



Cambridge

English Qualifications

Cambridge English Qualifications Digital Exam Day Booklet 2024

You must have a printed or an electronic copy of this booklet in each exam room and in the waiting area of the Speaking test venue.

! You must always use the latest version of Inspera. Check the Inspera User Guide. Using earlier versions may cause technical problems on the exam day and may delay or invalidate results.

• Treat all exam materials as confidential and never leave them unattended.



If you need help during Cambridge English Qualifications Digital test sessions on Inspera, the Application Support team provides test day support. Contact them by calling: +44(0)1223 803786.

If you try to handle issues outside of the standard process, this can cause additional problems so please contact the Helpdesk or Application Support team for advice. Raising problems with us as early as possible makes sure we can resolve them quickly, and that your candidates are not disadvantaged.

Key



Security risk



CEM needs to check Support Site and prepare materials before, and / or input information after the exam day



Top tips



These extra regulations only apply to centres in Africa, Asia and Australasia running C1 Advanced



Instructions to read out to candidates

Invigilator and supervisor training for the exam day



We have a number of resources that you can use to prepare yourself 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 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). The University of Cambridge owns the copyright on all materials we produce, such as documents, question papers, audio files, past paper packs and Speaking packs (© Cambridge University Press & Assessment). You must not copy or reproduce them without our permission in writing.

Throughout this booklet, 'You' means invigilators and supervisors, 'CEM' means Centre Exams Manager. We use the term 'written components' as a summary term for all components apart from the Speaking test.

What to expect if we inspect your centre

We do not tell you when we are going to inspect your centre. Inspectors might arrive at any time during the exam. They will always show their Inspector 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 components. 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 Inspector to ask questions later if you are busy. After the inspection, the Inspector will give you some short feedback and they will send their report to our Centre Regulations and Security team and the CEM.

You can tell candidates that the Inspector is there to monitor the centre, not them, if you think it would be helpful. The Inspector may ask candidates some simple questions and / or check their IDs. All centres are expected to co-operate with any inspections and to treat Inspectors 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. Answer candidates' questions clearly and quickly, and try to solve their problems where possible. Keep candidates well informed, for example, telling them what they're allowed to take into the exam room, when you will check their IDs, when they can leave the exam room and any emergency procedures for the venue.

! You are responsible for the safety and welfare of children and young people during the exam. Please see the [Safeguarding Policy](#) article on the Support Site for more information.

Getting ready to run a test

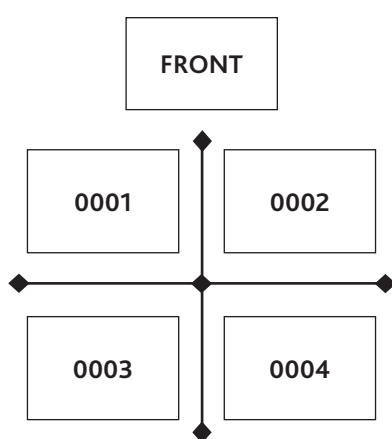
- Your CEM should check the articles on the Support Site for information about [the role of the CEM](#).
- Check that you meet the recommended requirements as explained on the Support Site.
- Carry out all the necessary preparation for your test. Remember to close software other than Inspera on the Candidate Workstations before the exam starts. Follow the instructions in the [Inspera User Guide](#) article on the Support Site. If prohibited software stays open or opens during a test, the test player will no longer work.
- Check that the room only contains the equipment you need for the test.

Requirements for invigilators / supervisors



- You must have at least one supervisor in charge of each venue.
- You must have at least one invigilator for every 25 candidates in each exam room.
- 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. 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



Example: facing forwards in rows with dividers

Seating and room set-up

- Candidates must be seated so they cannot read another candidate's screen. Be aware that candidates can magnify the text on their screens.
- In the example on the left all candidates are facing forwards. However, they do not all have to face the same direction.
- The room should be set up in a way that ensures invigilators are able to observe candidates easily.
- You must do one of the following:
 - keep the distance between the edge of one screen and the edge of the next at least 1.25 m
 - separate desks using dividers. Dividers must be large enough **on all sides** to prevent candidates from seeing each other's screens. See example.
- If you use privacy filters, you still need to keep a minimum distance of 1.25 m. Make sure that candidates cannot see each other's screens or talk to one another.
- In all cases, you must be able to see all candidates at all times.
- Candidates must sit at the same computer for all components of the test unless there is a computer failure.
- Put a desk label with the candidate number on each desk and make sure candidates can clearly see them. Invigilators must be able to see the labels clearly from a distance.

Other venue requirements

- **Exam room:** switch off any bells, disconnect any phones, make sure the temperature is comfortable, and the room is tidy and light.
- **Directions to exam rooms:** make sure candidates can easily find the exam room.
- **Notice to Candidates:** put the current poster **outside** (not 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).
- **Time:** make sure there is an accurate clock / timer for the invigilators.
- Have a **designated area** inside or outside the exam room for items not allowed at desks.
- You must also 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 get stolen, lost or damaged when you store them.
- Spare paper and pens (in case candidates request this).

Materials

For all exams, you will need:

- printed templates of *Malpractice* and *Special Considerations* forms (download from Support Site). If you complete these, give them to the CEM who will arrange to transfer them onto Cambridge English for Centres.
- measuring tape for correct distance between desks (unless you are using dividers or the desks are arranged back to back)
- attendance register with candidate names and candidate numbers
- desk labels
- the test day support number for technical support: **+44(0)1223 803786**
- a printer in each venue (where possible).

Component order and timings

	Component 1	Component 2	Component 3
A2 Key / Key for Schools Digital	Reading & Writing: 1 hour	n/a	Listening: Approx 30 mins
B1 Preliminary / Preliminary for Schools Digital	Reading: 45 mins	Writing: 45 mins	Listening: Approx 30 mins
B2 First / First for Schools Digital	Reading & Use of English: 1 hour 15 mins	Writing: 1 hour 20 mins	Listening: Approx 40 mins
C1 Advanced Digital	Reading & Use of English: 1 hour 30 mins	Writing: 1 hour 30 mins	Listening: Approx 40 mins
C2 Proficiency Digital	Reading & Use of English: 1 hour 30 mins	Writing: 1 hour 30 mins	Listening: Approx 40 mins

You must schedule the last component to finish before the end of the test window, which is midnight local time.

Test day photos

You must take test day photos for:

- B2 First (excluding B2 First for Schools) • C1 Advanced • C2 Proficiency.

For other exams, you can offer this as an option if candidates ask for it in advance.

You must take a photo of each candidate on the exam day using the test day photo software Identica. **If you have problems taking photos, you must contact the Application Support team immediately on +44(0)1223 803786 so that your candidates are not disadvantaged.** You must upload test day photos by the end of the speaking window to avoid delays in releasing your results.

Photos taken outside of Identica without authorisation beforehand from the Helpdesk will not be uploaded.

You can choose whether to take the photo at the Speaking test or the written exam. You do not need to check it for subsequent components.



We will not release C1 Advanced candidates' results without a test day photo in Africa, Asia and Australasia. Centres in Africa, Asia and Australasia must take the photo on the day of the first component.

By signing up to take the exam, candidates or their parents / guardians have acknowledged that a test day photo is needed. If a candidate does not want to be photographed on the test day for C1 Advanced at test centres in Africa, Asia or Australasia, you cannot take a photo and the candidate cannot take the exam.



Check the [Identica articles](#) on the Support Site for more information and instructions for using the software.

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 unauthorised items in the designated area.

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

- ✓ Photo ID
- ✓ Pens, B / HB pencils, erasers, highlighters, 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
- ✓ Blank paper

- ✓ Confirmations of Entry are allowed on desks during the ID check. Remove or place them under the desk once you have checked the IDs. Make sure you return them to the candidate by the end of the exam day.
- ✓ 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.
- ✓ During the exam, if candidates put unauthorised items on their desk, ensure they are placed in the designated area (or under their desk if necessary).



Checking IDs

All centres must check IDs, without exception.

- Check each candidate's ID for the first component.
- If candidates leave their seats between components, check their IDs again.
- Do not let the candidate take the exam if you are not confident about their identity.

Candidates must leave their IDs on their desks during each component. Inspectors can check IDs and ask candidates questions about their IDs.

When to check IDs

For the written components:	For Speaking tests:
Before the start of the first components and whenever candidates leave and return to their seats. Candidates must be seated at their desks.	When candidates arrive in the waiting area and just before they enter the test room.

ID regulations

All candidates must bring one of the following documents to the exam day:

- passport*
- European Union (EU) ID card*
- government-issued ID*
- biometric residence permit
- photo driving licence. (If this is not considered as official ID in your country, do not accept it.)



If the candidate does not have suitable ID, they can use a school / college / university ID provided:

- it has a photo
- the university has verified the candidate's identity to the centre's satisfaction when issuing the ID.

If the candidate is 17 or under and does not have suitable ID, they can use a *Candidate Identification* form.

Do not accept any other forms of ID documents. If candidates do not bring any of the above documents on the exam day, see the flowchart below.

* Taking an exam for immigration purposes: If a candidate wants to use their result to immigrate, they should check which ID document the country's immigration authority needs and use that (this is usually a passport, or a government-issued ID). It must match the ID number recorded against the test day photo. If the candidate is not sure which ID document to use, tell them that the immigration authority might not accept their result.



* Candidates taking the C1 Advanced exam outside their country of permanent residence must use their passport or national identity card (EU ID or government-issued ID card). It must match the ID number recorded against the test day photo.

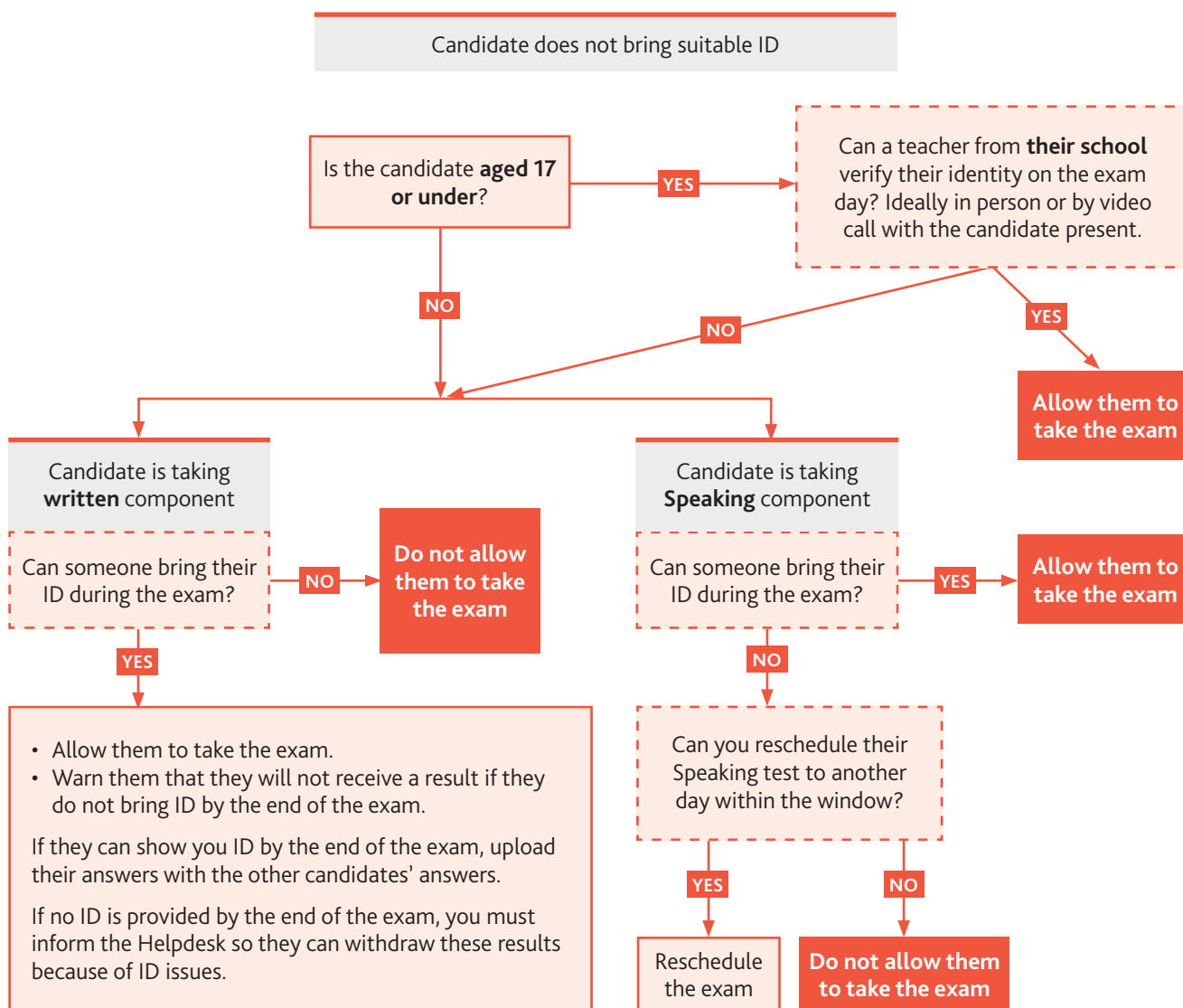
How to check IDs

1. Check that it is valid	2. Check for impersonation	3. Check the candidate is sitting at the correct desk
<ul style="list-style-type: none"> • It is one of the types of ID listed in this booklet. • It has not expired. • It is an original, not a copy. <p>If any of these criteria are not met, treat the situation as if the candidate had not brought any ID. See the flowchart below.</p>	<p>The photo and the name on the ID must match the candidate.</p> <p>Check the ID has not been altered.</p>	<p>Check the name on the ID matches the desk label or the attendance register, or list of names. If the name is spelt incorrectly complete a Name Amendment form.</p>



Extra regulation for centres in Africa, Asia and Australasia running C1 Advanced: For both the written and Speaking exam days, check that the candidate's ID is the same that was used at registration. You only need to do this once during the day of the written components. Your CEM will give you a list of the candidate ID numbers so you can check the same ID is used.

For typical queries that invigilators raise about ID checks, please see the flowchart below.



A candidate's face is covered for religious reasons

Arrange for a female staff member to go with the candidate to a private area where she can politely ask the candidate to remove the face covering for identification purposes. The candidate can then replace her face covering and sit the test.

You have doubts about a candidate's identity

Take the candidate to one side during a break or before starting the component and ask them questions about the information on their ID. For example, when / where they were born, address etc. Be sensitive to candidates who may be transitioning their gender; see the [Support Site](#) for more details. If they cannot answer, do not allow them to take the exam. Tell your CEM, who must inform us immediately.

What to do if the candidate does not bring ID in time

Tell these candidates that they will not receive a result because they have not provided suitable ID on the exam day. Inform the Helpdesk so they can withdraw these results because of ID issues. Please see the flowchart.

Starting each component and candidate instructions

Only candidates, supervisors, invigilators and Inspectors are allowed in the exam room. Technical staff are allowed in the room in emergencies, for example if the computer equipment fails. You must not allow anyone else into the exam room. Inspectors 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.

STEP 1: Log in to the Inspera admin portal

- Log in to MyCambridge and access the Inspera admin portal.
- Navigate to the test you want to run.
- Make sure you have the right test.

STEP 2: Before you start the first written component

Switch off your mobile phone or turn off the sound / vibration.

Follow your centre's procedures for collecting and storing candidates' electronic items, including watches. 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), provided the security of the exam is protected.

STEP 3: Instructions to candidates for all written components

If candidates are not already seated, ask them to sit at their desks. Help them to find their desks and make sure they are sitting in the correct place.

Make sure candidates with disabilities (e.g. visually impaired) receive the relevant help when they set up their computer to suit their needs.

Check candidates' IDs now.

Record any name amendments as necessary.



- ▶ We are going to start your exam soon. This is your last chance to hand in any electronic items without being disqualified.
- ▶ Do you still have anything electronic, including mobile phones with you? If you do, switch them off and give them to me now.
- ▶ You are not allowed to keep a wristwatch of any kind in the exam room. If you are wearing one, please take it off and give it to me.
- ▶ You are now under exam conditions.
- ▶ You must follow my instructions. If you need help, please put your hand up.
- ▶ You are here to take: (read out exam name) (read out component name).
- ▶ You must not keep or use any unauthorised items such as dictionaries.
- ▶ You are allowed on your desk: blank paper, a pen, pencil, eraser, pencil sharpener, highlighter, your ID and water.
- ▶ Your ID must be on your desk during each component.
- ▶ If you cheat, you will be disqualified. Suspected cheating includes copying from another candidate, allowing a candidate to copy from you, or using prepared notes. It also includes helping other candidates or allowing another person to do all or part of your exam.
- ▶ If you use any electronic items during the exam or breaks, you will be disqualified.
- ▶ If you need a toilet break during the test, you must put your hand up and wait in your seat. You cannot leave the exam room for toilet breaks during the last 10 minutes of the test, or during the Listening test.
- ▶ If you finish your test early, put your hand up and wait in your seat. You cannot leave the exam room permanently in the first 30 minutes or the last 10 minutes.

Distribute candidate logins. Make sure the candidate number on the login matches the desk label.

- ▶ Do not switch off or restart your computer before, during or after the test.
- ▶ Do not start the test until you are told to do so.
- ▶ If you do not follow these instructions, you could be disqualified.
- ▶ Log in using the username and password given to you.
- ▶ Select the test and enter the PIN code; follow the instructions on the screen.
- ▶ If you have any problems, put your hand up and I will come and help you.
- ▶ Put your headphones on for the pre-test checks.
- ▶ Watch the video and follow the pre-test check instructions. Make any adjustments you wish to. If you have any problems put your hand up.

When candidates have finished their pre-test checks, navigate to the 'Monitor' tab, select the candidates and click 'Start component'.

- ▶ If you complete the test early, put your hand up. You must stay in your seat until I have collected your exam materials (hide candidate's screen).
- ▶ The test will stop automatically once the time has run out.
- ▶ At the end of the test, stay in your seat until I have collected your candidate logins and any extra paper.
- ▶ If you have any problems during the test, put your hand up.
- ▶ Are there any questions?

Give candidates an opportunity to ask questions about the instructions.

- ▶ If you need to hide or unhide a candidate's screen, click on the 3 dots in the top right hand corner of their screen which takes you to the menu screen.
- ▶ Click on **Start** to begin.

STEP 4: Invigilating the test and possible incidents

Your main responsibilities are to look after candidates' wellbeing and to make sure no candidates cheat.

- Make sure you stay alert at all times and can see all candidates.
- Walk around the room regularly.
- 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.
- On the 'Monitor' tab, check the test status.

Toilet breaks (except Listening)

Candidates must not leave the room for **Listening** at any time except in an emergency. For all other written components, 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.
- Remind the candidate that they are still under exam conditions even outside of 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 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.
- When the candidate returns to their desk, unhide their screen, then ask them to continue their test.

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 first 30 minutes or the last 10 minutes.
- The candidate must stay in their seat.
- Tell candidates to leave their login details and any paper on their desk.
- Remind them that they are not allowed to use any electronic items during the break.
- Hide the candidate's screen (click the three dots in the top right-hand corner) and tell them to leave the room quietly.
- You must not allow this candidate to re-enter the room until the component has ended.



If a candidate becomes unwell

If a candidate becomes unwell during the test, pause their test on the Inspera admin portal. The invigilator can then assess the problem.

If the candidate is able to continue the test

Resume their test on the Inspera admin portal. Fill in a *Special Considerations* form.

If the candidate is unable to continue the test

Log the candidate out of the test on the candidate's computer.

Absent candidates

You do not need to mark candidates as absent for digital exams. Give login details of any absent candidates to the CEM.

Cheating

If you think a candidate has cheated, write a detailed report using the printed *Malpractice* form. Take a signed and dated candidate statement after the component or at the end of the exam day. Under 18s can be represented by their parents or carers if they wish. The candidate should give their personal account of the situation. Give the documents to your CEM / supervisor, who should use this information when they submit a malpractice report on Cambridge English for Centres.

Some examples of cheating:	If you think a candidate has cheated:
<ul style="list-style-type: none">• impersonation• copying from another candidate• allowing a candidate to copy from you• communicating with or signalling to another candidate• having access to electronic items with them during the exam• using any unauthorised items with the intention of cheating• disruptive behaviour• remote help, for example, words appearing on the screen without the candidate touching the keyboard or mouse• not following exam staff instructions• candidates who have taken the Speaking test discussing it with candidates who are in the waiting area.	<ul style="list-style-type: none">• Tell the candidate quietly 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. <p>Do not disqualify candidates. 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.</p> <p>! If you think other candidates have been affected, fill in a printed <i>Special Considerations</i> form.</p>

Candidates who arrive late

You cannot allow late arrivals for the Listening test.

For all other components you can allow late candidates to take the 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 you do not allow a late candidate to take one component, do not allow them to take any subsequent components. Candidates will only receive a result if they have completed all components.

If you allow late candidates, 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 the component. 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 (see below) if they were late because of sudden illness or another acceptable reason and this has affected their performance.

Dealing with emergencies

Power cut

If there is a power cut, you can either ask candidates to wait or ask them to leave the room. In both instances, make sure candidates are supervised as closely as possible so they do not have access to unauthorised items or the internet, and to prevent them talking to each other about the test.



If needed, fill in a *Special Considerations* form (see below).

Other emergency situations such as a fire alarm

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

- Evacuate the exam room following the venue regulations.
- 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.
- Depending on the length of the interruption, after the candidates have returned to the exam room and you have checked their IDs, you should resume the test.
- Fill in a *Special Considerations* form (see below). If the emergency caused a long interruption, you must consider if candidates and exam day staff are still available to finish the exam. If the emergency was distressing for the candidates, it might not be appropriate to resume the exam on that day.



Special Considerations



If something happens that might have affected the candidates' performance, fill in a *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 the 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 persistent loud noise that distracts candidates.
- There is a delay that might distress candidates.
- There is an emergency evacuation such as a fire alarm.
- There is a power cut which resulted in the exam being disturbed.
- There are technical issues with a candidate's computer.

Decide which candidates you want to submit the form for (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 5: Ending the test

When the test component ends

- When there are 5 minutes remaining, the time switches from showing full minutes to showing minutes and seconds.
- When the time has finished the Inspera Exam Portal will shut down completely.

When the component has finished read these instructions to candidates:

- ▶ The test has now finished.
- ▶ Stay in your seats until I tell you to leave.
- ▶ Do not take any paper out of the room.
- ▶ Leave login details on your desk.

After the Listening component ONLY, collect all login details and any extra paper.



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

After each component

- Ensure all candidates have finished on the Inspera admin portal.
- Follow STEPS 1 to 5 until you complete all test components.

After the final test

- Check all components are showing as finished.
- Log out of the Inspira Admin Portal.

Return the following documents to your CEM:

To keep in a secure place at your centre	3 months	Attendance register
	6 months after results release date for exam	Room plan(s)
To submit on Cambridge English for Centres	By deadline in session schedule	CEM to transfer information on <i>Malpractice</i> and <i>Special Considerations</i> forms
	Within 1 week of the exam	Name amendments

Speaking test



Key steps

- Check candidates' IDs twice.
- 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.

Test rooms and waiting areas

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

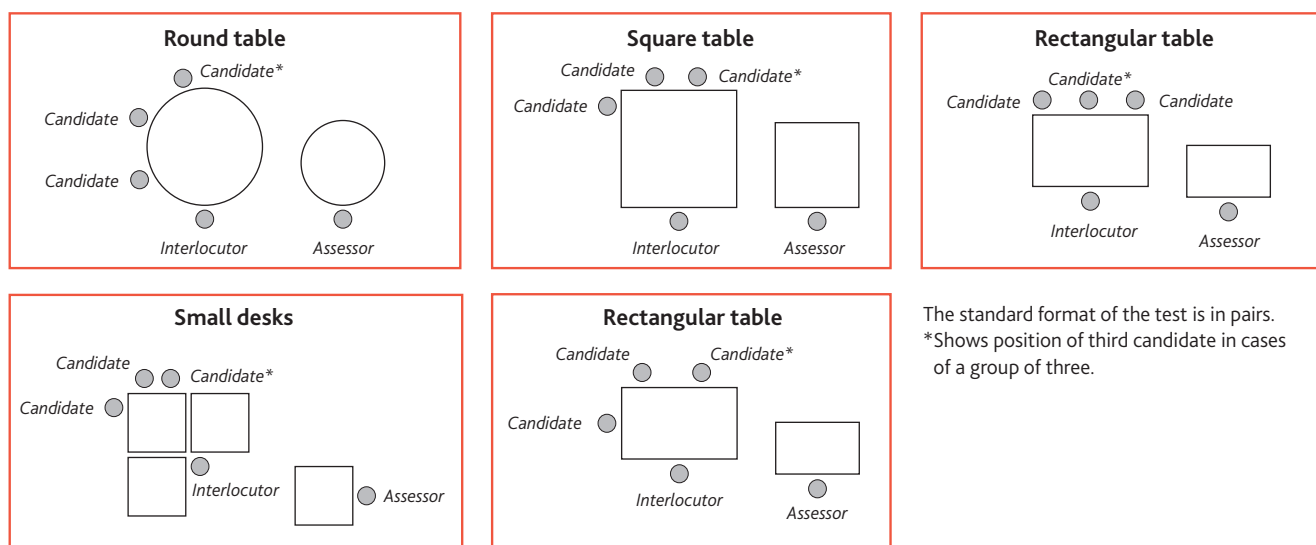
People allowed in the test room are:

- Speaking Examiners (SEs)
- candidates
- Team Leaders (TLs), Regional Team Leaders (RTLs), Professional Support Leaders (PSLs).

Inspectors will not normally go into the test room during a Speaking test. They may check the rooms before or between tests. C1 Advanced is the exception as an Inspector or Cambridge employee may be present during a test as part of extra security measures.

- Only one Speaking test can be held in a room at a time.
- Clearly label all rooms you are using for Speaking tests.
- Check the waiting area has enough chairs for all candidates and that noise from the waiting area cannot be heard in the test room.
- The waiting area must be supervised at all times.
- Put the current *Notice to Candidates* **outside** (not inside) the test rooms 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, including watches, 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.

The SEs are responsible for arranging the furniture to suit the various test formats and number of candidates tested. Some possible seating arrangements are below:



Items allowed in the test room

Please see section **Items allowed at desks** above.

Staff and materials

You need the following staff	Duties
Supervisor(s) in the waiting area.	See instructions on Checking IDs above.
Marshal(s) – you might need more than one depending on the number of test rooms used.	<ul style="list-style-type: none"> • Accompany each candidate to the test room. • Supervise candidates until they go into the test room. • Check ID and identify candidates to SEs. See the Tips for using the Speaking Test app article on the Support Site.. • Make sure candidates who are waiting do not speak to candidates leaving the test room. • Take candidates away from the test area after the test. • Remind them not to communicate with candidates who are still waiting to take the test. • If a TL is carrying out a monitoring visit, briefly explain who they are and what their role is.
Speaking Examiners (SEs) who have been trained and certificated for the appropriate level and whose quality assurance requirements are up to date.	<ul style="list-style-type: none"> • Correctly time the Speaking tests. A watch, clock or mobile phone can be used, provided the phone is in Do Not Disturb mode. • Keep Speaking test materials secure at all times on the test day. You will need to agree with SEs on a procedure for keeping materials secure during breaks. • Make sure there is a suitable environment in the test room and set up the room (see layout above). • Tell you about any situation affecting a candidate's performance, where the centre might have to ask for Special Considerations. • Use the Speaking Test app to submit the marks fully and accurately. Use the offline record if the Speaking Test app does not work. • Mobile phones must be in Do Not Disturb mode when uploading marks in the Speaking app.

! You need the following materials:

- Speaking test timetable
- list of candidate names, e.g. on the timetable or an attendance register, downloaded from Cambridge English for Centres
- *Notice to Candidates* (available from the Support Site)
- copies of the *Special Considerations* and *Malpractice* forms (downloaded from the Support Site)
- Speaking packs
- *Instructions to Speaking Examiners*
- Speaking marks offline record (available from the Support Site).

Timetabling

Tests should follow the timings below.

EXAM	FORMAT		Maximum number of candidates allowed per 3-hour session
	2 candidates	3 candidates Final test of session – only if the number of candidates is uneven	
A2 Key / Key for Schools	8–10 minutes, allow 12 minutes	13–15 minutes	30 candidates
B1 Preliminary / Preliminary for Schools	12 minutes, allow 14 minutes	15–17 minutes	26 candidates
B2 First / First for Schools	14 minutes, allow 16 minutes	20 minutes	22 candidates
C1 Advanced	15 minutes, allow 17 minutes	23 minutes	20 candidates
C2 Proficiency	16 minutes, allow 18 minutes	24 minutes	20 candidates

You must run the Speaking tests within the Speaking test window published on Cambridge English for Centres.

Where possible, your CEM will add a further 3 minutes to every test time if SEs are being monitored. This allows time for feedback to SEs after candidates have left the test room.

Breaks and length of examining session

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

- SEs must have a 15-minute break during each 3-hour examining session (this totals 3 hours 15 minutes).
- If they are examining two sessions in a day, they must have a 1-hour break between the two sessions*.
- SEs must not examine more than two 3-hour sessions per day.
- When using a Remote Assessor, please refer to the Centre Instructions on the Support Site for timetabling instructions.
- If SEs are examining at different levels (for example B1 Preliminary and B2 First) within a 3-hour period, they must have an extra break of at least 10 minutes to adjust to the next level.

If a candidate is entered for two exams, e.g. B2 First and C1 Advanced, the same pair of SEs should not examine them. If another pair of SEs is not available, the examiners must change roles for the second test.

*The exception is if it would leave two candidates after the 1-hour break between the two sessions. In this case we recommend taking the break slightly earlier and testing three or four candidates after the break. This ensures that if a candidate is delayed for their test or does not arrive, there is not a single candidate left to examine. In these cases, with the agreement of the SEs, it is acceptable to have a 45-minute break.

Test day photos

Please see **Test day photos** above.



Checking IDs

Check candidates' IDs twice:

- when candidates arrive (for registration purposes to prevent delays later)
- just before candidates enter the test room.

Please see **Checking IDs** above for more information.

Administering the Speaking tests and dealing with possible incidents

Before the Speaking test

SEs must have a Speaking pack, access to the Speaking Test app, a Speaking marks offline record (as a back-up for when the Speaking Test app is not available), and the *Instructions to Speaking Examiners* for the correct test. If your CEM has not already handed them out to the SEs, you need to do this. Keep a record of which Speaking pack is issued to which SE.

Before the Speaking tests start:

- Check that the assessor has logged in to the app and can see the session details.
- Show SEs to the test room and tell them about any changes to the timetable.
- SEs must not test candidates who are friends or relatives, who they have examined within the previous six weeks, or who they have taught in the previous three years. Check the candidates' names with the SEs. If you and the SE only realise this on the test day, you must try to arrange for a different SE to examine this candidate. If you do not have more than one pair of SEs on the day or the SE only recognises the candidate as they enter the room, that SE must be the interlocutor.
- Make sure you have a copy of the timetable and a list of candidate names. Inspectors may ask to see the timetable.

When candidates arrive



Check their photo IDs against the list of candidate names. See **Checking IDs** for details of how to check IDs thoroughly. For Speaking tests there are no desk labels to check against.

Tell candidates that they must switch off their mobile phones, watches and any other electronic items, including alarms. Ask them to place these items in the designated area (**outside of the test room**). They must place any other personal belongings in a designated area either inside or outside the test room.

Explain to candidates:

- when they will be examined and who their partner is
- why and when you will check their ID again
- the format of the Speaking test. (Two SEs: an interlocutor and an assessor will test the candidates. The interlocutor interacts with them during the test. The assessor sits slightly further away and focuses on the marking and might not look at the candidates or speak to them. Assessors will be using their mobile phones to do the marking.)
- where they can get refreshments and where the bathrooms are
- that they must be quiet in the waiting area
- that they will be disqualified if they take any electronic items into the test room
- that once they have taken the test, they must not communicate with candidates who are still waiting.

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

When the next pair of candidates is ready to be tested



Take the next pair of candidates to the test room and supervise them until they enter. Make sure they do not speak to the candidates leaving the test room.



- Just before the candidate's test, check their ID.
- Agree with the SEs on a procedure for ensuring they can identify the candidates. There are suggestions on the Support Site; e.g. introduce each candidate to the SEs, identifying which candidate is which.

During the Speaking test session



Speaking test materials must always be supervised. During break times, store them securely, for example, by locking them in the test room or a safe.

- The waiting area must be kept quiet and must always be supervised.
- Make sure that the next pair on your timetable is ready for the test before the previous test has finished, so that tests run on time.
- Check that the final pair of candidates has arrived before sending in the previous pair. This is to make sure no single candidate is left for the final test.
- If there is an uneven number of candidates, form a group of three for the last candidates taking the test. Only use this format for the final test in a session to deal with uneven numbers, unexpected absences, illness, etc. You can have one group of three at the end of each 3-hour session.
- SEs will tell you about any situation affecting a candidate's performance. You may have to ask for Special Considerations.
- Check that SEs collect any candidate notes or paper and give these to you to destroy securely.

Late arrivals and absent candidates

Late candidates	Absent candidates
<p>If candidates are late for their test, add them to a later time in your timetable once they arrive. You might have to rearrange the pairings.</p> <p>Please make sure the penultimate pair of candidates does not start their Speaking test until the final pair of candidates has arrived. This will make sure all candidates are examined on the day.</p>	<p>If candidates are absent for a valid reason (for example, they had an accident on the way to the test) you can arrange for them to sit the test during the same Speaking test window, either at the same centre or at another centre. Contact the Helpdesk before finalising any arrangements with another centre if the exams need a test day photo. If photos are not needed, email the Helpdesk to confirm your arrangements.</p> <p>If you cannot arrange another Speaking test, candidates must be marked as absent on the Speaking Test app by the end of the Speaking test window.</p>

Rearranging the test outside the Speaking test window

- If you need to arrange the test outside the Speaking test window, your CEM must apply for a timetable deviation as soon as possible. Use the *Timetable Deviation Request* form on the Support Site to do this.
- You may need to use a dummy partner – contact the Helpdesk or your Team Leader if you are unsure what to do.
- You must use the offline record when running the tests outside the Speaking test window.

Emergency Special Arrangements

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

If the test has not started yet:	If the test has started:
<p>The SE will tell you immediately so that you can make emergency Special Arrangements, such as using a partner who will not be marked (a dummy partner). See the instructions below. If you need more advice, contact the Helpdesk or your Team Leader.</p>	<p>The SE will decide whether to administer the test or stop it. If the test runs it will follow the standard test format, with a small addition of extra time if needed.</p> <ul style="list-style-type: none"> • If the SE decides to run the test, you must not reschedule or let the candidate retake the test. Fill in a printed <i>Special Considerations</i> 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 an SE thinks that the 'live' candidate's performance has been disadvantaged by the dummy partner, fill in a <i>Special Considerations</i> form for the candidate. • If the SE decides to stop the test, reschedule the test for both candidates. Contact the Helpdesk for advice about the type of Special Arrangements needed or if the test needs to be taken outside the Speaking test window.

Partners who will not be marked (dummy partner)

- You can only use a dummy partner for emergency or approved Special Arrangements.

A dummy partner must be:

- a learner of English whose age and level are appropriate to the relevant exam
- familiar with the format of the Speaking test.

They might have already taken the Speaking test in the same session. In this situation:

- make it clear to the dummy partner that the second test is not marked
- tell them the mark for their first test will not be affected
- the SEs must use a different test pack.

Only the marks for the candidate that is being assessed need to be submitted.

Do not ask a candidate still waiting to take the test to act as a dummy partner. Please also note that a one-to-one format is not allowed.

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 (see section on **Cheating** above).

After the tests

Name corrections and forms

- ! Give any name corrections to the CEM / supervisor, 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.

Speaking Test app end-of-session checks

After the final session, check with the assessor that all candidates have marks submitted or they are recorded as absent.

If the offline record is used and the assessor is unable to submit the marks via the app before leaving the venue, collect the offline record and check that all scores have been recorded. Contact the Helpdesk within one day for help with submitting the offline marks.

Keep the offline record secure until all marks are submitted, then securely destroy it immediately.

Storing Speaking materials

- Your CEM must store all Speaking test packs securely at all times and keep a record of who took them out of storage, when 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 destroy the packs once they receive the new packs. They can find more information about the validity period of Speaking packs in the *Speaking Pack order form* on the Support Site.

Find out more at
cambridge.org/english

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