

Chief Invigilator Manual CAM 2021

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Introduction

The purpose of this document is to provide a detailed description of the Chief Invigilator role, responsibilities, actions and instructions on the exam administration. Relevant checklists for the exam day are provided in Appendix B (written exams) and Appendix C (spoken exams).

Chief Invigilator

- Appointed by LanguageCert
- All Chief Invigilators must sign a Non-Disclosure Agreement prior to undertaking their role
- Responsible for the conduct of the exams in accordance with LanguageCert Exam Regulations, and for the coordination of the Invigilators and the Interlocutors
- Arrives at the Venue/School 1,5 hours before the exam start time.
- Receives the exam material package from the Venue / School Manager
- Confirms that Invigilators and Interlocutors are at the exam Venue / School on time, 1 hour before the exam start time
- Assigns the different tasks to the Invigilator(s)
- Checks that the Exam Venue / School meets all requirements including appropriate facilities
- Checks the audio equipment (audio CD player, MP3 player or laptop) and ensure it is suitable/of good quality using the demo CD
- Checks and ensures that the exam material is sealed and locked
- Ensures that the exam day personnel acts professionally
- Ensures exam's integrity
- Ensures that only candidates and authorised personnel accesses the exam room during and after the exam. Candidates cannot enter the exam room until it is fully prepared, seats are assigned for all candidates and candidate ID checks have taken place
- Upon exam completion, Chief Invigilators must deliver the exam material to the Venue / School Manager to return to LanguageCert.

Written exam

Preparing for the written exam session

On the day of the exam, Invigilators, in cooperation with the Chief Invigilator, must ensure and confirm that:

- The exam room is ready (adequate space, heating, lighting, and ventilation)
- Any display material relevant to the exam and/or the exam language is removed or completely covered
- There is a clock and a whiteboard/blackboard/flipchart, visible to all candidates
- All examination desks are set in a school layout (one right behind the other), facing the same direction, so that candidates' work is not visible to other candidates. The minimum distance/spacing between the centre of each individual examination desk and in any direction must be 1.25 m.
- An audio CD player, MP3 player or laptop is available in each room for the administration of the Listening part of the exam and the sound produced is of good quality (with the use of the demo CD)

- Desks are clean, not wobbly or noisy
- Desk labels (mentioning the candidate's name) are placed on candidates' desks in snake order
- Exam details are written on the board:
 - LanguageCert Exams
 - Centre Number (stands for School Name)
 - CEFR level
 - Exam Date
 - Actual Start / End Time
- Invigilators will receive the Question Booklets/Answer Sheets from the Chief Invigilator, in a sealed envelope per candidate

Preparing candidates for the written exam session

- While candidates are entering the examination room, the Invigilator(s) must confirm each candidate's ID by checking their photo ID (a valid Government issued Identification Document including a photograph and date of birth in English characters, such as a National ID card, Passport, social security card or student photo ID), against candidate's face, to ensure there are no attempts of impersonation. Once checked, the Invigilator must tick the 'Present' box for each candidate, whose name will be on the Candidate List / Invigilation Certificate Close out Report. Once this stage is complete, candidates can enter the exam room and take their seat.
- Mobile phones and any other electronic devices (including smart watches) must be switched off and placed beyond candidates' reach during the exam
- Any kind of paper, books, dictionaries or notes are not allowed in the exam room
- Desks must be clear of any materials and/or personal belongings. The candidates are allowed to have on their desk their photo ID, pencil(s), eraser, pencil sharpener and drink in a transparent bottle.

Beginning of the written exam session

Invigilators must:

- Inform the Chief Invigilator once all the above have been completed
- Read the Exam Instructions to candidates (See Appendix A). A copy is included in the exam material. The Exam Instructions must be read before the exam papers are distributed to candidates.
- Distribute the exam papers (Question Booklets and Answer Sheets) to the candidates. A personalized exam pack with candidate's details on it will be provided for each candidate
- Check that candidates:
 - Follow the instructions carefully
 - Have pencils and erasers to complete the Answer Sheets
 - Fill in their Name, the School Name and the exam date on the cover of the Question Booklets
 - Check that their personal data are correctly mentioned on the cover of their Answer Sheets
 - Do not turn the pages of the Question Booklets/Answer Sheets before they are instructed to do so
- The Listening part of the Exam is administered first. Once the instructions have been read out the Invigilator must:

- Test the sound equipment (using the actual Exam CD) and ask the candidates to confirm if they can hear the recording clearly
 - Make any necessary adjustments and play the exam CD from the beginning
 - In the unlikely event of a technical issue, the Invigilator should inform the Chief Invigilator who is responsible for taking appropriate action.
 - To begin the Exam:
 - Instruct candidates to open the question booklet
- Note:** Reproduction of any part of the Listening test, is not allowed. If for any reason, the Invigilator needs to stop the Listening part, the examination must restart from the beginning of the part that was interrupted.
- When the Listening is over, inform candidates of the exam start and end time for the rest of the examination parts (Reading and Writing). Write this information on the board/flipchart.

During the written exam session

- Every effort should be made to start the exam on time (subject to any issues that need resolving prior to starting)
- Candidates cannot enter the exam room once the Listening part of the exam has started
- Invigilators must be alert and observe candidates at all times during the exam
- Invigilators must ensure candidate conduct is appropriate and that the following rules are adhered to:
 - Candidates do not make use of any kind of aids
 - Candidates must not speak to each other during an exam
 - Candidates must not look at each other's papers during or after the exam
- Ensure candidates write all their answers (Listening, Reading and Writing tasks) on the **Answer Sheets**
- In the event of misconduct, the Chief Invigilator must be informed and, if required, is authorised to expel a candidate from the exam room if the candidate's actions may disrupt other candidates, jeopardize the exam procedure and/or the security of the exam papers. The Chief Invigilator must report all incidents in the Close Out Report
- If a candidate needs to temporarily leave the room during the exam (i.e. needs to go to the toilet), they may be given a maximum of 5 minutes. Only one candidate can be excused at a time and one Invigilator/Chief Invigilator must accompany the candidate at all times
- If a candidate leaves the exam room (other than for an authorised, accompanied toilet break), they cannot re-enter the exam room
- During the Reading and Writing part, the invigilator(s) fill in the Candidate List / Invigilation Certificate Close Out Report by going to each candidate's desk and carefully checking their personal details on their ID, against the data provided on the document. If any difference is found, they write the amended version on the "Correct" line, right below each candidate's name
- The invigilator(s) announce remaining time to the candidates when there are 15 minutes and 5 minutes left
- The invigilator(s) announce the 10 extra minutes after the end of the test to allow candidates to transfer their answers to the Answer Sheets

End of the written exam session

- When the end of the test is announced, Invigilators must ensure candidates stop writing and place the Question Booklets / Answer Sheets back to the envelope
- Before candidates leave the room, Invigilator(s) must:
 - Collect all envelopes, ensuring they contain all Question Booklets/Answer Sheets (both used and unused), and count them. Candidates should remain seated until all envelopes have been collected.
 - Thank candidates for their participation and cooperation and ensure they leave the exam room quietly and orderly as exams may still be running in other rooms
 - Add any notes and sign the Candidate List / Invigilation Certificate Close out Report, which must also be reviewed and signed by the Chief Invigilator
- To pack the exam material, Invigilators should follow the below order:
 - Candidate List / Invigilation Certificate Close Out Report (at the top)
 - Envelopes in alphabetical order
- Invigilators must hand over the exam material to the Chief Invigilator who will deliver it to the Venue/School Manager.

Spoken exam

Beginning of the Spoken Exam session

Chief Invigilators must:

- Be at the Venue/School at least 1,5 hours before the exam start time
- Remove or cover any posters/signs that may contain English words
- Ensure Interlocutor(s) strictly follow LanguageCert regulations
- Ensure Interlocutor(s) arrive on time, 1 hour before the exam start time
- Check Examination Room and ensure correct setting of at least one table and two chairs. Chairs should be positioned at an angle to each other ensuring the Interlocutor and the candidate are not seated in a confrontational arrangement (e.g. facing each other)
- Hand the Examination Material to the Interlocutor(s) 1 hour before the exam start time and escort them to the examination room assigned to them
- Ensure the Interlocutor(s) studies the examination script(s) carefully before the examination begins
- Ensure all speaking tests are recorded

The Interlocutor(s), in cooperation with the Chief Invigilator, must ensure that:

- The recording device(s) works properly
- There is sufficient memory
- Extra batteries are provided

During the Spoken Exam session

- While candidates wait their turn to enter the examination room, Chief Invigilator(s) must stay outside the examination room and:
 - Maintain a quiet environment
 - Coordinate the order in which candidates are examined, based on the Candidate List / Invigilation Certificate Close out Report provided for each examination room
 - Make sure candidates who have finished the exam do not interact with candidates waiting their turn

- Check candidates' photo ID and fill in the Candidate List / Invigilation Certificate Close out Report using the same process as described for the written exams
- Must not interfere with the examination in any way, unless the examination procedure is violated
- Write on the Candidate List / Invigilation Certificate Close Out Report the actual sequence of candidates that was followed (Registration No.)
- During the examination period, the Interlocutor(s):
 - Records each candidate's speaking session on a separate file and fills the File Number in the Registration No. field on the Candidate List / Invigilation Certificate Close out Report, next to each candidate's Name, Surname
 - At the end of each candidate's examination, ensures the quality of the recording, by listening to the recorded file in the candidate's presence, up until the candidate's name is stated. The candidate may then leave the room
 - Must be given the following breaks:
 - A 2-minute break after conducting each examination
 - A 15-minute break after conducting 12 A2 level examinations, or 8 B1-C1 level examinations
 - A 10-minute break before changing examination levels.
- At the end of the entire examination session, the Interlocutor must hand the examination materials and the Candidate List / Invigilation Certificate Close out Report to the Chief Invigilator

End of the Spoken Exam session

- Chief Invigilator(s) fills in and signs the Candidate List / Invigilation Certificate Close out Report
- Chief Invigilator(s) receives the Interlocutors' pack from every Interlocutor and for each exam session administered
- Chief Invigilator(s) delivers the material to the Venue/School Manager to return to LanguageCert

Appendix A

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

- Welcome to the **LanguageCert International ESOL (CEFR level*)** examination
- You are now under exam conditions
- Please do not talk or move around the room
- If you need any assistance, please raise your hand
- Leave your photo ID on your desk during the exam.
- Mobile phones and any other electronic devices (including smart watches) must be switched off and placed beyond candidates' reach during the exam. If you are found to carry these items, you will be disqualified and will not get a result
- You are not allowed to talk, copy, continue to write after you have been asked to stop, use notes, help other candidates or allow another person to do all or part of your exam. If you do not comply, you will be disqualified
- Do not take any test materials out of the room
- When instructed, open the exam pack and complete the following fields on the cover of your Question Booklet using a **pencil**:
 - First name and Last name in block capitals as it appears on your photo ID
 - The School Name
 - Today's date
- The examination will begin in a few minutes and it consists of three parts:
 - Listening
 - Reading
 - Writing
- The **LanguageCert International ESOL (CEFR Level*)** starts with the Listening which lasts about **(*) minutes**. After the end of the Listening part, you will be given **(*) minutes** to complete the rest of the examination parts in any order. You may not leave the room until the end of the test.
- Read the instructions for each part of the paper carefully
- You must complete all the questions
- All your answers should be marked on your **Answer Sheet** and only **in pencil**
- Make sure your answers are written clearly
- If you wish, you may take notes on your Question Booklet. However, all your final answers must be marked on your answer sheet in order to be taken into consideration
- In the Writing part, we suggest that you write your answers directly on the Answer Sheet
- At the end of the exam, you will be given an additional 10 minutes to transfer your answers to your answer sheet
- If you want to take a toilet break, raise your hand and an invigilator will accompany you. You cannot leave the room during the Listening part.
- I will let you know when there are 15 minutes and 5 minutes of exam time left
- At the end of the test, you must stop writing when I ask you so and you must stay in your seat until we have collected all exam materials.
- Do you have any questions?

Table: LanguageCert International ESOL – Exam duration

| CEFR Level | Listening Duration | Reading & Writing Duration |
|------------|--------------------|----------------------------|
| A2 | ~20 minutes | 1 hour & 20 minutes |
| B1 | ~30 minutes | 2 hours & 10 minutes |
| B2 | ~30 minutes | 2 hours & 10 minutes |
| C1 | ~30 minutes | 2 hours & 40 minutes |

*Please refer to table "LanguageCert International ESOL – Exam duration"

Appendix B

Checklist for Chief Invigilator(s) – Written exam

Before the Exam:

- Ensure Invigilators arrive on time & are properly dressed (no noisy shoes, accessories)
- Ensure exam personnel is aware of their role & responsibilities
- Ensure exam personnel follows rules & policies throughout the examination process
- Ensure there is minimum 1 invigilator per 25 candidates available. If there are more than 25 candidates additional invigilator is required
- At the examination area:
 - Check there is appropriate signage and clearly defined areas, including toilets and exam room(s)
 - Ensure exam room conditions (noise, light, temperature, cleanliness) are favorable
 - Ensure Exam room equipment (clock, whiteboard/blackboard/flipchart, markers) is in place
 - Check Exam Room setting (i.e. desks to be placed in a “school” setting)
 - Check that any English materials in Exam rooms are removed or covered
 - Count desks & tables and check if the number is according to actual candidate number
 - Ensure desks are clean, not wobbly or noisy
 - Ensure candidate spacing is at least 1.25m in all directions
 - Check candidates’ desk labels have been placed in alphabetical order (snake order)
 - Check audio equipment (audio CD player, MP3 player or laptop) and ensure it is suitable/of good quality (use demo CD)
- Ensure all exam personnel has either handed all electronic devices to you or has turned them off and put them out of their reach
- Monitor the candidates’ welcoming process and the redirection to the exam room(s). Ensure this is performed in a professional and polite manner
- Ensure mobile phones have been deactivated
- Remind candidates that they need their photo ID and that they will be using only pencil
- Remind candidates that books, notes, dictionaries are not allowed
- Assign the following tasks to the Invigilator(s):
 - Photo ID Check & mark presence on the Candidate list/Invigilation Certificate Close Out Report
 - Escort Candidates to find their seats
 - Ensure only necessary personal belongings are placed on desks (photo ID, pencils, rubbers, pencil sharpener, drink in a transparent bottle)
- Ensure the exam starts on scheduled time

Preparing Candidates:

- Check that Invigilator(s):
 - Read the Instructions script (Appendix A) to the candidates
 - Ensure the Instructions are followed accurately
 - Perform a sound check with the Exam CD & make any necessary adjustments

During the exam:

- Ensure the Invigilator(s) follow the instructions script (Appendix A)
- Toilet breaks are permitted, but not during the Listening part. Candidates are accompanied by an Invigilator/Chief Invigilator
- Ensure Invigilators are attentive, non-intrusive & patrol room regularly (except during Listening). They are polite but firm. No exam-related answers are provided. Chatting

with candidates is not allowed unless there is a need for an exam administration subject. They stay in the Room at all times

- Ensure Listening runs smoothly. If anything occurs, you should be informed immediately and write in the Candidate list/Invigilation Certificate Close Out Report as many details as possible (when the problem occurred, which candidates were affected, how long it lasted, if any actions were taken)
- Monitor the entire exam duration to ensure smooth running of the exams
- Exam personnel DOES NOT move during Listening but walks around the room during other parts
- The Invigilator(s) ensure candidates use the Answer Sheet for the Writing tasks
- The Invigilator(s) perform Second Level ID check & fill in the Candidate list/Invigilation Certificate Close Out Report (e.g. name amendment)
- The Invigilator(s) inform candidates about remaining time (15' & 5')
- The Invigilator(s) announce 10 extra minutes to transfer answers to the Answer Sheet
- The Invigilator(s) announce official end of exams

After the Exam:

- The Invigilator(s) collect all envelopes row by row, according to the seating (Alphabetical) order, ensuring they contain all Question Booklets/Answer Sheets (both used and unused), and count them
- Proceed with the below tasks, with the assistance of the Invigilator(s):
 - Ensure the envelopes are in Alphabetical order and count the material again
 - Sign the Candidate list/Invigilation Certificate Close Out Report
 - Pack the exam material in the below order:
 - Candidate List / Invigilation Certificate Close Out Report (at the top)
 - Envelopes in alphabetical order
 - Seal the Exam Material
 - Hand over the sealed Exam Material to the Venue/School Manager
- The Invigilator(s) remove the desk labels

Appendix C

Checklist for Chief Invigilator(s) – Spoken exam

Before the Exam:

- Check the exam room conditions (noise, light, temperature, cleanliness)
- Check there is appropriate signage and clearly defined areas, including toilets and exam room(s)
- Check the room set-up (quiet, separate room, lighting, heating, ventilation, desk, chairs)
- Ensure interlocutor(s) arrives on time
- Ensure interlocutor(s) either hands all electronic devices to you or has turned them off and put them out of their reach
- Give the Examination Material to the Interlocutor(s) 1 hour before the exam starts
- Escort the Interlocutor(s) to the examination room assigned to them
- Check the recording devices with the Interlocutors
- Ensure interlocutor(s) doesn't leave the room unless they have notified you. The room should remain locked during the time of their absence

During the Exam:

- Perform ID Check & fill in the Candidate list/Invigilation Certificate Close Out Report
- Monitor candidates' flow
- Ensure candidates finishing the Exam do not come in contact with the next ones
- Write actual candidates' sequence on Candidate list/Invigilation Certificate Close Out Report

After the Exam:

- Fill in and sign the Candidate list/Invigilation Certificate Close Out Report
- Ensure that the Candidate list/Invigilation Certificate Close Out Report, the recording devices and all Exam material are placed in the designated envelopes and sealed
- No Exam material is left to Candidates or remains unsealed
- Exam material is delivered to the Venue/School Manager to return to LanguageCert

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