

# Language Cert

## Invigilator Guide

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## Step-by-step instructions on how to conduct an exam

### Prior to the exam

#### Step 1: Get your exam details

Check for an e-mail sent to you by LanguageCert with information on the exam you are registered for as an invigilator, including the exam date, time and location, exam ID and the step-by-step invigilator instructions.

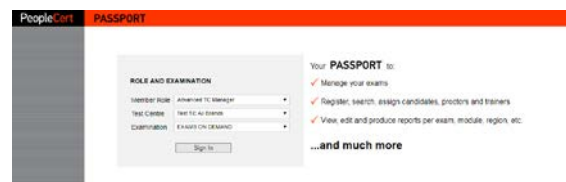
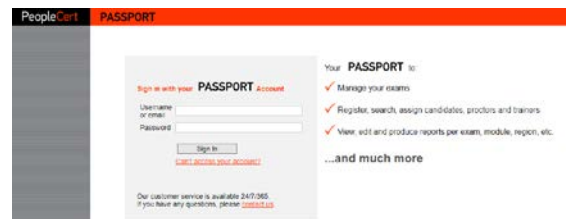
#### Step 2: Know who / how many candidates you are expecting to attend

3 (three) days prior to the exam, you will receive an e-mail with the most up-to-date Candidate List. You may, also, download the list from your profile on PASSPORT (detailed instructions included below). If you are responsible for registering your candidates, you can now check that all candidates are registered correctly.

### 24 hours prior to the exam

#### Step 1: Get the final candidate registrations to the exam

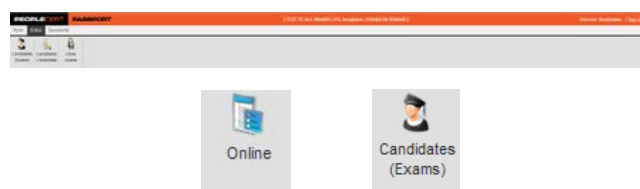
- Once registration is completed, the final Candidate List / Close Out Report will be available through PASSPORT.
- To access the list, please **login to** <https://passport.peoplecert.org/> using your username or registered e-mail and password and **follow the instructions below.**
- If you are having trouble logging in, please click on **“Can’t access your account?”** and insert your last name and e-mail. You will then receive instructions on how to reset your credentials.
- In case a conflict emerges with



you invigilating any of the candidates, please inform the centre immediately so that you may be replaced for this exam session.

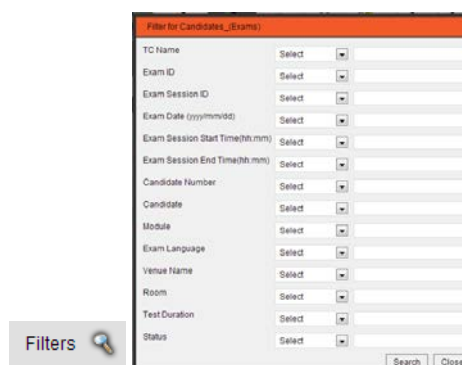
**Note:** Only candidates who are registered can take the exam.

1. On the Member Role menu, select **Invigilator**.
2. On the Test Centre menu, select **Test Centre**.
3. On the Examination menu, select **Exams on Demand**.
4. **To view the Candidate List** (i.e. a list of candidates who have registered for an exam), click on the **Online** button and then on the **Candidates** button.



**If you have more than one exam**, to view the candidates for a specific exam, you need to click on **Filters** at the bottom left and select the appropriate **Exam ID**.

If you only have one exam, skip this step.



## Step 2: View and print the Candidate List / Close Out Report

You may download the list from your profile on PASSPORT. The Candidate List / Close Out Report includes useful information that you need to have before, during and after an exam. The key items you need to familiarise yourself with are highlighted, including the Exam Session ID, the unique 16-digit candidate numbers and the unique session registration number.

In the form, you can also view:

- Registered candidates

CANDIDATE LIST		INVIGILATION CERTIFICATE / CLOSE OUT REPORT		PEOPLECERT	
TC Name	Exam Session ID	Exam Session ID	Exam Session ID	Exam Session ID	Exam Session ID
Exam Name	Exam Session	Exam Session	Exam Session	Exam Session	Exam Session
Room Name	Language	Language	Language	Language	Language
TC000001	TC000001	TC000001	TC000001	TC000001	TC000001
TC000002	TC000002	TC000002	TC000002	TC000002	TC000002
TC000003	TC000003	TC000003	TC000003	TC000003	TC000003
TC000004	TC000004	TC000004	TC000004	TC000004	TC000004
TC000005	TC000005	TC000005	TC000005	TC000005	TC000005
TC000006	TC000006	TC000006	TC000006	TC000006	TC000006
TC000007	TC000007	TC000007	TC000007	TC000007	TC000007
TC000008	TC000008	TC000008	TC000008	TC000008	TC000008
TC000009	TC000009	TC000009	TC000009	TC000009	TC000009
TC000010	TC000010	TC000010	TC000010	TC000010	TC000010

- Candidates who were booked for the exam but have not completed the registration process.

1. To export the file as a PDF, click **Export**.

2. To download the file, click **Open Save**.



3. To **print out** the file, select landscape orientation.

**Note:** Only part of the candidate's photo ID and birth date details are visible, ensuring we treat personal information with the highest discretion.

You can write down the names and e-mails of any last-minute candidates. Once the form is submitted, LanguageCert will contact the candidates to complete the registration.

### Step 3: Prepare for the exam

On the day of the exam, you are requested to be at the centre / exam venue **at least one hour in advance and present yourself to the Chief Invigilator**.

In cooperation with the Chief Invigilator you must ensure/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, a blackboard or a flipchart which are visible to all candidates
- All examination desks are set in a school layout (one right behind the other), facing in the same direction, so that candidates' work is not visible to other candidates. Minimum distance/spacing between each individual examination desk and any other examination desk in any direction should be 1.25 m
- An audio CD player or MP3 player is available in each room for the administration of the listening part of the exam and that the CD player is functional, and the recording can be heard clearly

- Sound equipment is checked for its quality
- Necessary signage is put inside and outside of the Exam Room
- Desks are not wobbly and/or noisy and are clean
- Desk labels (if available) are placed on candidates' desks
- Exam Details are written on the board:
  - Examination Centre
  - Centre Number
  - Qualification Level
  - CEFR Level
  - Exam Date
  - Actual Start / End Time
- You will receive the exam material in a sealed envelope from the Chief Invigilator

**Important note:** Due to unforeseen circumstances and contingency plans, the Paper-Based Material Recipient may receive the exam material through e-delivery and hand these over to the Chief Invigilator on the day of the exam. You must, then, check that there is an audio-ready computer and internet connection, in the Exam Room, as the listening files will be reproduced from the computer (please note, they cannot be downloaded or copied).

#### **Step 4: Ensure candidates are ready for the exam**

- Candidates must be at the exam venue at least 30 minutes prior to the exam
- Make sure that only candidates and people authorised by the centre can access the examination room during and after the exam. Candidates should not be allowed in an Exam Room until it is fully prepared, and seats are assigned for all candidates
- Confirm each candidates' ID by checking their photo ID (national ID card, passport, driving licence, military ID card, employer identification card or academic ID), ensure that it matches the candidates' registration data and tick the **Present** box on the Close out Report
- Mobile phones and any other electronic devices (including Smart Watches) must be switched off and placed beyond candidates' reach during the exam
- Ensure candidates do not bring any papers, books, dictionaries or notes inside the Exam Room
- Desks must be clear of any materials or personal belongings

## Step 5: Start the exam

### Written Exam

- You must inform your Chief Invigilator once all the above have been completed. In case of a single Exam Room, the Chief Invigilator must then:
  - Open the sealed envelope containing the examination material no earlier than five minutes before the beginning of the examination and hand it in to you
- Read the exam instructions to Candidates (See Appendix A). A copy of these will be included in the exam material delivered or downloaded before each exam
- When instructed to do so, you must distribute the Exam Papers and Answer Sheets to the candidates and check that they:
  - Do not turn the question / answer pages before they are instructed to do so;
  - Follow the instructions carefully;
  - Fill in their personal data and any other information (such as registration number) where required, ensuring their name is the same as the one provided during registration (using Latin, capital letters)
- The Listening part of the Exam is administered first. Using the actual Exam CD, test the sound equipment and ask the candidates to confirm if they can hear the recording clearly. Make any necessary adjustments and play the instructions until everyone is satisfied. When everyone is satisfied, you may begin. In the unlikely event of a technical issue, the Chief Invigilator is responsible to take action, having consulted LanguageCert, if need be.

**Note:** Reproduction of any part of the Listening part of the test is not allowed. If, for any reason, the Invigilator needs to stop the examination and the reproduction of the audio file(s), he/she must restart it from the beginning of the part which was interrupted

- Inform candidates of the exam start and end time, which you must write on the board/flipchart that is visible to all candidates
- Ask candidates to turn to the question / answer pages
- Ensure candidates use pencils and an eraser when completing the Answer Sheets
- Ensure candidates write their writing task on the Answer Sheet
- Candidates should be escorted by the Chief Invigilator if they need to go out of the Exam Room
- Announce remaining time to the candidates (15 minutes remaining – 5 minutes

remaining)

- Announce 10 extra minutes to transfer their answers
- Fill in the Seating Plan, which should contain the following information:
  - Room setting – desks setting
  - Candidates' Names (First Name, Last Name -one in each box)
  - Exam Date/Time/Level
  - CD player's and speakers' position
  - Front and Back side of the Room
- Fill in the Invigilation Certificate/Candidate List/Close out Report (on the *Correct* line, write any amendments to candidates' details)

### Speaking Exam

- You must be at the centre at least one hour prior to the starting time of the exam.
- Ensure Interlocutor(s) strictly follow LanguageCert regulations:
  - Ensure Interlocutor(s) arrive on time
  - Perform ID check
  - Check Examination Room and ensure correct setting of at least one table and two chairs. The chairs should not be facing one another directly, but at an angle, so that the Interlocutor and the candidate are not seated in a confrontational arrangement
  - The Invigilator and Interlocutor must ensure that:
    - The recording device(s) works properly
    - There is sufficient memory
    - Extra batteries are provided
  - All speaking tests must be recorded
  - The recording equipment must be able to record directly to WMA (Windows Media Audio) or MP3 (Media Player) format, with a setting of 22 KHz mono 20 Kbps
  - The Examination Material is handed to the Interlocutor(s) one hour before the official start of the exam
  - The Interlocutor studies the examination script(s) carefully before the examination begins
  - Ensure the Interlocutor records each candidate's speaking session on a separate file and fills the File Number field on the Mark Sheet
  - At the end of each candidate's examination, the Interlocutor listens to the recorded file in the candidate's presence, up until the candidate's name is

stated, in order to ensure the quality of the recording. The candidate may then leave the room

- At the end of the entire examination session, the Interlocutor must hand the examination materials and the Candidate List back to you

**Note:** Please refer to detailed duties and responsibilities of Interlocutors in the “Guide for Interlocutors”.

- While candidates wait for their turn to enter the examination room, you must stay outside the examination room and:
  - Coordinate the order in which candidates are examined, based on the Candidate List (ISESOL)
  - Make sure candidates who have taken an exam do not interact with those who are waiting their turn
  - Check candidates’ proof of identity documents, fill in the Candidate List
  - Do not interfere with the examination in any way, unless the examination procedure is violated
  - Write on the Candidate List the actual sequence of candidates
- During the examination period, Interlocutors must be given the following breaks:
  - A 2-minute break after conducting each examination;
  - A 15-minute break after conducting 12 A1 or A2 level examinations, or 8 B1-C2 level examinations;
  - A 10-minute break before changing examination levels.

### **Step 6: Ensure that the exam session runs smoothly**

- Every effort should be made to start the exam at the specified time, unless there are any issues that need to be resolved prior to starting
- If any candidate arrives after the exam has begun, they may be allowed to sit the exam, provided that the following conditions are met:
  - a) The Chief Invigilator gives his/her consent
  - b) The candidate in question finishes the exam at the same time as the other candidates
  - c) No disruption to the exam process is caused

**Note:** Once the Listening part has started, no candidates are allowed to enter the exam room

- You must be alert and observe the candidates at all times during the exam
- Ensure no candidate misconduct takes place during the exam 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
- In the event of misconduct, the Chief Invigilator is authorised to expel a candidate from the examination room if he/she feels that the candidate's actions may disrupt other candidates. The Invigilator must report the incident in the Close Out Report (for details, please refer to LanguageCert's Malpractice and Maladministration Policy)
- If a candidate needs to temporarily leave the Room during the exam (i.e. needs to go to the toilet), they may be allowed a maximum of 5 minutes. Ensure that only one candidate is excused at a time and that the Chief Invigilator accompanies a candidate at all times
- You must notify candidates of the remaining exam time, 15 minutes and 5 minutes before the exam end time

**Note:** If a candidate leaves the examination room (other than for an authorised, accompanied bathroom break), they cannot re-enter the examination room.

## **Step 7: End the exam session**

### **Written Exam**

- Ensure that candidates stop writing at the stated end time
- Make sure, before candidates leave the room, that you:
  - Collect all Exam Papers / Answer Sheets (used and unused)
  - Review all Exam Papers / Answer Sheets to ensure that all information, including the registration number and candidate name is correct and matches the Candidate List / Close Out Report data
  - Ensure that candidates' details are filled out in all pages of the Answer Sheet
  - Tick the relevant box in each Answer Sheet
  - Thank candidates for their participation and cooperation and ensure they leave the exam room orderly. Fill in and sign the Close Out Report. The Close Out Report must also be reviewed and signed by the Chief Invigilator

### **Speaking exam**

- Transfer the speaking files from the voice recorder to a laptop or PC
- Fill in and sign the Close Out Report and the Interlocutor Report

## After the exam: Return the exam files to LanguageCert

### Option 1 – Via courier (next business day)

#### Written Exam files

- You must return all Exam Papers / Answer Sheets (used and unused) via courier by placing the following in the envelope/bag sent to you along with the exam material:
  - The answer sheets
  - The exam papers
  - The Close Out Report
- You must seal the envelope and return it to LanguageCert, ensuring you follow the “Shipping Instructions” included in the UPS envelope.

#### Speaking Exam files

- All the speaking files must be transferred from the voice recorder to a laptop or PC.
- You must place the following in the envelope sent to you along with the exam material:
  - The examination script
  - The Close Out Report
  - The Mark Sheets
  - The Voice Recorder (if applicable)
  - The Interlocutor Report
- You must seal the envelope and return it to LanguageCert, ensuring you follow the “Shipping Instructions” included in the UPS envelope.

**Note:** In all cases, we strongly advise that you return speaking exam recordings to LanguageCert by uploading them onto PASSPORT. For guidelines, please refer to the Option 2 (b) below.

Option 2 – Scan / Save, Upload & Submit files (within 24 hours after the exam session)

## **○ Step A: Scan / save files**

### **Written Exam files**

- Each exam file must be scanned and uploaded to PASSPORT within 24 hours after the exam has taken place and according to the instructions below:
  - File Type: jpg (jpeg image)
  - Resolution: 300 dpi
  - Colour Format / Image Type: Grayscale
  - File name: LanguageCert has no restriction on how you name files
  - Maximum acceptable size per file: 10 MB
  - Total acceptable file size per the entire exam session: 100 MB
- Uploading pdf files is not recommended. However, you may do so if you are not able to save files as jpg.
- Images scanned on wand scanners are not always clear; therefore, wand scanners are not recommended.
- Files that do not meet the above specifications will not be accepted by the system and a pop-up notification will appear.
- Original Answer Sheets must be safely stored until the official issuance of results and destroyed thereafter using a certified shredding method.
- Exam papers that were not returned by courier must be destroyed right after the exam using a certified shredding method.
- The downloaded exam material files must be permanently deleted from all devices.

### **Speaking Exam files**

- Each speaking file must be uploaded to PASSPORT within 24 hours after the exam has taken place and according to the instructions below:
  - File Type: MP3 or WMA
  - Recorded File format: Recommended format → 22 KHz Mono 20 Kbps
  - File name: LanguageCert has no restriction on how you name files
  - Maximum acceptable size per file: 10 MB
  - Total acceptable file size per the entire exam session: 100 MB

- Speaking files that do not meet the above specifications will not be accepted by the system and a pop-up notification will appear.
- Speaking recordings must be safely stored until the official issuance of results and deleted thereafter.

## ○ Step B: Upload & submit files to LanguageCert

If you are using Internet Explorer, make sure that it is not running under Compatibility View.

Login to PASSPORT → Online

Click on the **Close Exams** tab.

Find the exam session by its **Exam Session ID** and click on it.

Fill in the **exam data** – if required (Invigilator / Declaration notes).

If there are candidates on the candidate list who did not come to the exam, **click on Absent**, next to those candidates' names.

**Note:** You can **edit a candidate's name** by adding the correct name in the field under the candidate's name.

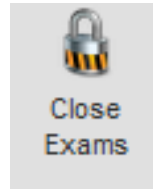
**Click on Add** in the Add Files field, select all the scanned files you wish to upload and then **click on Upload**.

A **pop-up message** will notify you that files have been successfully uploaded.

The uploaded files appear on the left-hand side of the form. You can **use the scroll bar** to view the file details.

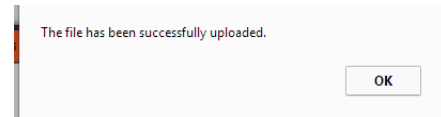
When you have completed the form, **click on Save**.

**Note:** After clicking Save, you cannot add any more files.



**Click on Close** to **exit the application** and close the browser window.

You can now expect the results within 10 business days!



### **Option 3 – Supervisor**

#### **Written Exam & Speaking Exam**

If a Supervisor is present, all Exam Material must be handed to him/her to return it to LanguageCert.

## Appendix A

### International ESOL Exam Instructions (to be read to the candidates before the exam)

- Welcome to the **LanguageCert International ESOL (Level\*) (month)** examinations.
- 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 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.
- We are going to give you your question papers. Please do not open your question paper yet.
- Complete the following fields on the top part of your question paper using a **pencil**:
  - First name and Last name in block capitals as it appears on your ID or Passport.
  - Today's date.
  - Test Centre code. The Test Centre code is....
- 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.
- 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 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 time of 10 minutes to transfer your answers to your answer sheet.

- If you want to leave early, raise your hand and stay in your seat until we have collected your exam materials. You may not reenter the room once you have left.
- You cannot leave the room during the last 10 minutes of the examination or during the Listening part.
- I will let you know when there are 15 minutes and again when there are 5 minutes of exam time left.
- At the end of the test, you must stop writing when I ask you to do 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 format

LanguageCert	CEFR Level	Listening Duration	Reading & Writing Duration
Preliminary	A1	~20 minutes	1 hour & 20 minutes
Access	A2	~20 minutes	1 hour & 20 minutes
Achiever	B1	~30 minutes	2 hours & 10 minutes
Communicator	B2	~30 minutes	2 hours & 10 minutes
Expert	C1	~30 minutes	2 hours & 40 minutes
Mastery	C2	~30 minutes	2 hours & 40 minutes

\*Please refer to table “LanguageCert International ESOL – Exam format”

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