

Additional requirements for IESOL and ISESOL examinations

UK edition

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Summary of key changes

City & Guilds continuously reviews the quality assurance requirements which apply to the delivery of the International ESOL (IESOL) and Spoken ESOL (ISESOL) examinations and updates these requirements as necessary.

To help centres deliver the examinations in accordance with the requirements, City & Guilds also issues clarifications to address any queries that approved centres have raised.

The table below outlines the changes which have been made to the content of this booklet since the last edition was published (October 2014). As new sections have been added to the document, some of section numbers have changed.

Section	Revision	Revision type	Summary
6. Seating plan	New section	Clarification	Seating plans must be available before the start of the examination
7. Examination front cover	New section	Clarification	Front cover to be completed by candidate only
10. Candidate breaks	New section	Clarification	Instructions on what to do if a candidate needs to leave the examination room
11. Exam personnel	Amendment	Clarification	Clarification on minimum invigilator capacity
20. Exam resources	Amendment	Clarification	Designated area for coats and personal belonging must be away from the candidates and inaccessible during the examination. Each desk must have enough space for the exam papers and ID document
22. Identifying candidates	Amendment	Clarification	Biometric residence permit queries to be directed to the High Priority Qualifications Manager. Candidates are not allowed to start the exam until their identity has been confirmed and verified. The candidate's ID must placed on their desk and be visible at all times during the exam. The Asylum Residence Card (ARC) must not be accepted as proof of identity for IESOL and ISESOL examinations.
24. e-Certificates verification	Amendment	Clarification	If the system defaults to a previous ID reference number, this must be overwritten with the ID reference number used on the day of the examination.

1. Introduction

This document outlines the additional mandatory requirements which were introduced for the delivery of the IESOL and ISESOL examinations on 1 April 2014.

The requirements set out in this document must be applied in conjunction with the Joint Council for Qualifications (JCQ) instructions for conducting examinations. Where additional requirements set by City & Guilds differ from those published by the JCQ instructions, the additional requirements set by City & Guilds must take precedence.

This requirements document, the JCQ instructions for conducting examinations and further details on invigilation arrangements for IESOL and ISESOL examinations can be found at www.cityandguildsenglish.com/invigilate.

2. Exam date and time

Examinations must be held on the date and time they were ordered for. Where local problems mean an examination cannot take place on the day or at the time it has been scheduled for, it may be possible to re-schedule the examination for another day. In such instances, the centre must contact the High Priority Qualifications Manager (highpriorityqualifications@cityandguilds.com) for permission to re-schedule the examination. City & Guilds will then authorise it, and send written confirmation of authorisation in advance of the original examination time.

If a change in time and/or date has not been authorised by City & Guilds in writing prior to the start of the original examination time, the examinations will be invalidated. The starting time of an examination may be changed by up to 30 minutes without seeking formal authorisation from City & Guilds, but longer delays must be formally authorised before the examination starts.

Examinations can only be held on specific dates set by City & Guilds. The available dates can be found at www.cityandguildsenglish.com/invigilate.

Examinations must start between the hours of 0900 and 1830 GMT. This means the examinations must not start before 0900 or after 1830 GMT.

Bookings made for examinations to be held on dates which do not appear in the City & Guilds exam calendar and/or outside the authorised exam hours will be cancelled and need to be re-booked. If the examination has already taken place, results will be cancelled and candidates will be required to re-sit the examinations.

3. Exam venue

Examinations can only be held at the centre's registered address. Only one examination address can be used per centre number.

In exceptional circumstances, it may be possible to hold examinations in a different location to the registered address. In this instance, a centre must seek written authorisation from the High Priority Qualifications Manager (highpriorityqualifications@cityandguilds.com) at least six weeks before the examination. It must provide details of the address, qualification number(s), the date of the examination and the number of candidates. It must also provide evidence that the location meets the usual accommodation requirements.

4. Cohort size

The cohort size for IESOL examinations must not exceed the maximum capacity for the exam room in which the examination is to be held.

If examinations are scheduled to be held in different rooms, a separate booking must be made for each cohort.

5. Levels of exam cohorts

IESOL examinations at different levels must not be held in the same room.

6. Seating Plan

For IESOL examinations, centres must prepare a seating plan, indicating the direction of each desk and the name of each candidate, and keep signed records of the seating and invigilation arrangements for each examination session for six months after receipt of results. Centres must ensure that invigilators have been briefed on the seating plan **before the start of the exam**.

7. Examination front cover

For IESOL examinations, candidates must be in the exam room with plenty of time to complete the front cover of the examination paper. The invigilator must not complete the front cover, but can provide instructions and assistance on how to do so. These instructions can be given in the candidate's native language if required.

8. Late candidates

Candidates for IESOL examinations are not allowed to enter the exam room once the examination has started.

Candidates who arrive late must **not** be marked as present in the online invigilation system (e-Certificates). They should be offered an alternative date to sit the examination, which will be charged at the full rate.

9. Candidates leaving early

Candidates for IESOL examinations are not allowed to leave the exam room during the first hour of the examination. The start time of the examination is the actual start time, even if it differs from the timetabled start time.

Candidates who leave the examination early, in line with the exam regulations, must not be allowed back into the exam room.

10. Candidate breaks

If a candidate needs to leave the exam room temporarily during the examination because he/she is unwell or needs to go to the toilet, then he/she must be accompanied by an invigilator who must ensure that he/she does not speak to anyone else, consult any notes, make a phone call or otherwise breach the security of the examination whilst he/she is out the room. The candidate's photographic ID document must be checked upon return to the examination room. This must be the same ID document as the one provided at the start of the examination.

Invigilators should inform candidates of arrangements related to toilet breaks at the start of the examination.

The number of invigilators present in the examination room must not fall below the number specified in Section 11 of this document.

11. Exam personnel

Role	Description
Exam secretary	<ul style="list-style-type: none">• Computer literate• Highly organised• Proficient in general English (B1 level or above)• Fluent in local language• Experience in customer service
Invigilator*	<ul style="list-style-type: none">• Proficient in general English (B1 level or above)• Fluent in the local language• Adult (over 18) with relevant experience invigilating IESOL examinations• Available on demand• Able to deal effectively with customers in English• Able to present information clearly and logically• Able to deal directly with customers in a firm but pleasant manner• Able to reassure and deal with young people• Able to meet deadlines and keep to schedules• Able to effectively handle large groups of people• Has completed the City & Guilds online invigilator training
Interlocutor	<ul style="list-style-type: none">• Fluent in spoken English• Suitably qualified and experienced in the Teaching of English as a Foreign Language (TEFL)• Fully familiar with the six levels of the Common European Framework (CEFR)• Able to adjust their language to reflect the six levels of the CEFR• Highly skilled at eliciting.

* For IESOL and IESOL Listening exams there must be a minimum of one invigilator in each examination room for every 15 candidates.

During each IESOL examination, an invigilator must be available for all aspects of the examination outside the exam room.

12. Centre personnel

Centres must undertake necessary checks on all staff and contractors working for them, as required by national and local legislation and regulations. Credentials, including qualifications and professional experience, official ID documentation and the right to work in the country, must all be verified by these checks.

Centres are required to complete the 'centre personnel checklist' provided by City & Guilds. The spreadsheet must be kept up-to-date and available for inspection during unannounced audit visits by City & Guilds or the Home Office.

13. Changes in personnel

In the event of changes to exam or centre personnel, centres are required to complete the Centre Update Form and send it to their territory office and the High Priority Qualifications Manager (highpriorityqualifications@cityandguilds.com).

14. Invigilator training

The successful completion of the City & Guilds online invigilator training is compulsory for all invigilators. The course includes an assessment which must be passed by invigilators before they are given access to use the online invigilation system (e-Certificates).

Invigilators must be registered with City & Guilds in order to access the training. Centres with invigilators who are not registered with City & Guilds must contact the High Priority Qualifications Manager (highpriorityqualifications@cityandguilds.com) to make arrangements to register for the training course at least two weeks before the invigilator is required to invigilate an examination.

Invigilators are required to successfully complete the latest version of the training every 12 months. At least one week should be allowed prior to the expiry of the 12-month period. Centres are required to ensure all of their invigilators have successfully completed the invigilator training.

Invigilators who have not successfully completed the training in line with the above requirements are not authorised to invigilate IESOL examinations.

15. Interlocutor training

The successful completion of the City & Guilds online interlocutor training is compulsory for all interlocutors. The course includes an assessment which must be passed by interlocutors before they are allowed to run the IESOL examinations.

Interlocutors must be registered with City & Guilds in order to access the training. Centres with interlocutors who are not registered with City & Guilds must contact the High Priority Qualifications Manager (highpriorityqualifications@cityandguilds.com) to make arrangements to register for the training course at least two weeks before the interlocutor is required to run an examination.

The training is available at www.cityandguilds.learningpool.com.

Interlocutors who have not successfully completed the training in line with the above requirements are not authorised to conduct IESOL examinations.

16. Unauthorised personnel

Invigilators and interlocutors are considered unauthorised if they:

- a. are not included in the 'centre personnel checklist' and/or
- b. have not completed the compulsory invigilator or interlocutor online training.

Unauthorised personnel must not run IESOL or IESOL examinations. Examinations that are run using unauthorised personnel will be cancelled and candidate results will be disqualified.

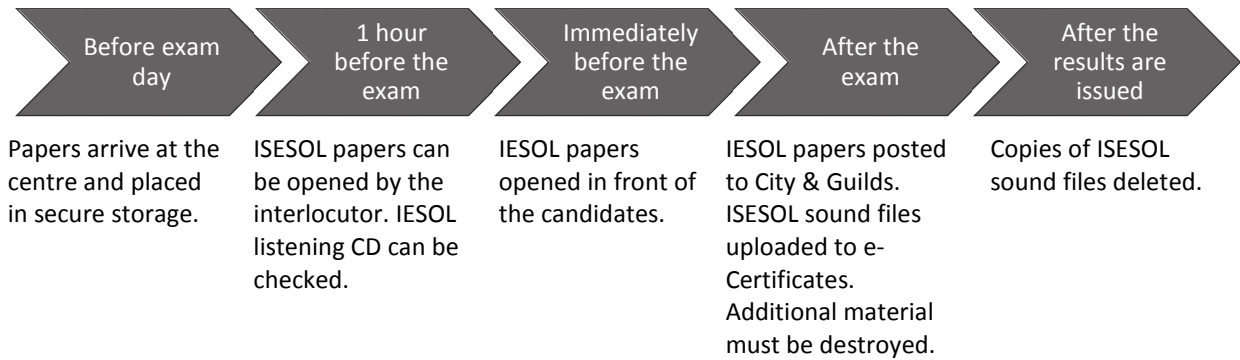
17. Exam auditor

The role of the exam auditor is to observe an exam session and report to City & Guilds on whether or not the examinations have been run in accordance with the quality assurance requirements and exam regulations set by City & Guilds.

Exam auditors do not intervene with the exam process or provide advice to the centre during the examination.

The auditor is not authorised to provide feedback on the exam audit to the centre directly. Any actions or recommendations which may arise from the exam audit are communicated to the centre by City & Guilds.

18. Exam material timeline



19. Certificate returns

In the event of certificates being cancelled due to centre termination, malpractice issues or any other reason, centres must return the certificates to their territory office.

Certificates must not be destroyed by the centre.

New certificates will not be issued until outstanding cancelled certificates have been received.

20. Exam resources

Description	Requirement	IESOL	ISESOL
Computer/laptop with internet access	Required for the uploading of sound files and online invigilation using the e-Certificates system	Y	Y
Secure storage facility	A safe, or other lockable metal cabinet, required for holding exam papers prior to the exam day	Y	Y
Secure storage area	A designated area inside or outside the exam room for candidates to safely store their personal belongings, including coats and jackets. If the designated area is inside the exam room, it must be away from the candidates and inaccessible during the examination	Y	Y
Appropriate exam room conditions	Quiet location with plenty of light, and an appropriate room temperature so that the candidates feel comfortable at all times during the examination	Y	Y
Clock	A reliable clock which is visible to every candidate in the exam room	Y	Y
Signs	Posters (copies of which are included in the exam regulations) to be displayed: <ul style="list-style-type: none"> • 'No mobile phones' • 'Warning to candidates' • 'Quiet please, examination in progress' 	Y	Y
Tables and chairs	Each candidate must sit at a separate desk. All desks must face the same direction with enough space between each desk so that the candidates cannot see each other's papers. There must be a minimum distance of 1.25m in all directions from the centre of each candidate's chair. Each desk must have enough space for the exam papers and the candidate's ID document	Y	N
Monolingual dictionaries	Monolingual dictionaries may be used during the IESOL examination. Electronic dictionaries are not permitted	Y	N
Digital camera	Required for taking a photo of each candidate on the day of the examination, prior to the start of the examination	Y	Y
CD Player	Required for playing the listening section of the IESOL examination	Y	N
Digital voice recorder	Required for recording the ISESOL examination. The recorder must be able to record directly to WMA or MP3 format, with a setting of 33kpb/s.	N	Y

21. Exam day ID photos

Centres must take an ID photo of each candidate present on the day of the examination, **prior to the start of the examination**. This photo must be uploaded into the online invigilation system (e-Certificates) on the day of the examination.

Centres are required to notify candidates about the exam day photo procedures. The ID photo will only be used for verification purposes by authorised third parties including the UK Home Office (for candidates who will use their I(S)ESOL certificate to apply for a UK visa).

The ID photo does not appear on the certificate.

Results for candidates who do not have an exam day ID photo recorded in the online invigilation system will be cancelled by City & Guilds.

22. Identifying candidates

The invigilator must establish the identity of all candidates sitting the examination prior to the start of the examination.

Candidates are not allowed to start the exam until their identity has been confirmed and verified. The candidate's ID must be placed on their desk and be visible at all times during the exam.

Each candidate must present one form of identification document from the options shown in the following table, except as set out below in the 'Exception to ID document requirements' section:

	Valid passport or European Union (EU) ID card*	Valid biometric residence permit**
Examinations taken outside the candidate's country of origin***	Y	N
Examinations taken in the UK	Y	Y

European Union ID cards must **only be accepted for candidates whose country of origin is within the European Union (EU) which are: Austria, Belgium, Bulgaria, Croatia, Republic of Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovenia, Slovakia, Spain, Sweden. The EEA includes the EU countries and also Iceland, Liechtenstein and Norway. Switzerland nationals have the same rights to live and work in the UK as other EEA nationals.*

***Biometric residence permits must **only** be accepted for tests taken in the UK by candidates who do not have a valid passport. For example, asylum seekers who have been awarded refugee status or leave to stay here under a form of temporary protection will not usually possess a national passport endorsed with leave to enter or remain in the UK.*

The Asylum Residence Card (ARC) is not classified as a Biometric Residence Permit (BRP), and therefore must not be accepted as proof of identity for IESOL and ISESOL examinations.

If you are uncertain whether a candidate from outside the European Union is eligible to use their biometric residence permit as a valid proof of identity, please contact the High Priority Qualifications Manager (highpriorityqualifications@cityandguilds.com).

**** Country of origin refers to the country where the candidate was born.*

Candidates must use the same identification document at registration, on the day of the examination and to request changes to their name and/or date of birth.

Candidates who do not present the same identification document on the day of the examination that they used at registration and/or whose identification document does not meet the requirements set out in the table above will be refused entry to the examination.

Candidates who are refused entry to the examination must **not** be marked as present in the online invigilation system. They should be offered an alternative date to sit the examination, which will be charged at the full rate.

Results for candidates who do not have the correct form of identification document and/or nationality details recorded in the online invigilation system, or whose identification document and/or nationality details are missing from the system, will be cancelled by City & Guilds.

23. Exception to ID document requirements

Centres in the UK are allowed to make an exception to the type of candidate ID document requirement in the following case:

Candidates who submitted a visa application with a TOEIC or TOEFL certificate, issued by ETS, as evidence of English language requirement for a UK visa application may have chosen to take a new English language examination with City & Guilds. Such candidates will present a letter from the Home Office, **dated July 2014**, along with a copy of their passport (endorsed by the UK Home Office) as proof of identity.

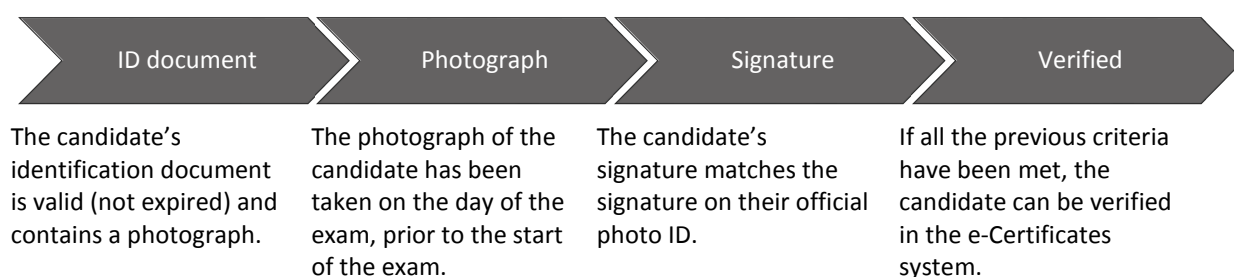
Centres can accept this proof of identity instead of the candidate's original passport, and register the candidate for the examination. Centres must upload a copy of the letter and the endorsed copy of the passport provided by the candidate into the City & Guilds online invigilation system.

Centres must not accept letters issued by the UK Home Office before July 2014, even if these letters were issued for ETS candidates.

Results for candidates who were allowed by the centre to sit for an IESOL or ISESOL examination with a UK Home Office letter dated before 2014 will be cancelled by City & Guilds.

24. e-Certificates verification

Each candidate who was present during the examination must be verified using the online invigilation system (e-Certificates). The verification criteria are shown below:



If the system defaults to a previous ID reference number, this must be overwritten with the ID reference number used on the day of the examination.

Each examination held in e-Certificates will be shown with one of the following statuses:

Examination status	Definition
Pre-lock	All examinations ordered through Walled Garden will appear on e-Certificates with a status of 'prelock' if there are more than 12 hours until the start of the examination. Candidate details cannot be edited
Open	When there are less than 12 hours until the examination, the status shows as 'open'. Candidate details can now be edited, though invigilation must take place after the start time of the examination
Locked	Examination status changes to locked when either a) the invigilator manually locks the examination or b) the examination is automatically locked (after 10 days)
Unlocked	If there is any missing information or details which need to be amended, the examination can be unlocked within 72 hours of being locked
Closed	The exam session has been submitted for marking and no further details can be added or amended. Examination status changes to 'closed' status 72 hours after entering locked status.