

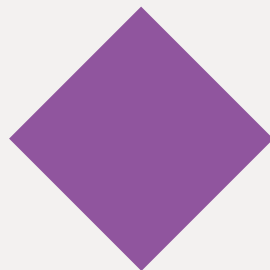


**Cambridge Assessment**  
English

**Cambridge**

English Qualifications

# **Starters, Movers, Flyers Exam Day Booklet 2020**



If you have any problems on the exam day, please contact the Helpdesk on +44 (0)1223 553997.

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 exam materials as confidential and never leave them unattended.

# Contents

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1. Introduction	3
2. Written components	4
2.1 Timetabling	4
2.2 Materials	4
2.3 Preparation	5
2.4 Authorised and unauthorised items	7
2.5 Candidate experience	7
2.6 Invigilating during the test	8
3. Speaking test	11
3.1 Key steps	11
3.2 Staff and materials	11
3.3 Speaking test times	12
3.4 Test rooms and waiting area	12
3.5 Before the Speaking test	13
3.6 During the Speaking test	15
3.7 After the Speaking test	15
4. Packing materials after the exam	17
Appendices	19
Appendix A – Emergency procedure	19
Appendix B – If your Listening equipment or the CD fails	19
Candidate instructions	20
STEP 1: Before you start the exam	21
STEP 2: Instructions to candidates – Listening	21
STEP 3: Finishing the Listening test	22
STEP 4: Instructions to candidates – Reading & Writing	23
STEP 5: Finishing the Reading & Writing component	23

# 1. Introduction

This booklet explains how to run the exam day. You must read this document and follow all our instructions to make the exam secure and provide a positive experience for candidates.

This document is correct at the time of going to print. We will inform you of any updates via *Centre News* and the Support Site ([support.cambridgeenglish.org](http://support.cambridgeenglish.org)).

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This booklet is available in a number of other languages; please check the [Support Site](http://support.cambridgeenglish.org).

Throughout this booklet, 'You' means the invigilators and supervisors.

We sometimes use the summary term 'written components' to summarise the Listening and Reading & Writing components.

## What to expect if you are inspected

Inspections are unannounced and Inspectors might arrive at any time during the exam (but usually before the first component). Inspectors will always show their Inspector ID card as proof of identity. They will need to see where you store the exam materials, and stay in the exam room during the written components, or be near to the Speaking test rooms. During this time, the Inspector will complete 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 afterwards submit their report directly to the Centre Regulations and Security team in Cambridge.

**NEW** You can inform candidates that the Inspector is there to monitor you, not them, if you want. However, the Inspector may ask candidates simple, non-invasive questions. In rare circumstances, Inspectors may make a judgement of the candidate's ability based on their observations, which might be used to support malpractice investigations.

### Key



– Security risk



– Support Site

**NEW** – This highlights a change since the last edition of this booklet



– Top tips

## Invigilator and supervisor training for the exam day



We have a number of resources that you can use to prepare yourself for the exam day. For further information, [please see the Support Site](http://support.cambridgeenglish.org).

## 2. Written components

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### 2.1 Timetabling

You can find important deadlines for your pre- and post-exam administration tasks on the 'Schedule' tab on **Cambridge English for Centres**.

You must run the Listening component **before** the Reading & Writing component. You must not change the timing or sequence of the components, and any unauthorised changes may result in suspension or removal of your centre's approval to run exams in the future.

You are allowed to run a second sitting of the exam (Listening and Reading & Writing) or just the Listening test if this is required because of capacity or resourcing reasons. You do not need to ask permission to do this but you must ensure the following:

- the second group of candidates must be supervised while waiting
  - they must not have any contact with the first group of candidates
  - they must not have access to the internet, their mobile phones or any other electronic items
- NEW**
- the materials from the previous session must be removed from desks and stored securely before the next session starts.

Make sure candidates understand that these requirements are necessary for exam security. You must keep the gap between the two sittings as short as possible.

You can run Reading & Writing components of different levels in the same room.

There must be a break of at least 10 minutes between the Listening and Reading & Writing components.

You must run both components either in the morning or in the afternoon.

- The morning session (AM) must start before 14.00.
- The afternoon session (PM) must start after 14.00.

You should arrange the Speaking test on the dates listed in the 'Schedule' tab of **Cambridge English for Centres**. If you need to run the Speaking test on a date that is not listed on Cambridge English for Centres, you must apply for a [timetable deviation on the Support Site](#).



### 2.2 Materials



Supervisors and invigilators are responsible for the security of exam materials at their venue. While these materials are in storage, you must keep them behind two secure locked barriers. On the exam day, you must keep these materials with you at all times, or securely located in a room accessible only to exam day staff. Please see [Security of materials on the Support Site](#) for more information.



- See the table on the next page for a list of the materials you need for running the exam.
- **Do not open the question paper envelopes until candidates are seated in the exam room and ready to start the exam. We might stop the exam, suspend your authorisation or remove your approval to run exams in the future if you are found to have opened the envelopes without authorisation.**

Component	Cambridge Assessment English provides:	You (the centre) must provide:	Candidates must provide:
<b>Listening</b>	<ul style="list-style-type: none"> <li>One CD per 30 candidates plus one spare (unless your centre requested additional CDs when ordering materials)</li> <li>Question paper booklets</li> <li>Script return envelope(s)</li> <li>Bar code label(s) (containing exam, component and candidate range information)</li> </ul>	<ul style="list-style-type: none"> <li>Spare coloured pencils, normal pencils and black/blue pens</li> <li>CD player</li> </ul>	<ul style="list-style-type: none"> <li>Black/blue pens or soft pencils (B or HB)</li> <li>Erasers</li> <li>Coloured pencils (black, blue, brown, green, grey, orange, pink, purple, red, yellow)</li> </ul>
<b>Reading &amp; Writing</b>	<ul style="list-style-type: none"> <li>Question paper booklets</li> <li>Script return envelope(s)</li> <li>Bar code label(s) (containing exam, component and candidate range information)</li> </ul>	<ul style="list-style-type: none"> <li>Spare pencils and black/blue pens</li> </ul>	<ul style="list-style-type: none"> <li>Black/blue pens or soft pencils (B or HB), erasers</li> </ul>
<b>Both components</b>	<b>You must provide:</b> <ul style="list-style-type: none"> <li><a href="#">Malpractice form</a></li> <li><a href="#">Special Consideration form</a></li> </ul>		
	<p>You can download these forms from the Support Site so that hard copies are available in the exam room. This will ensure that the information needed is collected.</p> <p>Your Centre Exams Manager (CEM) is responsible for transferring this information into a <a href="#">post exam case on Cambridge English for Centres</a> by the deadline provided in the session schedule. <a href="#">See the Support Site</a> for instructions.</p>		
	<ul style="list-style-type: none"> <li>Script Return Sheets (print the sheets for both components and send them both back to us together with the completed exam materials)</li> <li>Attendance register</li> </ul>		
	<p>You can download these forms from <a href="#">Cambridge English for Centres</a>.</p>		
	<ul style="list-style-type: none"> <li>Measuring tape for ensuring correct distance between desks</li> <li>Scissors for opening the question paper packets</li> <li>Desk labels – the candidate number must be on the label, and we also recommend including the candidate name.</li> </ul>		

## 2.3 Preparation

### Requirements for invigilators

#### NEW



- 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 provide proof of identity.
- You must have at least one invigilator per 25 candidates in each exam room.
- Invigilators must not be friends or relatives of the candidates. An English teacher who has taught the candidates in the last 12 months cannot invigilate (on their own or with another invigilator).
- If there is only one invigilator, they must be able to ask for help without leaving the candidates unsupervised, e.g. they can use a mobile phone with sound and vibration switched off. Someone must be able to arrive within 2 minutes.



## Room requirements

- **Exam room:** Switch off any bells, disconnect any phones, make sure the temperature is comfortable, the room is tidy and light enough.
- **Directions to exam rooms:** Make sure candidates can easily find the exam room.
- **Starters, Movers, Flyers Notice to Candidates:** Put the current poster inside or outside the exam rooms. You only need to put up one if all candidates can see it easily.
- **Material in English:** Remove or cover posters, notes or notices in English (except for safety notices/*Notice to Candidates*).
- **Listening CD/equipment check:** Play the introduction on the CD and change the volume and bass to improve the sound quality. Move to different parts of the room to check that candidates will be able to hear the recording. Ensure that no one else can hear the recording. Your CEM will have checked the CDs when the materials arrived.
- **Time:** Display the time or a countdown that includes hours, minutes and seconds at the front of the room that all candidates can see from their desks. If you are using more than one clock, ensure they show the same time.

## 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)
- the duration (see below) (not needed for Listening)

### A1 Movers Reading & Writing

Centre no: GB599  
Start time:  
Finish time:  
Duration: 30 minutes

\* Leave a space to write the start and finish time on the board when you have finished the candidate instructions.

The information above can be written in any order, but make sure all candidates can see it.

## Duration of exams

Level	Listening component	Reading & Writing component
Pre A1 Starters	About 20 minutes	20 minutes
A1 Movers	About 28 minutes <b>NEW</b>	30 minutes
A2 Flyers	About 28 minutes <b>NEW</b>	40 minutes

## Seating

- Candidates must sit at desks or tables that are at least 42cm x 30cm (enough space for two A4 sheets to be placed side by side).
- Desks must be at least 1.25m apart (from the centre of one candidate's working area to the centre of the next candidate's working area in all directions). Use a tape measure to check the distance before the exam and check candidates do not move their desks.
- You must have a clear view of all candidates at all times.
- Candidates can share desks as long as the centres of their work areas are at least 1.25m apart.
- You must not use dividers except for Listening tests in a language laboratory/computer room.
- If you use a language laboratory/computer room for the Listening component, candidates must either sit 1.25m apart or you must use dividers. If you are using dividers, you must make sure that they are both high and long enough on all sides to prevent candidates from seeing each other's work. You must be able to see all candidates at all times.
- Desks can be in any formation, including round tables, as long as candidates are at least 1.25m apart.
- Put desk labels on each desk and make sure they are clearly visible to candidates and to invigilators from a distance. The candidate number must be on the label and we also recommend including the candidate name.



**NEW**

## 2.4 Authorised and unauthorised items

Candidates must not use items that could help them cheat or could damage the question paper booklets.

### Unauthorised items – Electronics

#### Outside of the exam room; no access until after the last written component

Electronic items are any devices candidates could use to record, access notes, or receive or transmit data during an exam session.

- mobile phones
- smart watches
- tablets, e.g. iPads
- e-readers
- laptops
- recording devices
- music players, e.g. iPods

This list is not exhaustive.



#### NEW

**Collect candidates' electronic items before the start of the first component. Keep them outside of the exam room. Candidates must not access their electronic items until after the last written component.**

You can allow electronic items for candidates with medical conditions (e.g. diabetes) but make sure to check that they cannot be used for malpractice.

You must tell candidates **before** the exam day if you are able to provide secure storage for their electronic items. If you aren't, they might want to leave them at home.



For more information about electronic items, [see the Support Site](#).

### Unauthorised items – General

#### In designated area inside or outside of the exam room; access allowed during breaks

- dictionaries
- notes
- paper
- correction fluid/tape
- erasable pens
- bags/handbags/luggage
- food or drinks other than water in a clear plastic bottle (make exceptions for candidates with medical conditions, e.g. diabetes)

This list is not exhaustive.

Candidates must leave unauthorised items in a designated area inside or outside the exam room. They can access these items, but not electronic items, during breaks.

When asking candidates to store their personal belongings and any unauthorised items in the designated area, make sure you comply with any relevant local laws (such as having to assume liability for items that get stolen, lost or damaged when you store them).

### Authorised items

#### Allowed at desks but monitor for unauthorised use

- pens, pencils, coloured pencils, erasers, pencil sharpeners
- small pencil cases
- water in a clear plastic bottle
- medicine
- tissues

Confirmations of Entry are allowed on the desks during the ID check. Remove or place them under the desk once the IDs have been checked, but ensure these are given back to candidates by the end of the exam day.

Candidates can keep coats or jackets on the back of their chairs. Make sure that they do not take notes etc. out of their pockets during the exam.

## 2.5 Candidate experience

You can improve your candidates' experience of their exam day. Ensure all staff are friendly, polite and helpful. Answer candidates' questions clearly and quickly, and try to solve their problems where possible. Keep candidates well informed. Explain:

- where they can wait, get refreshments and where the bathrooms are
- that they will not be allowed to have access to any electronic items during the exam, including breaks

**NEW**

- that they are allowed water in a transparent plastic bottle during the exam but they can't have any other drink or food at their desks
- the exam day timetable (start/finish/break times etc.)
- the restrictions on when they can leave the exam room during the components ([see page 9](#) for further information)
- NEW** • that they must raise any issues or complaints with you on the day of the exam
- NEW** • that an Inspector may check your centre's performance in person and that they might ask candidates some questions
- any emergency procedures for the venue.

Consider which of the above are relevant to your centre (depending on how much information your centre has given candidates before the exam day, local culture, candidates' age, familiarity with the exam venue etc.).

## 2.6 Invigilating during the test

**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.
- Patrol the room regularly (except for Listening\*).
- Do not do anything other than invigilating, for example, reading a book or working on a laptop. (You can complete the room plan, the attendance register and the [Malpractice](#) and [Special Consideration](#) forms if required.)
- You must not explain exam questions and must not read or amend the answers submitted by candidates. You must also not allow anyone else to read or amend the answers.
- Look out for candidates cheating ([see page 9](#) for further information).
- Do not disturb or distract candidates.

Invigilating Reading & Writing	Invigilating the Listening test
<ul style="list-style-type: none"> <li>• Regularly walk around the exam room.</li> <li>• Look out for candidates who need help (such as toilet breaks).</li> <li>• Give candidates warnings that there are 10 and 5 minutes left. <a href="#">See STEP 5 on page 23</a> for more information.</li> </ul>	<ul style="list-style-type: none"> <li>• Do not interrupt the Listening test and do not let anybody enter or leave except in an emergency.</li> <li>• * You must not move around the room unless absolutely necessary. It might affect candidates' hearing of the test.</li> </ul>

**You are responsible for the safety and welfare of children and young people during the exam.**



Please see the [Child Protection Policy](#) article on the Support Site for further information.

### Room plans

You must complete one room plan per exam room **before the final written component.**



A template room plan is available in the [Exam Admin Toolkit on the Support Site](#).

If the room layout changes or candidates are moved during the day, you must complete another one with the new set-up.

Include the following information:

- centre number
- date of exam, venue address and room number
- exam name and component/paper
- the position of each candidate by candidate number (put 'A' next to absent candidates)
- the direction they are facing
- the distance between candidates: you can write 'minimum distance of 1.25m met'



- the number of invigilators and their names, also their position during the Listening test
- the position of the Listening playback equipment and speakers, and any pillars or other features which might affect the sound.

**Store your room plans at your centre for six months after the results release date.**

### Attendance registers

**NEW** Complete 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 tell the CEM about it as soon as possible.

**You must return attendance registers to us; see [Section 4](#) for more information.**

### Absent candidates

If a candidate is absent, mark this on the attendance register.

Remove the absent candidate's materials from the desk after waiting long enough in case they are late.

### Candidates who want to leave the room

During the Listening test, candidates must not leave the room at any time except in an emergency.

### Toilet breaks

For all other written components, a candidate can leave and return to the exam room under supervision at any time (except during the final 10 minutes)

- check the bathrooms before and after any toilet breaks
- the candidate must close or turn their question paper booklet face down
- remind the candidate that they are still under exam conditions even outside of the exam room
- a member of staff must escort the candidate. Remember that if there is only one invigilator in the room, they cannot leave
- make sure the candidate does not communicate with anyone outside the room
- you must not allow extra time.

### Finishing early

If a candidate has finished the component and wants to leave the room (not possible for Listening tests):

- Check the time – the candidate cannot leave permanently in the last 10 minutes.
- The candidate must stay in their seat.
- Collect all of their exam materials.
- Tell the candidate to leave the room quietly.
- NEW** • Make sure the candidate is supervised outside the exam room.
- You must not allow this candidate to re-enter the room until that component has ended.

### Cheating

If you think a candidate has cheated, write a detailed report using the downloadable [Malpractice form](#). Give the documents to your supervisor/CEM.



Your CEM will decide if they need to report the suspected malpractice case to us. The CEM must transfer the information into a post exam case on [Cambridge English for Centres](#) by the deadline provided in the session schedule. See the [Support Site](#) for instructions.

If you think other candidates have been affected, fill in a downloadable [Special Consideration form](#) (see page 10 for further information).

Some examples of cheating:	If you think a candidate has cheated:
<ul style="list-style-type: none"> <li>• impersonation</li> <li>• copying from another candidate</li> <li>• communicating with or signalling to another candidate</li> <li>• having electronic items with them during the exam</li> <li>• using any unauthorised items with the intention of cheating</li> <li>• disruptive behaviour</li> <li>• not following the instructions of exam staff</li> <li>• candidates who are still waiting talking to candidates about the test to candidates who have already taken the test (Speaking test only).</li> </ul>	<ul style="list-style-type: none"> <li>• tell the candidate quietly to stop cheating and that they will be reported.</li> <li>• be aware of local laws regarding physically touching candidates when you are removing unauthorised materials.</li> <li>• allow the candidate to complete any remaining components.</li> <li>• 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.</li> </ul>

### NEW Candidates who arrive late

**You cannot allow late candidates to sit the Listening test once it has started.** You can allow late candidates to take the Reading & Writing 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 a candidate misses the Listening component, do not allow them to take the Reading & Writing component. **Note that candidates who have missed one component of the exam will not receive a certificate.**

If you allow late candidates for the Reading & Writing component, you must allow them the full time of the test. Read the full instructions to them (outside of the exam room if the other candidates have already started). You might want to consider the impact this has on your exam timetabling when deciding whether to accept candidates who are late.

When the component has finished for everyone else, make sure all other candidates leave the room quietly and allow the late candidate to finish their test until their time is up.

Fill in a printed Special Consideration form if they were late because of sudden illness or transport problems and this has affected them in any way.



Your CEM must transfer this information into a post exam case on Cambridge English for Centres by the deadline provided in the session schedule. See the Support Site for instructions.

### Special Consideration

If something happens that might have affected the performance of the candidates, complete a downloadable Special Consideration form to ensure the candidates are not disadvantaged. Give the completed forms to your CEM/supervisor at the end of the exam.



Your CEM is responsible for transferring this information into a post exam case on Cambridge English for Centres by the deadline provided in the session schedule. See the Support Site for instructions.

Examples of reasons to submit a *Special Consideration form*:

- a candidate is unwell during the exam
- there is a loud noise
- there are unforeseen problems with the Listening test equipment
- there is a delay that might distress the candidates
- there is an emergency evacuation such as a fire alarm.

Decide which candidates you want to submit the form for (everyone in the room, a range of candidates in an area, or a single candidate). Tell the candidate(s) that you will inform the exam board of the circumstances.

## 3. Speaking test

The Starters, Movers, Flyers Speaking tests are a face-to-face interaction between one Speaking Examiner (SE) and one candidate.

The only people allowed in the test room during a Speaking test are the Speaking Examiner (SE), the candidate, a suitable adult and the Team Leader (TL) – in some cases there may also be a Regional Team Leader (RTL) or Professional Support Leader (PSL). TLs can be in the test room for SE monitoring purposes.

A suitable adult (such as a member of staff from the school, or a member of the exam team) can be in the test room during the Speaking test to provide reassurance to all involved. They must not be a relative of the candidate or their English teacher, and must not interrupt the test in any way.

Inspectors do not enter the test room during a Speaking test. They will check the Speaking test room before or between tests.

### 3.1 Key steps

#### NEW

- Make sure that candidates do not take any electronic items into the test room.
- Keep the waiting area calm and quiet.
- Ensure that waiting candidates do not speak to candidates who have already taken the test.
- Ensure that waiting candidates are comfortable and have something to occupy them while they wait.

### 3.2 Staff and materials

You need the following staff:

- Supervisor(s) in the waiting area.
- Marshal(s) to escort candidates between the waiting area and test rooms. You might need more than one depending on the number of test rooms used.
- Speaking Examiners (SEs) who have been trained and certificated for the appropriate level and whose quality assurance requirements are up to date (SEs are managed and engaged directly by centres, except in the UK). The SE conducts the Speaking test and assesses the candidates' performance.

You need the following materials:

- Speaking test timetable
- attendance register ([downloaded from Cambridge English for Centres](#))
- *Starters, Movers, Flyers Notice to Candidates* ([ordered in advance](#) or [downloaded from the Support Site](#))
- *copies of the Special Consideration and Malpractice forms* (downloaded from the Support Site)
- A4 envelopes for temporarily sealing mark sheets in the exam room (if mark sheets are not immediately sealed in a script return envelope)
- script return envelope(s)
- Speaking packs (except UK)
- *Instructions to Speaking Examiners* (except UK) ([ordered in advance](#))
- Speaking mark sheets ([downloaded from Cambridge English for Centres](#)).

### 3.3 Speaking test times

Level	Test time	Maximum number of candidates allowed per session
Pre A1 Starters	3–5 minutes Allow 7 minutes	22 candidates
A1 Movers	5–7 minutes Allow 9 minutes	15 candidates
A2 Flyers	7–9 minutes Allow 11 minutes	12 candidates

Speaking tests last for a range of possible times. Please consider the timetable above as a guide.

Please note that these are only recommended times, and that SEs must conduct the Speaking tests at the candidate's pace. The recommended duration might need to be adjusted to suit circumstances. A turnaround time of 2 minutes has been allowed between candidates, and the SE must use this time to complete the mark sheet. For every Speaking test when SEs are being monitored, you will need to add three more minutes to allow for feedback.

#### Timetabling information

- Your CEM will give you a copy of the timetable; make sure you have it with you during all the sessions as you might have to show it to an Inspector. SEs should have received a copy of the timetable in advance of the test date but make sure you check it with them before the test starts in case there have been any changes.
- Speaking test sessions must be timetabled to last a maximum of 2 hours. Include a break of at least 30 minutes between these sessions. Sessions should start on time. SEs must not examine for more than 6 hours per day (excluding breaks).
- If examining at different levels within a 2-hour period (e.g. Pre A1 Starters and A2 Flyers), schedule a break of at least 10 minutes to allow the SEs to adjust to the next level.
- If you have a large session, it is not necessary for all candidates to arrive at the start of the Speaking test session. You can group them so that they do not have to wait for a long time before the test. We recommend that candidates are instructed to arrive no earlier than 30 minutes before their Speaking test.

### 3.4 Test rooms and waiting area

The CEM will have chosen a suitable venue. There must also be a waiting area where candidates can wait to take their test. Any noise from the waiting area must not disturb candidates in the test rooms.

People allowed in the test room are:

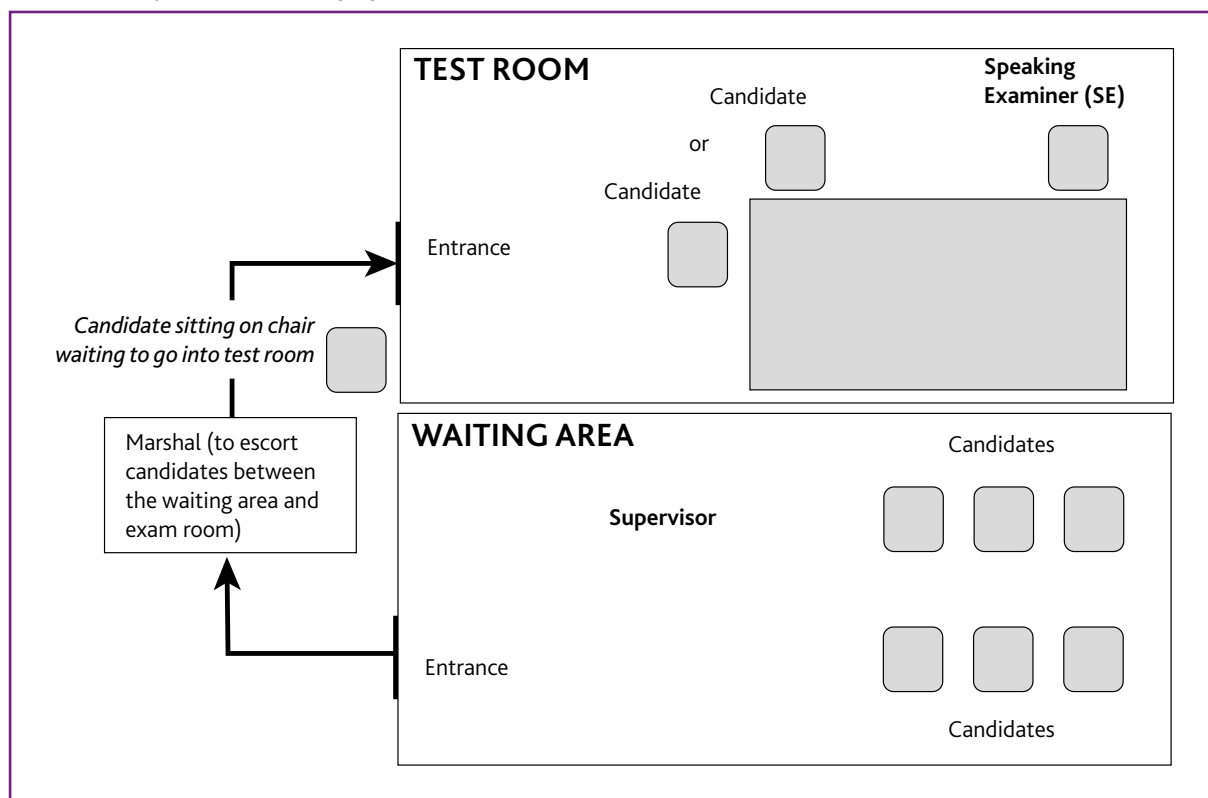
- Speaking Examiners (SEs)
- candidates
- Team Leaders, Regional Team Leaders, Professional Support Leaders (for SE monitoring purposes only).

Inspectors cannot be in the test room during a Speaking test. They will check the rooms before or between tests.

- Only one Speaking test can be held in a room at a time.
- Clearly label all rooms being used for Speaking tests.
- Put the current **Starters, Movers, Flyers Notice to Candidates** inside or outside the exam room 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).
- Check the waiting area has enough chairs for candidates and that noise in the waiting area cannot be heard in the test room.

- If possible, give waiting children something to occupy them during this time so that they do not become restless, e.g. provide some books or children's magazines.
- The waiting area must be supervised at all times.
- Provide an area where candidates can place their belongings during the test. All electronic items 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 test room.

*The SEs are responsible for arranging the furniture in the test room as shown below. The door to the test room must be*



*left open if it is not possible to see the room through a glass panel. Please note that you might have to move the waiting candidate further from the door to the test room if it has to be left open.*

### 3.5 Before the Speaking test

**Speaking Examiners (SEs) are responsible for:**

- Correctly timing the Speaking tests.
- Keeping Speaking test materials and Speaking mark sheets secure at all times on the test day. You will need to agree with them a procedure for keeping materials secure during breaks.
- Ensuring there is a suitable exam environment in the test room and for setting up the layout of the room to meet requirements.
- Completion of the Speaking mark sheets. All completed mark sheets are confidential.
- Informing you of any situation affecting a candidate's performance, where the centre might have to request Special Consideration.
- Sealing the mark sheets in the test room and giving them to the supervisor at the end of each 2-hour examining session.

#### Marshal duties

- To ensure that each child knows what to expect in the test room and is not anxious about taking the test.
- To reassure each candidate that the SE is very nice and friendly, and to introduce the candidate to the SE. If a TL is carrying out a monitoring visit, briefly explain who they are and what their role is.

- To take Speaking mark sheets to the SE if instructed to do so.
- To make sure candidates are not left unsupervised until they go into the test room. Marshals must escort each child to a chair outside the test room, accompany them into the test room at the appropriate time and introduce them to the SE (and TL if present) in English, before leaving.
- To leave the door to the test room open if it is not possible to see the room through a glass panel. If the SE leaves the door open, do not close it during the test. If the door to the test room is open, you must ensure that the waiting candidate is sitting far enough away not to overhear the test in progress.
- To ensure that candidates who have taken the test are not allowed to re-enter the waiting room, except to pick up their belongings. When collecting their belongings, they must not communicate with the candidates waiting in that area to take the test.

### **Before candidates arrive**

Each SE will need a Speaking pack and a copy of the relevant Instructions to Speaking Examiners. SEs must not assess candidates unless they have both of these documents. Your CEM will either give them directly to the SEs or will give them to you to distribute. In the UK, the SEs will bring these materials with them. If you have the packs to give out to SEs, keep a record of which pack is issued to which examiner.

Speaking test materials must always be supervised. You will need to agree with SEs a procedure for keeping materials secure during breaks. You can store them securely, for example, by locking them in the test room or a safe.

Check the candidate names with the SEs in case they know any of the candidates personally, have taught them in the last three years or examined them in the previous six weeks. There might be occasions when an SE only realises they know a candidate when they enter the test room. In this case, arrange for the candidate(s) to be examined by another SE. Make changes to the Speaking test day timetable if necessary.

Check you have enough envelopes for packing the mark sheets and give those envelopes to the SEs. Your CEM will have informed you about arrangements for the SEs, for example refreshments and car parking. Show SEs to the test room, and inform them of any changes to the timetable.

Check whether the mark sheets should be given to the SE as a set, or whether they want to be given the mark sheets one at a time.

### **When candidates arrive**

- Mark their names on the attendance register to indicate Present or Absent.
- Check the candidate names and numbers are correct on the mark sheet. Give any name corrections to the CEM later.
- Tell the candidates to switch off their mobile phones and any other electronic items (including alarms on their watches) and ask them to place these in the designated area outside of the exam room. Other unauthorised items can be left in a designated area either outside or inside the test room.
- Explain to candidates:
  - when they will be examined and who their partner is
  - where they can get refreshments and where the bathrooms are
  - that they must be quiet in the waiting area so as not to disturb other candidates
  - that they cannot take any electronic items into the test room or they may be disqualified
  - that once they have taken the test, they will not be allowed to communicate with candidates who are still waiting.
- Supervise waiting candidates and make sure noise from the waiting area does not interrupt the test.

**NEW**

### **When candidates are ready to go into the test room**

- If requested, give the Speaking mark sheet to the marshal to pass to the SE.
- Check that candidates have switched off their mobile phones and other electronic items, including alarms on their watches, and ask them to place them in the designated area outside of the test room. Show them where to put these items and any other personal belongings.
- Make sure the candidates are escorted to the test room and supervised until they enter the test room.

### 3.6 During the Speaking test

#### Late arrivals and absent candidates

##### Late arrivals

If a candidate is late for their Speaking test, add them to a later time in your timetable once they arrive. After the candidate has taken the test, SEs must pack their mark sheet together with other candidates' test materials.

##### Absent candidates

If a candidate is absent, you can re-arrange the Speaking test to another day provided it is no more than five days after the date of the written test. In this case, don't mark the candidate as absent on the attendance register. Once the candidate has taken their re-arranged Speaking test, the SE should pack their mark sheet in a separate envelope. You should despatch it together with the other candidates' Speaking mark sheets.

If you cannot arrange another Speaking test, mark the candidate as absent on the attendance register. SEs should mark the candidate as absent on the Speaking mark sheet and add it to the other candidates' mark sheets.

#### NEW

After the exam, inform the CEM of all absent candidates. When inputting the Speaking marks, the CEM will mark the candidate as absent, and then must also withdraw them on [Cambridge English for Centres](#) before the Final Entry Amendment Date.

#### Emergency Special Arrangements

An SE might discover on the day of the Speaking test that a candidate has a difficulty, which could affect their performance. In this situation, please do one of the following:

If the test has not started yet:	If the test has started:
<p>The SE will tell you immediately so that you can make emergency Special Arrangements.</p> <p>Contact the Helpdesk or your Team Leader if you need advice about the type of Special Arrangements required.</p> <p>If the test needs to be taken outside of the 5-day window, a <a href="#">Timetable Deviation Request</a> must be submitted on the Support Site.</p>	<p>The SE will decide as soon as possible whether to conduct the test as normal or stop the test.</p> <p><b>If the SE decides to run the test as normal</b>, you must not reschedule or allow the candidates to retake the test. Fill in a printed template of the <a href="#">Special Consideration form</a>, and give it to your supervisor/CEM at the end of the test.</p> <p><b>If the SE decides to stop the test</b>, you will need to reschedule it. Contact the Helpdesk for advice about the type of Special Arrangements required. If the test needs to be taken outside of the 5-day window, a <a href="#">Timetable Deviation Request form</a> must be submitted on the Support Site.</p>

#### Cheating

You must report anything unusual, such as suspicious behaviour of any candidates during the exam, to the supervisor or CEM as soon as possible. For further details, [see page 9](#).

### 3.7 After the Speaking test

#### Speaking mark sheets

Each SE is responsible for the Speaking mark sheets once handed to them by the marshals. **Please note that all information on the Speaking mark sheets is confidential.**

Failure to complete the Speaking mark sheets for a candidate who was present causes significant delays and in some cases, no certificate to be issued. Examiners must complete each sheet.

After every 2-hour session, the SE and/or supervisor must follow these steps:

- Arrange mark sheets in candidate number order including any absent candidates.
- Place mark sheets for each level in separate A4 envelopes.

Continued

- Seal envelopes, and sign across the seals (one signature is sufficient).
- Give them to the CEM or supervisor for secure storage.

After the final session, the CEM will need to **enter Speaking marks twice into Cambridge English for Centres and ensure that all marks are keyed in correctly**. See Section 4 for further information.

**Failure to enter the Speaking scores on Cambridge English for Centres will result in delayed certificates.** The deadline for entering the Speaking marks is listed on Cambridge English for Centres on the 'Schedule' page.

### **Name corrections and forms**

Pass any name corrections to the CEM, as well as *Special Consideration* and *Malpractice* forms so that the CEM can submit them on Cambridge English for Centres. Deadlines for submitting these details are listed on Cambridge English for Centres.

### **Absent candidates and late entries**

Immediately after the exam, notify the CEM of any candidates who need to be withdrawn or added so they can update Cambridge English for Centres as soon as possible. This ensures that when Script Return Sheets are printed at Cambridge, they accurately reflect the names of the candidates who took the test.



## 4. Packing materials after the exam

You must follow these instructions to maintain the security of materials, and to make sure the papers can be marked promptly once they arrive in Cambridge.

Your CEM will either give you script return envelopes or A4 envelopes to pack the materials in the exam room. When using A4 envelopes to securely store and transport exam materials ensure they are sealed and signed across the seal by the person who packed the exam materials into the envelope. Make sure these materials are re-packed into the script return envelopes before despatching them to us.

**NEW** Arrange question paper booklets in candidate number order (as listed on the attendance register). Add **late arrivals' question paper booklets** in sequence with the other candidates' work. Check that you have all question paper booklets.

**NEW** Please do not return unused question papers or CDs to Cambridge English. Instead, please destroy these securely from your centre.

You must not keep any question papers or CDs to use for teaching or other purposes.

### Speaking test materials:

Ensure that the Speaking marks have been keyed twice into [Cambridge English for Centres](#).


Once you have checked that you have keyed the marks correctly, securely destroy the Speaking mark sheets (by shredding or burning) immediately after the Speaking marks have been input.

**You do not need to return the Speaking mark sheets or the attendance register to us.**

Keep Speaking test packs for use in future tests. Do not return or destroy them until you receive a newer version of the Speaking pack. You can find more information in the [Speaking pack order form on the Support Site](#).

### Put in script return envelope or A4 envelope:

<b>Listening test materials</b>  <b>NEW</b>	Use one script return envelope for the Listening component. Include the following test materials: <ul style="list-style-type: none"> <li>• completed <b>Listening question paper booklets</b> (collated in candidate number order)</li> <li>• <b>attendance register</b> for Listening test (return the original and make a copy for your records).</li> </ul>
<b>NEW</b>	You do not need to return the <i>Starters, Movers, Flyers</i> Script Return Sheet. However, you must remove absent candidates from <a href="#">Cambridge English for Centres</a> as soon as possible to ensure this accurately reflects the names of the candidates who took the test. The Script Return Sheets will be printed in Cambridge.
<b>Reading &amp; Writing component</b>  <b>NEW</b>	Use one script return envelope for the Reading & Writing component. Include the following test materials: <ul style="list-style-type: none"> <li>• completed <b>question paper booklets</b> (collated in candidate number order)</li> <li>• <b>attendance register</b> (return the original and make a copy for your records).</li> </ul>
<b>NEW</b>	You do not need to return the <i>Starters, Movers, Flyers</i> Script Return Sheet. However, you must remove absent candidates from <a href="#">Cambridge English for Centres</a> as soon as possible to ensure this accurately reflects the names of the candidates who took the test. The Script Return Sheets will be printed in Cambridge.

<p><b>Both components</b></p> <p><b>NEW</b></p>	<ul style="list-style-type: none"> <li>• <b>Check the bar code label is correct for the component you want to pack and return. Use a different script return envelope for each component, packing code and candidate range.</b></li> <li>• <b>Attach the bar code label</b> containing the correct exam, component and candidate range information to the script return envelope. Returning candidates' papers with the wrong bar code label will delay the marking of their answers and the release of their results.</li> <li>• <b>Split a component</b> and pack it in multiple envelopes for different packing codes or candidate ranges, if listed on the bar code label.</li> <li>• <b>Complete the required information</b> on the front of the script return envelope(s).</li> <li>• Collate individual script return envelopes (make sure the correct bar code labels have been attached to them) into a larger outer package and affix the address label. Note that you can now use your own address label, or <a href="#">print one from the Support Site</a>.</li> <li>• These bar codes must be used to make sure candidates can be tracked in our system.</li> </ul> <p>Your main consignment to us must include correctly labelled script return envelopes. If you have several envelopes for one component, make sure all of the envelopes are included in one consignment.</p> <p> Please see the <a href="#">Support Site</a> for more information on packing and returning exam materials.</p>
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## Materials for candidates with Special Arrangements

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

Include the candidate's materials with all other candidates' materials, as described in the table above.

**NEW**

### Modified materials

These should be packed in a separate envelope and clearly labelled with 'Special Arrangements' and the candidate's name and number. Include them in the same script return envelope within the same packing code range.

## Despatch of exam materials

Despatch of exam materials must be arranged within three calendar days of the written component. CEMs can check the deadline by which materials should arrive in Cambridge on [Cambridge English for Centres](#).



\*If a bar code label is missing, write the following information on the packet: centre number, exam name and component, exam syllabus number ([see the Support Site](#)), packing code and candidate number range.

## Storing materials

### Attendance registers

**NEW**

Store your copy of the attendance registers for six months after the exam's results release day.

## Speaking packs and Instructions to Speaking Examiners

UK centres	Non-UK centres
<p>SEs are responsible for Speaking test packs and <i>Instructions to Speaking Examiners</i>, and will bring these with them on the day of the exam.</p> <p><b>NEW</b></p>	<p>The Speaking test packs must be stored securely at all times. Keep a record of when they were taken out of storage, who took them and for how long. Between test sessions <i>Instructions to Speaking Examiners</i> must be kept securely by the SEs or stored securely at the centre.</p> <p>Destroy them once you receive your new packs (you can find more information about timescales in the <a href="#">Speaking pack order form on the Support Site</a>).</p>

# Appendices

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## Appendix A – Emergency procedure

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

Depending on the nature of the emergency, try to follow the instructions below. However, your local emergency procedures override any of our exam security regulations if required.

If the emergency only caused a brief interruption and was not very 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 available to finish the exam. If the emergency was very distressing for the candidates, it might not be appropriate to continue the exam on that day.

If you think you cannot resume the exam on the day or you need further advice, please contact the Helpdesk immediately.

### Written components:

- Evacuate the exam room following the regulations of the venue.
- Leave the question papers in the exam room and lock the door if possible.
- Where possible, supervise the candidates as closely as possible to make sure they don't talk to each other or use mobile phones/the internet.
- After the candidates have returned to the exam room and you have checked their IDs, and you continue the component, mark on each candidate's work when they were interrupted.
- Note the time and length of the interruption.
- Write the new finish times on the board and allow candidates the full working time for the component.
- Fill in a Special Consideration form and give it to your CEM/supervisor at the end of the exam (see page 10 for further information).

## Appendix B – If your Listening equipment or the CD fails

- Note where the CD stopped.
- Tell candidates to close their question papers and be quiet.
- Replace the faulty equipment or CD. If you are the only invigilator in the room get help so you can still supervise the candidates.
- Play the introduction to the candidates to check the sound.
- Then use headphones to fast forward to the place where the CD was stopped.
- Tell candidates to open their question papers and continue the test.
- Fill in a Special Consideration form; see page 10 for further information.

# **Candidate instructions**

These are the essential steps to follow when you are ready to start the exam. For further instructions, including room set-up and how to invigilate, see Sections 2 and 3 of this booklet.

You can translate all the candidate instructions from this booklet (you don't have to read them out in English) and can add further information if you want. Make sure that all candidates can understand the instructions and that you do not contradict any of our regulations.

## STEP 1: Before you start the exam

### NEW

- Switch off your mobile phone or turn off the sound/vibration.
- Follow your centre's procedures for collecting and storing candidates' electronic items. 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 last written component. Make it clear that they will be disqualified if they have any electronic items in the exam room during the exam, or use them during breaks.

### For the Listening test:

- Explain to candidates that they cannot leave the room during the Listening test for toilet breaks or if they finish the test early.
- Ask the candidates if anyone needs to go to the bathroom before you start the exam.
- If your Listening equipment or CD fails, see Appendix B for advice.

### For the Reading & Writing test:

- Tell candidates that if they need a toilet break, they must put their hand up and wait in their seat. They must not leave the exam room for toilet breaks during the last 10 minutes of the test.
- Explain to candidates that if any of them finishes their test early, they must put their hand up and wait in their seat. They must not permanently leave the exam room in the last 10 minutes.

## STEP 2: Instructions to candidates – Listening

- ▶ Hello everybody. Here we are for your ..... [Starters, Movers, Flyers] exam.
- ▶ It's Listening.
- ▶ Do you have coloured pens or pencils?

*Check that candidates have the necessary pens or pencils. If not, give them spare ones.*

- ▶ Is everybody comfortable? Because we can't leave the room until the end of the test.
- ▶ Don't worry if you don't hear something the first time. Because you will hear everything a second time.
- ▶ Any questions?

*Give candidates a minute for questions about the instructions.*

- ▶ Now let's check the sound.

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

- ▶ Can you hear?
- ▶ Are you ready to start?
- ▶ I am going to give you your books now. Please keep them closed for the moment.

*Open the question paper envelopes now in front of the candidates and distribute the question papers. Point out any important information about the paper.*

*Note for invigilators: candidates write their answers on the question paper booklet. There are no separate answer booklets.*

*Read out the test information on the front page of the question paper booklet.*

*Hold up a question paper booklet and show candidates where to fill in the information.*

- ▶ Write all your answers in this book. Write clearly.
- ▶ Write your name here. [Point out where to write the name on the question paper booklet]
- ▶ Now write this number here. [Centre number: point to your centre number on the board and then show candidates the space on the question paper booklet.]
- ▶ And write this number here. [Candidate number: point to the candidate number on the desk label and then show candidates the space on the question paper booklet.]

*Give candidates some time to fill in all the information and help if required.*

- ▶ Are you ready to start?
- ▶ Good. Now open your books.

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

## NEW STEP 3: Finishing the Listening test

**Do not give any time warnings.** The recording on the CD includes all the time warnings and necessary pauses.

- ▶ The test has now finished; stop writing and put your pens/pencils down.
- ▶ Please stay in your seats until you have been told you can leave.
- ▶ Do not take any test materials out of the room.

*Make sure all candidates have stopped writing and put their pens/pencils down.*

*Collect all question papers. Count all the materials to check that you have collected everything.*



- ▶ You are not allowed to use any electronic items until the Reading & Writing test finishes.
- ▶ You can leave the room quietly now.

*Collate all question paper booklets in candidate number order, ensuring that they correspond to the relevant attendance register.*

*Pack materials in a script return envelope or an A4 envelope according to [Section 4](#).*

*You must always seal the envelopes before taking them out of the exam room. If you use A4 envelopes instead of script return envelopes, you must sign across the seal.*

*Pass any name corrections to the CEM, as well as reports for Special Consideration and malpractice.*

**STEP 4: Instructions to candidates – Reading & Writing**

- ▶ Hello everybody. Here we are for your ..... [Starters, Movers, Flyers] exam.
- ▶ It's Reading & Writing.
- ▶ Do you have a pen or pencil and an eraser?

*Check that candidates have the necessary pens/pencils/erasers. If not, give them some.*

- ▶ I am now going to give you your books. Please keep them closed for the moment.

*Open the question paper envelopes now in front of the candidates and hand out the question papers. Point out any important information about the paper.*

*Note for invigilators: candidates write their answers on the question paper booklet. There are no separate answer booklets.*

*Read out the test information on the front page of the question paper booklet.*

*Hold up a question paper booklet and show candidates where to fill in the information.*

- ▶ Write all your answers in this book. Write clearly.
- ▶ Write your name here. [Point out where to write the name on the question paper booklet.]
- ▶ Now write this number here. [Centre number: point to your centre number on the board and then show candidates the space on the question paper booklet.]
- ▶ And you need to also write this number here. [Candidate number: point to the candidate number on the desk label and then show candidates the space on the question paper booklet.]
- ▶ Any questions?

*Give candidates time to fill in all the information and help if required.*

- ▶ Are you ready to start?
- ▶ Good. Now open your books and start.

**NEW****STEP 5: Finishing the Reading & Writing component**

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

- ▶ You have 10 minutes left.
- ▶ If you have finished, stay in your seat until the test has finished.

**5-minute warning**

- ▶ You have 5 minutes left.

**When the component has finished**

- ▶ The test has now finished; stop writing and put your pens/pencils down.
- ▶ Please stay in your seats until all test materials have been collected and you have been told you can leave.
- ▶ Do not take any test materials out of the room.



*Collect all question papers, and count them to check that you have collected all of them.*

- ▶ You can leave the room quietly now.

*Sort all question paper booklets in candidate number order. Check that they correspond to the relevant attendance register.*

*Pack materials in a script return envelope or an A4 envelope according to [Section 4](#).*


*You must always seal the envelopes before taking them out of the exam room. If you use A4 envelopes instead of script return envelopes, you must sign across the seal.*

*Pass any name corrections to the CEM, as well as reports for Special Consideration and malpractice.*

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### A few facts and figures about us:

- 5.5 million assessments taken every year
- Accepted by over 20,000 organisations worldwide
- 2,800 exam centres in 130 countries
- Over 50,000 preparation centres
- Providing English language assessment since 1913



# We help people learn English and prove their skills to the world

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We are Cambridge Assessment English. Part of the University of Cambridge, we help millions of people learn English and prove their skills to the world.

For us, learning English is more than just exams and grades. It's about having the confidence to communicate and access a lifetime of enriching experiences and opportunities.

With the right support, learning a language is an exhilarating journey. We're with you every step of the way.


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