

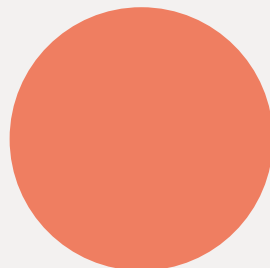


**Cambridge Assessment
English**

Cambridge

English Qualifications

**Exam Day
Booklet
2022**



Use this booklet for:

- A2 Key/Key for Schools
- B1 Preliminary/Preliminary for Schools
- B2 First/First for Schools
- C1 Advanced
- C2 Proficiency
- B1 Business Preliminary
- B2 Business Vantage
- C1 Business Higher
- TKT (Teaching Knowledge Test)
- Delta Module 1



If you are running a computer-based exam or an exam that is not listed above, you can find the appropriate *Exam Day Booklet* [on the Support Site](#).

If you have candidates with Special Arrangements, you also need to use the **Special Arrangements Supplement**. Regulations in the Supplement take precedence over any regulations in this *Exam Day Booklet*.

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 exam materials unattended.

NEW

Novel Coronavirus (COVID-19) update:

The *Handbook for Centres* and *Exam Day Booklets* remain valid, in conjunction with COVID-19 additional guidance. Please see the information given in the Novel Coronavirus (COVID-19) Support Site articles, in particular [Additional Guidance for Centres](#).

Contents

1. Introduction	5
2. Written components	6
2.1 Timetabling	6
2.2 Materials	7
2.3 Preparation	8
2.4 Authorised and unauthorised items	10
2.5 Candidate experience	11
2.6 Candidate Information Sheets (CIS)	11
2.7 Test day photos	11
2.8 Checking candidates' photo IDs	12
2.9 Invigilating during the test	13
3. Speaking test	17
3.1 Key steps	17
3.2 Staff and materials	17
3.3 Timetabling information	18
3.4 Before the Speaking test	20
3.5 During the Speaking test session	20
3.6 After the test	22
4. Packing materials after the exam	23
4.1 Written components	24
4.2 Speaking tests	26
Appendices	27
Appendix A – ID queries	27
Appendix B – Emergency procedure	29
Appendix C – If your Listening equipment fails	29
Appendix D – If there is a long period of noise disruption	29
Candidate instructions	30
STEP 1: Before you start the first written component	31
STEP 2: Instructions to candidates for all written components except Listening	31
STEP 3: Finishing the component (except Listening)	33
STEP 4: Instructions to candidates for the Listening test	34
STEP 5: Finishing the Listening test	35

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.

NEW This document is correct at the time of going to print and may be subject to change at any time. We will inform you of any updates via [Centre News](#) and the Support Site (support.cambridgeenglish.org).

NEW The copyright on all documents, question papers, audio files, past paper packs, Speaking packs etc. produced by us is owned by the University of Cambridge (© UCLES). Such materials must not be copied or reproduced without express written permission from us.



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

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



Please note we use the term 'written components' as a summary term for all components, papers and modules apart from the Speaking test.



For written components, candidates will receive answer sheets or answer booklets. For the purposes of this document, we will call all materials on which candidates provide answers 'answer sheets'. For the Speaking tests, we call them 'mark sheets'.

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 and/or check their ID. 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



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

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.

2. Written components

2.1 Timetabling

Date

Run your exam on the correct date. See the relevant exam session in Cambridge English for Centres.

Order

Run the components in the order listed in the table below.

Time window

Run the components in the correct time slot in the table below.



We might suspend your authorisation or remove your approval to run exams in the future if you make any unauthorised changes to the exam date, component order or the time window.

Exam	Component & order	Time slot allowed (local time) & length of exam	
NEW A2 Key Components can be run in any order	Reading & Writing	12:00–17:30*	1 hour
	Listening	*Listening must start before 17:30	Approximately 30 minutes
NEW A2 Key for Schools Components can be run in any order	Reading & Writing	AM start from 08:00, finish by 15:00 PM start from 12:00, finish by 22:00	1 hour
	Listening		Approximately 30 minutes
NEW B1 Preliminary Components can be run in any order	Reading	08:00–13:00*	45 minutes
	Writing	*Listening must start before 13:00	45 minutes
	Listening		Approximately 30 minutes
NEW B1 Preliminary for Schools Components can be run in any order	Reading	AM start from 08:00, finish by 15:00 PM start from 12:00, finish by 22:00	45 minutes
	Writing		45 minutes
	Listening		Approximately 30 minutes
NEW B1 Preliminary PM sessions – only on Thursday 3 March and Thursday 5 May (This does not include B1 Preliminary for Schools) NEW Components can be run in any order	Reading	12:00–17:30*	45 minutes
	Writing	*Listening must start before 17:30	45 minutes
	Listening		Approximately 30 minutes
B2 First/First for Schools	1: Reading & Use of English	08:00–13:00*	1 hour 15 minutes
	2: Writing	*Listening must start before 13:00	1 hour 20 minutes
	3: Listening		Approximately 40 minutes
C1 Advanced	1: Reading & Use of English	08:00–13:00*	1 hour 30 minutes
	2: Writing	*Listening must start before 13:00	1 hour 30 minutes
	3: Listening		Approximately 40 minutes
C2 Proficiency	1: Reading & Use of English	08:00–13:00*	1 hour 30 minutes
	2: Writing	*Listening must start before 13:00	1 hour 30 minutes
	3: Listening		Approximately 40 minutes
B1 Business Preliminary	1: Reading & Writing	08:00–12:00*	1 hour 30 minutes
	2: Listening	*Listening must start before 12:00	Approximately 40 minutes
B2 Business Vantage	1: Reading	08:00–13:00*	1 hour
	2: Writing	*Listening must start before 13:00	45 minutes
	3: Listening		Approximately 40 minutes
C1 Business Higher	1: Reading	08:00–13:00*	1 hour
	2: Writing	*Listening must start before 13:00	1 hour 10 minutes
	3: Listening		Approximately 40 minutes
TKT Modules 1, 2 and 3, CLIL, YL	All modules (can be taken in any order)	AM start from 08:00, finish by 12:00 PM start from 12:00, finish by 17:00 EVE start from 17:00, finish by 22:00	1 hour 20 minutes per module
Delta Module 1 You must give candidates a 30-minute break between the two papers.	Paper 1	08:00–13:00*	1 hour 30 minutes
	Paper 2	*Paper 2 must start before 13:00	1 hour 30 minutes

- If you use more than one exam room at each venue, ensure each component starts at closely similar times in each room. We strongly recommend that you allow candidates a break between components, particularly if the component is an hour or longer. Please also consider the age of the candidates.
- You can run different exams in one exam room at the same time (e.g. C1 Advanced and C2 Proficiency) if the exams start at the same time and you follow all other rules in this document. Do not timetable more than one Listening test in one exam room.
- You can run a second sitting of the Listening test for capacity or resourcing reasons. The second group of candidates must be supervised while waiting, must not have contact with the first group of candidates and must not have access to the internet, their mobile phones or any other electronic items. Make sure that the candidates understand that these requirements are for exam security. Keep the gap between the two tests as short as possible. **Do not repeat sessions for any other component.**





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.

Exam	Component	You will need:	We provide:
A2 Key/Key for Schools B1 Business Preliminary	Reading & Writing	<ul style="list-style-type: none"> • Soft pencils (B or HB) • Erasers 	<ul style="list-style-type: none"> • Question papers (Do not open the question paper envelopes until candidates are seated in the exam room and ready to take the exam) • Answer sheets or booklets (where relevant). Please check the version numbers correspond to the question papers • Blank answer sheets for emergency use • Script return envelope(s) • Bar code labels containing exam, component and candidate range information <p>*For B1 Preliminary/Preliminary for Schools Writing, the answer booklets are packed in question paper envelopes with orange labels</p>
B2 First/First for Schools C1 Advanced C2 Proficiency	Reading & Use of English	<ul style="list-style-type: none"> • Pencil sharpeners • Attendance register (download from Cambridge English for Centres) 	
B1 Preliminary/Preliminary for Schools B2 Business Vantage C1 Business Higher	Reading		
B1 Preliminary/Preliminary for Schools* B2 First/First for Schools C1 Advanced C2 Proficiency B2 Business Vantage C1 Business Higher	Writing	<ul style="list-style-type: none"> • Black or dark blue pens • Extra paper (only hand out if needed) <p>Extra paper is not allowed for other components</p>	
All exams that have a Listening component	Listening	<ul style="list-style-type: none"> • Soft pencils (B or HB) • Erasers • Pencil sharpeners • Attendance register (download from Cambridge English for Centres) • Suitable playback system for audio files 	<ul style="list-style-type: none"> • Question papers (Do not open the question paper envelopes until candidates are seated in the exam room and ready to take the exam) • Audio files to download • Answer sheets • Blank answer sheets for emergency use • Script return envelope(s) • Bar code label(s) containing exam, component and candidate range information
TKT	All modules	<ul style="list-style-type: none"> • Soft pencils (B or HB) • Erasers • Pencil sharpeners • Attendance register (download from Cambridge English for Centres) 	<ul style="list-style-type: none"> • Question papers (Do not open the question paper envelopes until candidates are seated in the exam room and ready to take the exam. Check that you have selected the correct question papers for the exam. Follow the instructions on the despatch letter) • Answer sheets • Script return envelope • Bar code label(s) containing exam, module and candidate range information

Exam	Component	You will need:	We provide:
Delta Module 1	Paper 1 & Paper 2	<ul style="list-style-type: none"> • Black or blue pens • Attendance register (download from Cambridge English for Centres) 	<ul style="list-style-type: none"> • Question papers (Do not open the question paper envelopes until candidates are seated in the exam room and ready to take the exam) • Answer booklets • Script return envelope(s) • Bar code label(s) containing exam, component and candidate range information
All exams		<ul style="list-style-type: none"> • Scissors for opening the question paper packets • Measuring tape for ensuring correct distance between desks • A4 envelopes to pack exam materials in the exam room temporarily (optional) <div style="border: 1px solid red; border-radius: 10px; padding: 5px; display: inline-block; margin-top: 10px;">   Printed templates of <u>Malpractice</u> and <u>Special Consideration form</u> (you can find these on the Support Site) </div>	<ul style="list-style-type: none"> • Candidate Information Sheets (CIS) – one per candidate



Do not open the question paper envelopes until candidates are seated in the exam room and ready to take 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.

2.3 Preparation

Requirements for invigilators



- 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, trainers or relatives of the candidates. A trainer or 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. For the Listening test, also switch on airplane mode. 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, and that the room is tidy and light enough.
- **Directions to exam rooms:** Make sure candidates can easily find the exam room.
- **Notice to Candidates:** Put the current poster outside (not inside) the exam rooms. You only need 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).
- **Listening equipment check:** Play the introduction and change the volume and bass to improve the sound quality. Move to different parts of the room to check that all candidates will be able to hear the recording. Ensure that no one else can hear the recording.
- **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).

B2 First Writing

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

NEW Do not write anything else on the board.

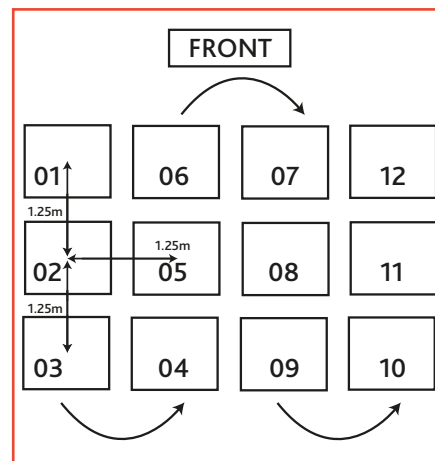
Duration of exams

A2 Key/Key for Schools	Reading & Writing: 1 hour	Listening: Approx 30 minutes
B1 Preliminary/Preliminary for Schools	Reading: 45 minutes Writing: 45 minutes	Listening: Approx 30 minutes
B2 First/First for Schools	Reading & Use of English: 1 hour 15 minutes Writing: 1 hour 20 minutes	Listening: Approx 40 minutes
C1 Advanced	Reading & Use of English: 1 hour 30 minutes Writing: 1 hour 30 minutes	Listening: Approx 40 minutes
C2 Proficiency	Reading & Use of English: 1 hour 30 minutes Writing: 1 hour 30 minutes	Listening: Approx 40 minutes
B1 Business Preliminary	Reading & Writing: 1 hour 30 minutes	Listening: Approx 40 minutes
B2 Business Vantage	Reading: 1 hour Writing: 45 minutes	Listening: Approx 40 minutes
C1 Business Higher	Reading: 1 hour Writing: 1 hour 10 minutes	Listening: Approx 40 minutes
TKT Modules 1, 2, 3, CLIL, YL	All modules: 1 hour 20 minutes per module	
Delta Module One	Paper 1: 1 hour 30 minutes Paper 2: 1 hour 30 minutes	

Seating

- Candidates must sit at desks or tables that are at least 42cm × 30cm (enough space for an answer sheet and question paper placed side by side).
- Candidates must be at least 1.25m apart (measured from the centre of one candidate's desk to the centre of the next candidate's desk in all directions). Use a tape measure to check the distance before the exam and check candidates do not move their desks.
- Candidates can share desks as long as the centre of each candidate's work area is at least 1.25m apart.
- You must not use dividers except for Listening tests in a language laboratory/computer room.
- Candidates must face the same direction, towards the front of the exam room.
- At least one invigilator must be based at the front of the exam room.
- You must have a clear view of all candidates at all times.

- Candidates must sit in candidate number order.
- We recommend a layout that allows efficient distribution and collection of exam materials. See diagram for example.
- If you use a language laboratory/computer room for the Listening component, you do not need to follow the column layout. However, candidates must either sit at least 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.



NEW

- Candidates must be seated in a way that they cannot see each other's work. If using tiered seating (for example, a lecture theatre), the distance will need to be greater than 1.25m for candidates seated higher up. Consider what distance is required to ensure that candidates cannot easily see each other's work.
- 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.

2.4 Authorised and unauthorised items

Candidates must not use or have items that could help them cheat or damage the answer sheets.

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
- all watches
- wearable tech
- tablets, e.g. iPads
- e-readers
- laptops
- recording devices
- music players, e.g. iPods

This list is not exhaustive.



Collect candidates' electronic items before the start of the first component. Keep them outside of the exam room. Candidates must not access any electronic items until after the last written component. TKT candidates must not access electronic items until after their final module of that session. Have a procedure in place for giving them back at the end of the day.

Electronic items needed during the exam for medical conditions (e.g. diabetes) are allowed but check/monitor that they are not 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 are not able to, 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 (except extra paper provided by the centre for Writing components)
- 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)
- cigarettes/e-cigarettes

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**

- photo ID
- pens, pencils, erasers, highlighters, 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. Below are some things we recommend you explain to candidates on or before the exam day:

- the exam day timetable (start/finish/break times etc.)
- 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 written exam, including breaks
- NEW** • that they won't be allowed to wear watches in the exam room; these will either be collected with their other electronic items, or they should leave them at home
- 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 (unless permitted for medical reasons)
- why and when you will check IDs
- (if relevant) why and when you are going to take test day photos
- why and when you are going to ask them to fill in CIS forms (see Section 2.6 below)
- the restrictions on when they can leave the exam room during the components (see Section 2.9 for further information)
- 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 and/or check their IDs
- any emergency procedures for the venue.

2.6 Candidate Information Sheets (CIS)

We send you Candidate Information Sheets to gather some statistics about our candidates such as age, nationality, etc. All candidates must fill in one form at some point before the end of the exam day using **pencil**. For TKT, candidates must fill in one form for each module.

Remove CIS forms from desks before distributing exam materials.

2.7 Test day photos

You must take test day photos for:

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

For A2 Key, B1 Preliminary and Business English, you can offer this as an option to candidates who want it.

You must take a photo of each candidate on the exam day **using the test day photo software Identica**. If you have problems taking photos, **contact the Helpdesk immediately via phone or webchat so that your candidates are not disadvantaged**. Photos taken outside of Identica without authorisation from the Helpdesk will not be uploaded.

You can choose whether to take the photo on the first day or the second day, and do not need to check it for the following components.



If a candidate does not have a photo for C1 Advanced when taking the test in Asia, Africa or Australasia we will not issue a result to them. In centres in Asia, Africa and Australasia you must take the photo on the day of the first component.

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



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



2.8 Checking candidates' photo IDs

All centres must check IDs without any exception.

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

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

When to check IDs:

For the first component:	For Listening components (if candidates leave their seats):	For Speaking tests:
Before the start of the component or in the first 15 minutes. Candidates must be seated at their desks.	Before the start of the component. Candidates must be seated at their desks.	When candidates arrive in the waiting area and just before they enter the test room.

Which ID documents you can accept:

- ▶ Passport
 - ▶ European Union (EU) ID card
 - ▶ Government-issued ID card
 - ▶ Biometric Residence Permit
 - ▶ Photo driving licence (If this is not considered as official ID in your country, do not accept it.)
 - ▶ *Candidate Identification* form (only for candidates aged 17 and under)
 - ▶ College/school/university ID (with the following restrictions):
 - Do not accept this for candidates aged 18 and over if there are compulsory, government-issued IDs in the candidate's country of origin. These candidates must use their compulsory IDs.
 - If there are no compulsory, government-issued IDs that the candidate can use, you can accept college/school/university IDs if one of the following applies:
 - The identity of the candidate was verified at the time the college/school/university ID was issued, using another form of ID (e.g. a photographic driving licence which was valid at that time). Centres will need to check this with the ID issuer.
 - The college/school/university ID has been issued according to established national procedures.
- NEW**
- Candidates taking the C1 Advanced exam outside of their country of permanent residence must use their passport or national identity card (EU ID or government-issued ID card) as ID.

You must not accept any other ID documents. If candidates do not bring one of the above documents on the exam day, see [Appendix A](#).

How to check IDs:

1. Check that it is valid	2. Check there are no impostors	3. Check the candidate is sitting at the right desk
<ul style="list-style-type: none"> It is one of the types of ID listed in this booklet. It must not have expired. It must be an original, not a copy. <p>If any of these criteria are not met, treat the situation as if the candidate had not brought any ID and see Appendix A.</p>	<p>The photo and the name on the ID must match the candidate.</p>	<p>Check the name on the ID matches the desk label, or the attendance register.</p>



Additional regulation for centres in Africa, Asia and Australasia running C1 Advanced: For both the written and Speaking exam days, check that the candidate's ID is the same as the one they used when they registered. You only need to do this once during the day of the written components. Your Centre Exams Manager (CEM) will give you a list of the candidate ID numbers from the point of registration so you can check the same ID is used.

Taking an exam for immigration purposes: If a candidate wants to use their result to immigrate, ask if they have checked which ID document the country's immigration authority requires and use that. Tell the candidate that if they are not sure which ID document to use, their result might not be accepted by the immigration authority.

For typical queries that invigilators raise about ID checks, please refer to [Appendix A](#).

You are now ready to start the exam. Follow the steps in the *Candidate instructions* section (pages 30–35) at the back of this document.

2.9 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 you 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 15](#) for further information).
- Do not disturb or distract candidates.

Invigilating written components (except Listening tests)	Invigilating the Listening test
<ul style="list-style-type: none"> Check IDs in the first 15 minutes if you have not done so before the start. Regularly walk around the exam room. Look out for candidates who need help (such as toilet breaks). For all components with a Writing section, check that candidates are writing within the spaces. Give candidates warnings that there are 10 and 5 minutes left and remind them to copy their answers to the answer sheets. See STEP 3 on page 33 for more information. 	<ul style="list-style-type: none"> Do not interrupt the Listening test and do not let anybody enter or leave except in an emergency. * You must not move around the room unless absolutely necessary. It might affect candidates' concentration and hearing of the test. Use the time when candidates are transferring their answers to the answer sheets to move around and check candidates are doing this.

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



Please see the [Safeguarding Policy](#) article on the [Support Site](#) for 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

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 in the 'Attendance' column and shade the relevant box on the candidate's answer sheet.

You do not need to mark candidates as absent on the Candidate Information Sheets (CIS).

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

You must never use an absent candidate's answer sheet for a different candidate.

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 (except Listening)

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 put their answer sheet(s) inside their question paper and turn it face down.
- Remind the candidate that they are still under exam conditions even outside of the exam room.
- A member of staff must 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 (except Listening)

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 first 30 minutes or the last 10 minutes.
- The candidate must stay in their seat while you collect all of their exam materials (question papers, answer sheets and any extra paper).
- Tell the candidate to leave the room quietly.
- Remind them that they are not allowed to use any electronic devices during the break.
- You must not allow this candidate to re-enter the room until that component has ended.

NEW

Cheating

If you think a candidate has cheated, write a detailed report using the downloadable [Malpractice form](#). Take a signed and dated candidate statement after the component or at the end of the exam day. The candidate should give their personal account of the situation. 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.

Some examples of cheating:	If you think a candidate has cheated:
<ul style="list-style-type: none"> • impersonation • copying from another candidate • communicating with or signalling to another candidate • having electronic items with them during the exam • using any unauthorised items with the intention of cheating • disruptive behaviour • not following the instructions of exam staff • candidates who are still waiting talking about the test to candidates who have already taken the test (Speaking test only). 	<ul style="list-style-type: none"> • Tell the candidate quietly to stop cheating and that they will be reported. • Be aware of local laws regarding physically touching candidates when you are removing unauthorised materials. • Allow the candidate to complete any remaining components. <p>Do not disqualify candidates. You can only exclude a candidate from taking the exam if you are not confident about their identity (i.e. impersonation), or if the candidate causes disruption to other candidates or poses a threat to health and safety.</p>

If you think other candidates have been affected, fill in a downloadable [Special Consideration form](#) (see page 16 for further information).

Candidates who arrive late

You cannot allow late arrivals for the Listening test.

For all other components you can allow late candidates to take the component (with the supervisor's permission) if no other candidate has finished and left the room. You can refuse to admit late candidates if this is your centre's policy. If you do not let a late candidate take one component, do not allow them to take any following components.

If you allow late candidates, 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 the component). Consider the impact this has on your exam timetabling when deciding whether to accept candidates who are late. For example, the late candidate's exam finish time could overlap with the next scheduled component, which would delay the exam for all other candidates.

When the component has finished for everyone else, make sure all other candidates leave the room quietly and allow the late candidate 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.

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

3.1 Key steps



- Check candidates' IDs twice:
 1. When candidates arrive (this way you can make sure they have their ID with them and prevent delays later).
 2. When you hand out the Speaking mark sheets just before the candidates go into the test room.
- 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.

3.2 Staff and materials

NEW

You need the following staff:	Duties:
Supervisor(s) in the waiting area.	<ul style="list-style-type: none"> • See instructions from Section 3.4 onwards.
Marshal(s) – you might need more than one depending on the number of test rooms used.	<ul style="list-style-type: none"> • Ensure that each candidate knows what to expect in the test room. • Introduce the candidate to the Speaking Examiner (SE). If a Team Leader (TL) is carrying out a monitoring visit, briefly explain who they are and what their role is. • Take Speaking mark sheets to the SE if instructed to do so. • Make sure candidates are not left unsupervised until they go into the test room. Marshals must escort each candidate to a chair outside the test room, accompany them into the test room at the appropriate time and introduce them to the SE before leaving.
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).	<ul style="list-style-type: none"> • Correctly time the Speaking tests. • Keep Speaking test materials and 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. • Ensure there is a suitable exam environment in the test room and set up the layout of the room (see diagram in Section 3.3). • Inform you of any situation affecting a candidate's performance, where the centre might have to request Special Consideration. • Complete the Speaking mark sheets. All completed mark sheets are confidential. • Seal the mark sheets in the test room and give them to the CEM/Supervisor at the end of each 3-hour examining session.

You need the following materials:

- Speaking test timetable
- attendance register ([downloaded from Cambridge English for Centres](#))
- *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 ([sent to you – see more details on the Support Site](#))
- paper and pencils for B1 Business Preliminary, B2 Business Vantage and C1 Business Higher candidates.

3.3 Timetabling information

Tests should follow the timings below.

Exam	Format		Maximum number of candidates allowed per 3-hour session
	2 candidates	3 candidates FINAL TEST OF SESSION – ONLY IF THE NUMBER OF CANDIDATES IS NOT EVEN	
A2 Key/Key for Schools	8–10 minutes Allow 12 minutes	13–15 minutes	30 candidates
B1 Preliminary/ Preliminary for Schools	10–12 minutes Allow 14 minutes	15–17 minutes	26 candidates
B2 First/First for Schools	14 minutes Allow 16 minutes	20 minutes	22 candidates
C1 Advanced	15 minutes Allow 17 minutes	23 minutes	20 candidates
C2 Proficiency	16 minutes Allow 18 minutes	24 minutes	20 candidates
B1 Business Preliminary	12 minutes Allow 14 minutes	16 minutes	26 candidates
B2 Business Vantage	14 minutes Allow 16 minutes	20 minutes	22 candidates
C1 Business Higher	16 minutes Allow 18 minutes	22 minutes	20 candidates



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

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

Breaks and length of examining session

NEW It is important to have breaks for the SEs as specified throughout the day in order to ensure they are refreshed and able to perform to the same high standard for all candidates.

- SEs must have a 15-minute break during each 3-hour examining session (this totals 3 hours 15 minutes).
- If they are doing two sessions in a day, they must have a 1-hour break between the two sessions*.
- SEs must not examine more than two 3-hour sessions per day.
- If SEs are examining at different levels (for example B1 Business Preliminary and B2 Business Vantage) within a 3-hour period, they must have an additional break of at least 10 minutes to adjust to the next level.

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

NEW *The exception to this is if it would leave 2 candidates after the 1-hour break between the 2 sessions. In this case we recommend taking the break slightly earlier and testing 3 or 4 candidates after the break. This ensures that if a candidate is delayed for their test or does not arrive, there is not a single candidate left to examine. In these cases, with the agreement of the SEs, it is acceptable to have a 45-minute break.

Test rooms and waiting area

People allowed in the test room are:

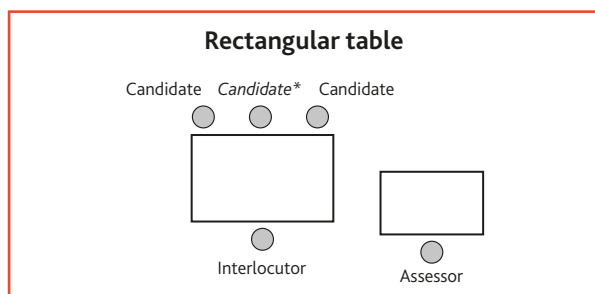
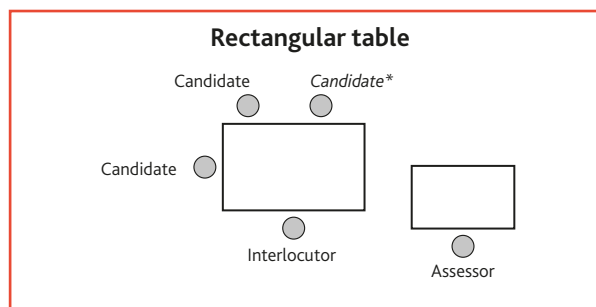
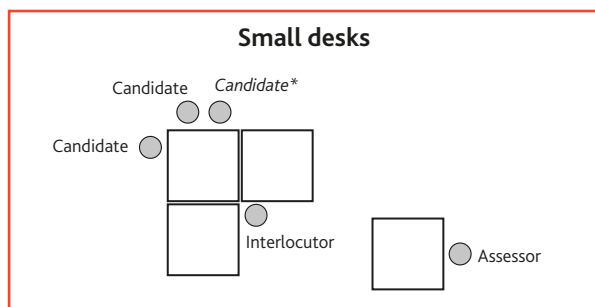
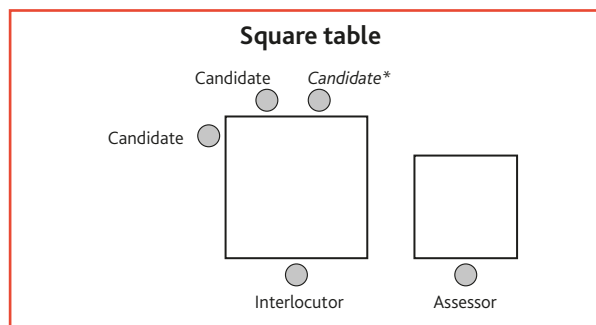
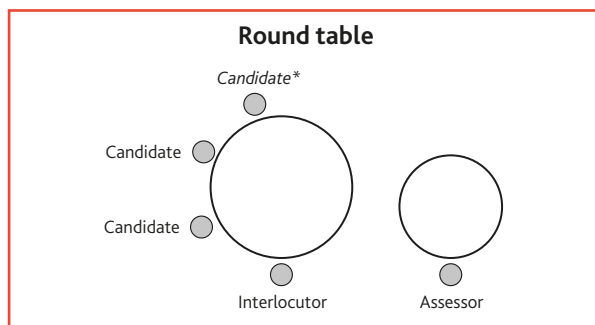
- SEs
- candidates
- Team Leaders, Regional Team Leaders, Professional Support Leaders (for SE monitoring purposes only).

Inspectors cannot be in the test room during a Speaking test. They will check the rooms before or between tests. C1 Advanced is the exception as an Inspector or Cambridge Assessment English employee may be present during a test as part of additional security measures.

- Only one Speaking test can be held in a room at a time.
- Clearly label all Speaking test rooms.
- Put the current **Notice to Candidates** outside (not inside) the test rooms or in the waiting area. You only need to put up one poster if all candidates can see it.
- Remove or cover all posters, notes or notices in English in the test room (except for safety notices).
- Check the waiting area has enough chairs for all candidates and that noise from the waiting area cannot be heard in the test room.
- The waiting area must be supervised at all times.
- Provide an area where candidates can place their belongings during the test. All electronic items, including watches, must be placed in a designated area outside the test room. All other personal belongings can be put in a designated area either inside or outside the room.

NEW

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



The standard format of the test is in pairs.
*Shows position of third candidate in cases of a group of three.

3.4 Before the Speaking test

SEs must have a Speaking pack and the [Instructions to Speaking Examiners](#) for the correct exam. If your CEM has not already handed them out to the SEs, you need to do this. Keep a record of which Speaking pack is issued to which SE.

In the UK, the SEs will bring these materials with them.

Before the Speaking tests start:

- Show SEs to the test room, and inform them of any changes to the timetable.
- SEs must not test candidates who are friends or relatives, who have been examined by them within the previous six weeks, or who have been taught by them in the previous three years. Check the candidates' names with the SEs. If you and the SE only realise this on the test day, you must try to arrange for a different SE to examine this candidate. If you do not have more than one pair of SEs on the day, the known SE must be the interlocutor. If an SE only realises they know a candidate when they enter the test room, the known SE must be the interlocutor.
- Give A4 envelopes (to seal mark sheets) to the SEs.
- Ensure you have a copy of the timetable and attendance register. Inspectors might request to see the timetable.

When candidates arrive



Check their photo IDs and tick their names on the attendance register. [See Section 2.8](#) for details of how to check IDs thoroughly. For Speaking tests, there are no desk labels to check against.

NEW

- Explain to candidates:
 - That they must switch off their mobile phones, watches and any other electronic items, including alarms on these items, and ask them to place them in the designated area (**outside of the test room**). Candidates have to place any other personal belongings in a designated area either inside or outside the test room.
 - When they will be examined and who their partner is.
 - Why and when you will check their ID again.
 - The format of the Speaking test. (Two SEs: an interlocutor and an assessor will test the candidates. The interlocutor interacts with them during the test. The assessor sits slightly further away and focuses on the marking, and might not look at the candidates or speak to them.)
 - Where they can get refreshments and where the bathrooms are.
 - That they must be quiet in the waiting area.
 - That they cannot take any electronic items into the test room or they may be disqualified.
 - That once they have taken the test, they must not communicate with candidates who are still waiting.
- Supervise waiting candidates and make sure noise from the waiting area does not interrupt the test.

When the next candidate pair is ready to be tested



Re-check the IDs ([see Section 2.8](#)) to make sure the correct candidates go into the test room.

- Give them their mark sheet and ask them to check that their name is printed correctly. Write down any name corrections for the CEM. If their name is not on the mark sheet, ask them to write their name on it.
- Tell candidates not to fold, crease or write on the mark sheet and to give it to the SE.
- Make sure they are escorted to the test room and supervised until they enter the test room. You must ensure that candidates do not switch places or mark sheets and that waiting candidates do not speak to candidates leaving the test room.

3.5 During the Speaking test session



- Speaking test materials must always be supervised. During break times, store them securely, for example, by locking them in the test room or a safe.
- The waiting area must be kept quiet and must always be supervised.

- Make sure that the next pair on your timetable is ready for the test before the previous test has finished, so that tests run on time.
- Check that the final pair of candidates has arrived before sending in the preceding pair. This is to ensure that no single candidate is left for the final test.
- If there is an odd number of candidates, form a group of three for the last candidates taking the test. Only use this format for the final test in a session to deal with uneven numbers, unexpected absences of candidates, illness, etc. You can have one group of three at the end of each 3-hour session.
- SEs will inform you of any situation affecting a candidate's performance and you might have to request Special Consideration (see page 16 for further information).
- Check that SEs collect any candidate notes or paper and give these to you to destroy securely. Candidates must not leave the Speaking test with notes made during the test (e.g. for Business exams).

Late arrivals and absent candidates

Late candidates	Absent candidates
<p>If candidates are late for their test, add them to a later time in your timetable once they arrive. You might have to rearrange the pairings.</p> <p>Please ensure the penultimate pair of candidates does not start their Speaking test until the final pair of candidates has arrived, to ensure all candidates are examined on the day.</p>	<p>If candidates are absent for a valid reason (for example, they had an accident on the way to the test) then you can arrange for them to sit the test during the same Speaking test window, either:</p> <p>at the same centre or;</p> <p>at another centre. Contact the Helpdesk before finalising any arrangements with another centre if the exams require a test day photo. Where test day photos are not required, confirm your arrangements in writing to the Helpdesk.</p>

Rearranging the test outside the Speaking test window

- If you need to arrange the test outside the Speaking test window, your CEM must apply for a timetable deviation as soon as possible.



- Use the [Timetable Deviation Request form on the Support Site](#) to do this. You may need to use a dummy partner for this – contact the Helpdesk for advice if you are unsure what to do.

Emergency Special Arrangements

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

<p>If the test has not started yet</p> <p>The SE will tell you immediately so that you can make emergency Special Arrangements (such as using a partner who will not be marked (= dummy partner)). See the instructions below. If you need further advice, contact the Helpdesk or your Team Leader.</p>
<p>If the test has started</p> <p>The SE will decide whether to run the test as normal (according to the rubric, with minor additions to the timing of parts throughout the test if necessary) or to stop it.</p> <ul style="list-style-type: none"> • If the SE decides to run the test as normal, you must not reschedule or let the candidates retake the test. Fill in a printed Special Consideration form, and give it to your supervisor/CEM at the end of the test. If an SE thinks that the 'live' candidate's performance has been disadvantaged by the dummy partner, you need to complete a <i>Special Consideration</i> form for the candidate. • If the SE decides to stop the test, reschedule the test for both candidates. Contact the Helpdesk for advice about the type of Special Arrangements required or if the test needs to be taken outside the Speaking test window.

Partners who will not be marked (= dummy partner)

- You can only use a dummy partner for emergency or planned special arrangements.

A dummy partner must be:

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

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

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

Do not create a mark sheet for the dummy partner and do not add the dummy partner to the attendance register. The SE will complete the mark sheet for the real candidate and will enter '9999' as the second candidate's number.

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



After the test, the CEM must submit the Dummy Partner form on the Support Site to notify us of the use of a dummy partner. You can find more information about dummy partners on the Support Site.

Cheating

The SE must report anything unusual, such as suspicious behaviour of any candidates during the exam, to the supervisor or CEM as soon as possible ([see page 15](#) for further information).

3.6 After the test

Name corrections and forms



Pass any name corrections to the CEM/supervisor, as well as *Special Consideration* and *Malpractice* forms. 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. Please see pages 15 and 16 for more information.

Speaking mark sheets

SEs are responsible for the mark sheets. All information on the mark sheets is confidential.

SEs must check after each test that the information on the mark sheets is complete and correct. They must follow the checking process in the Instructions to Speaking Examiners.

After every 3-hour session, the SE must follow these steps:

- Arrange mark sheets in candidate number order including any absent candidates.
- Double check that mark sheets have been filled in correctly. If you notice that any information is missing, call the Helpdesk.
- Place mark sheets for each level in separate A4 envelopes.
- Seal the envelopes and sign across the seals (one signature is sufficient).
- Give the mark sheets to the Supervisor or CEM.

NEW

The Supervisor/CEM is responsible for:

- making sure the attendance register is with the correct envelope when packing
- storing the mark sheets securely.

After the final session follow the instructions in [Section 4.2](#).

4. Packing materials after the exam

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

Your CEM will either give you script return envelopes or A4 envelopes to pack the test materials for written components in the exam room. SEs and/or a supervisor will pack the mark sheets for the Speaking component into A4 envelopes in the test room.

Please see [Section 4.2](#) for instructions on how to pack Speaking mark sheets.

Return	Destroy securely	Store
Attendance registers – do not staple (return the original and make a copy for your records)	All question papers	Your copy of the attendance register for six months after the exam's results release day
All completed answer sheets and Speaking mark sheets	All unused answer sheets and Speaking mark sheets	NEW Room plans for six months after the exam's results release day
Completed CIS forms	Unused CIS forms	(Non-UK centres only) Speaking packs in secure storage. Destroy once you receive your new packs (you can find more information about timescales in the Speaking pack order form on the Support Site)
	NEW Delete audio files	
	Extra paper for the Writing components NEW (if you must include this with a candidate's answers, please add their candidate information)	

Return and destroy all exam materials as per the table above (see below for Delta Module One) either **no later than three calendar days after the written exam day** or **no later than one working day after the Speaking tests**. Store materials securely until then.

NEW Delta Module One

Return	Destroy securely	Store
<ul style="list-style-type: none"> Answer booklets (collated in candidate number order; including unused booklets) Attendance registers – do not staple (return the original and make a copy for your records) Completed CIS forms – packed in a separate A4 envelope marked 'CIS'. <p>Pack Paper 1 and Paper 2 materials in separate script return envelopes and, if necessary, pack them into separate outer packages. Attach the pre-addressed return labels and despatch them to Cambridge by an approved courier.</p>	All question papers Unused CIS forms	Your copy of the attendance register for six months after the exam's results release day Room plans for six months after the exam's results release day





Return materials **one calendar day after the exam day** at the latest.


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



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

4.1 Written components

Follow these steps to pack materials for all exams (except Delta Module One):					
1	We now send you separate return envelopes and bar code labels for B1 Preliminary and Preliminary for Schools Reading and Writing components. Please pack the Reading answer sheets into one envelope and the Writing answer booklets into the other envelope, attaching the correct bar code labels. You will now have one attendance register for each component; include them in the corresponding envelopes.				
	If you are waiting for a candidate's ID, we recommend you use A4 envelopes to seal their materials separately at the end of each component. Please see Candidates who do not bring suitable ID on the exam day in Appendix 1 for more instructions.				
2	<p>Arrange answer sheets in candidate number order (as listed on the attendance register):</p> <ul style="list-style-type: none"> • Add late candidates' answer sheets, absent candidates' answer sheets and unused reserve answer sheets in candidate number order with the other candidates' work. • Check that you have all answer sheets (e.g. no answer sheets are left in the question papers). • Do not mix answer sheets from different components. 				
3	Add the completed attendance register (unstapled) to the pile of answer sheets and put all materials into an A4 envelope or a script return envelope.				
4	<table border="1"> <thead> <tr> <th>A4 envelopes</th> <th>Script return envelopes</th> </tr> </thead> <tbody> <tr> <td> <p>Seal the envelope and sign across the seal. Give it to the person responsible for storing it securely or despatching materials.</p> <p>NEW The CEM/supervisor must re-open the A4 envelopes at a later stage, in secure conditions.</p> <p>Re-pack the materials into our script return envelopes (see the instructions on the right).</p> </td> <td> <ul style="list-style-type: none"> • 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. • Attach the bar code label containing exam, component, packing code and candidate range information*. • Use all bar code labels. (We do not send spare bar code labels and all labels are for a different candidate range/packing code etc.) If you return materials with the wrong bar code label, it will delay marking and the release of results. Do not use multiple bar code labels for one envelope. Do not make any changes to bar code labels. • Only pack materials within the range of candidate numbers on the bar code label into the envelope. (If you have additional (e.g. late entry) candidates for the same venue, these may have their own envelope and bar code label.) • If you can't fit all answer sheets in one envelope, use additional envelopes. Write the information on the return label onto the additional pack(s). Then mark the packs 1 of 2, 2 of 2 etc. and band the packets together. • Complete the required information on the front of the script return envelopes. • If you are including Special Arrangements exam materials, write on the envelope 'includes Special Arrangements candidate materials'. Do not pack Special Arrangements candidates in a separate script return envelope unless you have a bar code label for them. Please see the Special Arrangements Supplement for more information. <p> Please see the Support Site for more information on packing and returning exam materials.</p> </td> </tr> </tbody> </table>	A4 envelopes	Script return envelopes	<p>Seal the envelope and sign across the seal. Give it to the person responsible for storing it securely or despatching materials.</p> <p>NEW The CEM/supervisor must re-open the A4 envelopes at a later stage, in secure conditions.</p> <p>Re-pack the materials into our script return envelopes (see the instructions on the right).</p>	<ul style="list-style-type: none"> • 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. • Attach the bar code label containing exam, component, packing code and candidate range information*. • Use all bar code labels. (We do not send spare bar code labels and all labels are for a different candidate range/packing code etc.) If you return materials with the wrong bar code label, it will delay marking and the release of results. Do not use multiple bar code labels for one envelope. Do not make any changes to bar code labels. • Only pack materials within the range of candidate numbers on the bar code label into the envelope. (If you have additional (e.g. late entry) candidates for the same venue, these may have their own envelope and bar code label.) • If you can't fit all answer sheets in one envelope, use additional envelopes. Write the information on the return label onto the additional pack(s). Then mark the packs 1 of 2, 2 of 2 etc. and band the packets together. • Complete the required information on the front of the script return envelopes. • If you are including Special Arrangements exam materials, write on the envelope 'includes Special Arrangements candidate materials'. Do not pack Special Arrangements candidates in a separate script return envelope unless you have a bar code label for them. Please see the Special Arrangements Supplement for more information. <p> Please see the Support Site for more information on packing and returning exam materials.</p>
A4 envelopes	Script return envelopes				
<p>Seal the envelope and sign across the seal. Give it to the person responsible for storing it securely or despatching materials.</p> <p>NEW The CEM/supervisor must re-open the A4 envelopes at a later stage, in secure conditions.</p> <p>Re-pack the materials into our script return envelopes (see the instructions on the right).</p>	<ul style="list-style-type: none"> • 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. • Attach the bar code label containing exam, component, packing code and candidate range information*. • Use all bar code labels. (We do not send spare bar code labels and all labels are for a different candidate range/packing code etc.) If you return materials with the wrong bar code label, it will delay marking and the release of results. Do not use multiple bar code labels for one envelope. Do not make any changes to bar code labels. • Only pack materials within the range of candidate numbers on the bar code label into the envelope. (If you have additional (e.g. late entry) candidates for the same venue, these may have their own envelope and bar code label.) • If you can't fit all answer sheets in one envelope, use additional envelopes. Write the information on the return label onto the additional pack(s). Then mark the packs 1 of 2, 2 of 2 etc. and band the packets together. • Complete the required information on the front of the script return envelopes. • If you are including Special Arrangements exam materials, write on the envelope 'includes Special Arrangements candidate materials'. Do not pack Special Arrangements candidates in a separate script return envelope unless you have a bar code label for them. Please see the Special Arrangements Supplement for more information. <p> Please see the Support Site for more information on packing and returning exam materials.</p>				
5	Place completed Candidate Information Sheets (CIS) in an A4 envelope marked 'CIS'. Include the envelope in the main package.				
6	Put individual script return envelopes into a larger outer package and stick the address label on. Note that you can now use your own address label, or print one from the Support Site .				

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

Materials for absent candidates and unused reserve entry answer sheets (all exams)

Absent candidates

- Mark the candidate as absent on any personalised answer sheets (not applicable for Delta Module One) and on the attendance register.
- Add the answer sheet(s) in sequence with the other candidates' answer sheets in the script return envelope.

Materials for candidates with Special Arrangements (all exams)

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

NEW

- Include the candidate's answer sheets in candidate number order with the other candidates' answer sheets/booklets.
- Some candidates may have word-processed sheets. These should be clearly labelled with their name, candidate number, centre number, packing code, exam name and date. Put the sheets in a separate envelope, add this information again and include the envelope in candidate number order with the other candidates' answers.

Modified materials

- Please see the [Special Arrangements Supplement](#) and [Making a transcript of a candidate's answers](#) on the Support Site.

4.2 Speaking tests

After the final session, the Supervisor must follow the steps below:

NEW

1	Open the A4 envelopes.
2	Check the mark sheets are in the correct candidate number order and that the SE and candidate IDs have been filled in correctly.
3	Check the 'Absent' box has been shaded for absentees.
4	Pack the mark sheets and unstapled attendance register into a script return envelope and seal it.
5	Attach the white bar code label containing exam, component and candidate range information*.
6	Ensure all bar code labels are used. Returning candidates' exam materials with the wrong bar code label might delay marking of their exam and the release of their results. Do not use multiple bar code labels for one envelope. Do not make any changes to the bar code labels.
7	Only pack materials within the range of candidate numbers on the bar code label into the envelope. (If you have additional (e.g. late entry) candidates for the same venue, these may have their own envelope and bar code label.) If you can't fit all answer sheets in one envelope, use additional envelopes. Write the information on the return label onto the additional pack(s). Then mark the packs 1 of 2, 2 of 2 etc. and band the packets together.
8	Complete the required information on the front of the script return envelopes.
9	If you are including Special Arrangements exam materials, write on the envelope 'includes Special Arrangements candidate materials'. Please see the Special Arrangements Supplement for more information.
10	Give the sealed envelope(s) to the person responsible for storing it securely or despatching materials.



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

Appendices

Appendix A – ID queries


A candidate's face is covered for religious reasons

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

You have doubts about a candidate's identity

Take the candidate to one side during a break or before starting the component and ask them questions about the information on their ID. For example, when/where they were born, address etc. If they cannot answer, do not allow them to take the exam. Tell your CEM, who must inform us immediately.

Candidates who do not own any ID

Candidates aged 17 or under	Candidates aged 18 or over
 <p>They must complete the Candidate ID form (download from the Support Site) before the exam day and bring it on the day.</p> <p>The form is proof of the candidate's identity and you must check it on the exam day.</p> <p>If they do not bring the form on the exam day, do not allow them to take the exam.</p>	<p>These candidates cannot take the exam.</p>

Candidates who do not bring suitable ID on the exam day

Candidates aged 18 and over	
Written components	
<p>Someone can bring the ID to the venue during the exam day</p> <ul style="list-style-type: none"> Allow these candidates to take the exam but keep their answers separate from the other candidates' materials. If the ID is brought in by the final component, add their materials to the others following Section 4.1 Step 2 onwards. Warn them that if no one brings their ID by the end of the exam, you will not send their answer sheets to us. <p>If no one brings the ID by the end of the exam day, you must:</p> <ul style="list-style-type: none"> shred their answers mark them as absent on the attendance register and write: 'Answers shredded due to no ID'. 	<p>No one can bring the ID to the venue during the exam day</p> <p>You must not allow these candidates to take the exam.</p>
Speaking tests	
<p>Someone can bring their ID to the venue</p> <p>Do not allow these candidates to take the exam until you see their ID.</p> <p>If this is possible, move their Speaking slot to a later time on the same day to allow enough time for someone to bring the ID.</p>	<p>No one can bring their ID to the venue</p> <p>Candidates might be able to get their ID themselves, if you can move their Speaking slot to later that day.</p> <p>If this is not possible, candidates will not be able to take the Speaking test.</p>

Candidates aged 17 or under	
All exams	
Someone can bring the ID to the venue on the exam day	No one can bring the ID to the venue on the exam day
<ul style="list-style-type: none"> Allow these candidates to sit the exam and keep their answers separate from the other candidates' materials. If the ID is brought in by the final component, add their materials to the others following Section 4.1 Step 2 onwards. If no one brings the ID by the end of the exam day, follow the instructions in the next column. 	<p>If your centre and the candidate can agree on a date and time, you can allow the candidate to bring their ID within three calendar days of the exam, and allow them to sit the exam as planned. If the candidate has to bring their ID to a member of centre staff who was not present on the exam day, there must be an agreed method to verify their identity, such as a handwriting sample.</p> <p>Candidates taking A2 Key, B1 Preliminary, B2 First and their 'For Schools' variants can have their identity verified to the Supervisor/CEM by a senior teacher or principal of NEW their school on the exam day. Ideally this should be done in person, but if this is not possible, then it can be done electronically provided the person confirming the identity can see the candidate.</p> <p>If your centre cannot wait for the ID to be provided after the exam day (for example you are running the exam at a distant external venue, or no one can verify their identity), explain to the candidate that they cannot take the exam, shred their answers and mark them as absent on the attendance register, writing 'Answers shredded due to no ID'.</p>

Candidates who do not bring suitable ID on one of the two exam days

If you are running the written components and the Speaking test on two different days and a candidate does not bring their ID to one of these days, follow the instructions below.

The below is only the case when no one can bring the candidate's ID to the venue during the exam or if you cannot re-schedule their Speaking test to a later time.

Candidates fail to bring suitable ID to:	
Speaking test which is taking place before the day of the written components	<p>You must either:</p> <ul style="list-style-type: none"> not allow these candidates to take the Speaking test and mark them as absent. Tell the CEM so they can inform these candidates that they cannot take the written components. We will not issue a result for these candidates or, you can reschedule their Speaking test for another date within the Speaking test window. It is at your discretion if you can do this.
Written component which is taking place before the Speaking test day	You must not allow them to take the written component and must not allow them to take the Speaking test. We will not issue a result for these candidates.
Speaking test which is taking place on the last day of the Speaking test window	<p>Do not allow these candidates to take the test.</p> <p>Mark them as absent on the attendance register. We will not issue a result for these candidates.</p>

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

Tell these candidates that they will not receive a result because they have not provided suitable ID on the exam day. In all cases where you do not allow candidates to take the exam, shred their answers from the previous exam components if they have already taken them. Please see [Candidates who do not bring suitable ID on the exam day in this Appendix](#) and the [Candidate Photo ID article on the Support Site](#).

Appendix B – 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 and answer sheets 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 16 for further information).

Speaking tests:

- The Examiner should decide whether to continue from where they had reached or to start the test from the beginning. This depends on how far into the test they were and the length of the interruption.

Appendix C – If your Listening equipment fails

- Note where the recording stopped.
- Tell candidates to close their question papers and be quiet.
- Replace the faulty equipment. If you are the only invigilator in the room get help so you can still supervise the candidates.
- Play the introduction to the candidates to check the sound.
- Then use headphones to fast forward to the place where the recording was stopped.
- Tell candidates to open their question papers and continue the test.
- Fill in a Special Consideration form (see page 16 for further information).

NEW Appendix D – If there is a long period of noise disruption

- You can briefly pause the recording if there is an unexpected, long period of noise disruption.
- Any interruption of a Listening test should be as short as possible.
- Tell candidates to be quiet while they wait.
- Resume the recording as soon as the noise passes.
- If necessary, fill in a Special Consideration form (see page 16 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, taking test day photos, Candidate Information Sheets and how to invigilate, see [Section 2](#) 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 first written component

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

NEW



*Follow your centre's procedures for collecting and storing candidates' electronic items, including watches. Make sure they are switched off and kept outside of the exam room. Explain to candidates that they cannot use these or anyone else's until after the 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 the breaks.***

If candidates complete the Candidate Information Sheet before a component, collect them before distributing exam materials.

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

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

Use the [Special Arrangements Supplement](#) if using modified papers.

For the duration of exams, please see [page 9](#).

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

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

NEW

- ▶ We are going to start your exam soon. This is your last chance to hand in any electronic items without being disqualified.
- ▶ Do you still have anything electronic, including mobile phones with you? If you do, switch them off and give them to me now.
- ▶ You are not allowed to keep a wristwatch of any kind in the exam room. If you are wearing one, please take it off and give it to me.



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

If candidates do not leave their seats between components, you only need to check their IDs before the first component.

If candidates do leave their seats between components, you must check their ID before every component.

IDs must stay on candidates' desks during each component.

Confirmations of Entry are only allowed on the desks during the ID check. Put them under the desk once the IDs have been checked and make sure they are facing down.

Check pencil cases, ID wallets, bottles, etc. for unauthorised items or notes, and check that pencil cases are left open.

<ul style="list-style-type: none"> ▶ You are now under exam conditions. ▶ You must follow my instructions. If you need help, please put your hand up. ▶ You are here to take: (read out exam name) (read out component name). ▶ Check your candidate number on your desk to make sure you are sitting in the correct place. ▶ You must not keep or use any unauthorised items such as dictionaries, erasable pens, correction fluid or tape. ▶ You are allowed on your desk: a pen, pencil, eraser, pencil sharpener, highlighter, your ID and water in a plastic bottle. ▶ Your ID must be on your desk during each test. ▶ If you cheat, you will be disqualified. Cheating includes copying, continuing to write after you have been told to stop, or using prepared notes. It also includes helping other candidates or allowing another person to do all or part of your exam. ▶ If you use any electronic items during the exam or breaks, you will be disqualified. ▶ If you need a toilet break during the test, you must put your hand up and wait in your seat. You cannot leave the exam room for toilet breaks during the last 10 minutes of the test. ▶ If you finish your test early, put your hand up and wait in your seat. You cannot leave the exam room permanently in the first 30 minutes or the last 10 minutes. 	
Reading & Writing Reading & Use of English Reading All TKT modules	<ul style="list-style-type: none"> ▶ Check your name on the answer sheet – if it is correct, sign your name in pencil. ▶ If your name is not on the answer sheet, write your name in English letters, your candidate number and centre number in the space provided in pencil. ▶ If your name is not correct, put your hand up now.
<p><i>If a candidate's name is incorrect, cross it out and ask the candidate to write their correct name. Ask the candidate to sign the answer sheet. Write down any name corrections to give to the CEM/supervisor later.</i></p>	
Writing	<ul style="list-style-type: none"> ▶ Write your name in English letters, your candidate number and centre number in the space provided in pen.
Delta Module One Paper 1 & Paper 2	<ul style="list-style-type: none"> ▶ Write your name in English letters, your candidate number and centre number on the front of your answer booklet in pen.
<ul style="list-style-type: none"> ▶ I will now give you the question paper. Do not open it yet. 	
<p><i>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 (e.g. any changes).</i></p>	
<ul style="list-style-type: none"> ▶ Read the instructions on the front of the question paper. Do not open it yet. 	
<p><i>Hold up a question paper and point to the instructions on the front cover. Give candidates a minute to read them. During this time check each candidate has signed their answer sheet or written their name, candidate number and centre number.</i></p>	
<ul style="list-style-type: none"> ▶ Read the instructions for each part of the test carefully. ▶ Make sure your writing is clear and easy to read. ▶ Write only your answers and nothing else on the answer sheet. ▶ Put your answer in the correct box. Do not write outside the box. ▶ Do not write over the black lines or black blocks on the answer sheet. 	
Reading & Writing Reading & Use of English Reading	<ul style="list-style-type: none"> ▶ Use a pencil for this test. Use an eraser to correct your mistakes. ▶ Colour one circle when answering each multiple-choice question. ▶ Put your short written answer in the correct box. ▶ You can write on the question paper, but you must copy your answers to the answer sheet before the end of the test.
Writing	<ul style="list-style-type: none"> ▶ Use a black or dark blue pen for this test. ▶ If you need extra paper for your notes, put your hand up. Copy your answers to the answer sheet/booklet before the test ends as the extra paper will be destroyed. ▶ Write within the spaces on your answer sheet/booklet. <p><i>Distribute extra paper only if needed.</i></p>
Delta Module One Paper 1 & Paper 2	<ul style="list-style-type: none"> ▶ Use a black or dark blue pen for this paper. ▶ You can make notes on the question paper, but you must copy your answers to the answer sheet before the end of the test. ▶ Start each new question on a new page.
All TKT modules	<ul style="list-style-type: none"> ▶ Use a pencil for this test. Use an eraser to correct your mistakes. ▶ Colour one circle when answering each multiple-choice question. ▶ You can write on the question paper, but you must copy your answers to the answer sheet before the end of the test.

Continued

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

Give candidates some time for questions about the instructions.



NEW

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

- ▶ Open your question paper and begin.

Write the exact start and finish times on the board including seconds. Check the duration of exams on page 9.



If you haven't already checked the candidates' IDs, remember you must do so in the first 15 minutes of the component. See details on how to check IDs in Section 2.8.

STEP 3: Finishing the component (except Listening)

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

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

Patrol the exam room and make sure that candidates are copying or writing their answers on the answer sheets.

5-minute warning:

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

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

When the component has finished:

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

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

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

If a candidate does not transfer all of their answers to the answer sheet in time, and you believe there is a good reason, include the question paper/extra paper with the answer sheet, together with a report explaining the reasons for non-transfer. Make sure the candidate's name and number are on the question paper. This must be done immediately after the component ends.



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

Sort all answer sheets 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.

**Repeat STEPS 2 and 3 for all written components except the Listening test.
For the Listening test, go to STEPS 4 and 5, pages 34 and 35.**

STEP 4: Instructions to candidates for the Listening test

Use the Special Arrangements Supplement if using modified papers.

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

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



You must check the candidates' IDs before the start of the recording. See [Section 2.8](#) for details on how to check IDs.

IDs must stay on candidates' desks during each component.

Confirmations of Entry are only allowed on the desks during the ID check. Put them under the desk once the IDs have been checked and make sure they are facing down.

Check pencil cases, ID wallets, bottles, etc. for unauthorised items or notes, and check that pencil cases are left open.

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

- ▶ You are now under exam conditions.
- ▶ You must follow my instructions. If you need help, please put your hand up.
- ▶ You are here to take (read out exam name) (Listening).
- ▶ Check your candidate number on your desk to make sure you are sitting in the correct place.
- ▶ You must not keep or use any unauthorised items such as dictionaries, erasable pens, correction fluid or tape.
- ▶ You are allowed on your desk: a pen, pencil, eraser, pencil sharpener, highlighter, your ID and water in a plastic bottle.
- ▶ Your ID must be on your desk during this test.
- ▶ If you cheat, you will be disqualified. Cheating includes copying, continuing to write after you have been told to stop, or using prepared notes. It also includes helping other candidates or allowing another person to do all or part of your exam.
- ▶ If you use any electronic items during the exam or breaks, you will be disqualified.
- ▶ You cannot leave the room during the Listening test for toilet breaks or if you finish the test early.
- ▶ Check your name on the answer sheet – if it is correct, sign your name.
- ▶ If your name is not correct or not there, put your hand up now.

If a candidate's name is incorrect, cross it out on the answer sheet and ask the candidate to write their correct name. Ask the candidate to sign the answer sheet. Write down any name corrections to give to the CEM/supervisor later.

If a candidate's name is not on the answer sheet, ask them to write their name in English letters. Ask them to write the centre number and their candidate number. If there is a space for it on their answer sheet(s)/answer booklet, they need to shade the candidate number box.

- ▶ I will now give you the question paper. **Do not open it yet.**

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 (e.g. any changes).

- ▶ Read the instructions on the front of the question paper. **Do not open it yet.**

Hold up a question paper and point to the instructions on the front cover. Give candidates a minute to read them. During this time, check each candidate has signed their answer sheet or instead written the required details (name, candidate number, centre number).

Continued

- ▶ Listen to the instructions for each part of the test carefully.
- ▶ Do not write over the black lines or black blocks on the answer sheet.
- ▶ Use a **pencil** for this test. Use an eraser to correct your mistakes.
- ▶ Write only your answers and nothing else on the answer sheet.
- ▶ Put your answer in the correct box. Do not write outside the box.
- ▶ Make sure you colour one circle when answering each question.
- ▶ You can also write your answers on the question paper while you are listening to the recording, but remember you have to copy your answers to the answer sheet before the end of the test. You will have time at the end of the recording to do this.
- ▶ Make sure your writing on the answer sheet is clear and easy to read.
- ▶ At the end of the test, stop writing when I tell you and stay at your desk.
- ▶ Do not take any test materials out of the room.
- ▶ If you have a problem during the test, put your hand up.
- ▶ Are there any questions?

Give candidates some time for questions about the instructions.

- ▶ I will now play the introduction to check that everyone can hear the recording clearly.
- ▶ Put your hand up if you have a problem hearing it.
- ▶ Do not open your question paper yet.

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

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

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

NEW See Appendix C and D for advice *if your equipment fails or there is a long period of noise disruption.*

STEP 5: Finishing the Listening test

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

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

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

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

If a candidate does not transfer all of their answers to the answer sheet in time, and you believe that there is a good reason, include the question paper with the answer sheet, together with a report explaining the reasons for non-transfer. Make sure the candidate's name is on the question paper. This must be done immediately after the component ends.

- ▶ You can leave the room quietly now.

Collate all answer sheets 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.

A few facts and figures about us:

- 7 million assessments taken every year
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