Cambridge

English Qualifications

Exam Day Booklet 2023
(revised version)

Use this booklet for:

• A2 Key / Key for Schools • B1 Preliminary / Preliminary for Schools • B2 First / First for Schools • C1 Advanced
• C2 Proficiency • TKT (Teaching Knowledge Test) • DELTA Module One

If you are running a Cambridge English Digital exam or an exam that is not listed above, you can find the relevant *Exam Day Booklet* on the Support Site. For candidates with Special Arrangements and / or using modified materials, use the *Special Arrangements Supplement* with the *Exam Day Booklet*. Regulations in the Supplement take precedence over any regulations in this *Exam Day Booklet*.

! **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.**

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

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

For example, if you do not have the correct materials or you are not sure how to use, pack or label them, contact your centre or the Helpdesk immediately.

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

Speaking test update:

! • The Speaking Test app is now available for SEs to submit Speaking marks. For full instructions please see the articles on the Support Site.

Key

🔒	**Security risk**	💡	**Top tips**
❗	**CEM needs to check Support Site and prepare materials before, and / or input information after the exam day**	🌐	**These extra regulations only apply to centres in Africa, Asia and Australasia running C1 Advanced**
NEW	**Update**	▶	**Instructions to read out to candidates**

Invigilator and supervisor training for the exam day

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

Contents

Introduction

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

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

This document is correct at the time of going to print. We may change it at any time. 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. Please note we use the term 'written components' as a summary term for all components, papers and modules apart from the Speaking test. For written components, candidates will receive answer sheets or answer booklets. For the purposes of this document we call these materials 'answer sheets'.

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 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 are 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.

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. For the Listening test, they must also switch on airplane mode. Someone must be able to arrive within 2 minutes.
- Invigilators must always have a clear view of all candidates.

Preparing the venue and exam room

Seating and room set-up

- Use a room layout that allows you to distribute and collect exam materials efficiently.
- Desks or tables must be at least 42 cm × 30 cm in size. There must be enough space for an answer sheet and question paper placed side by side.
- Candidates must face the same direction, towards the front of the exam room.
- Put a desk label with the candidate number on each desk and make sure candidates can clearly see it. Invigilators must be able to see the labels clearly from a distance.
- Candidates must sit in candidate number order.
- Keep candidates at least 1.25 m apart, measuring from the centre of one candidate's desk to the centre of the next candidate's desk in all directions. Use a tape measure to check the distance before the exam and check candidates do not move their desks.

- Candidates can share desks if the centre of each candidate's work area is at least 1.25 m apart.
- Candidates must not be able to see each other's work when they are at their desks. If the room has tiered seating (for example, a lecture theatre), the distance will need to be greater than 1.25 m for candidates seated higher up.
- If you use a language laboratory / computer room for the Listening component, you do not need to follow the column layout. However, candidates must sit at least 1.25 m apart or you must use dividers. Dividers must be both high and long enough on all sides to prevent candidates from seeing each other's work.
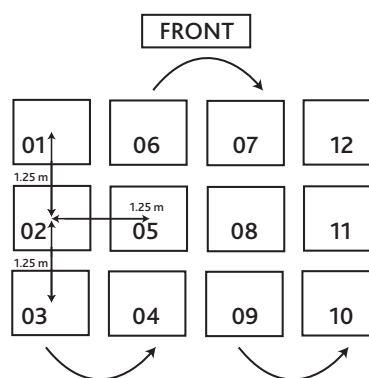
Other venue requirements

- **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).
- **Listening equipment check:** play the introduction and change the volume and bass to improve the sound quality. Move to different parts of the room to check that all candidates will be able to hear the recording. Make sure no one else can hear it.
- **Time:** display the time or a countdown that includes hours, minutes and seconds. The clock must be at the front of the room so all candidates can see it from their desks. If you are using more than one clock, make sure they show the same time.
- Have a **designated area** inside or outside the exam room for items not allowed at desks.
- You must 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.
- **Flip chart / board to write the exam details.** Prepare your flip chart / board with:
  - the name of the exam
  - the name of the component
  - the centre number
  - the start and finish time (not needed for Listening). Leave a space to write the start and finish time on the board when you have finished reading out the candidate instructions.
  - the duration (see below) (not needed for Listening).

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

Do not write anything else on the board.

B2 First Writing

Centre no: GB599
Start time:
Finish time:
Duration: 1 hour 20 minutes

Timetabling the exams

Date

🔒 Run your exam on the correct date.

❗ See the relevant exam session in Cambridge English for Centres.

Time slot and order

Run components in the time slot given.

You can run some components in any order (free component order). Otherwise, run them in the order listed.

Back-to-back sittings

To keep the test secure, the second group must:

- be supervised while they wait
- not be allowed to have contact with the first group
- not have access to their mobile phones, any other electronic items or the internet.

Make sure the candidates understand these rules.

Keep the gap between the two sittings as short as possible.

❗ Please see the Support Site for more information on running back-to-back sittings.

! You can run different exams in one exam room at the same time (e.g. C1 Advanced and C2 Proficiency) if the exams start at the same time and you follow all other rules in this booklet. There is more information in the 'Timetables' section of the Handbook. Do not timetable more than one Listening test at the same time in one exam room.

If you use more than one exam room at a venue, start each component at similar times in each room. We strongly recommend that you allow candidates a break between components, particularly if the component is an hour or longer. Please also consider the age of the candidates.

🔒 We might suspend or remove your approval to run exams if you make any unauthorised changes to the exam date, component order or the time window, or breach any test day regulations.

Exam	Component	Duration	Free component order?	Single sitting time slot	Back-to-back sitting time slot
A2 Key	Reading & Writing	1 hr	✔	12:00–17:30 Start final component before 17:30	12:00–17:30 Sitting 2 – start final component before 17:30
	Listening	Approx 30 mins			
A2 Key for Schools	Reading & Writing	1 hr	✔	AM: 08:00–15:00 PM: 12:00–22:00	AM: 08:00–15:00 PM: 12:00–22:00
	Listening	Approx 30 mins			
B1 Preliminary	Reading	45 mins	✔	08:00–13:00 Start final component before 13:00	08:00–13:00 Sitting 2 – start first component before 13:00
	Writing	45 mins			
	Listening	Approx 30 mins			
B1 Preliminary for Schools	Reading	45 mins	✔	AM: 08:00–15:00 PM: 12:00–22:00	AM: 08:00–15:00 PM: 12:00–22:00
	Writing	45 mins			
	Listening	Approx 30 mins			

For the above exams, if you run the same exam in more than one room in the same venue, you must run those components in the same order. Or, you must make sure candidates from different rooms cannot communicate with each other until after the exam.

Exam	Component	Duration	Free component order?	Single sitting time slot	Back-to-back sitting time slot
B2 First for Schools **PM session only for B2 First for Schools on 22 May 2024** (this does not include B2 First)	1. Reading & Use of English	1 hr 15 mins	✘	12:00–17:30 Start final component before 17:30	12:00–17:30 Sitting 2 – start final component before 17:30
	2. Writing	1 hr 20 mins			
	3. Listening	Approx 40 mins			
B2 First / First for Schools	1. Reading & Use of English	1 hr 15 mins	✘	08:00–13:00 Start Listening before 13:00	Sitting 1 – as per **single sitting time slot** Sitting 2 – start first component before 13:40
	2. Writing	1 hr 20 mins			
	3. Listening	Approx 40 mins			
C1 Advanced	1. Reading & Use of English	1 hr 30 mins	✘		
	2. Writing	1 hr 30 mins			
	3. Listening	Approx 40 mins			
C2 Proficiency	1. Reading & Use of English	1 hr 30 mins	✘		
	2. Writing	1 hr 30 mins			
	3. Listening	Approx 40 mins			
TKT Modules 1, 2, 3, CLIL and YL	All modules	1 hr 20 mins per module	✔	AM: 08:00–12:00 PM: 12:00–17:00 EVE: 17:00–22:00	AM: 08:00–12:00 PM: 12:00–17:00 EVE: 17:00–22:00
DELTA Module One	Paper 1	1 hr 30 mins per paper	✘	08:00–13:00 Start Paper 2 before 13:00	N/A
	Paper 2				

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, contact the Helpdesk immediately via phone or webchat so that your candidates are not disadvantaged.

You must upload photos promptly after the exam day 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.

Materials

You are responsible for keeping exam materials secure. While materials are in storage, keep them locked behind two secure barriers. On the exam day, keep them with you at all times or securely locked away.

Do not open question papers until candidates are seated and ready to start the exam. We might stop the exam, or suspend or remove your approval to run exams in future if we find you have opened the envelopes without our permission.

		Key / for Schools Business Preliminary	First / for Schools Advanced Proficiency	Preliminary / for Schools	Preliminary / for Schools* First / for Schools Advanced Proficiency	All exams (not including TKT or DELTA Module One)	TKT	DELTA Module One
		Reading & Writing	Reading & Use of English	Reading	Writing	Listening	All modules	Paper 1 & 2
You need	Black / blue pens	✗	✗	✗	✓	✗	✗	✓
	B / HB pencils, erasers, highlighters, sharpeners	✓	✓	✓	✗	✓	✓	✗
	Extra paper (only if needed)	✓	✓	✓	✓	✓	✓	✓
	Attendance register (download)	✓	✓	✓	✓	✓	✓	✓
	Barcode labels (download)	✓	✓	✓	✓	✓	✓	✓
We provide	Question paper	✓	✓	✓	✓	✓	✓	✓
	Answer sheet § plus blank answer sheets for emergencies	✓§	✓§	✓§	✓§ *packed in envelopes with orange labels	✓§	✓	✓
	CIS forms — Key ✓ / KeyfS ✗		✓	✓	✓	✓	✓ One per module	✓
	Audio files	✗	✗	✗	✗	✓	✗	✗
	Script return envelope	✓	✓	✓	✓	✓	✓	✓

! **For all exams, you need:**

- audio playing system for any exams with the Listening component and headphones to check the recording
- printed templates of *Malpractice* and *Special Considerations* forms (download from Support Site)
- room plans (download template from Support Site or create your own – make sure they contain the information in the template)
- candidate name correction forms and posters (download from Support Site)
- scissors for opening envelopes
- measuring tape to ensure correct distance between desks
- A4 envelopes to pack exam materials temporarily after the exam (optional).

Candidate Information Sheets (CIS)

NEW We send you Candidate Information Sheets to gather statistics about our candidates such as age and nationality. All candidates (except A2 Key for Schools candidates) must fill in one form before the end of the exam day. They must use a pencil. For TKT, candidates must fill in one form for each module. If a candidate's country is not listed, tell them to select 'Other'.

Remove CIS forms from desks before distributing exam materials.

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 items: ✓ Photo ID ✓ Black / blue 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 **NEW** ✓ Headphones for the Listening test	✓ 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. ✓ Blank paper ✓ 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 Listening components (if candidates leave their seats):	For Speaking tests:
Before the start of the component or in the first 15 minutes. Candidates must be seated at their desks.	Before the start of the component. Candidates must be seated at their desks.	When candidates arrive in the waiting area and just before they enter the test room.

NEW ## 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 a government-issued ID, they can use a school/college/university ID provided:

• it has a photo
• the school / college / 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 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. 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, or for immigration purposes, 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.
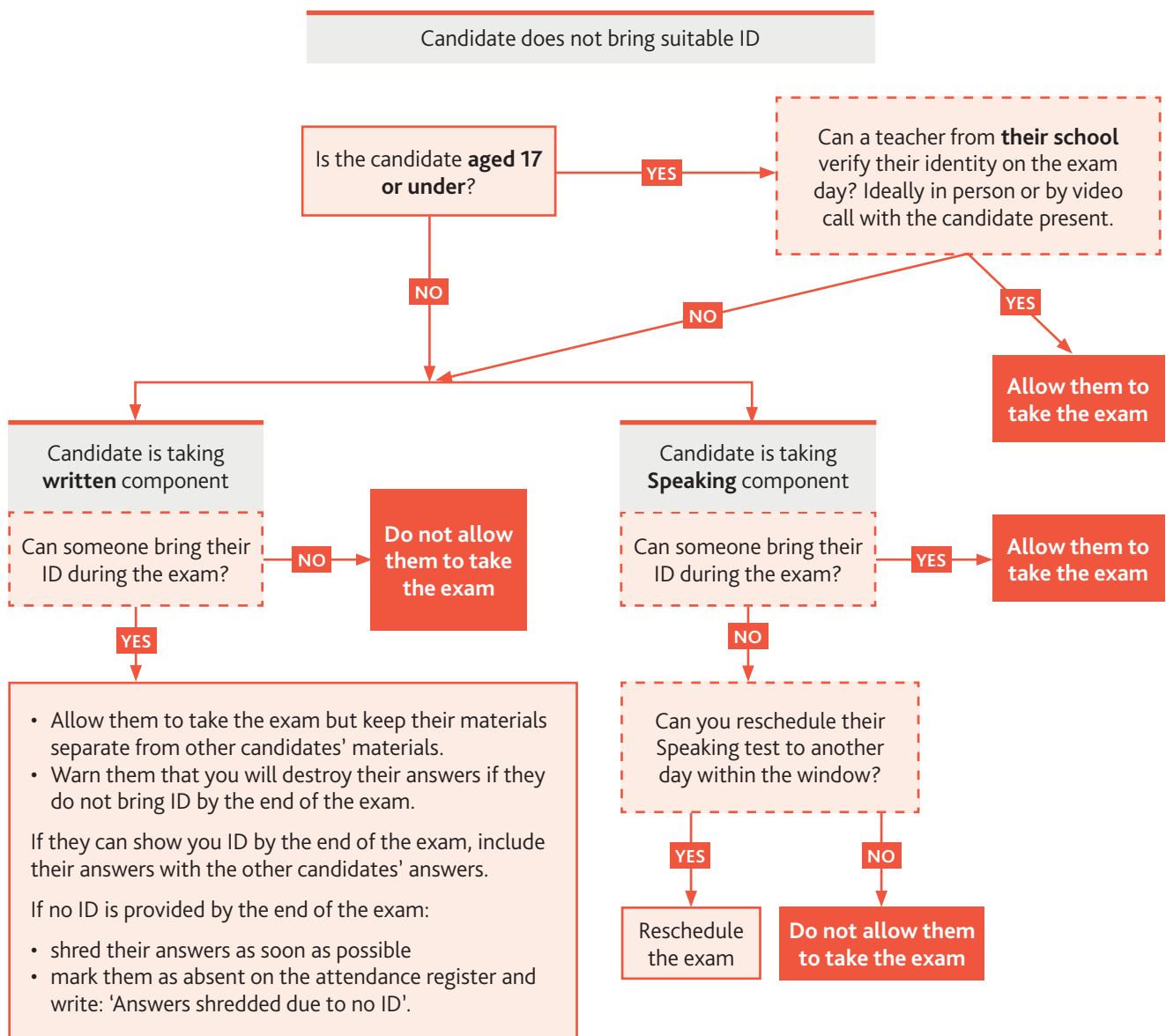
How to check IDs

1. Check that it is valid	2. Check for impersonation	3. Check the candidate is sitting at the correct desk
• It is one of the types of ID listed in this booklet. • It has not expired. • It is an original, not a copy. If any of these criteria are not met, treat the situation as if the candidate had not brought any ID. See the flowchart below.	The photo and the name on the ID must match the candidate. Check the ID has not been altered.	Check the name on the ID matches the desk label or the attendance register. If the name is spelt incorrectly complete a *Name Amendment* form.

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 can raise about ID checks, please see the flowchart below.

Candidate does not bring suitable ID

Is the candidate aged 17 or under?

— YES → **Can a teacher from their school verify their identity on the exam day? Ideally in person or by video call with the candidate present.**
  - YES → **Allow them to take the exam**
  - NO → (goes to components below)

— NO → (goes to components below)

Candidate is taking written component

Can someone bring their ID during the exam?
- NO → **Do not allow them to take the exam**
- YES →
  - Allow them to take the exam but keep their materials separate from other candidates' materials.
  - Warn them that you will destroy their answers if they do not bring ID by the end of the exam.

  If they can show you ID by the end of the exam, include their answers with the other candidates' answers.

  If no ID is provided by the end of the exam:
  - shred their answers as soon as possible
  - mark them as absent on the attendance register and write: 'Answers shredded due to no ID'.

Candidate is taking Speaking component

Can someone bring their ID during the exam?
- YES → **Allow them to take the exam**
- NO → Can you reschedule their Speaking test to another day within the window?
  - YES → Reschedule the exam
  - NO → **Do not allow them to take the exam**

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

Speak to the candidate 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. In all cases where you do not allow candidates to take the exam, shred their answers for any exam components they have already taken. Please see the flowchart.

STEP 1: Starting the test and candidate instructions

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

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 of the exam room. Explain to candidates that they cannot use these or anyone else's until after the final 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) or for those using assistive technology. If local laws require candidates to keep electronics in their possession, these must be switched off, placed in a signal-blocking container and put under their desk or on the supervisor's desk.

NEW If candidates fill in the Candidate Information Sheet (no longer required for A2 Key for Schools candidates) before a component, collect them before distributing exam materials.

Follow STEP 1 only once, before you start the first written component.

STEP 2a: Instructions to candidates for all written components except Listening

See the *Special Arrangements Supplement* if you are using modified papers and for exam durations. For the duration of exams, please see the table above.

> *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. Check the items that are allowed at their desks.*
>
> *Hand out answer sheets for this component only. You can do this before candidates enter the room or when they are seated at their desks. Check that you give the correct answer sheet to the correct candidate.*

▶ We are going to start your exam soon. This is the last time you can 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 wrist watch of any type in the exam room. If you are wearing one, take it off and give it to me.

> *Check candidates' IDs now or in the first 15 minutes of each component.*

▶ 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).
▶ Check your candidate number on your desk to make sure you are sitting in the correct place.
▶ You must not keep or use any unauthorised items such as dictionaries, erasable pens, correction fluid or tape.
▶ You are allowed on your desk: a pen, pencil, eraser, sharpener, highlighter, your ID and water in a clear plastic bottle.
▶ 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, continuing to write after you have been told to stop, 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.
▶ 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.
▶ Check your name on the answer sheet. If your name is misspelt, or if it is not there, put your hand up.

> *If a candidate's name is misspelt, cross it out and ask the candidate to write their name correctly. Write down name corrections to give to the CEM / supervisor later.*
>
> *If a candidate's name is not on the answer sheet, ask them to write their name in English letters and to add their candidate number.*

▶ I will now give you your question paper. Do not open it yet.

*Open the envelope now and check the version numbers match on the question papers and answer sheets. If they don't match, **start the exam and make a note of it to report to the supervisor / CEM after the exam.***
Hand out the question papers.
Read out the instructions on the question paper and answer sheet and give candidates some time for questions about the instructions.

▶ I will tell you when there are 10 minutes and 5 minutes left.
▶ At the end of the test, you must stop writing when I tell you and stay at your desk.
▶ Do not take any test materials out of the room.
▶ If you have a problem during the test, put your hand up.
▶ Are there any questions?

Give candidates some time for questions about the instructions.

Check the time on the clock and wait to start on a full minute.

▶ Open your question paper and begin.

Write the exact start and finish times on the board. Check the duration of the component.

If you have not already checked candidates' IDs, remember you must do it in the first 15 minutes of the component.

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

STEP 2b: Instructions to candidates for the Listening test

See the Special Arrangements Supplement if you are using modified papers.

If you have not already done so, check the audio equipment now.

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

You must check candidates' IDs before the start of the recording.

Hand out answer sheets for the Listening component. You can hand out answer sheets before candidates enter the room or when they are seated at their desks. Check that you give the correct answer sheet to the correct candidate.

▶ 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) (Listening).
▶ Check your candidate number on your desk to make sure you are sitting in the correct place.
▶ You must not keep or use any unauthorised items such as dictionaries, erasable pens, correction fluid or tape.
▶ You are allowed on your desk: a pen, pencil, eraser, sharpener, highlighter, your ID and water in a clear plastic bottle.
▶ Your ID must be on your desk during this test.
▶ If you cheat, you will be disqualified. Suspected cheating includes copying from another candidate, allowing a candidate to copy from you, continuing to write after you have been told to stop, 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.
▶ You cannot leave the room during the Listening test for toilet breaks or if you finish the test early.
▶ Check your name on the answer sheet. If your name is misspelt, or if it is not there, put your hand up.

If a candidate's name is misspelt, cross it out and ask the candidate to write their name correctly. Write down name corrections to give to the CEM / supervisor later.

If a candidate's name is not on the answer sheet, ask them to write their name in English letters and to add their candidate number.

▶ I will now give you your question paper. Do not open it yet.

*Open the envelope now and check the version numbers match on the question papers and audio file. If they don't match, **do not start the exam. Check your storage again for the correct materials. If they still don't match, phone the Helpdesk immediately and follow their instructions.***
If the version numbers match, hand out the question papers.
Read out the instructions on the question paper and give candidates some time for questions about the instructions.

▶ I will now play the introduction to check that everyone can hear the recording clearly.
▶ Put your hand up if you have a problem hearing it.

▶ Do not open your question paper yet.

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

▶ I will now play the recording. You will hear when to begin your test.

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

Go to STEP 3: Invigilating the test and possible incidents.

If your equipment fails or there is a long period of disruption, go to **Dealing with emergencies.**

STEP 3: Invigilating the test and possible incidents

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

- Make sure you stay alert at all times and can see all candidates.
- Walk around the room regularly (except for Listening — see table below).
- Your role is to invigilate and not do anything else such as reading a book or working on a laptop. (You can fill in the room plan, attendance register and *Malpractice* and *Special Considerations* forms if needed.)
- You must not explain exam questions and must not read or change candidates' answers. Also, you must not allow anyone else to read or change the answers.
- Look out for candidates who might be cheating.
- Do not disturb or distract candidates.
- Check candidates remain at least 1.25 m apart throughout the exam.

Invigilating written components (except Listening tests)	Invigilating the Listening test
• Check IDs in the first 15 minutes if you have not done so before the start of the component. • Regularly walk around the exam room. • Look out for candidates who need help (such as toilet breaks). • For all exams with a Writing section, check that candidates are writing within the spaces. • Check that candidates are using the correct pen or pencil for the component. • Give candidates warnings that there are 10 and 5 minutes left and remind them to copy their answers to the answer sheets. See STEP 4a. Give individual reminders if needed.	• Do not interrupt the Listening test. Do not let anybody enter or leave the room, except in an emergency. • You must not move around the room unless the **NEW** candidates are wearing headphones or it is absolutely necessary. It might affect candidates' concentration and hearing of the test. • When candidates are transferring their answers to the answer sheets, you should walk around the room to check that they are doing this. This is very important as if they don't transfer their answers, they will not be marked.

NEW **Version numbers**

Written components: check they match on question papers and answer sheets. If they don't match, continue with the exam but report this to your supervisor / CEM immediately after the exam.

Listening component: check they match on question papers and audio files. If they don't match, **do not start the exam. Check your storage again for the correct materials. If they still don't match, phone the Helpdesk immediately and follow their instructions.**

Room plans

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

Store your room plans at your centre for six months after results are released as we may ask for them later.

Attendance registers

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

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

Return attendance registers to us and keep a copy for six months after results are released as we may ask for it later.

Absent candidates

If a candidate is absent, mark this on the attendance register in the 'Attendance' column. Shade the relevant box on the candidate's answer sheet.

- You do not need to mark candidates as absent on the Candidate Information Sheets (CIS).
- Remove the absent candidate's materials from the desk after your late arrival time has passed.
- **You must never use an absent candidate's answer sheet for a different candidate.**

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.

- The candidate must put their answer sheet(s) inside their question paper and turn it face down.
- 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.

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 while you collect all their exam materials (question papers, answer sheets and any extra paper).
- Check their answer sheets to make sure they have transferred all their answers.
- Remind them that they are not allowed to use any electronic items during the break.
- Tell them to leave the room quietly.
- You must not allow this candidate to re-enter the room until the component has ended.

Cheating

! If you 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.

Examples of cheating:	If you think a candidate has cheated:
NEW • impersonation • copying from another candidate • allowing another 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 • not following exam staff instructions **NEW** • continuing to write after being told to stop • candidates who have taken the Speaking test discussing it with candidates who are in the waiting area. **!**	• Tell the candidate 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. 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. If you think other candidates have been affected, fill in a printed *Special Considerations* form.

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 if they were late because of sudden illness or another acceptable reason and this has affected their performance.

Dealing with emergencies

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.

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

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

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

If your Listening equipment fails

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

If there is a long period of disruption

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

Special Considerations

! If something happens that might have affected the candidates' performance, fill in a printed *Special Considerations* form to report this to us. Give the forms to your CEM / supervisor at the end of the exam so they can use 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 are problems with the Listening test equipment.
- There is a delay that might distress candidates.
- There is an emergency evacuation such as a fire alarm.
NEW - You need to submit extra paper for Writing because of a ruined answer booklet.

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

STEP 4a: Finishing the component (except Listening)

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

▶ You have 10 minutes left.
▶ Put your answers in the correct box before the test ends.
▶ Do not write outside the boxes.
▶ Stay in your seat until the end of the test.

Walk around the exam room and make sure that candidates are writing their answers on the answer sheets.

5-minute warning:

▶ You have 5 minutes left to put your answers on your answer sheet(s) / booklet.

Continue to check that candidates are transferring their answers and give individual reminders if needed.

When the component has finished:

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

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

Collect all question papers, answer sheets and any extra paper. Count all the materials to check you have collected everything.

If a candidate does not transfer all their answers to the answer sheet in time, and you believe that there is a good reason, include the question paper with the answer sheet. Make sure the candidate's name is on the question paper. You must do this immediately after the component ends. You must submit a Special Considerations application (see above) explaining the reasons you want us to accept the candidate's answers.

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

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

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

Repeat STEPS 2–3 for all other components.

STEP 4b: Finishing the Listening test

Do not give any time warnings. The recording includes all time warnings, necessary pauses and instructions to copy answers to the answer sheets.

During the pause at the end of the recording, move around the room to check that candidates are copying their answers to their answer sheets. Give individual reminders if you notice that candidates are not doing this.

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

Collect all question papers and answer sheets. Count all the materials to check that you have collected everything.

If a candidate does not transfer all their answers to the answer sheet in time, and you believe that there is a good reason, include the question paper with the answer sheet. Make sure the candidate's name is on the question paper. You must do this immediately after the component ends. You must submit a Special Considerations application (see above) explaining the reasons you want us to accept the candidate's answers.

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

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

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

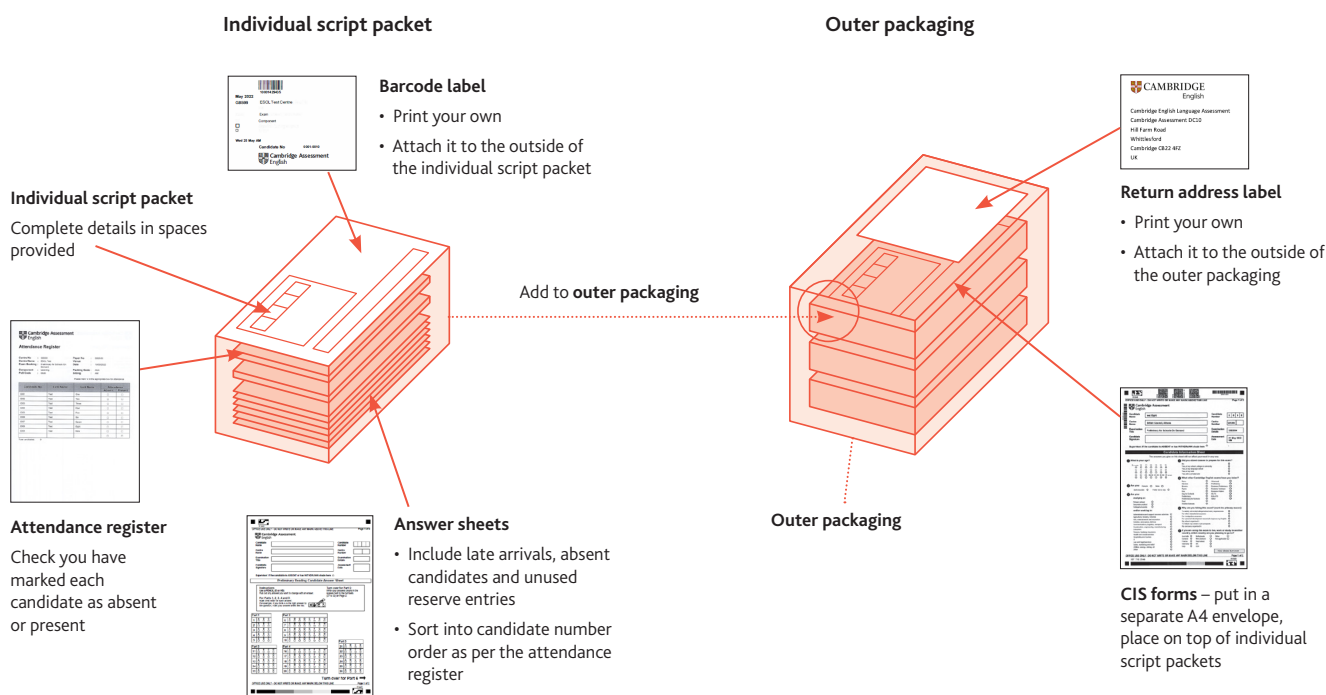*If relevant, repeat STEPS 2–3 for all other components.*

Written components: packing for despatch / storage

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

How to pack

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

Individual script packet

Barcode label
- Print your own
- Attach it to the outside of the individual script packet

Individual script packet
Complete details in spaces provided

Add to **outer packaging**

Attendance register
Check you have marked each candidate as absent or present

Answer sheets
- Include late arrivals, absent candidates and unused reserve entries
- Sort into candidate number order as per the attendance register

Outer packaging

Return address label
- Print your own
- Attach it to the outside of the outer packaging

Outer packaging

CIS forms – put in a separate A4 envelope, place on top of individual script packets

Important information

NEW
- **CEM for written components:** contact the Helpdesk to report any version numbers that do not match.

NEW
- **Do not staple any materials** that you are returning.
- Make sure the contents match the barcode label exactly.
- Only include the attendance register and answer sheets that match the barcode label.
- Do not mix answer sheets from different components.
- Use all the barcode labels provided.
- Use additional envelopes if you can't fit them all into one envelope. Write the same information on the additional pack(s). Indicate the packs as: 1 of 2, 2 of 2, etc. and keep the packets together.
- If you are unable to print your barcode labels, please see the Support Site.
- **For Schools Reading and Writing:** pack Reading and Writing answer sheets into separate envelopes with their own barcodes. Include one attendance register for each component.

Absent candidates

- Mark the candidate as absent on any named answer sheets (except for DELTA Module One) and on the attendance register.
- Include with other candidates' answer sheets in number order.

Special Arrangements materials

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

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

Modified materials

Please see the *Special Arrangements Supplement* and 'Making a transcript of a candidate's answers' on the Support Site.

Summary – all exams except DELTA Module One

Return within 3 calendar days	NEW Destroy securely within 14 calendar days	Store securely
Attendance registers – return the original and make a copy for your records (do not staple)	All question papers	Your copy of the attendance register for six months after the exam's results release day Room plans for six months after the exam's results release day
NEW All used and unused answer sheets with a candidate number	Extra paper for the written components – if you must return this in an emergency, see **Special Considerations**. Add the candidate's information to the extra paper.	Speaking packs in secure storage. Destroy once you receive your new packs (you can find more information about timescales in the *Speaking pack order form* on the Support Site)
Completed CIS forms	Unused CIS forms	
	Delete audio files	

Summary – DELTA Module One

NEW Return on the day of the exam	NEW Destroy securely within 14 calendar days	Store securely
• Answer booklets (arranged in candidate number order; including unused booklets) • Attendance registers – return the original and make a copy for your records (do not staple) • Completed CIS forms – packed in a separate A4 envelope marked 'CIS'. Pack Paper 1 and Paper 2 materials in separate script return envelopes. Pack into the same outer package. Attach the despatch label and send to us using an approved courier.	All question papers Unused CIS forms	Your copy of the attendance register for six months after the exam's results release day Room plans for six months after the exam's results release day

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

For information about returning materials and how to arrange a courier, see the *Handbook for Centres*.

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.

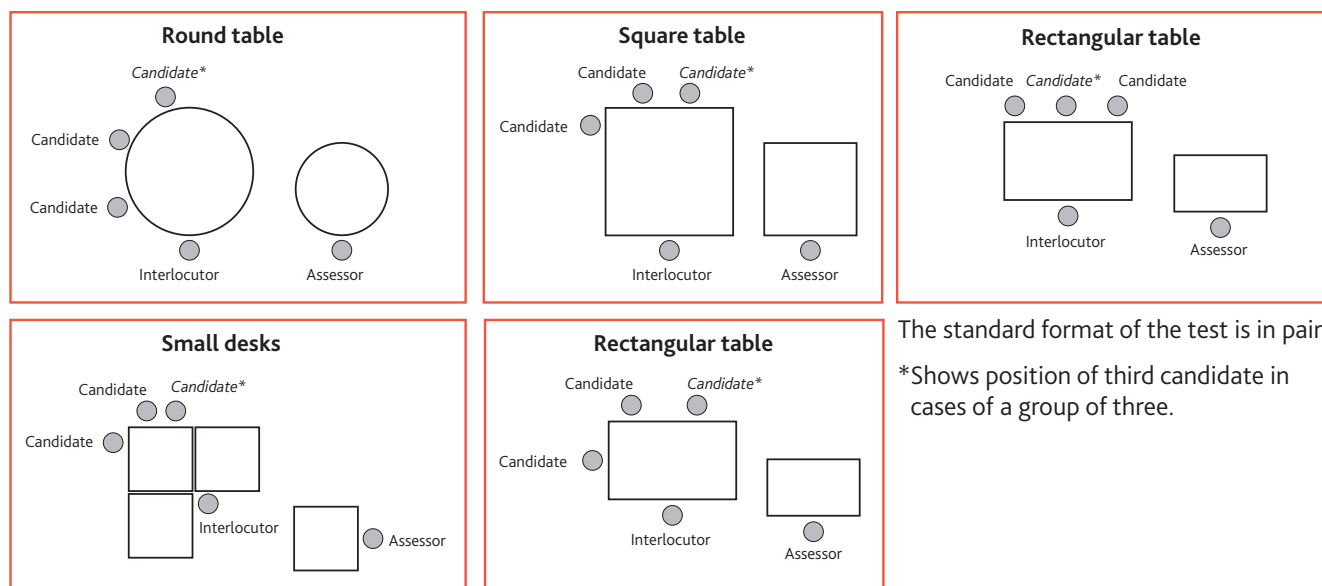People allowed in the test room are:

- 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:

The standard format of the test is in pairs.

*Shows position of third candidate in cases of a group of three.

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.	• Accompany each candidate to the test room. • Supervise candidates until they go into the test room. • Check ID and identify candidates to SEs. • Make sure candidates who are waiting do not speak to candidates leaving the test room. • Support SEs to identify candidates who are being examined. See Support Site article Tips for using the Speaking Test app. • 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.	• 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 diagram 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 Test 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

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:

NEW - 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 test room, that SE must be the interlocutor.
- Make sure you have a copy of the timetable and attendance register. Inspectors might ask to see the timetable.

When candidates arrive

🔒 Check their photo IDs and tick their names on the attendance register. See **Checking IDs** above 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 all 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
NEW - 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

NEW 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 might 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
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. **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.**	If candidates are absent for an acceptable 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.
	NEW 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.

Rearranging the test outside the Speaking test window

!

NEW

- 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 might 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:
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.	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. **!** If the SE decides to run the test, you must not reschedule or let the candidate retake the test. Fill in a printed *Special Considerations* form and give it to your CEM / supervisor at the end of the test so they can submit an application on Cambridge English for Centres. If an SE thinks that the 'live' candidate's performance has been disadvantaged by the dummy partner, fill in a *Special Considerations* 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.

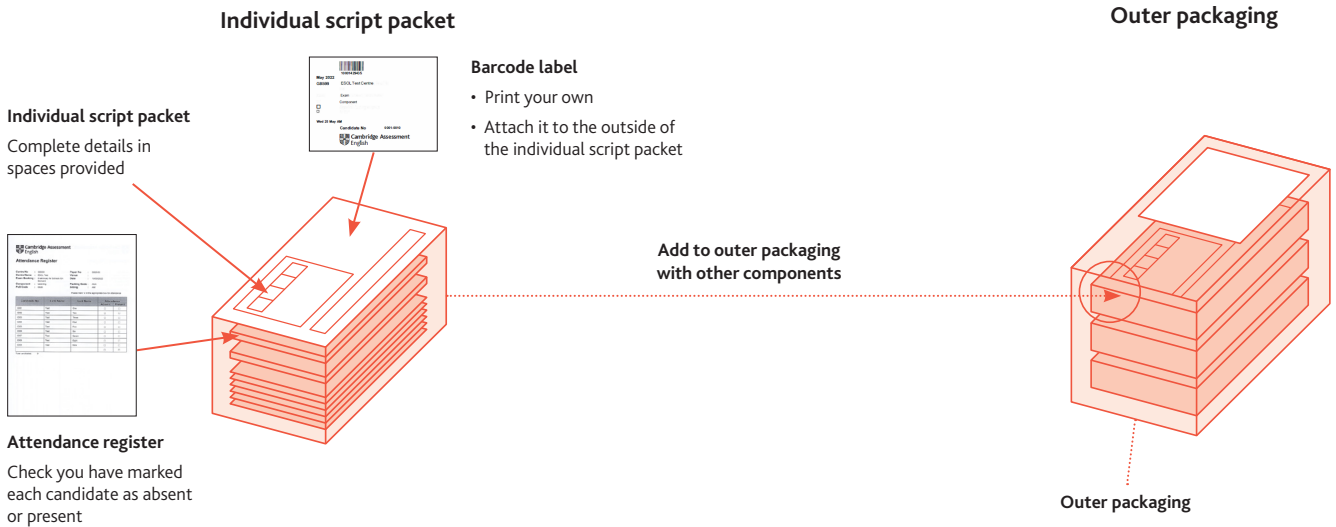## Speaking Test app end-of-session checks

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.

• Store a copy of your attendance register at your centre for six months after the results release date as we may ask for it later.

Packing and storing Speaking materials

Individual script packet

Outer packaging

Barcode label
- Print your own
- Attach it to the outside of the individual script packet

Individual script packet

Complete details in spaces provided

Add to outer packaging with other components

Attendance register

Check you have marked each candidate as absent or present

Outer packaging

NEW

Important information

- **Do not staple any materials** that you are returning.
- Make sure the contents match the barcode label exactly.
- Only include the attendance register and answer sheets that match the barcode label.
- Do not mix answer sheets from different components.
- Use all the barcode labels provided.
- Use additional envelopes if you can't fit them all into one envelope. Write the same information on the additional pack(s). Indicate the packs as: 1 of 2, 2 of 2, etc. and keep the packets together.
- If you are unable to print your barcode labels, please see the **Support Site**.

Special Arrangements materials for Speaking

- If a candidate has a **modified Speaking pack**, they will receive an individual script packet label. Use this to pack the materials for that candidate.
- Candidates **exempt from the Speaking component** will receive an individual script packet label and mark sheet. Write 'Exemption' on both the mark sheet and envelope when packing.

Storing Speaking materials

- Store a copy of your attendance register at your centre for six months after the results release date as we may ask for it later.
- 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.

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**Find out more at
cambridge.org/english**

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