions to candidates regarding the conduct of the test			
g	Give clear instructions given to late candidates regarding the conduct of the test			
h	Issue question papers, Optical Mark Forms and Writing Answer Booklets			
i	Collect completed scripts and put them in numerical order			
j	Place papers in envelopes immediately and hand papers over to the Section Coordinator			
k	Have a means of summoning assistance			

Additional Comments			
Name of Inspector		Name of Centre Coordinator	
Signature of Inspector		Signature of Centre Coordinator	
Date of Signing		Date of Signing	

The English Speaking Board (International) Ltd

9 Hattersley Court, Ormskirk

Lancashire L39 2AY

Tel: (+44) 01695 573439

Fax: (+44) 01695 228003

Web: www.esbuk.org

Email: admin@esbuk.org

©English Speaking Board (International) Ltd

ESB reserves the right to change products and services periodically. Every effort has been made to ensure that Information contained in publications is fully accurate at the time of going to press, however, our most up to date versions of all publications / policies are to be found on our website

www.esbuk.org

Registered in England Company No. 01269980

Registered as a Charity No. 272565